

SERVICE CONTRACT

THIS AGREEMENT is signed on _____, by the City of Pompano Beach (“City”) and One Parking Corporate, Inc., a Delaware corporation authorized to do business in Florida (“Contractor”).

WHEREAS, City requires services which Contractor is capable of providing under the terms and conditions described herein; and

WHEREAS, Contractor is able and prepared to provide such services to City under the terms and conditions set forth herein.

NOW, THEREFORE, in consideration of those mutual promises and the terms and conditions set forth hereafter, the parties agree as follows:

1. Contract Documents. This Agreement consists of the Scope of Work set forth in Exhibit “A” (the “Work”), the Insurance Requirements set forth in Exhibit “B,” RFP E-07-21 and the Contractor’s Response set forth as Exhibit “C,” and the PCI DSS Compliance & Cardholder Data Risk Mitigation set forth as Exhibit “D”, both of which are attached hereto and made a part hereof; and all written change orders and modifications issued after execution of this Agreement. In the event of any conflict or inconsistency between this Agreement and the provisions in the incorporated Exhibits, resolution shall be attained by giving precedence in the following order: (i) this Agreement, (ii) Exhibit “A,” (iii) Exhibit “D,” and Exhibit “C”.

2. Purpose. City contracts with Contractor to provide parking management services upon the terms and conditions set forth herein.

3. Scope of Work. Contractor shall provide the Scope Services set forth in Exhibit “A” and insurance set forth in Exhibit “B” both attached hereto and made a part hereof. If the Work requires Contractor to provide materials or complete the Work within a specified time frame or in accordance with certain plans and specifications, these terms and conditions shall be set forth and included in Exhibit A and Contractor agrees to provide said materials or Work in accordance therewith. Contractor and Contractor’s heirs, executors, administrators, successors and assigns, do hereby agree to full performance of all covenants contained herein on Contractor’s part.

4. Term of Contract. This Contract shall start on May 1, 2021 and end April 30, 2026.

5. Renewal. In the event City determines Contractor to be in full compliance with this Agreement and Contractor’s performance thereunder to be satisfactory, then City, with City Commission approval, shall have the option to renew this Agreement for an additional Multiple Years year term upon the written consent of both City and Contractor provided that City provides written notice of its intention to renew within sixty (60) days of the termination date of this Agreement.

6. Maximum Obligation. City agrees to pay Contractor for providing the Work and insurance required hereunder. Both parties agree that unless otherwise directed by City in writing, Contractor shall continue to provide the Work for the term of this Agreement.

7. Price Formula, Payment and Invoices.

A. Price Formula. City agrees to pay Contractor for performance of the Work set forth in this Agreement as follows:

Payments shall be made in accordance with Exhibit "A", Scope of Work, and shall not exceed four hundred forty two thousand seven hundred and seventy nine dollars and sixty three cents (\$442,779.63) for fees and expenses. Optionally, the City may, choose to add valet services for a not to exceed amount of one hundred four thousand and eighty five dollars (\$104,085.00).

B. Payment. All payments by City shall be made after the Work has been verified and completed. Unless disputed by City as provided herein, upon City's receipt of a Proper Invoice as defined in §218.72, Florida Statutes, as amended, City shall forward Contractor payment for (i) construction services defined as all labor, services, and materials provided in connection with the construction, alteration, repair, demolition, reconstruction, or any other improvement to real property that require a license under Parts I and II of Chapter 489, Florida Statutes, within twenty-five (25) business days and (ii) forty five (45) days for all goods and services provided other than construction services.

City may temporarily remove for review any disputed amount, by line item, from an invoice and shall timely provide Contractor written notification of any such disputed charge. Contractor shall provide clarification and a satisfactory explanation to City, along with revised copies of all such documents if inaccuracies or errors are discovered, within ten (10) days of receipt of City's notice of the disputed amount

In the event City has a claim against Contractor for Work performed hereunder which has not been timely remedied in accordance with the provisions of this Article 7, City may withhold payment for the contested amount, in whole or in part, to protect itself from loss on account of defective Work, claims filed or reasonable evidence indicating probable filing of claims by other parties against Contractor, and/or Contractor's failure to make proper payments to subcontractors or vendors for material or labor. When the reason(s) for withholding payment are removed or resolved in a manner satisfactory to City, payment shall be made.

Resolution of improper payment requests or invoices shall be in accordance with §218.76, Florida Statutes, as amended.

C. Invoices. If required by City, Contractor shall submit invoices to City on a monthly basis.

8. Disputes. Any factual disputes between City and the Contractor in regard to this Agreement shall be directed to the City Manager for the City, and such decision shall be final.

9. Contract Administrators, Notices and Demands.

A. Contract Administrators. During the term of this Agreement, the City's Contract Administrator shall be Jeff Lantz and the Contractor's Contract Administrator shall be Mark Pratt (or their authorized written designee) as further identified below.

B. Notices and Demands. A notice, demand, or other communication hereunder by either party to the other shall be effective if it is in writing and sent via email, facsimile, registered or certified mail, postage prepaid to the representatives named below or is addressed and delivered to such other authorized representative at the address as that party, from time to time may designate in writing and forward to the other as provided herein.

If to Contractor: Mark Pratt
477 South Rosemary Avenue, Suite 202
West Palm Beach, FL 33401
Office: 317-716-6016
Email: mpratt@oneparking.com

If to City: Jeff Lantz, Contract Administrator
100 West Atlantic Blvd
Pompano Beach, FL 33060
Office: 954-786-5580
Email: Jeff.Lantz@copbfl.com

With a copy to: Antonio Pucci, Contract Manager
100 West Atlantic Blvd.
Pompano Beach, FL 33060
Phone: 954-786-5574
Email: antonio.pucci@copbfl.com

Kirsten Dolan
477 South Rosemary Avenue, Suite 202
West Palm Beach, FL 33401
Phone: 561-833-7222
Email: kirsten@oneparking.com

10. Ownership of Documents and Information. All information, data, reports, plans, procedures or other proprietary rights in all Work items, developed, prepared, assembled or compiled by Contractor as required for the Work hereunder, whether complete or unfinished, shall be owned by the City without restriction, reservation or limitation of their use and made available at any time and at no cost to City upon reasonable written request for its use and/or distribution as City deems appropriate provided City has compensated Contractor for said Work product. City's re-use of Contractor's Work product shall be at its sole discretion and risk if done without Contractor's written permission. Upon completion of all Work contemplated hereunder or termination of this Agreement, copies of all of the above data shall be promptly delivered to the City's Contract Administrator upon written request. The Contractor may not disclose, use, license or sell any work developed, created, or otherwise originated hereunder to any third party whatsoever. The

rights and obligations created under this Article shall survive the termination or expiration of this Agreement.

To the extent it exists and is necessary to perform the Work hereunder, City shall provide any information, data and reports in its possession to Contractor free of charge.

11. Termination. City shall have the right to terminate this Agreement, in whole or in part, for convenience, cause, default or negligence on Contractor's part, upon thirty (30) days advance written notice to Contractor. Such Notice of Termination may include City's proposed Transition Plan and timeline for terminating the Work, requests for certain Work product documents and materials, and other provisions regarding winding down concerns and activities.

If there is any material breach or default in Contractor's performance of any covenant or obligation hereunder which has not been remedied within thirty (30) days after City's written Notice of Termination, City, in its sole discretion, may terminate this Agreement immediately and Contractor shall not be entitled to receive further payment for services rendered from the effective date of the Notice of Termination.

In the event of termination, City shall compensate Contractor for all authorized Work satisfactorily performed through the termination date under the payment terms set forth in Article 7 above and all Work product documents and materials shall be delivered to City within thirty (30) days from the Notice of Termination. If any Work hereunder is in progress but not completed as of the date of the termination, then upon City's written approval, this Agreement may be extended until said Work is completed and accepted by City.

12. Force Majeure. Neither party shall be obligated to perform any duty, requirement or obligation hereunder if such performance is prevented by fire, hurricane, earthquake, explosion, war, civil disorder, sabotage, accident, flood, acts of nature or by any reason of any other matter or condition beyond the control of either party which cannot be overcome by reasonable diligence and without unusual expense ("Force Majeure"). In no event shall economic hardship or lack of funds be considered an event of Force Majeure. If either party is unable to perform or delayed in their performance of any obligations hereunder by reason of any event of Force Majeure, such inability or delay shall be excused at any time during which compliance therewith is prevented by such event and during such period thereafter as may be reasonably necessary for either party to correct the adverse effect of such event of Force Majeure.

Contractor must follow all Federal, State, County, and City safety guidelines, including all CDC safety guidelines in effect during the term of the program, including but not limited to social distancing, and personal protection equipment. Inability to conduct the program and follow any and all required safety guidelines from the COVID-19 crisis or other similar emergency, or failure to follow such requirements, including but not limited to, social distancing, shall constitute grounds for immediate cancellation of this Agreement unilaterally by the City upon written notice, which may be provided via electronic mail.

The parties, by mutual agreement, may reschedule the performance of the services to a later date pursuant to the terms of this agreement.

13. Insurance. Contractor shall maintain insurance in accordance with Exhibit “B” throughout the term of this Agreement.

14. Indemnification. Except as expressly provided herein, no liability shall attach to the City by reason of entering into this Agreement.

A. Contractor shall at all times indemnify, hold harmless and defend the City, its officers, officials, employees, volunteers and other authorized agents from and against any and all claims, demands, suit, damages, attorneys’ fees, fines, losses, penalties, defense costs or liabilities suffered by the City arising directly or indirectly from any act, breach, omission, negligence, recklessness or misconduct of Contractor and/or any of its agents, officers, or employees hereunder, including any inaccuracy in or breach of any of the representations, warranties or covenants made by the Contractor, its agents, officers and/or employees, in the performance of services of this contract. Contractor agrees to investigate, handle, respond to, provide defense for, and defend any such claims at its sole expense and to bear all other costs and expenses related thereto, even if the claim(s) is/are groundless, false or fraudulent. To the extent considered necessary by City, any sums due Contractor hereunder may be retained by City until all of City’s claims for indemnification hereunder have been settled or otherwise resolved, and any amount withheld shall not be subject to payment of interest by City.

B. Contractor acknowledges and agrees that City would not enter into this Agreement without this indemnification of City by Contractor. The parties agree that one percent (1%) of the total compensation paid to Contractor hereunder shall constitute specific consideration to Contractor for the indemnification provided under this Article and these provisions shall survive expiration or early termination of this Agreement.

15. Sovereign Immunity. Nothing in this Agreement shall constitute a waiver by the City of its sovereign immunity limits as set forth in section 768.28, Florida Statutes. Nothing herein shall be construed as consent from either party to be sued by third parties.

16. Non-Assignability and Subcontracting.

A. Non-Assignability. This Agreement is not assignable and Contractor agrees it shall not assign or otherwise transfer any of its interests, rights or obligations hereunder, in whole or in part, to any other person or entity without City’s prior written consent which must be sought in writing not less than fifteen (15) days prior to the date of any proposed assignment. Any attempt by Contractor to assign or transfer any of its rights or obligations hereunder without first obtaining City’s written approval shall not be binding on City and, at City’s sole discretion, may result in City’s immediate termination of this Agreement whereby City shall be released of any of its obligations hereunder. In addition, this Agreement and the rights and obligations herein shall not be assignable or transferable by any process or proceeding in court, or by judgment, execution, proceedings in insolvency, bankruptcy or receivership. In the event of Contractor’s insolvency or bankruptcy, City may, at its option, terminate and cancel this Agreement without any notice of any kind whatsoever, in which event all rights of Contractor hereunder shall immediately cease and terminate.

B. Subcontracting. Prior to subcontracting for Work to be performed hereunder, Contractor shall be required to obtain the written approval of the City's Contract Administrator. If the City's Contract Administrator, in his/her sole discretion, objects to the proposed subcontractor, Contractor shall be prohibited from allowing that subcontractor to provide any Work hereunder. Although Contractor may subcontract Work in accordance with this Article, Contractor remains responsible for any and all contractual obligations hereunder and shall also be responsible to ensure that none of its proposed subcontractors are listed on the *Convicted Vendors List* referenced in accordance with the provisions of Article 28 below.

17. Performance Under Law. The Contractor, in the performance of duties under the Agreement, agrees to comply with all applicable local, state and/or federal laws and ordinances including, but not limited to, standards of licensing, conduct of business and those relating to criminal activity.

18. Audit and Inspection Records. The Contractor shall permit the authorized representatives of the City to inspect and audit all data and records of the Contractor, if any, relating to performance under the contract until the expiration of three years after final payment under this contract.

The Contractor further agrees to include in all his subcontracts hereunder a provision to the effect that the subcontractor agrees that City or any of their duly authorized representatives shall, until the expiration of three years after final payment under the subcontractor, have access to and the right to examine any directly pertinent books, documents, papers and records of such subcontractor, involving transactions related to the subcontractor.

19. Adherence to Law. Both parties shall adhere to all applicable laws governing their relationship with their employees including, but not limited to, laws, rules, regulations and policies concerning worker's compensation, unemployment compensation and minimum wage requirements.

20. Independent Contractor. The Contractor shall be deemed an independent Contractor for all purposes, and the employees of the Contractor or any of its contractors, subcontractors and the employees thereof, shall not in any manner be deemed to be employees of City. As such, the employees of the Contractor, its Contractors or subcontractors, shall not be subject to any withholding for tax, social security or other purposes by City, nor shall such Contractor, subcontractor or employee be entitled to sick leave, pension benefits, vacation, medical benefits, life insurance, workers or unemployment compensation or the like from City.

21. Contractor cooperation. The Contractor recognizes that the performance of this contract is essential to the provision of vital public services and the accomplishment of the stated goals and mission of City. Therefore, the Contractor shall be responsible to maintain a cooperative and good faith attitude in all relations with City and shall actively foster a public image of mutual benefit to both parties. The Contractor shall not make any statements or take any actions detrimental to this effort.

22. Public Records.

A. The City of Pompano Beach is a public agency subject to Chapter 119, Florida Statutes. The Contractor shall comply with Florida's Public Records Law, as amended. Specifically, the Contractor shall:

1. Keep and maintain public records required by the City in order to perform the service.

2. Upon request from the City's custodian of public records, provide the City with a copy of requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to the City.

4. Upon completion of the contract, transfer, at no cost to the City, all public records in possession of the Contractor, or keep and maintain public records required by the City to perform the service. If the Contractor transfers all public records to the City upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City, upon request from the City's custodian of public records in a format that is compatible with the information technology systems of the City.

B. Failure of the Contractor to provide the above described public records to the City within a reasonable time may subject Contractor to penalties under 119.10, Florida Statutes, as amended.

PUBLIC RECORDS CUSTODIAN

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

**CITY CLERK
100 W. Atlantic Blvd., Suite 253
Pompano Beach, Florida 33060**

(954) 786-4611

RecordsCustodian@copbfl.com

23. Governing Law. This Agreement must be interpreted and construed in accordance with and governed by the laws of the State of Florida. The exclusive venue for any lawsuit arising from, related to, or in connection with this Agreement will be in the state courts of the Seventeenth Judicial Circuit in and for Broward County, Florida. If any claim arising from, related to, or in connection with this Agreement must be litigated in federal court, the exclusive venue for any such lawsuit will be in the United States District Court or United States Bankruptcy Court for the Southern District of Florida. BY ENTERING INTO THIS AGREEMENT, THE PARTIES HEREBY EXPRESSLY WAIVE ANY RIGHTS EITHER PARTY MAY HAVE TO A TRIAL BY JURY OF ANY CIVIL LITIGATION RELATED TO THIS AGREEMENT.

24. Waiver and Modification.

A. No waiver made by either party with respect to performance, manner, time, or any obligation of either party or any condition hereunder shall be considered a waiver of that party's rights with respect to the particular obligation or condition beyond those expressly waived in writing or a waiver of any other rights of the party making the waiver or any other obligations of the other party.

B. No Waiver by Delay. The City shall have the right to institute such actions or proceedings as it may deem desirable for effectuating the purposes of this Agreement provided that any delay by City in asserting its rights hereunder shall not operate as a waiver of such rights or limit them in any way. The intent of this provision is that City shall not be constrained to exercise such remedy at a time when it may still hope to otherwise resolve the problems created by the default or risk nor shall any waiver made by City with respect to any specific default by Contractor be considered a waiver of City's rights with respect to that default or any other default by Contractor.

C. Either party may request changes to modify certain provisions of this Agreement; however, unless otherwise provided for herein, any such changes must be contained in a written amendment executed by both parties with the same formality of this Agreement.

25. No Contingent Fee. Contractor warrants that other than a bona fide employee working solely for Contractor, Contractor has not employed or retained any person or entity, or paid or agreed to pay any person or entity, any fee, commission, gift or any other consideration to solicit or secure this Agreement or contingent upon or resulting from the award or making of this Agreement. In the event of Contractor's breach or violation of this provision, City shall have the right to terminate this Agreement without liability and, at City's sole discretion, to deduct from the Price Formula set forth in Article 7 or otherwise recover the full amount of such fee, commission, gift or other consideration.

26. Attorneys' Fees and Costs. In the event of any litigation involving the provisions of this Agreement, both parties agree that the prevailing party in such litigation shall be entitled to recover from the non-prevailing party reasonable attorney and paraprofessional fees as well as all

out-of-pocket costs and expenses incurred thereby by the prevailing party in such litigation through all appellate levels.

27. No Third Party Beneficiaries. Contractor and City agree that this Agreement and other agreements pertaining to Contractor's performance hereunder shall not create any obligation on Contractor or City's part to third parties. No person not a party to this Agreement shall be a third-party beneficiary or acquire any rights hereunder.

28. Public Entity Crimes Act. As of the full execution of this Agreement, Contractor certifies that in accordance with §287.133, Florida Statutes, it is not on the *Convicted Vendors List* maintained by the State of Florida, Department of General Services. If Contractor is subsequently listed on the *Convicted Vendors List* during the term of this Agreement, Contractor agrees it shall immediately provide City written notice of such designation in accordance with Article 9 above.

29. Entire Agreement. This document incorporates and includes all prior negotiations, correspondence, conversations, agreements or understandings applicable to the matters contained herein, and the parties agree that there are no commitments, agreements or understandings concerning the subject matter of this Agreement that are not contained in this document. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether oral or written.

30. Headings. The headings or titles to Articles of this Agreement are not part of the Agreement and shall have no effect upon the construction or interpretation of any part of this Agreement.

31. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. A photocopy, email or facsimile copy of this Agreement and any signatory hereon shall be considered for all purposes as original.

32. Approvals. Whenever CITY approval(s) shall be required for any action under this Agreement, said approval(s) shall not be unreasonably withheld.

33. Absence of Conflicts of Interest. Both parties represent they presently have no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with their performance under this Agreement and that no person having any conflicting interest shall be employed or engaged by either party in their performance hereunder.

34. Binding Effect. The benefits and obligations imposed pursuant to this Agreement shall be binding and enforceable by and against the parties hereto.

35. Severability. Should any provision of this Agreement or the applications of such provisions be rendered or declared invalid by a court action or by reason of any existing or subsequently enacted legislation, the remaining parts of provisions of this Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed the day and year hereinabove written.

Attest:

CITY OF POMPANO BEACH

ASCELETA HAMMOND, CITY CLERK

By: _____
REX HARDIN, MAYOR

(SEAL)

By: _____
GREGORY P. HARRISON, CITY MANAGER

APPROVED AS TO FORM:

MARK E. BERMAN, CITY ATTORNEY

APPROVED

By Antonio Pucci at 7:26 am, Mar 08, 2021

"CONTRACTOR"

One Parking Corporate, Inc.

Witnesses:

[Signature]
Anthon Singh
(Print or Type Name)

[Signature]
Zachary Lieberman
(Print or Type Name)

By: [Signature]
Kirsten Dolan, ~~President~~ CEO

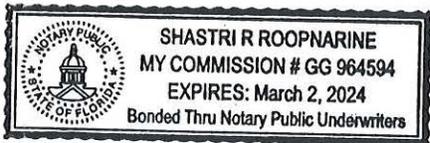
ATTEST: [Signature]
MARK PRATT, PRESIDENT

STATE OF FLORIDA

COUNTY OF PALM BEACH

The foregoing instrument was acknowledged before me, by means of physical presence or online notarization, this 4th day of MARCH, 2021, by Kirsten Dolan as President of One Parking Corporate, Inc., a Delaware corporation authorized to conduct business in Florida on behalf of the corporation. She is personally known to me or who has produced DRIVER LICENSE (type of identification) as identification.

NOTARY'S SEAL:



[Signature]
NOTARY PUBLIC, STATE OF FLORIDA

SHASTRI ROOPNARINE
(Name of Acknowledger Typed, Printed or Stamped)

GG 964594
Commission Number

EXHIBIT A SCOPE OF WORK

Introduction

Contractor shall provide parking enforcement services to 1300 metered on and off street parking spaces as described below. This will include revenue collection and meter maintenance as described in the appropriate paragraphs below. The contractor will also be responsible for management services for the city's 643 space Pier Garage as described in the Garage Management paragraph below.

Definitions

Budget. A written projection of all receipts and expenditures for the operation of the Parking Management Services by individual service or facility for each fiscal year as mutually agreed by the parties.

Emergency Expenses. Expenses as declared by the City or that are made in the event of an emergency due to weather, vehicular accidents, criminal incidents, or other acts of God that are necessary to protect the safety and welfare of the general public and the City's employees and vendors.

Fiscal Year. Each fiscal year ending the 30th day of September, all or a part of which falls within the term of this First Amendment.

Personal Property. All equipment, supplies, furnishings, furniture and all other items of personal property now or hereafter owned or leased or subleased by City and located upon and used for the operation of the Additional Parking Management Services.

Gross Revenue. The aggregate of all receipts received directly by City or Contractor (inclusive of sales tax), its representatives, agents or employees, in connection with the operation and management of the Additional Parking Management Services.

Operating Expenses. Operating Expenses shall include any and all ordinary direct expenses of operating the Parking Facility as more particularly set forth in Exhibit "B," attached hereto and incorporated herein, but excluding those costs and expenses which are specifically the Expenses of Contractor or Expenses of City specifically set forth in each Exhibit.

Expenses of Contractor. Expenses, designated as Expenses of Contractor in Exhibit "B" attached hereto and incorporated herein by reference, shall be the sole responsibility of Contractor.

Expenses of City. Expenses designated as Expenses of City in Exhibit "B," attached hereto and incorporated herein by reference, shall be the sole responsibility of City.

Operating Surplus. Operating Surplus shall equal Gross Revenue minus Operating Expenses for the Parking Facility.

Monthly Operating Statement. The Monthly Operating Statement shall mean the profit and loss statement for the Parking Facility, presented in reasonable detail including the Gross Revenue and Operating Expenses incurred for the preceding month. In addition to actual monthly activity, the Monthly Operating Statement shall include year-to-date actual results compared to the Budget for the current Fiscal Year and such other financial data and copies as may be required from time to time at City's reasonable request. Contractor shall submit the Monthly Operating Statement to the City's Finance Director or designee by the 20th of each month for the preceding month end.

Annual Operating Budget. Contractor shall submit each year by March 1 preceding each fiscal year the projected budget for the Parking Facility.

Access to City Owned Vehicle and Facilities

City agrees to permit Contractor, on a short-term basis, to utilize a City owned vehicle exclusively for parking enforcement activities. Contractor shall retrieve and return the City owned vehicle to the designated area prescribed by City on a daily basis and shall maintain the vehicle, at all times, in a clean and orderly fashion, and shall perform routine, preventative and necessary repair and maintenance and inspections of the vehicle, its mechanical operation and structural components in accordance with manufacturer's standards and all requirements under state and federal law. Contractor shall perform all required vehicle repair, maintenance or service. Contractor shall be responsible for any claim, loss, damage, cost, charge or expense arising out of the Contractor's operation of the City owned vehicle. Contractor shall provide the requisite insurance coverage, as directed by City, insuring its operation of the city-owned vehicle and any claims that may arise from Contractor parking enforcement activities and shall name City as an additional insured to such coverage.

Upon expiration or termination of this Agreement, Contractor shall ensure the City owned vehicle is returned free and clear of all liens and is in good working condition.

Contractor shall notify City and provide a report in all cases where the city-owned vehicle is involved in any claim of damage, loss or injury, whether involving person or property. Such notification and report shall be provided to City's Risk Manager. A police report shall be obtained in all instances of damages, loss or injury. Contractor shall forward a copy of any traffic citation or notice regarding a moving or non-moving violation to City.

Contractor shall be provided adequate office and storage facilities within the Parking Facility with appropriate basic office finish and utilities to accommodate the on-site manager and any other personnel required to perform this First Amendment plus adequate storage for records and separate employee restroom facilities. To the extent possible, same shall be in sight of the main parking exit. Contractor has reviewed the existing office and storage facilities and finds them to be acceptable.

Meter Enforcement

Contractor shall provide the following:

- a. Patrol of and enforce single-space, multi-space meters and parking lots, inclusive of issuance of parking citations for all parking violations throughout the City, in accordance with City ordinance. Contractor shall be responsible for providing sufficient personnel to issue parking violation citations at a level of enforcement specified by the City. Contractor shall provide this service seven days a week, from 7 am to 11 pm.
- b. Cover all Internet service connections fees, as a result of any remote access to the City's network. Contractors shall provide a list of support vehicles needed for the services and be responsible for all associated maintenance costs.
- c. Coordinate with the City on all matters relating to the installation and maintenance of parking meters, pay stations and change machines. The Contractor shall provide price quotes for both purchase and lease options, at the City's discretion when new parking equipment is to be acquired by the City directly. Equipment type and installation shall be in accordance with standards issued by the City. Requests for the repair of all parking equipment and appurtenances shall be requested, within twenty-four (24) hours of Contractor becoming aware of defects, from the City's provider and must be repaired or replace within forty-eight (48) hours or in accordance with provider contractual terms. All purchases must conform to the City's purchasing policies and procedures.
- d. Monitoring, ordering and stocking of expendable products for meters (i.e. printer ink and printer paper). Contractor shall order all supplies and charge the City as a pass-through expense with no overhead or profit added to the cost of the supplies.
- e. Utilization of Enterprise Management System (EMS) and Back Office Support System (BOSS) Software to re-program meters, as necessary. The EMS and BOSS systems are used daily for pay station monitoring and software updates.
- f. Manage and oversee the use of any third party programs (i.e. Passport Parking--pay-by-phone) by the City to support its parking activities.
- g. Provide immobilization devices for habitual parking enforcement violations in accordance with enacted City Ordinances, local, State and Federal laws.
- h. Provide for towing, as applicable. Services shall be required upon implementation of an upcoming City Ordinance. Contractor and City may negotiate a reasonable rate for these services upon enactment of the City Ordinance. Upon agreement in writing of a rate it shall be made a part of this agreement.
- i. Coordinating the repair or needed maintenance of any field parking software systems with the City's designated vendor(s).

- j. Provide employees with identifiable badges and uniforms, as approved by the City. All vehicles must also have appropriate identifiable marks to indicate Contractor's affiliation with the City of Pompano Beach Parking Services, subject to City approval.
- k. Assigned enforcement personnel shall be appropriately trained and possess all required certifications and/or licenses for issuing non-moving violations. It is further Contractor's responsibility (at own expense) to provide for pre-screening background checks for all personnel to be assigned to the City.
- l. Fielding customer inquiries and complaints related to the parking program.
- m. Provide annual reporting (within 90 days of fiscal year end) to the City describing the current state of parking enforcement activity. The report shall, at a minimum, indicate no. of citations issued for the previous fiscal year (October 1st through September 30th), no. of enforcement personnel writing citations, no. of citations issued per staff member writing citations and any recommendations for improvements to operations detailing any associated costs. A copy of citation database generated report must be provided as part of the package, which should reconcile to no. of citations indicated as issued in the annual report.
- n. Provide, as part of the required annual reporting, an annual survey to City of neighboring cities parking rates, at Contractor's own expense.
- o. Assistance and consultation with the City, as necessary in any enhancement, change or modification of its parking operations.
- p. Assistance in implementing parking programs, including working with businesses, neighborhood groups, and other organizations, as needed.

Citation Management

Contractor shall provide the following:

- a. Processing and maintaining of a database of parking tickets issued.
- b. Inputting citations issued within 48 hours of issuance, including those written by Broward Sheriff's Office personnel.
- c. Generate letters to violators within fourteen (14) calendar days of violation being issued, to include assessment of late fees.
- d. Fielding customer inquiries and complaints related to citations. Contractor must provide a phone, fax and email address to which violators shall direct inquiries. This information must be indicated on the parking citation issued. Contractor must also coordinate requests by violators for a court date to contest citations and coordinate such efforts with the City Attorney's Office. Contractor shall also, attend enforcement court

proceedings for disputed citations and follow through with hearing officers' decisions, as necessary.

- e. City will provide for a local office within the boundaries of the City whereby customers can visit to make inquiries about or appeal parking citations issues or for general parking inquiries.
- f. Quarterly, coordinate with the City's Information Technology Department, to generate a report of outstanding parking citations older than ninety (90) days. Export information to excel and email to the City's Finance Department for referral to the City's outside collection agency. The City's system automatically adds a collection fee (i.e. 17%) to each citation amount due once this process has been activated. Contractor shall be utilizing its own accounting systems for input of citations and processing cash receipts, Contractor shall be responsible for generating a query of parking citations outstanding for ninety (90) days or greater, exporting detailed information for each citation to excel and submitting such report to the City's Finance Department for referral to the outside collection agency. Once Finance Department forwards accounts to collections, Contractor will be notified and must add collection fee to outstanding balance for each violator's account to reflect new amount due. As an example, if violator owes \$47 initially, a 17% collection fee would require amount owed to be adjusted to \$54.99. Contractor's systems must be able to separately identify initial violation and penalties collected from any collection fee amounts collected.

Garage Management

Subject to the limitations of the approved Budget, Contractor covenants and agrees that it (i) shall use due diligence and exercise its best professional judgment and expertise to manage and operate the Parking Facility in a prudent manner consistent with the Budget and with the management and operation of comparable parking facilities and (ii) shall provide such services as are customarily provided by managers of services and facilities of comparable size, class and standing. Specifically, Contractor shall perform the following services and duties for City:

- a. Employ personnel capable of managing and operating the Parking Facility as described above under the Meter Enforcement section.
- b. Operate the Parking Facility on a 24-hour, 7 days-a-week basis, issuing parking permits to contractors and businesses desiring to rent on a short term basis public parking, issuing hangtags for daily and monthly overnight parking for the fifth floor (roof) of the Parking Facility, provide collection and enforcement for large events such as July 4 weekend, Seafood Festival, and others as requested by City and providing special consulting to the City for parking matters for both emergencies, as well as parking policy recommendations.
- c. Maintain business-like relationships with patrons of the Parking Management Services.
- d. Execute City's directives as to the policies pertaining to the Parking Facility whether or not specifically covered in this Agreement.

- e. Recommend to City improvements in the management and operation of the Parking Facility. In addition, Contractor shall provide consulting and advisory services to City concerning the Parking Facility without additional charge to City.
- f. Notify City in advance of any expenditures that are not in the approved Budget and obtain City's approval prior to incurring such expenditure.
- g. Provide audited daily cash count and ticket reconciliation reports along with verification of deposit.
- h. Provide a complete profit and loss report package with detailed general ledger clearly accounting for each income and expense line item on a monthly basis. Any ticket shortfall greater than 1% of monthly missing, lost or unaccounted tickets will be deemed unacceptable by the city. The City shall demand of the operator payment of these tickets equal to the amount currently charged for lost tickets.
- i. Provide on a monthly basis an accounting of unpaid monthly parkers along with evidence of collection efforts. Along with this evidence must be provided that parking privileges for unpaid monthly parkers have been suspended.

Contractor Systems Utilized for Processing & Initial Recording of Transactions

Contractor shall provide or be responsible for the following:

- a. Processing and maintaining a database of parking tickets issued by utilizing its own database management system and to record receivables and deferred revenue for all citations written, and cash and revenues as receipts are processed. City staff must be provided inquiry access to such system.
- b. Collection of all parking citation payments at its local office site and entry into Contractor's own cash receipts system. Cash receipts system must accommodate a triple copy receipts system with customer obtaining original, Contractor maintaining a copy and a copy being remitted to the City's Treasury Division. At a minimum, such receipt should indicate the parking citation no., receipt no., the date paid, the amount paid, and nature of payment (i.e. parking citation). Contractor shall be responsible for the processing of such receipts for bank deposit with City providing for daily pickup of bank deposits by an armed security service. Contractor shall be required to submit a copy of the bank deposit slip and a report from Contractor's cash receipts system, reconciled to the bank deposit slip amount to the City's Treasury Division. For non-sufficient funds (NSF) payments made via check, the City's Treasury Division will inform Contractor of such for update of provider's records. Contractor shall be responsible for assessing the NSF fee (in accordance with City policy) to the violator and updating Contractor's financial records accordingly. All reporting to the City's Treasury Division must be inclusive of a cash receipts processing report and must be provided within 24 hours of processing of transactions.

- c. Daily collection of cash and coins extracted from parking meters. Contractor shall accept these funds at its local office site and process the receipts in its own cash receipts system. Contractor shall be responsible for generating meter audit reports (with the exception of lollipop meter extractions) to accompany each extraction of cash and coins from the meters and reconcile to the coin/cash counts. Contractors shall be responsible for taking a physical count of cash and coins (a coin counter would be necessary) and completing a bank deposit slip(s) for deposit of the meter collections. City will provide daily-armed service pickup for physical deposit of meter collections to the bank. Contractor must arrange for deposit and pickup of meter collections within 48 hours of collection from meters. For special events or holidays, Contractor shall make more frequent visits to the meters for collection of coins/cash as such volume of activity might warrant such. Contractor must provide for a secure safe (combination & key, with limited staff access) at local office site to hold meter collections pending armed service pickup.
- d. Contractor must provide a copy of the meter audit report, reconciliation of physical count to individual meter audit report and a copy of bank deposit slip for each bank deposit processed. These reports must be provided daily to the City's Revenue Collections Division via mail or email as follows:

City of Pompano Beach
100 W. Atlantic Blvd., Rm 135
Pompano Beach, FL 33060
ATTN: Revenue Collections Manager
or
Linda.dye@copbfl.com with copy to
Giselle.wishinsky@copbfl.com

Separate ledger accounts shall be established by lots/locations as follows:

- Municipal Pier Lot
- Oceanside Lot
- Beach Parking Lot
- Alsdorf Lots
- Street Parking Meters
- Harbor Village/N.E. 1st Street
- Hillsboro Inlet

Contractor shall provide a report to the City's Treasury Division for each deposit to indicate the locations of each collection for each bank deposit as stated above. All reporting to the City's Treasury Division must be inclusive of a cash receipts processing report and must be provided within 24 hours of processing of transactions.

- a. Contractor shall be responsible for administering the City's residential parking permit program. The City currently issues approximately 200 residential parking permits per year for its Oceanside Lot. The City issues semi-annual permits at a price of \$60 and annual permits at a price of \$120, based on certain qualifying criteria (i.e. proof of

residency). Contractor shall be required to process and record receipts related to this program. Such cash receipts system must accommodate a triple copy receipts system with customer obtaining original, Contractor maintaining a copy and a copy being remitted to the City's Treasury Division. At a minimum, such receipt should indicate the parking permit no., receipt no., the date paid, the amount paid, and nature of payment (i.e. residential parking permit). Contractor shall prepare bank deposit slips for this activity and the City will provide for daily-armed service pickup of such deposits. Contractor shall be responsible for recording this activity in a dedicated system account (i.e. residential parking permits) and must submit a copy of the bank deposit slip, a cash receipts report and a reconciliation of the two to the City's Treasury Division. Contractor shall be responsible for maintaining all applications and proof of qualification for each permit issued, in accordance with the City's records retention policy.

- b. Any request for refunds pertaining to any of the activities discussed above must be handled by the City's Treasury Division and communicated to Contractor for update of Contractor's records and systems.
- c. Contractor shall be responsible for voiding any transactions, in accordance with City's established practices and must provide a reporting of such to the City's Treasury Division within 24 hours of processing.

Contractor shall establish an online system to allow violators to make credit/debit card payments via a secure website (complying with all regulatory requirements). Contractor shall post these online payments to Contractor's cash receipts system. Contractor shall link online receipts directly to the City's designated bank account for daily deposit and submittal of cash receipts reports to the City's Treasury Division within 24 hours of processing. Contractor shall ensure that the credit/debit card system is PCI DSS compliant and on an annual basis must submit report to Visa/MC as such. Contractor agrees that it is responsible for the security of cardholder data that it possesses, including the functions relating to storing, processing, and transmitting of the cardholder data. Contractor shall comply with all requirements to be PCI DSS compliant and shall maintain said compliance status throughout the term of this agreement. Should the Contractor learn that the Contractor is no longer PCI DSS compliant, Contractor shall immediately provide the City notification along with a detailed plan to remediate the non-compliance status. Failure to inform the City of a non-compliance status within seven (7) calendar days after the Contractor learns of such status shall be grounds for termination of this agreement.

- d. Contractor shall be responsible for having an annual review of the design and operating effectiveness of its system of internal controls performed annually, by a certified independent accountant, and provide a copy of the report (Report on Controls at a Service Organization) to the City's Finance Director or designee. The report shall be in accordance with the requirements of Statement on Standards for Attestation Engagements No. 16, as issued by the American Institute of Certified Public Accountants.

- e. Contractor shall provide citation information to the State of Florida Division of Motor Vehicles (the State) to allow the State to place a hold on violators, whereby tag renewal will be delayed if violators have at least three (3) regular unpaid citations or one (1) unpaid handicap citation. The State also provides detailed information for violators (i.e. addresses, DL# etc.) directly to the City to allow for the mailing of letters to violators and assist in follow-up collection efforts. Contractor shall be responsible for maintaining an infrastructure to allow for this two-way communication and ensuring compatibility of Contractor's system with the State's system, to allow for this interface of data.
- f. Within thirty (30) days from City's fiscal year end (September 30th), Contractor shall be responsible for providing an aging report of outstanding parking citation receivables (at fiscal year-end) to the City's Finance Department.
- g. Contractor may contract directly with area restaurants for valet services. City may opt to contract directly with area restaurants and have Contractor operate the valet services as generally described in Exhibit C, RFP E-07-21 and the Contractor's Response.

General Requirements

- a. Contractor (all parties to the Agreement) must be licensed to do business in the State of Florida and must obtain a business tax receipt for the City and Broward County, prior to commencement of services.
- b. Contractor must staff an office within the limits of the Pompano Beach, to be provided by the City, to generally contain the management of the parking program, inclusive of accepting customer inquiries, acceptance and processing of payments and issue late notices for overdue payment of citations etc. It is Contractor's responsibility to provide for all costs associated with staffing and operating the location within Contractor's budgeted costs.
- c. Contractor shall handle all customer service associated with the parking program.
- d. Provide weekly, monthly and annual reports as required above by the City. City reserves the right to ask for additional reports not listed above for data related to the work being performed by the Contractor under this agreement.
- e. The Contractor shall propose the purchase of equipment, data software and information systems relating to and associated with the day-to-day operations of the parking management program to enhance operating efficiency, with prior approval of the City. All purchases must be in accordance with City policies and procedures. All program specific products purchased by the Contractor on behalf of the City shall upon termination of the Contract remain the property of the City.
- f. Coordinate the implementation of any changes in the City's parking rates or policies.

- g. Provide for an annual review of the design and operating effectiveness of Contractor's system of internal controls performed annually, by a certified independent accountant, and provide a copy of the report (Report on Controls at a Service Organization) to the City's Finance Director or designee. The report shall be in accordance with the requirements of Statement on Standards for Attestation Engagements No. 16, as issued by the American Institute of Certified Public Accountants.
- h. Coordinate special City events with City staff.
- i. In addition, the City reserves the right to request additional services as may be required from time to time. Such requests for additional services must be agreed to in writing by both parties.

Communications, Reporting and Audit Requirements

Contractor's Contract Administrator or Designee shall serve a liaison with the City's Contract Administrator. Both parties may ask for periodic meetings, and shall at all times be available either through telephone, email or in person for such meetings. Contractor shall respond to City requests in a reasonable time.

Contractor shall inquire of the City's Finance Director or designee, within sixty (60) days of September 30 of each year as to whether an annual review of the design and operating effectiveness of Contractor's system of internal controls over the parking management services to be provided herein needs to be performed annually, by a certified independent accountant, and if such a report is deemed necessary, provide a copy of the report (Report on Controls at a Service Organization) to the City's Finance Director or designee within

Contractor shall install and maintain an accurate and efficient accounting system that accounts for all the Operating Expenses and Gross Revenue for the Parking Facility. Such accounting system shall be kept for the duration of the contract term and shall continue until the expiration of three years after contract termination or expiration. All records pertaining to Gross Revenue and Operating Expenses shall be available for examination and audit by City and its authorized representatives on reasonable request during normal business hours. Contractor shall conduct monthly audits of parking ticket utilization and monthly cash deposit activity.

City shall have access to Contractor's self-audits of the operations and ticket utilization for the Parking Facility. In addition, the Contractor shall permit the authorized representatives of the City to inspect and audit all data and records of the Contractor specifically and directly related to the services rendered under or pursuant to this Agreement by the Contractor to the City, if any, relating to performance under the contract until the expiration of three years after contract termination. The Contractor further agrees to require a subcontractor to agree that City or any of their duly authorized representatives shall, until the expiration of three years after contract termination, have access to and the right to examine any directly pertinent City books, documents, papers and records of such subcontractor, involving transactions related to the subcontractor. By mutual agreement,

the Contractor and the City may choose to store the records in the parking office located at the Parking Facility.

Exclusions

Contractor has no obligations in connection with the management, operation and promotion of the parking services, and employment of persons in connection with security services. Contractor services do not include the rendition of service, supervision, or furnishing of personnel in connection with the personal safety and security of employees, tenants, customers, or other persons within and about the parking facilities. Contractor does not have knowledge or expertise as a guard or security service, and does not employ personnel for that purpose, nor do Contractor’s employees undertake the obligation to guard or protect customers against the intentional acts of third parties.

Management Fees and Expenses

City and Contractor agree to jointly coordinate preparing for emergency situations such as hurricane preparedness. The expenditure of funds by the Contractor for preparedness, repairs, and protection of public and private property will require the written or email approval of the City Manager or designee.

City agrees to maintain the sidewalks and curb cuts adjacent to the Parking Facility in accordance with applicable municipal codes. City shall also be responsible for all repairs of a structural nature for the Parking Facility including, but not limited to, electrical, plumbing, pavement repair, painting of the structure, replacement of all mercury or sodium lighting tubes and ballasts, repairs to the walls and floors of the Parking Facility, sinkholes, and maintenance of ventilation system and elevators. Any structural, mechanical, electrical or other installations or any alterations required by statutes or regulations pertaining to air quality, environmental protection, provisions for persons with disabilities or other similar governmental requirements shall be the sole responsibility of City. Contractor agrees to use reasonable diligence in the care and protection of the Parking Facility during the term of this Amendment and to surrender the Parking Facility at the termination of this Agreement in as good condition as received, excluding ordinary wear and tear. Contractor shall report any damages or necessary maintenance and repair as soon as they are made known.

Contractor may charge a combined monthly management fee for both the general enforcement for the City and the City’s Pier Garage of four thousand five hundred dollars (\$4,500.00) as provided for within the Budget Summary Answers and Presentations on January 20, 2021 for RFP E-07-21 Operating Expenses tables provided to the City and attached below.

ON-STREET / METER ENFORCEMENT EXPENSES						
OPERATING EXPENSES	Jan	Feb	March	April	May	June
Advertising	55	55	55	55	55	55
Parking Refunds	-	-	-	-	-	-

Control Card Refund	-	-	-	-	-	-
Contributions						
Contract Labor	-	-	-	-	-	-
Damage & Repair	-	-	-	-	-	-
Depreciation						
Expense & Supplies	200	200	200	200	200	200
Fuel Expenses	479	479	479	479	479	479
Housekeeping						
Insurance						
Insurance Group	749	749	749	749	749	749
Insurance Workman Comp - 4.73%	704	704	704	704	704	704
POF Monitoring	-	-	-	-	-	-
Maintenance	75	75	75	75	75	75
Management Fee	3,000	3,000	3,000	3,000	3,000	3,000
Miscellaneous Expense	333	333	333	333	333	333
401K Contribution Expense - 1.8%						
Administrative Expense	350	350	350	350	350	350
Security Expense	-	-	-	-	-	-
Traffic Control	-	-	-	-	-	-
Taxes FICA - 7.65%	1,138	1,138	1,138	1,138	1,138	1,138
Taxes Fed U C - 1.1%	164	164	164	164	164	164
Taxes State U C - 2.7%	402	402	402	402	402	402
Uniforms & Laundry	450			150		
Utilities	2,058	2,058	2,058	2,058	2,058	2,058
Utilities - Telephone	230	230	230	230	230	230

Vehicle Insurance	375	375	375	375	375	375
Wage	14,880	14,880	14,880	14,880	14,880	14,880
Total (monthly)	25,642	25,192	25,192	25,342	25,192	25,192

OPERATING EXPENSES	July	Aug	Sept	Oct	Nov	Dec
Advertising	55	55	55	55	55	55
Parking Refunds	-	-	-	-	-	-
Control Card Refund	-	-	-	-	-	-
Contributions						
Contract Labor	-	-	-	-	-	-
Damage & Repair	-	-	-	-	-	-
Depreciation						
Expense & Supplies	200	200	200	200	200	200
Fuel Expenses	479	479	479	479	479	479
Housekeeping						
Insurance						
Insurance Group	749	749	749	749	749	749
Insurance Workman Comp - 4.73%	704	704	704	704	704	704
POF Monitoring	-	-	-	-	-	-
Maintenance	75	75	75	75	75	75
Management Fee	3,000	3,000	3,000	3,000	3,000	3,000
Miscellaneous Expense	333	333	333	333	333	333
401K Contribution Expense - 1.8%						
Administrative Expense	350	350	350	350	350	350
Security Expense	-	-	-	-	-	-
Traffic Control	-	-	-	-	-	-
Taxes FICA - 7.65%	1,138	1,138	1,138	1,138	1,138	1,139
Taxes Fed U C - 1.1%	164	164	164	164	164	164
Taxes State U C - 2.7%	402	402	402	402	402	402

Uniforms & Laundry	150			150		
Utilities	2,058	2,058	2,058	2,058	2,058	2,058
Utilities - Telephone	230	230	230	230	230	230
Vehicle Insurance	375	375	375	375	375	375
Wage	14,880	14,880	14,880	14,880	14,880	14,884
Total (monthly)	25,342	25,192	25,192	25,342	25,192	25,196

OPERATING EXPENSES	Yearly Total
Advertising	660
Parking Refunds	-
Control Card Refund	-
Contributions	-
Contract Labor	-
Damage & Repair	-
Depreciation	-
Expense & Supplies	2,400
Fuel Expenses	5,748
Housekeeping	-
Insurance	-
Insurance Group	8,988
Insurance Workman Comp - 4.73%	8,446
POF Monitoring	-
Maintenance	900
Management Fee	36,000
Miscellaneous Expense	3,996
401K Contribution Expense - 1.8%	-
Administrative Expense	4,200
Security Expense	-

Traffic Control	-
Taxes FICA - 7.65%	13,660
Taxes Fed U C - 1.1%	1,964
Taxes State U C - 2.7%	4,821
Uniforms & Laundry	900
Utilities	24,696
Utilities - Telephone	2,760
Vehicle Insurance	4,500
Wage	178,564
Yearly Total	303203.7

THE PIER GARAGE EXPENSES

OPERATING EXPENSES	Jan	Feb	March	April	May	June
Advertising	155	155	155	155	155	155
Parking Refunds	-	-	-	-	-	-
Control Card Refund	-	-	-	-	-	-
Contributions						
Contract Labor	-	-	-	-	-	-
Damage & Repair	-	-	-	-	-	-
Depreciation	83	83	83	83	83	83
Expense & Supplies	50	50	50	50	50	50
Fuel Expenses	-	-	-	-	-	-
Housekeeping	135	135	135	135	135	135
Insurance	1,090	1,090	1,090	1,090	1,090	1,090
Insurance Group	749	749	749	749	749	749

Insurance Workman Comp - 4.73%	195	195	195	195	195	195
POF Monitoring	680	680	680	680	680	680
Maintenance - Amano NowCare	977	977	977	977	977	977
Management Fee	1,500	1,500	1,500	1,500	1,500	1,500
Miscellaneous Expense	633	633	633	633	633	633
401K Contribution Expense - 1.8%						
Administrative Expense	331	331	331	331	331	331
Security Expense	-	-	-	-	-	-
Traffic Control	-	-	-	-	-	-
Taxes FICA - 7.65%	316	316	316	316	316	316
Taxes Fed U C - 1.1%	45	45	45	45	45	45
Taxes State U C - 2.7%	112	112	112	112	112	112
Uniforms & Laundry	185	185	35	35	35	35
Utilities	-	-	-	-	-	-
Utilities - Telephone	390	390	390	390	390	390
Vehicle Insurance	-	-	-	-	-	-
Wage	4,130	4,130	4,130	4,130	4,130	4,130
Total (monthly)	11,756	11,756	11,606	11,606	11,606	11,606

OPERATING EXPENSES	July	Aug	Sept	Oct	Nov	Dec
Advertising	155	155	155	155	155	155
Parking Refunds	-	-	-	-	-	-
Control Card Refund	-	-	-	-	-	-
Contributions						
Contract Labor	-	-	-	-	-	-
Damage & Repair	-	-	-	-	-	-
Depreciation	83	83	83	83	83	83
Expense & Supplies	50	50	50	50	50	50
Fuel Expenses	-	-	-	-	-	-
Housekeeping	135	135	135	135	135	135
Insurance	1,090	1,090	1,090	1,090	1,090	1,090
Insurance Group	749	749	749	749	749	749
Insurance Workman Comp - 4.73%	195	195	195	195	195	195
POF Monitoring	680	680	680	680	680	680
Maintenance - Amano NowCare	977	977	977	977	977	977
Management Fee	1,500	1,500	1,500	1,500	1,500	1,500
Miscellaneous Expense	633	633	633	633	633	633
401K Contribution Expense - 1.8%						
Administrative Expense	331	331	331	331	331	331
Security Expense	-	-	-	-	-	-
Traffic Control	-	-	-	-	-	-
Taxes FICA - 7.65%	316	316	316	316	316	316

Taxes Fed U C - 1.1%	45	45	45	45	45	45
Taxes State U C - 2.7%	112	112	112	112	112	112
Uniforms & Laundry	35	35	35	35	35	35
Utilities	-	-	-	-	-	-
Utilities - Telephone	390	390	390	390	390	390
Vehicle Insurance	-	-	-	-	-	-
Wage	4,130	4,130	4,130	4,130	4,130	4,131
Total (monthly)	11,606	11,606	11,606	11,606	11,606	11,607

OPERATING EXPENSES	Yearly Total
Advertising	1,860
Parking Refunds	-
Control Card Refund	-
Contributions	-
Contract Labor	-
Damage & Repair	-
Depreciation	996
Expense & Supplies	600
Fuel Expenses	-
Housekeeping	1,620
Insurance	13,080
Insurance Group	8,988
Insurance Workman Comp - 4.73%	2,344
POF Monitoring	8,160

Maintenance - Amano NowCare	11,724
Management Fee	18,000
Miscellaneous Expense	7,596
401K Contribution Expense - 1.8%	-
Administrative Expense	3,972
Security Expense	-
Traffic Control	-
Taxes FICA - 7.65%	3,791
Taxes Fed U C - 1.1%	545
Taxes State U C - 2.7%	1,338
Uniforms & Laundry	720
Utilities	-
Utilities - Telephone	4,680
Vehicle Insurance	-
Wage	49,561
Yearly Total	139,576

EXHIBIT B

INSURANCE REQUIREMENTS

CONTRACTOR shall not commence services under the terms of this Agreement until certification or proof of insurance detailing terms and provisions has been received and approved in writing by the CITY's Risk Manager. If you are responding to a bid and have questions regarding the insurance requirements hereunder, please contact the City's Purchasing Department at (954) 786-4098. If the contract has already been awarded, please direct any queries and proof of the requisite insurance coverage to City staff responsible for oversight of the subject project/contract.

CONTRACTOR is responsible to deliver to the CITY for timely review and written approval/disapproval Certificates of Insurance which evidence that all insurance required hereunder is in full force and effect and which name on a primary basis, the CITY as an additional insured on all such coverage.

Throughout the term of this Agreement, CITY, by and through its Risk Manager, reserve the right to review, modify, reject or accept any insurance policies required by this Agreement, including limits, coverages or endorsements. CITY reserves the right, but not the obligation, to review and reject any insurer providing coverage because of poor financial condition or failure to operate legally.

Failure to maintain the required insurance shall be considered an event of default. The requirements herein, as well as CITY's review or acceptance of insurance maintained by CONTRACTOR, are not intended to and shall not in any way limit or qualify the liabilities and obligations assumed by CONTRACTOR under this Agreement.

Throughout the term of this Agreement, CONTRACTOR and all subcontractors or other agents hereunder, shall, at their sole expense, maintain in full force and effect, the following insurance coverages and limits described herein, including endorsements.

A. Worker's Compensation Insurance covering all employees and providing benefits as required by Florida Statute, Chapter 440. CONTRACTOR further agrees to be responsible for employment, control and conduct of its employees and for any injury sustained by such employees in the course of their employment.

B. Liability Insurance.

(1) Naming the City of Pompano Beach as an additional insured as CITY's interests may appear, on General Liability Insurance only, relative to claims which arise from CONTRACTOR's negligent acts or omissions in connection with CONTRACTOR's performance under this Agreement.

(2) Such Liability insurance shall include the following checked types of insurance and indicated minimum policy limits.

Type of Insurance

Limits of Liability

GENERAL LIABILITY:

Minimum 1,000,000 Per Occurrence and \$2,000,000 Per Aggregate

* Policy to be written on a claims incurred basis

- XX comprehensive form bodily injury and property damage
- XX premises - operations bodily injury and property damage
- ___ explosion & collapse hazard
- ___ underground hazard
- XX products/completed operations hazard bodily injury and property damage combined
- XX contractual insurance bodily injury and property damage combined
- XX broad form property damage bodily injury and property damage combined
- XX independent CONTRACTORS personal injury
- XX personal injury

___ sexual abuse/molestation Minimum \$1,000,000 Per Occurrence and Aggregate

___ liquor legal liability Minimum \$1,000,000 Per Occurrence and Aggregate

AUTOMOBILE LIABILITY:

Minimum \$1,000,000 Per Occurrence and \$2,000,000 Per Aggregate. Bodily injury (each person) bodily injury (each accident), property damage, bodily injury and property damage combined.

- XX comprehensive form Minimum \$10,000/\$20,000/\$10,000
- XX owned (Florida's Minimum Coverage)
- XX hired
- XX non-owned

EMPLOYEE DISHONESTY / REAL & PERSONAL PROPERTY

XX discovery form Must show proof of this coverage. Employee Dishonesty coverage must include third party crime endorsement.

EXCESS LIABILITY

Per Occurrence Aggregate

XX other than umbrella	bodily injury and property damage combined	\$2,000,000	\$2,000,000
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CYBER LIABILITY

Per Occurrence Aggregate

XX * Policy to be written on a claims made basis \$1,000,000 \$2,000,000

___ Network Security / Privacy Liability

___ Breach Response / Notification Sublimit (minimum limit of 50% of policy aggregate)

___ Technology Products E&O - \$1,000,000 (only applicable for vendors supplying technology related services and or products)

___ Coverage shall be maintained in effect during the period of the Agreement and for not less than four (4) years after termination/ completion of the Agreement.

PROFESSIONAL LIABILITY

Per Occurrence Aggregate

XX * Policy to be written on a claims made basis \$1,000,000 \$1,000,000

(3) If Professional Liability insurance is required, CONTRACTOR agrees the indemnification and hold harmless provisions set forth in the Agreement shall survive the termination or expiration of the Agreement for a period of three (3) years unless terminated sooner by the applicable statute of limitations.

C. Employer's Liability. If required by law, CONTRACTOR and all subcontractors shall, for the benefit of their employees, provide, carry, maintain and pay for Employer's Liability Insurance in the minimum amount of One Hundred Thousand Dollars (\$100,000.00) per employee, Five Hundred Thousand Dollars (\$500,000) per aggregate.

D. Policies: Whenever, under the provisions of this Agreement, insurance is required of the CONTRACTOR, the CONTRACTOR shall promptly provide the following:

(1) Certificates of Insurance evidencing the required coverage;

(2) Names and addresses of companies providing coverage;

(3) Effective and expiration dates of policies; and

(4) A provision in all policies affording CITY thirty (30) days written notice by a carrier of any cancellation or material change in any policy.

E. Insurance Cancellation or Modification. Should any of the required insurance policies be canceled before the expiration date, or modified or substantially modified, the issuing company shall provide thirty (30) days written notice to the CITY.

F. Waiver of Subrogation. CONTRACTOR hereby waives any and all right of subrogation against the CITY, its officers, employees and agents for each required policy. When required by the insurer, or should a policy condition not permit an insured to enter into a pre-loss agreement to waive subrogation without an endorsement, then CONTRACTOR shall notify the insurer and request the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy which includes a condition to the policy not specifically prohibiting such an endorsement, or voids coverage should CONTRACTOR enter into such an agreement on a pre-loss basis.



**CITY OF POMPANO BEACH
REQUEST FOR PROPOSALS
E-07-21**

**PARKING OPERATION MANAGEMENT
SERVICES**

**OPENING: DECEMBER 14, 2020, 2:00 P.M.
Virtual Zoom Meeting
POMPANO BEACH, FLORIDA 33060**

November 12, 2020

CITY OF POMPANO BEACH, FLORIDA

REQUEST FOR PROPOSALS
E-07-21PARKING OPERATIONS MANAGEMENT SERVICES

The City of Pompano Beach (the "City"), a City of about 112,000 residents, is seeking proposals from qualified firms to provide Parking Operations Management Services to the City for the management of approximately 2,000 on-street and surface lot public parking spaces and a public parking garage (the "Pier Parking Garage) containing 640 spaces, most of which are located on the barrier island of the City situated between the Atlantic Ocean and the Intercostal Waterway. The City also anticipates potentially constructing a new approximately 700 space parking garage (to open in 2024) to replace the existing 279 surface lot spaces located at 109 N. Ocean Boulevard, as well as to provide for additional spaces for area amenities. Proposers are required to provide a separate budget to manage this facility, beginning in 2024.

The City will receive sealed proposals until **2:00 P.M. (local), DECEMBER 14, 2020**. Proposals must be submitted electronically through the eBid System on or before the due date/time stated above. Any proposal received after the due date and time specified, will not be considered. Any uncertainty regarding the time a proposal is received will be resolved against the Proposer.

Proposer must be registered on the City's eBid System in order to view the solicitation documents and respond to this solicitation. The complete solicitation document can be downloaded for free from the eBid System as a pdf at: <https://pompanobeachfl.ionwave.net/CurrentSourcingEvents.aspx>. The City is not responsible for the accuracy or completeness of any documentation the Proposer receives from any source other than from the eBid System. Proposer is solely responsible for downloading all required documents. A list of bidders will be read aloud in a virtual public forum. To attend the virtual public meeting, go to <https://pompanobeachfl.gov/pages/meetings> to find the link.

Introduction

On October 1, 2013, the City created a separate Parking Enterprise Fund (the Parking Fund) for the purpose of managing and operating the City's parking assets in a prudent and economically viable manner and to provide transparency of its operations. The City's core goal is to provide a seamless, efficient, customer-friendly, progressive and cost-effective parking system for its stakeholders. The City has undertaken significant master planning efforts and is now investing in its infrastructure in ways that will result in the need for future construction of numerous parking garages and additional metered parking. Parking operations currently falls under the direction of the Parking Management Department of the City, which is headed by a Parking Manager who reports to an Assistant City Manager. To maximize the City's return on its investment, the City is hereby soliciting the services of professional parking operations management firms (the "Parking

Operator”) to operate its system, to include the management and oversight for all on-street, surface parking lot and parking garage parking spaces, as well as parking citation management for the Parking system. The City’s Parking Office is located at 3460 NE 3rd Street, which is where the Parking Management firm would house their operations in a shared office space with the City’s Parking Manager. The City currently utilizes the services of Denison Parking, Inc. for this purpose and that Agreement is nearing expiration.

The City currently has a total of 1,355 metered parking spaces (including Harbor Village lot & N.E. 1st Street spaces) dispersed in three (3) municipal parking lots (Hillsboro Inlet, Oceanside & Alsdorf) and two (2) leased lots located between A1A (Ocean Blvd.) and Pompano Beach Blvd., with the remainder of spaces encompassing on-street parking. The City also operates a five-level garage that contains 640 metered parking spaces (the “Pier Garage”).

The City has a total of 20 multi-space pay meters and 17 individual (lollipop) meters. The multi-space pay meters, which are supplied by Digital Payment Technologies, currently accept credit cards, cash and coins.

The multi-space pay meters (Digital Luke II) are remotely managed by (IRIS) software, which allows both pay station configuration and the collection of transaction data to create financial management reports. IRIS is a real time web-based service utilized by Digital Payment Technologies (current multi-space pay meter vendor) to provide information on the status of parking spaces and to provide information for auditing and revenue reporting. Additionally, the pay stations are managed offline and online with Back Office Support System Software (BOSS) to configure all operating aspects for the meters (e.g. adding meters to the network, language settings for interface menus, establishing/adjusting parking fees, and credit card processing).

During fiscal year 2019, the City generated approximately \$420,000 in parking citations (10,652 citations) revenue and approximately \$2M in parking revenues.

Attached to this document is **Attachment A**, which provides a map indicating geographic location parking areas in the City. Proposers are welcome to independently verify this inventory as part of their due diligence. The City makes no representations as to the accuracy of this inventory.

In June of 2016 the City opened a 640-space parking garage (Pier Parking Garage-located at 275 Seabreeze Way) in close proximity to the City’s Fishing Pier. This garage will service the Hilton hotel guests (just to the south) as well as current retail services in the area. The Parking Access and Revenue Control (PARCS) used at this garage is Amano McGann OPUS system. The ground level of the garage is designed and used to service the valet of three existing beachside restaurants (Beach House, Oceanic and Lucky Fish). The selected Parking Operations Manager will be expected to manage the garage as well as the valet services utilizing the ground level of the garage.

The City is currently exploring the construction of a new approximately 700 space parking garage to replace the 279 surface parking spaces on the Oceanside lot, located at 109 N. Ocean Blvd. The City is currently negotiating a development agreement with a Master Developer to not only construct the new parking garage, but the project would also potentially include a hotel, event center, beach club deck and small grocer retail. The new parking garage would provide parking for all of these uses. The City does not anticipate this new parking garage, if it moves forward, to

open until spring 2024. The selected Parking Operations Manager for this RFP may be considered to operate this garage as well and is encourage to submit an option to manage this potential new parking garage in 2024, keeping in mind that if constructed it would result in the removal of 279 current surface parking spaces (currently included in the City's surface lot inventory to be managed) with the 700 space parking garage.

General Requirements

- 1) Proposer (all parties to this agreement) must be licensed to do business in the state of Florida and must obtain a business tax receipt for the City and Broward county, prior to the commencement of services.
- 2) Proposer must staff an office within the limits of Pompano Beach. Currently the Parking Management Office is located within the Pier Garage located at 3460 NE 3rd Street Pompano Beach, Florida 33062.
- 3) Proposer must handle all customer service associated with the parking program.
- 4) Proposer must provide weekly, monthly and annual reports as may be required by the City.
- 5) Proposer may propose the purchase of equipment, data software and information systems relating to and associated with the day to day operations of the parking management program to enhance operational efficiency with prior approval of the City. All purchases must be in accordance with City policies and procedures. All program specific products purchased by Proposer on behalf of the City shall upon termination of the contract remain the property of the City.
- 6) Proposer to assist in coordinating the implementation of any changes in the City's parking rates or policies.
- 7) Proposer to coordinate providing for an annual review of the design and operation effectiveness of the Proposer's system of internal controls performed annually by a certified independent accountant and provide a copy of the report (Report on Controls at a Service Organization) to the City's Finance Director or designee. Such a report will be in accordance with the requirements of Statement on Standards for Attestation Engagements No. 18 as issued by the American Institute of Certified Public Accountants.
- 8) Proposer must assist the Parking Department with updating the parking rates in the City's Parking Ordinance from time to time, usually every two to four years depending upon parking demand.

A. Scope of Services

Proposers or its employees must have at least five (5) years of experience managing municipal parking operations and must be able to service an office within the City of Pompano Beach. Proposers must have on its staff at least one (1) senior level manager that

possesses on-street, parking lots and parking garage management experience, inclusive of parking enforcement and valet experience.

The successful Proposer will be responsible for providing, at a minimum, the following services:

- 1) Management of the City's Pier Parking Garage, on-street parking and surface parking lot spaces.
- 2) Provision of staff to provide for all scope of services herein (i.e. enforcement, parking space and garage management, customer service, cash management, bookkeeping, garage porter services (to keep garages clean and properly maintained). At least one senior level manager must be provided to manage all other staff.
- 3) Patrol of and enforcement for single-space, multi-space meters and parking lots, inclusive of issuance of parking citations for all parking violations throughout the City, in accordance with City Ordinance. Proposer would be responsible for providing sufficient personnel to issue parking violation citations at a level of enforcement specified by the City. Proposer must submit separate pricing for this enforcement activity in its proposals. Proposer must be capable of providing this service seven days a week, 7am-11pm. City reserves the right to modify hours as needed.
- 4) Provide for all support vehicles, office and computer equipment as required to perform the day-to-day operations of the parking program. Currently Parking Enforcement is accomplished by one vehicle and Proposers must assess if they feel that this is adequate to service parking enforcement operations for the area. Proposers are responsible for any Internet service connections fees, as a result of any remote access to the City's network. Proposers, as part of their response, must include an itemization of anticipated support vehicles needed per the scope of services being solicited and if open to the City providing needed vehicles from its own fleet. Regardless, Proposers must provide for amortized cost for needed vehicles in their line item budget proposal for enforcement services. Proposers would be responsible for all associated maintenance costs.
- 5) Coordination of the installation and maintenance of parking meters, pay stations and change machines. The Proposer shall provide price quotes for both purchase and lease options as needed throughout the term of the contract, at the City's discretion when new parking equipment is to be acquired by the City directly. Equipment type and installation shall be in accordance with standards issued by the City. Requests for the repair of all parking equipment and appurtenances shall be requested, within twenty-four (24) hours of Proposer becoming aware of defects, from the City's provider and must be repaired or replace within forty-eight (48) hours or in accordance with provider contractual terms. All purchases must conform to the City's purchasing policies and procedures.
- 6) Currently, the City's citation issuance process utilizes License Plate Recognition Technology (LPR) through Nupark via cameras mounted to a vehicle which uploads citations into the City's citations database in real time. The City can also utilize hand held ticket issuance devices ("TIDs") to assist in this process or as a backup should the

- LPR system be down. The City currently has 1 TID. As part of response to proposal (in the Resources and Methodology section), Proposer must provide recommendations for retaining this system or considering another system, (inclusive of prices) for hand held ticket issuance devices ("TID"), which allows enforcement personnel to conduct enforcement on tablets or similar devices. **Proposer must not include cost information in their budget proposal.** The TID should be user-friendly and include software that allows enforcement personnel to take pictures to support issuance of parking violations and allow for attachable print devices. It is expected that TID should be compatible with the City's current software application provider, SunGard HTE, to allow for the download of citation information from SunGard's citation database system to the TIDs and upload from the TIDs to SunGard. This will allow for automation of citation input and tracking identifying violators with multiple violations outstanding. Proposer's bid price should be reflected of this planned automation of the process.
- 7) Monitoring, ordering and stocking of expendable products for meters (i.e. printer ink and printer paper). Proposers will be responsible for accounting for these types of items in their line item budgets for this Proposal.
 - 8) Utilization of Enterprise Management System (EMS) Back Office Support System (BOSS) Software to re-program meters, as necessary.
 - 9) Manage and oversee the use of any third-party programs (i.e. Passport Parking-pay-by-phone) by the City to support its parking activities.
 - 10) Provide immobilization for habitual parking enforcement violations. Note: the City has not enacted this policy as of yet, but may contemplate in the near term. Proposer should provide a narrative as to their experience with the use of such devices and at what point other clients have placed immobilization devices on vehicles. The City is currently exploring the use of Barnacle Immobilization Services.
 - 11) Provide for towing, as applicable. The cost for this component of the contract should be separately identifiable.
 - 12) Coordinating the repair or needed maintenance of any field parking software systems with the City's designated vendor(s).
 - 13) Provide employees with identifiable badges and uniforms, as approved by the City. All vehicles must also have appropriate identifiable marks to indicate Proposer's affiliation with the City of Pompano Beach Parking Services, subject to City approval. As part of proposal, Proposers must provide color pictures of what possible uniforms and vehicle decals might look like with the City's logo (Florida's Warmest Welcome).
 - 14) Enforcement personnel assigned to the contract should be appropriately trained and possess all required certifications and/or licenses for issuing non-moving violations. It is further Proposer's responsibility (at own expense) to provide for pre-screening background checks for all personnel to be assigned to the City.
 - 15) Fielding customer inquiries and complaints related to the parking program.

- 16) Safeguarding the Parking Garage and all system parking equipment during times of harsh weather conditions (tropical storm, hurricanes etc.) and for complying with the City's emergency operating procedures.
- 17) Provide annual reporting (within 90 days of fiscal year end) to the City describing the current state of parking enforcement activity. The report should, at a minimum, indicate no. of citations issued for the previous fiscal year (October 1st through September 30th), no. of enforcement personnel writing citations, no. of citations issued per staff member writing citations and any recommendations for improvements to operations detailing any associated costs. As part of proposal, proposer must provide any recommended benchmark or national standard for expected no. of citations to be written monthly or annually per citation personnel etc., based on the size/structure of the City's parking space program. Proposer must also describe any internal mechanism utilized by their management staff to monitor the performance of enforcement personnel, in this regard. A copy of citation database generated report must be provided as part of the package, which should reconcile to no. of citations indicated as issued in the annual report.
- 18) Provide, as part of the required annual reporting, an annual survey to City of neighboring cities parking rates, at Proposer's own expense.
- 19) Provide assistance to City's Treasury Division, as needed for reporting and auditing.
- 20) Assistance and consultation with the City, as necessary in any enhancement, change or modification of its parking enforcement program.
- 21) Assistance in implementing parking programs, including working with businesses, neighborhood groups, and other organizations, as needed.
- 22) Must have at least 5 years' experience managing multiple parking garages with capacities of over 750 parking stalls and show proficiency in all aspects of various PARCS including Amano McGann OPUS system as well any all other related PARCS and Wayfinding technology.
- 23) Must have at least 5 years' experience managing high end valet services. Currently the management company contracts directly with the local restaurants for valet services and utilizes the CVPS system for valet management. However, City reserves the right to contract directly with the Proposer for this service and as such a separate price proposal must be provided for the management of 100 valet spaces in the Pier Parking Garage
- 24) Must show proficiency in managing high volume fast paced event services.

For each item listed under scope of services, proposers are required to provide a narrative discussing each respective area, to include, but not be limited to:

- Discussion of experience and ability to manage a 700-space parking garage, to include any experience in operating a valet service. Discussion should include proposed contract structure in terms of Proposer compensation and any general revenue split arrangements

generally contemplated. May also include discussion of how the garage might be manned or not, based on entry and exit points, pay meters etc. Should also include Proposer's experience with other client references.

- Discussion of number of personnel anticipated to be assigned to the contract, to include title and duties, at a minimum.
- Discussion of vehicles to be assigned to the contract, type, description etc.
- Discussion of benchmarks and/or national standards against which performance of parking operations may be measured, to include parking enforcement activity.
- Discussion of any proposed general improvements already observed per Proposer's own due diligence in preparing proposal.
- Discussion of experience with placing boots or other immobilization devices on parking violators vehicles.
- Discussion of hand-held ticket devices and recommendations of specific TIDs.
- Discussion of any parking program analysis reports prepared for previous clients. Proposer must include an example (s) in proposal submittal.
- Discussion of proposed monitoring mechanisms for monitoring the performance of personnel, as it relates to administration of the parking enforcement function.
- Discussion of cash receipts processing and recording capacity and internal controls in place to ensure accurate and complete collection, recording and reconciliation of transactions. In addition, discuss planned segregation of duties for collection, recording, cashier drawer balancing procedures (to include reconciliation of opening cash drawer amount, daily receipts and cash receipts system report reconciliation) a, deposit and reconciliation of all parking related revenues.
- Discussion of the City's current parking rate structure of \$1.50 per hour (adjusted for peak season/days/hours/locations) and any recommendations based on prior clients or general industry practice. City also currently has a boat launch and charges \$10 for a 24-hour period to park a boat trailer.
- Discussion of planned collection efforts to maximize collections on outstanding parking citations. Proposers should incorporate specific experience/success in this area with other client references to include client name, contact name, title, phone, email, etc. and approximate value or receivables managed, annual collections and annual collection rate for client's most recent fiscal year.
- Discussion on any proposed efforts to enhance collections on parking citations written for out of state violators.
- Discussion of transition plan, inclusive of detailed tasks to be completed, and planned coordination effort with the City's current parking management partner should a change occur.
- Discussion of anticipated timeframe from contract award to being fully operational.

B. Tasks/Deliverables

Citation Management:

- 1) Proposer will be responsible for processing and maintaining a database of parking tickets issued.

- 2) Inputting citations issued within 48 hours of issuance, including those written by BSO personnel (the City's provider of police services).
- 3) Generate letters to violators within fourteen (14) calendar days of violation being issued, to include assessment of late fees and including any language relative to collection agencies, as may be applicable.
- 4) Fielding customer inquiries and complaints related to citations. Proposer must provide a phone, fax and email address to which violators may direct inquiries. Such must be indicated on the parking citation issued. Proposer must also coordinate requests by violators for a court date to contest citations and coordinate such efforts with the City Attorney's Office. Also, attend enforcement court proceedings for disputed citations and follow through with hearing officers' decisions, as necessary.
- 5) City will provide for a local office within the boundaries of the City whereby customers may visit to make inquiries about or appeal parking citations issues or for general parking inquiries.
- 6) Quarterly, coordinate with the City's Information Technology Department, to generate a report of outstanding parking citations older than ninety (90) days. Export information to excel and email to the City's Finance Department for referral to the City's outside collection agency. Note: The City's system automatically adds a collection fee (i.e. 17%) to each citation amount due once this process has been activated. If Proposer would be utilizing its own accounting systems for input of citations and processing cash receipts, Proposer would be responsible for generating a query of parking citations outstanding for ninety (90) days or greater, exporting detailed information for each citation to excel and submitting such report to the City's Finance Department for referral to the outside collection agency. Once Finance Department forwards accounts to collections, Proposer would be notified and must add collection fee to outstanding balance for each violator's account to reflect new amount due. As an example, if violator owes \$47 initially, a 17% collection fee would require amount owed to be adjusted to \$54.99. Proposer's systems must be able to separately identify initial violation and penalties collected from any collection fee amounts collected.
- 7) Proposer must have ability to enter into a Memorandum of Understanding (MOU) with the State of Florida for the transfer of information regarding Scofflaw, hold on registration renewal for three (3) or more unpaid citations or (1) ADA violation.

Garage Management:

- 1) Provide audited daily cash count and ticket reconciliation reports along with verification of deposit.
- 2) Provide a complete profit and loss report package with detailed general ledger clearly accounting for each income and expense line item on a monthly basis. Any ticket shortfall greater than 1% of monthly missing, lost or unaccounted tickets will be deemed unacceptable by the city. The City may demand of the operator payment of these tickets equal to the amount currently charged for lost tickets.

- 3) Provide on a monthly basis an accounting of unpaid monthly parkers along with evidence of collection efforts. Along with this evidence must be provided that parking privileges for unpaid monthly parkers have been suspended.

C. Term of Contract

The city anticipates awarding a Service Provider Agreement for a term of five (5) years with an option for one (1) additional five (5) year term, for a possible total of ten (10) years. Hourly rates and all other negotiated expenses will remain in effect throughout the duration of the contract term, including the optional renewal term, unless mutually agreed upon by both parties. Additional services and responsibilities may be added to this agreement as agreed upon by both parties.

D. Local Business Program

On March 13, 2018, the City Commission approved Ordinance 2018-46, establishing a Local Business Program, a policy to increase the participation of City of Pompano Beach businesses in the City's procurement process.

For purposes of this solicitation, "Local Business" will be defined as follows:

1. **TIER 1 LOCAL VENDOR. POMPANO BEACH BUSINESS EMPLOYING POMPANO BEACH RESIDENTS.** A business entity which has maintained a permanent place of business within the city limits and maintains a staffing level, within this local office, of at least ten percent who are residents of the City of Pompano Beach or includes subcontracting commitments to Local Vendors Subcontractors for at least ten percent of the contract value. The permanent place of business may not be a post office box. The business must be located in a non-residential zone, and must actually distribute goods or services from that location. The business must be staffed with full-time employees within the limits of the city. In addition, the business must have a current business tax receipt from the City of Pompano Beach for a minimum of one year prior to the date of issuance of a bid or proposal solicitation.
2. **TIER 2 LOCAL VENDOR. BROWARD COUNTY BUSINESS EMPLOYING POMPANO BEACH RESIDENTS OR UTILIZING LOCAL VENDOR SUBCONTRACTORS.** A business entity which has maintained a permanent place of business within Broward County and maintains a staffing level, within this local office, of at least 15% who are residents of the City of Pompano Beach or includes subcontracting commitments to Local Vendors Subcontractors for at least 20% of the contract value. The permanent place of business may not be a post office box. The business must be located in a non-residential zone, and must actually distribute goods or services from that location. The business must be staffed with full-time employees within the limits of the city. In addition, the business must have a current business tax receipt from the respective Broward County municipality for a minimum of one year prior to the date of issuance of a bid or proposal solicitation.
3. **LOCAL VENDOR SUBCONTRACTOR. POMPANO BEACH BUSINESS.** A business entity which has maintained a permanent place of business within the city limits of the City of Pompano Beach. The permanent place of business may not be a post office box. The business must be located in a non-residential zone, and must

actually distribute goods or services from that location. The business must be staffed with full-time employees within the limits of the city. In addition, the business must have a current business tax receipt from the City of Pompano Beach for a minimum of one year prior to the date of issuance of a bid or proposal solicitation.

You can view the list of City businesses that have a current Business Tax Receipt on the City's website, and locate local firms that are available to perform the work required by the bid specifications. The business information, sorted by business use classification, is posted on the webpage for the Business Tax Receipt Division: www.pompanobeachfl.gov by selecting the Pompano Beach Business Directory in the Shop Pompano! section.

The City of Pompano Beach is **strongly committed** to insuring the participation of City of Pompano Beach Businesses as contractors and subcontractors for the procurement of goods and services, including labor, materials and equipment. Proposers are required to participate in the City of Pompano Beach's Local Business Program by including, as part of their package, the Local Business Participation Form (Exhibit A,) listing the local businesses that will be used on the contract, and the Letter of Intent Form (Exhibit B) from each local business that will participate in the contract.

The City shall award a Local Vendor preference based upon vendors, contractors, or subcontractors who are local with a preferences as follows:

For evaluation purposes, the Tier 1 and Tier 2 businesses shall be a criterion for award in this Solicitation. No business may qualify for more than one tier level.

1. For evaluation purposes, local vendors shall receive the following preferences:
 - a. Tier 1 business as defined by this subsection shall be granted a preference in the amount of five percent of total score.
 - b. Tier 2 business as defined by this subsection shall be granted a preference in the amount of two and one-half percent of total score.
 - a. It is the responsibility of the awarded vendor/contractor to comply with all Tier 1 and Tier 2 guidelines. The awarded vendor/contractor must ensure that all requirements are met before execution of a contract.

E. Required Proposal Submittal

Submission/Format Requirements

Sealed proposals shall be submitted electronically through the eBid System on or before the due date/time stated above. Proposer shall upload response as one (1) file to the eBid System. The file size for uploads is limited to 250 MB. If the file size exceeds 250 MB the response must be split and uploaded as two (2) separate files.

Information to be included in the proposal: In order to maintain comparability and expedite the review process, it is required that proposals be organized in the manner specified below, with the sections clearly labeled:

Title page:

Show the project name and number, the name of the Proposer's firm, address, telephone number, name of contact person and the date.

Table of Contents:

Include a clear identification of the material by section and by page.

Letter of Transmittal:

Briefly state the Proposer's understanding of the project and express a positive commitment to provide the services described herein. State the name(s) of the person(s) who will be authorized to make representations for the Proposer, their title(s), office and E-mail addresses and telephone numbers. Please limit this section to two pages.

Experience and Expertise

Proposer must provide a narrative explaining their experience and expertise in providing similar services as outlined in the scope of services discussed herein (enforcement, garage management, surface lot/on street parking space management, valet services, customer service, receivable collections) for similar entities as the City and why they believe they are most qualified to provide the scope of services to the City.

Resources and Methodology

Proposer must provide a narrative discussion of their approach to the provision of the scope of services requested herein, as well as their access to resources to be able to service the City over the course of the contract period. Proposers may also discuss any recommendations to enhance the City's parking operations, to include, but not be limited to consideration of any new technology.

Fees & Costs:

Proposer must provide a line item budget for fees for all contract years and indicate if the amounts shown are for all contract years (i.e. initial 5-year term and 5-year optional renewal period), including any optional renewal periods, or if an annual escalator is applied for future years etc.). Separate budgets (show a separate line for management fee) for each contract year must be provided for each of the following operations separately:

- Street and lot metered parking management (approximately 1,355 spaces)
- Parking Enforcement (approximately 1,355 street and lot metered spaces)
- Pier Garage Management (640 spaces)
- Valet Services (100 spaces – ground level of Pier Garage)
- New Oceanside Parking Garage Management (estimated 700 spaces with an anticipated 2024 completion date) – Proposer must show total budget per parking space as a note at the bottom of the budget, in case the size of the new garage is greater than or less than 700 spaces.

Include a concise narrative with sufficient detail indicating the proposed approach to providing the required services, including a description of the types and qualities of service that would be provided. Proposer shall **itemize all costs** to complete all and necessary tasks as described under Scope of Services. Proposer must be clear as what is included in

price proposal, what is excluded and what might be optional. Any costs associated with travel as well as miscellaneous expenses should be adequately described. Miscellaneous expenses should be adequately described.

Include a description of the role of each staff to be assigned and whether they would be full time or part time and the estimated number of expected work hours for each qualified staff.

Schedule:

Proposer shall provide a timeline from contract award that highlights proposed tasks necessary to become operational.

References:

Submit a client reference list (at least 3 references), including name of contact, firm and/or governmental entity, address, telephone number and type of service, and years (and dates provided) of service provided for each reference.

Local Businesses:

Completed Local Business program forms, Exhibits A-D.

NOTE: Form B must be signed by a representative of the subcontractor, NOT of the Prime.

Litigation:

Disclose any litigation within the past five (5) years arising out your firm's performance for similar services.

City Forms:

The RFP Proposer Information Page Form and any other required forms must be completed and submitted electronically through the City's eBid System. The City reserves the right to request additional information to ensure the proposer is financially solvent and has sufficient financial resources to perform the contract and shall provide proof thereof of its financial solvency. The City may as at its sole discretion ask for additional proof of financial solvency, including additional documents post proposal opening, and prior to evaluation that demonstrates the Proposer's ability to perform the resulting contract and provide the required materials and/or services.

Reviewed and Audited Financial Statements:

Must be marked "CONFIDENTIAL" and uploaded separately from proposal.

Proposers shall be financially solvent and appropriately capitalized to be able to service the City for the duration of the contract. Proposers shall provide a complete financial statement of the firm's most recent audited financial statements, indicating organization's financial condition and uploaded as a separate file titled "Financial Statements" to the Response Attachments tab in the eBid System.

Financial statements provided shall not be older than twelve (12) months prior to the date of filing this solicitation response. The financial statements are to be reviewed and

submitted with any accompanying notes and supplemental information. The City of Pompano Beach reserve the right to reject financial statements in which the financial condition shown is of a date twelve (12) months or more prior to the date of submittals.

The City is a public agency subject to Chapter 119, Florida's Public Records Law and is required to provide the public with access to public records, however, financial statements that are required as submittals to prequalify for a solicitation will be exempt from public disclosure.

The City reserves the right to request additional information to ensure the proposer is financially solvent and has sufficient financial resources to perform the contract and shall provide proof thereof of its financial solvency. The City may as at its sole discretion ask for additional proof of financial solvency, including additional documents post proposal opening, and prior to evaluation that demonstrates the Proposer's ability to perform the resulting contract and provide the required materials and/or services.

A combination of two (2) or more of the following may substitute for audited financial statements:

- 1) Bank letters/statements for the past 3 months
- 2) Compiled Balance sheet and profit and loss statement
- 3) IRS tax returns for the last 2 years
- 4) Letter from CPA showing profits and loss statements (certified)

Covid-19: Proposers must provide a discussion of the impact that Covid-19 has had on their operations and their capacity to recover and carry out the services within this RFP successfully in 2021 and beyond.

F. Insurance

PARKING MANAGER shall not commence services under the terms of this Agreement until certification or proof of insurance detailing terms and provisions has been received and approved in writing by the CITY's Risk Manager. If you are responding to a bid and have questions regarding the insurance requirements hereunder, please contact the City's Purchasing Department at (954) 786-4098. If the contract has already been awarded, please direct any queries and proof of the requisite insurance coverage to City staff responsible for oversight of the subject project/contract.

PARKING MANAGER is responsible to deliver to the CITY for timely review and written approval/disapproval Certificates of Insurance which evidence that all insurance required hereunder is in full force and effect and which name on a primary basis, the CITY as an additional insured on all such coverage.

Throughout the term of this Agreement, CITY, by and through its Risk Manager, reserve the right to review, modify, reject or accept any insurance policies required by this Agreement, including limits, coverages or endorsements. CITY reserves the right, but not

the obligation, to review and reject any insurer providing coverage because of poor financial condition or failure to operate legally.

Failure to maintain the required insurance shall be considered an event of default. The requirements herein, as well as CITY's review or acceptance of insurance maintained by PARKING MANAGER, are not intended to and shall not in any way limit or qualify the liabilities and obligations assumed by PARKING MANAGER under this Agreement.

Throughout the term of this Agreement, PARKING MANAGER and all subcontractors or other agents hereunder, shall, at their sole expense, maintain in full force and effect, the following insurance coverages and limits described herein, including endorsements.

1. Worker's Compensation Insurance covering all employees and providing benefits as required by Florida Statute, Chapter 440, regardless of the size of the company (number of employees) or the state in which the work is to be performed or of the state in which PARKING MANAGER is obligated to pay compensation to employees engaged in the performance of the work. PARKING MANAGER further agrees to be responsible for employment, control and conduct of its employees and for any injury sustained by such employees in the course of their employment.
2. Liability Insurance.
 - (a) Naming the City of Pompano Beach as an additional insured as City's interests may appear, on General Liability Insurance only, relative to claims which arise from PARKING MANAGER's negligent acts or omissions in connection with PARKING MANAGER's performance under this Agreement.
 - (b) Such Liability insurance shall include the following checked types of insurance and indicated minimum policy limits.

Type of Insurance

Limits of Liability

GENERAL LIABILITY:

Minimum \$1,000,000 Per Occurrence and
\$2,000,000 Per Aggregate

* Policy to be written on a claims occurrence basis

XX	comprehensive form	bodily injury and property damage
XX	premises - operations	bodily injury and property damage
—	explosion & collapse hazard	
—	underground hazard	
XX	products/completed operations hazard	bodily injury and property damage combined
XX	contractual insurance	bodily injury and property damage combined

4. Policies: Whenever, under the provisions of this Agreement, insurance is required of the PARKING MANAGER, the PARKING MANAGER shall promptly provide the following:
 - (a) Certificates of Insurance evidencing the required coverage;
 - (b) Names and addresses of companies providing coverage;
 - (c) Effective and expiration dates of policies; and
 - (d) A provision in all policies affording CITY thirty (30) days written notice by a carrier of any cancellation or material change in any policy.

5. Insurance Cancellation or Modification. Should any of the required insurance policies be canceled before the expiration date, or modified or substantially modified, the issuing company shall provide thirty (30) days written notice to the CITY.

6. Waiver of Subrogation. PARKING MANAGER hereby waives any and all right of subrogation against the CITY, its officers, employees and agents for each required policy. When required by the insurer, or should a policy condition not permit an insured to enter into a pre-loss agreement to waive subrogation without an endorsement, then PARKING MANAGER shall notify the insurer and request the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy which includes a condition to the policy not specifically prohibiting such an endorsement, or voids coverage should PARKING MANAGER enter into such an agreement on a pre-loss basis.

G. Selection/Evaluation Process

A Selection/Evaluation Committee will be appointed to select the most qualified firm(s). The Selection/Evaluation Committee will present their findings to the City Commission.

Proposals will be evaluated using the following criteria.

	<u>Criteria</u>	<u>Point Range</u>
1	Experience and Expertise	0-25
	<input type="checkbox"/> Previous related work experience and qualifications in the subject area of personnel assigned.	
	<input type="checkbox"/> Demonstrates a clear understanding of scope of work and other technical or legal issues related to the project.	

2	References	0-20
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<input type="checkbox"/>	History and performance of firm/project team on similar projects.	
<input type="checkbox"/>	References and recommendations from previous clients.	
3	Resources and Methodology	0-25
<input type="checkbox"/>	Adequacy of amount of quality resources assigned to the project.	
<input type="checkbox"/>	Overall approach to project. Consideration of services provided and approach to meeting goals and deadlines.	
<input type="checkbox"/>	Financial resources.	
4	Cost	0-30
<input type="checkbox"/>	Including the overall project-task budget and itemized cost breakdowns.	
	Total	0-100

Additional 0-5% for Tier1/Tier2 Local Business will be calculated on combined scoring totals of each company.

NOTE:

Financial statements that are required as submittals to prequalify for a solicitation will be exempt from public disclosure; however, financial statements submitted to prequalify for a solicitation, and are not required by the City, may be subject to public disclosure.

Value of Work Previously Awarded to Firm (Tie-breaker) - In the event of a tie, the firm with the lowest value of work as a prime contractor on City of Pompano Beach projects within the last five years will receive the higher ranking, the firm with the next lowest value of work shall receive the next highest ranking, and so on. The analysis of past work will be based on the City's Purchase Order and payment records.

The Committee has the option to use the above criteria for the initial ranking to short-list Proposers and to use an ordinal ranking system to score short-listed Proposers following presentations (if deemed necessary) with a score of "1" assigned to the short-listed Proposer deemed most qualified by the Committee.

Each firm should submit documentation that evidences the firm's capability to provide the services required for the Committee's review for short listing purposes. After an initial review of the Proposals, the City may invite Proposers for an interview to discuss the proposal and meet firm representatives, particularly key personnel who would be assigned to the project. Should interviews be deemed necessary, it is understood that the City shall incur no costs as a result of this interview, nor bear any obligation in further consideration of the submittal.

When more than three responses are received, the committee shall furnish the City Commission (for their approval) a listing, in ranked order, of no fewer than three firms

deemed to be the most highly qualified to perform the service. If three or less firms respond to the RFP, the list will contain the ranking of all responses.

The City Commission has the authority to (including, but not limited to); approve the recommendation; reject the recommendation and direct staff to re-advertise the solicitation; or, review the responses themselves and/or request oral presentations and determine a ranking order that may be the same or different from what was originally presented to the City Commission.

Value of Work Previously Awarded to Firm (Tie-breaker) - In the event of a tie, the firm with the lowest value of work as a prime contractor on City of Pompano Beach projects within the last five years will receive the higher ranking, the firm with the next lowest value of work shall receive the next highest ranking, and so on. The analysis of past work will be based on the City's Purchase Order and payment records.

H. Hold Harmless and Indemnification

Proposer covenants and agrees that it will indemnify and hold harmless the City and all of its officers, agents, and employees from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Proposer, whether direct or indirect, or whether to any person or property to which the City or said parties may be subject, except that neither the Proposer nor any of its subcontractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused by or resulting from the sole negligence of the City or any of its officers, agents or employees.

I. Right to Audit

Contractor's records which shall include but not be limited to accounting records, written policies and procedures, computer records, disks and software, videos, photographs, subcontract files (including proposals of successful and unsuccessful bidders), originals estimates, estimating worksheets, correspondence, change order files (including documentation covering negotiated settlements), and any other supporting evidence necessary to substantiate charges related to this contract (all the foregoing hereinafter referred to as "records") shall be open to inspection and subject to audit and/or reproduction, during normal working hours, by Owner's agent or its authorized representative to the extent necessary to adequately permit evaluation and verification of any invoices, payments or claims submitted by the contractor or any of his payees pursuant to the execution of the contract. Such records subject to examination shall also include, but not be limited to, those records necessary to evaluate and verify direct and indirect costs (including overhead allocations) as they may apply to costs associated with this contract.

For the purpose of such audits, inspections, examinations and evaluations, the Owner's agent or authorized representative shall have access to said records from the effective date of this contract, for the duration of the Work, and until 5 years after the date of final payment by Owner to Consultant pursuant to this contract.

Owner's agent or its authorized representative shall have access to the Contractor's facilities, shall have access to all necessary records, and shall be provided adequate and appropriate work space, in order to conduct audits in compliance with this article. Owner's agent or its authorized representative shall give auditees reasonable advance notice of intended audits.

Contractor shall require all subcontractors, insurance agents, and material suppliers (payees) to comply with the provisions of this article by insertion of the requirements hereof in any written contract agreement. Failure to obtain such written contracts which include such provisions shall be reason to exclude some or all of the related payees' costs from amounts payable to the Contractor pursuant to this contract.

J. Retention of Records and Right to Access

The City of Pompano Beach is a public agency subject to Chapter 119, Florida Statutes. The Contractor shall comply with Florida's Public Records Law, as amended. Specifically, the Contractor shall:

- 1) Keep and maintain public records required by the City in order to perform the service;
- 2) Upon request from the City's custodian of public records, provide the City with a copy of requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes or as otherwise provided by law;
- 3) Ensure that public records that are exempt or that are confidential and exempt from public record requirements are not disclosed except as authorized by law;
- 4) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to the City; and
- 5) Upon completion of the contract, transfer, at no cost to the City, all public records in possession of the Contractor, or keep and maintain public records required by the City to perform the service. If the Contractor transfers all public records to the City upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City, upon request from the City's custodian of public records in a format that is compatible with the information technology systems of the City.

K. Communications

No negotiations, decisions, or actions shall be initiated or executed by the firm as a result of any discussions with any City employee. Only those communications, which are in writing from the City, may be considered as a duly authorized expression on behalf of the City. In addition, only communications from firms that are signed and in writing will be recognized by the City as duly authorized expressions on behalf of firms.

L. No Discrimination

There shall be no discrimination as to race, sex, color, age, religion, or national origin in the operations conducted under any contract with the City.

M. Independent Contractor

The selected firm will conduct business as an independent contractor under the terms of this contract. Personnel services provided by the firm shall be by employees of the firm and subject to supervision by the firm, and not as officers, employees, or agents of the City. Personnel policies, tax responsibilities, social security and health insurance, employee benefits, purchasing policies and other similar administrative procedures applicable to services rendered under this agreement shall be those of the firm.

N. Staff Assignment

The City of Pompano Beach reserves the right to approve or reject, for any reasons, Proposer's staff assigned to this project at any time. Background checks may be required.

O. Contract Terms

The contract resulting from this Solicitation shall include, but not be limited to the following terms:

The contract shall include as a minimum, the entirety of this Solicitation document, together with the successful Proposer's proposal. Contract shall be prepared by the City of Pompano Beach City Attorney.

If the City of Pompano Beach defends any claim, demand, cause of action, or lawsuit arising out of any act, action, negligent acts or negligent omissions, or willful misconduct of the contractor, its employees, agents or servants during the performance of the contract, whether directly or indirectly, contractor agrees to reimburse the City of Pompano Beach for all expenses, attorney's fees, and court costs incurred in defending such claim, cause of action or lawsuit.

P. Waiver

It is agreed that no waiver or modification of the contract resulting from this Solicitation, or of any covenant, condition or limitation contained in it shall be valid unless it is in writing and duly executed by the party to be charged with it, and that no evidence of any waiver or modification shall be offered or received in evidence in any proceeding, arbitration, or litigation between the parties arising out of or affecting this contract, or the

right or obligations of any party under it, unless such waiver or modification is in writing, duly executed as above. The parties agree that the provisions of this paragraph may not be waived except by a duly executed writing.

Q. Survivorship Rights

This contract resulting from this RFP shall be binding on and inure to the benefit of the respective parties and their executors, administrators, heirs, personal representative, successors and assigns.

R. Termination

The contract resulting from this RFP may be terminated by the City of Pompano Beach without cause upon providing contractor with at least sixty (60) days prior written notice.

Should either party fail to perform any of its obligations under the contract resulting from this RFP for a period of thirty (30) days after receipt of written notice of such failure, the non-defaulting part will have the right to terminate the contract immediately upon delivery of written notice to the defaulting part of its election to do so. The foregoing rights of termination are in addition to any other rights and remedies that such party may have.

S. Manner of Performance

Proposer agrees to perform its duties and obligations under the contract resulting from this RFP in a professional manner and in accordance with all applicable local, federal and state laws, rules and regulations.

Proposer agrees that the services provided under the contract resulting from this RFP shall be provided by employees that are educated, trained and experienced, certified and licensed in all areas encompassed within their designated duties. Proposer agrees to furnish the City of Pompano Beach with all documentation, certification, authorization, license, permit, or registration currently required by applicable laws or rules and regulations. Proposer further certifies that it and its employees are now in and will maintain good standing with such governmental agencies and that it and its employees will keep all license, permits, registration, authorization or certification required by applicable laws or regulations in full force and effect during the term of this contract. Failure of Proposer to comply with this paragraph shall constitute a material breach of contract.

T. Acceptance Period

Proposals submitted in response to this RFP must be valid for a period no less than one hundred twenty (120) days from the closing date of this solicitation.

U. RFP Conditions and Provisions

The completed proposal (together with all required attachments) must be submitted electronically to City on or before the time and date stated herein. All Proposers, by electronic submission of a proposal, shall agree to comply with all of the conditions,

requirements and instructions of this solicitation as stated or implied herein. All proposals and supporting materials submitted will become the property of the City.

Proposer's response shall not contain any alteration to the document posted other than entering data in spaces provided or including attachments as necessary. By submission of a response, Proposer affirms that a complete set of bid documents was obtained from the eBid System or from the Purchasing Division only and no alteration of any kind has been made to the solicitation. Exceptions or deviations to this proposal may not be added after the submittal date.

All Proposers are required to provide all information requested in this solicitation. Failure to do so may result in disqualification of the proposal.

The City reserves the right to postpone or cancel this solicitation, or reject all proposals, if in its sole discretion it deems it to be in the best interest of the City to do so.

The City reserves the right to waive any technical or formal errors or omissions and to reject all proposals, or to award contract for the items herein, in part or whole, if it is determined to be in the best interests of the City to do so.

The City shall not be liable for any costs incurred by the Proposer in the preparation of proposals or for any work performed in connection therein.

V. **Standard Provisions**

1. Governing Law

Any agreement resulting from this RFP shall be governed by the laws of the State of Florida, and the venue for any legal action relating to such agreement will be in Broward County, Florida.

2. Licenses

In order to perform public work, the successful Proposer shall:

Be licensed to do business in Florida, if an entity, and hold or obtain such Contractor' and Business Licenses if required by State Statutes or local ordinances.

3. Conflict of Interest

For purposes of determining any possible conflict of interest, each Proposer must disclose if any Elected Official, Appointed Official, or City Employee is also an owner, corporate officer, or an employee of the firm. If any Elected Official, Appointed Official, or City Employee is an owner, corporate officer, or an employee, the Proposer must file a statement with the Broward County Supervisor of Elections pursuant to §112.313, Florida Statutes.

4. Drug Free Workplace

The selected firm(s) will be required to verify they will operate a "Drug Free Workplace" as set forth in Florida Statute, 287.087.

5. Public Entity Crimes
A person or affiliate who has been placed on the convicted vendor list following a conviction for public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases of real property to public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Florida Statute, Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.
6. Patent Fees, Royalties, And Licenses
If the selected Proposer requires or desires to use any design, trademark, device, material or process covered by letters of patent or copyright, the selected Proposer and his surety shall indemnify and hold harmless the City from any and all claims for infringement by reason of the use of any such patented design, device, trademark, copyright, material or process in connection with the work agreed to be performed and shall indemnify the City from any cost, expense, royalty or damage which the City may be obligated to pay by reason of any infringement at any time during or after completion of the work.
7. Permits
The selected Proposer shall be responsible for obtaining all permits, licenses, certifications, etc., required by federal, state, county, and municipal laws, regulations, codes, and ordinances for the performance of the work required in these specifications and to conform to the requirements of said legislation.
8. Familiarity With Laws
It is assumed the selected firm(s) will be familiar with all federal, state and local laws, ordinances, rules and regulations that may affect its services pursuant to this RFP. Ignorance on the part of the firm will in no way relieve the firm from responsibility.
9. Withdrawal Of Proposals
A firm may withdraw its proposal without prejudice no later than the advertised deadline for submission of proposals by written communication to the General Services Department, 1190 N.E. 3rd Avenue, Building C, Pompano Beach, Florida 33060.
10. Composition Of Project Team
Firms are required to commit that the principals and personnel named in the proposal will perform the services throughout the contractual term unless otherwise provided for by way of a negotiated contract or written amendment to same executed by both parties. No diversion or substitution of principals or personnel will be allowed unless a written request that sets forth the qualifications and

experience of the proposed replacement(s) is submitted to and approved by the City in writing.

11. Invoicing/Payment

All invoices should be sent to City of Pompano Beach, Accounts Payable, P.O. Drawer 1300, Pompano Beach, Florida, 33061. In accordance with Florida Statutes, Chapter 218, payment will be made within 45 days after receipt of a proper invoice.

12. Public Records

a. The City of Pompano Beach is a public agency subject to Chapter 119, Florida Statutes. The Contractor shall comply with Florida's Public Records Law, as amended. Specifically, the Contractor shall:

- i. Keep and maintain public records required by the City in order to perform the service;
- ii. Upon request from the City's custodian of public records, provide the City with a copy of requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes or as otherwise provided by law;
- iii. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to the City; and
- iv. Upon completion of the contract, transfer, at no cost to the City, all public records in possession of the Contractor, or keep and maintain public records required by the City to perform the service. If the Contractor transfers all public records to the City upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City, upon request from the City's custodian of public records in a format that is compatible with the information technology systems of the City.

b. Failure of the Contractor to provide the above described public records to the City within a reasonable time may subject Contractor to penalties under 119.10, Florida Statutes, as amended.

PUBLIC RECORDS CUSTODIAN

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

**CITY CLERK
100 W. Atlantic Blvd., Suite 253
Pompano Beach, Florida 33060
(954) 786-4611
RecordsCustodian@copbfl.com**

W. Questions and Communication

All questions regarding the RFP are to be submitted using the Questions feature in the eBid System. Questions must be received at least seven (7) calendar days before the scheduled solicitation opening. Oral and other interpretations or clarifications will be without legal effect. Addenda will be posted to the RFP solicitation in the eBid System, and it is the Proposer's responsibility to obtain all addenda before submitting a response to the solicitation.

X. Addenda

The issuance of a written addendum or posting of an answer in response to a question submitted using the Questions feature in the eBid System are the only official methods whereby interpretation, clarification, or additional information can be given. If any addenda are issued to this RFP solicitation the addendum will be issued via the eBid System. It shall be the responsibility of each Proposer, prior to submitting their response, to contact the City Purchasing Office at (954) 786-4098 to determine if addenda were issued and to make such addenda a part of their proposal. Addenda will be posted to the RFP solicitation in the eBid System.

Y. Contractor Performance Report

The City will utilize the Contractor Performance Report to monitor and record the successful proposer's performance for the work specified by the contract. The Contractor Performance Report has been included as an exhibit to this solicitation.

COMPLETE THE PROPOSER INFORMATION FORM ON THE ATTACHMENTS TAB IN THE EBID SYSTEM. PROPOSERS ARE TO COMPLETE THE FORM IN ITS ENTIRITY AND INCLUDE THE COMPLETED FORM IN YOUR PROPOSAL THAT MUST BE UPLOADED TO THE RESPONSE ATTACHMENTS TAB FOR THE RFP IN THE EBID SYSTEM.

PROPOSER INFORMATION PAGE

RFP _____, _____
(number) (RFP name)

To: The City of Pompano Beach, Florida

The below named company hereby agrees to furnish the proposed services under the terms stated subject to all instructions, terms, conditions, specifications, addenda, legal advertisement, and conditions contained in the RFP. I have read the RFP and all attachments, including the specifications, and fully understand what is required. By submitting this proposal, I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this proposal.

Proposal submitted by:

Name (printed) _____ Title _____

Company (Legal Registered) _____

Federal Tax Identification Number _____

Address _____

City/State/Zip _____

Telephone No. _____ Fax No. _____

Email Address _____

VENDOR CERTIFICATION REGARDING SCRUTINIZED COMPANIES LISTS

Respondent Vendor Name: _____

Vendor FEIN: _____

Section 215.4725, Florida Statutes, prohibits agencies from contracting (at any dollar amount) with companies on the Scrutinized Companies that Boycott Israel List, or with companies that are engaged in a boycott of Israel. As the person authorized to sign electronically on behalf of Respondent, I hereby certify by selecting the box below that the company responding to this solicitation is not listed on the Scrutinized Companies that Boycott Israel List. I also certify that the company responding to this solicitation is not participating in a boycott of Israel, and is not engaged in business operations in Syria or Cuba. I understand that pursuant to sections 287.135 and 215.4725, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

I Certify



Exhibit – Contractor Performance Report



**City of Pompano Beach, Purchasing Division
1190 N.E. 3rd Avenue, Building C
Pompano Beach, Florida, 33060**

**CITY OF POMPANO BEACH
CONTRACTOR PERFORMANCE REPORT**

- 1. Report Period: from _____ to _____
- 2. Contract Period: from _____ to _____
- 3. Bid# & or P.O.#: _____
- 4. Contractor Name: _____
- 5. City Department: _____
- 6. Project Manager: _____
- 7. Scope of Work (Service Deliverables): _____

Exhibit – Contractor Performance Report

CATEGORY	RATING	COMMENTS
1. Quality Assurance/Quality Control - Product/Services of high quality - Proper oversight - Communication	Poor =1 Satisfactory =2 Excellent =3	
2. Record Keeping -Accurate record keeping -Proper invoicing -Testing results complete	Poor =1 Satisfactory =2 Excellent =3	
3. Close-Out Activities - Restoration/Cleanup - Deliverables met - Punch list items addressed	Poor =1 Satisfactory =2 Excellent =3	
4. Customer Service - City Personnel and Residents - Response time - Communication	Poor =1 Satisfactory =2 Excellent =3	
5. Cost Control - Monitoring subcontractors - Change-orders - Meeting budget	Poor =1 Satisfactory =2 Excellent =3	
6. Construction Schedule - Adherence to schedule - Time-extensions - Efficient use of resources	Poor =1 Satisfactory =2 Excellent =3	
SCORE	_____	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF CATEGORIES BEING RATED

RATINGS

Poor Performance (1.0 – 1.59): Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.

Satisfactory Performance (1.6 – 2.59): Generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.

Excellent Performance (2.6 – 3.0): Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

City of Pompano Beach Florida Local Business Subcontractor Utilization Report

Project Name (1)		Contract Number and Work Order Number (if applicable) (2)	
Report Number (3)	Reporting Period (4) to	Local Business Contract Goal (5)	Estimated Contract Completion Date (6)
Contractor Name (7)		Contractor Telephone Number (8) () -	Contractor Email Address (9)
Contractor Street Address (10)	Project Manager Name (11)	Project Manager Telephone Number (12) () -	Project Manager Email Address (13)

Local Business Payment Report						
Federal Identification Number (14)	Local Subcontractor Business Name (15)	Description of Work (16)	Project Amount (17)	Amount Paid this Reporting Period (18)	Invoice Number (19)	Total Paid to Date (20)
Total Paid to Date for All Local Business Subcontractors (21) \$						0.00

I certify that the above information is true to the best of my knowledge.

Contractor Name – Authorized Personnel (print) (22)	Contractor Name – Authorized Personnel (sign) (23)	Title (24)	Date (25)
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Local Business Subcontractor Utilization Report Instructions

- Box (1) Project Name** – Enter the entire name of the project.
- Box (2) Contract Number (work order)** – Enter the contract number and the work order number, if applicable (i.e., 4600001234, and if work order contract include work order number – 4600000568 WO 01).
- Box (3) Report Number** - Enter the Local Business Subcontractor Utilization Report number. Reports must be in a numerical series (i.e., 1, 2, 3).
- Box (4) Reporting Period** - Enter the beginning and end dates this report covers (i.e., 10/01/2016 – 11/01/2016).
- Box (5) Local Contract Goal** - Enter the Local Contract Goal percentage on entire contract.
- Box (6) Contract Completion Date** - Enter the expiration date of the contract, (not work the order).
- Box (7) Contractor Name** - Enter the complete legal business name of the Prime Contractor.
- Box (8) Contractor Telephone Number** - Enter the telephone number of the Prime Contractor.
- Box (9) Contractor Email Address** - Enter the email address of the Prime Contractor.
- Box (10) Contractor Street Address** – Enter the mailing address of the Prime Contractor.
- Box (11) Project Manager Name** - Enter the name of the Project Manager for the Prime Contractor on the project.
- Box (12) Project Manager Telephone Number** – Enter the direct telephone number of the Prime Contractor's Project Manager.
- Box (13) Project Manager Email Address** – Enter the email address of the Prime Contractor's Project Manager.
- Box (14) Federal Identification Number** – Enter the federal identification number of the Local Subcontractor(s).
- Box (15) Local Subcontractor Business Name** – Enter the complete legal business name of the Local Subcontractor(s).
- Box (16) Description of Work** – Enter the type of work being performed by the Local Subcontractor(s) (i.e., electrical services).
- Box (17) Project Amount** – Enter the dollar amount allocated to the Local Subcontractor(s) for the entire project (i.e., amount in the subcontract agreement).

- Box (18) Amount Paid this Reporting Period** – Enter the total amount paid to the Local Subcontractor(s) during the reporting period.
- Box (19) Invoice Number** – Enter the Local Subcontractor's invoice number related to the payment reported this period.
- Box (20) Total Paid to Date** – Enter the total amount paid to the Local Subcontractor(s) to date.
- Box (21) Total Paid to Date for All Local Subcontractor(s)** – Enter the total dollar amount paid to date to all Local Subcontractors listed on the report.
- Box (22) Contractor Name Authorized Personnel (print)** – Print the name of the employee that is authorized to execute the Local Subcontractor Utilization Report.
- Box (23) Contractor Name Authorized Personnel (sign)** – Signature of authorized employee to execute the Local Subcontractor Utilization Report.
- Box (24) Title** – Enter the title of authorized employee completing the Local Subcontractor Utilization Report.
- Box (25) Date** – Enter the date of submission of the Local Subcontractor Utilization Report to the City.

LOCAL BUSINESS EXHIBIT "B"
LETTER OF INTENT TO PERFORM AS A LOCAL SUBCONTRACTOR

RFP Number _____

TO: _____
(Name of Prime or General Bidder)

The undersigned City of Pompano Beach business intends to perform subcontracting work in connection with the above contract as (check below)

_____ an individual

_____ a corporation

_____ a partnership

_____ a joint venture

The undersigned is prepared to perform the following work in connection with the above Contract, as hereafter described in detail:

at the following price: _____

(Date)

(Print Name of Local Business Contractor)

(Street Address)

(City, State Zip Code)

BY: _____
(Signature)

IMPORTANT NOTE: Signatures on this form MUST be by an authorized employee of Subcontractor and must be uploaded to the Response Attachment Tab
LOCAL BUSINESS EXHIBIT "B"

LOCAL BUSINESS EXHIBIT "C"
LOCAL BUSINESS UNAVAILABILITY FORM

RFP # _____

I, _____
(Name and Title)

of _____, certify that on the _____ day of

_____, _____, I invited the following LOCAL BUSINESS(s) to bid work
(Month) (Year)

items to be performed in the City of Pompano Beach:

Business Name, Address	Work Items Sought	Form of Bid Sought (i.e., Unit Price, Materials/Labor, Labor Only, etc.)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Said Local Businesses:

- ___ Did not bid in response to the invitation
- ___ Submitted a bid which was not the low responsible bid
- ___ Other: _____

Name and Title: _____

Date: _____

Note: Attach additional documents as available.

LOCAL BUSINESS EXHIBIT "C"

LOCAL BUSINESS EXHIBIT "D"
GOOD FAITH EFFORT REPORT LOCAL BUSINESS PARTICIPATION

RFP # _____

1. What portions of the contract have you identified as Local Business opportunities?

2. Did you provide adequate information to identified Local Businesses? Please comment on how you provided this information.

3. Did you send written notices to Local Businesses?

Yes No

If yes, please include copy of the notice and the list of individuals who were forwarded copies of the notices.

4. Did you advertise in local publications?

Yes No

If yes, please attach copies of the ads, including name and dates of publication.

5. What type of efforts did you make to assist Local Businesses in contracting with you ?

7. List the Local Businesses you will utilize and subcontract amount.

_____	\$ _____
_____	\$ _____
_____	\$ _____

8. Other comments: _____

LOCAL BUSINESS EXHIBIT "D"

ATTACHMENT A



City of Pompano Beach Beach Area PARKING

- Meter Zone
- Parking Locations

Hourly Rates	Zone 1	Zone 2	Zone 3	Zone 4
Weekday	\$1.50	\$1.50	\$2.10	\$1.75
Weekend	\$1.80	\$1.80	\$2.70	\$2.45
Holidays/Events	\$2.10	\$2.70	\$3.30	\$3.15

UPDATED: 10.13.20



**City of Pompano Beach, Purchasing Division
1190 N.E. 3rd Avenue, Building C
Pompano Beach, Florida, 33060**

December 2, 2020

ADDENDUM #1, RFP E-07-21

Parking Operation Management Services

To Whom It May Concern,

The following changes have been made to E-07-21:

- The required insurance section has been modified in the revised solicitation document.
- A sample contract has been added to the attachments tab of the City's eBid system.
- In the "Fees & Costs" section of item "E – Required Proposal Submittal," the following verbiage has been added:

Proposer must show total budget per parking space as a note at the bottom of the budget, in case the size of the new garage is greater than or less than 700 spaces.

Addendum #1 is posted on the City's eBid website: <http://pompanobeachfl.ionwave.net>. Acknowledge receipt of this Addendum using the Addendum Attribute on the Attributes tab in the eBid System.

The deadline for receipt of written questions is 5:00 p.m. (local), December 7, 2020.

The deadline for acceptance of proposals in the eBid system is **2:00 p.m. (local), December 14, 2020**.

The remainder of the solicitation is unchanged at this time.

Sincerely,

Jeff English, Purchasing Agent

cc: website



**City of Pompano Beach, Purchasing Division
1190 N.E. 3rd Avenue, Building C
Pompano Beach, Florida, 33060**

December 2, 2020

ADDENDUM #2, RFP E-07-21

Parking Operation Management Services

To Whom It May Concern,

The following changes have been made to E-07-21:

- The existing contract has been added to the attachments tab of the City's eBid system.
- "Audit Information" has been added to the attachments tab of the City's eBid system.
- Denison Parking Inc. - 2020 Service Contract has been added to the attachments tab of the City's eBid system.

Addendum #2 is posted on the City's eBid website: <http://pompanobeachfl.ionwave.net>. Acknowledge receipt of this Addendum using the Addendum Attribute on the Attributes tab in the eBid System.

The deadline for receipt of written questions is 5:00 p.m. (local), December 7, 2020.

The deadline for acceptance of proposals in the eBid system is 2:00 p.m. (local), December 14, 2020.

The remainder of the solicitation is unchanged at this time.

Sincerely,

Jeff English, Purchasing Agent

cc: website



**City of Pompano Beach, Purchasing Division
1190 N.E. 3rd Avenue, Building C
Pompano Beach, Florida, 33060**

December 8, 2020

ADDENDUM #3, RFP E-07-21

Parking Operation Management Services

To Whom It May Concern,

The following changes have been made to E-07-21:

- "Pompano Beach Aug 20" has been added to the attachments tab of the City's eBid system.

Addendum #3 is posted on the City's eBid website: <http://pompanobeachfl.ionwave.net>. Acknowledge receipt of this Addendum using the Addendum Attribute on the Attributes tab in the eBid System.

The deadline for receipt of written questions has passed.

The deadline for acceptance of proposals in the eBid system is **2:00 p.m. (local), December 14, 2020.**

The remainder of the solicitation is unchanged at this time.

Sincerely,

Jeff English, Purchasing Agent

cc: website

Client Report P&L

Company: Denison Parking, Inc.
Transaction Type: Client
Facility: City of Pompano Beach
Period: 2020 - Aug
Plan Structure: Client Facility Plan Structure

DESCRIPTION	City of Pompano Beach Income & Expense Statement For the 8 Months Ending 08/31/2020									
	Aug 2020					Aug 2020 YTD				
	ACTUAL	BUDGET	VARIANCE	VARIANCE %	PRIOR YEAR	ACTUAL	BUDGET	VARIANCE	VARIANCE %	PRIOR YEAR
OPERATING REVENUE	149,918.69	0.00	149,918.69	0.0%	161,160.07	1,331,498.31	0.00	1,331,498.31	0.0%	1,792,641.87
Daily Parking Revenue	123,753.75	0.00	123,753.75	0.0%	102,929.46	1,082,671.67	0.00	1,082,671.67	0.0%	1,247,751.63
Event Parking Revenue	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	11,160.00
Monthly Parking Revenue	4,100.00	0.00	4,100.00	0.0%	8,039.76	37,564.38	0.00	37,564.38	0.0%	54,707.95
Over/Under Sales	0.00	0.00	0.00	0.0%	(192.00)	762.31	0.00	762.31	0.0%	540.49
Parking Violation Revenue	20,984.94	0.00	20,984.94	0.0%	49,142.85	194,193.82	0.00	194,193.82	0.0%	438,558.57
Permit Revenue	1,080.00	0.00	1,080.00	0.0%	1,240.00	16,306.13	0.00	16,306.13	0.0%	39,923.23
TOTAL	149,918.69	0.00	149,918.69	0.0%	161,160.07	1,331,498.31	0.00	1,331,498.31	0.0%	1,792,641.87
OPERATING EXPENSE	17,837.97	20,091.43	2,253.46	11.2%	20,060.51	174,661.27	183,108.63	8,447.36	4.6%	192,763.72
401K Contribution Expense	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	209.53
401K Contribution Expense - Direct	152.69	0.00	(152.69)	0.0%	0.00	484.88	0.00	(484.88)	0.0%	0.00
Administrative Expense	590.66	0.00	(590.66)	0.0%	0.00	4,725.28	0.00	(4,725.28)	0.0%	0.00
Advertising	0.00	0.00	0.00	0.0%	0.00	63.28	0.00	(63.28)	0.0%	0.00
Custodial	0.00	0.00	0.00	0.0%	0.00	12.82	0.00	(12.82)	0.0%	0.00
End-User Applications	0.00	0.00	0.00	0.0%	113.64	113.64	0.00	0.00	0.0%	227.28
Facility Applications	0.00	0.00	0.00	0.0%	0.00	120.00	0.00	(120.00)	0.0%	0.00
Federal UC Tax	0.00	0.00	0.00	0.0%	0.00	226.25	0.00	(226.25)	0.0%	218.79
Federal UC Tax - Direct	(0.03)	109.56	109.59	100.0%	0.00	872.97	0.00	(872.97)	0.0%	0.00
FICA	456.72	761.91	305.19	40.1%	0.00	6,271.38	6,071.13	(200.25)	(3.3%)	4,963.74
FICA - Direct	500.71	0.00	(500.71)	0.0%	0.00	3,316.14	0.00	(3,316.14)	0.0%	2,815.05
Fuel Expense	188.00	197.40	9.40	4.8%	188.00	1,504.00	1,579.20	75.20	4.8%	1,504.00
General Liability Insurance	0.00	0.00	0.00	0.0%	0.00	9,774.92	0.00	(9,774.92)	0.0%	0.00
Group Insurance	1,590.03	2,253.33	663.30	29.4%	0.00	8,251.72	8,251.72	0.00	0.0%	1,123.43
Group Insurance - Direct	244.64	0.00	(244.64)	0.0%	0.00	489.28	0.00	(489.28)	0.0%	0.00
Internet	1,940.00	0.00	(1,940.00)	0.0%	799.00	24,402.52	0.00	(24,402.52)	0.0%	2,718.88
Maintenance	3,000.00	3,150.00	150.00	4.8%	3,000.00	24,000.00	25,200.00	1,200.00	4.8%	24,000.00
Management Fee	32.81	0.00	(32.81)	0.0%	0.00	32.81	0.00	(32.81)	0.0%	125.00
Miscellaneous Expense	0.00	0.00	0.00	0.0%	0.00	92.19	0.00	(92.19)	0.0%	0.00

Client Report P&L

DESCRIPTION	Aug 2020					Aug 2020 YTD						
	ACTUAL	BUDGET	VARIANCE	%	PRIOR YEAR	ACTUAL	BUDGET	VARIANCE	%	PRIOR YEAR	VARIANCE	%
Monthly Recurring Monitoring Service	0.00	0.00	0.00	0.0%	0.00	187.96	0.00	(187.96)	0.0%	0.00	(187.96)	0.0%
Operations and User Support	512.89	0.00	(512.89)	0.0%	0.00	4,103.12	0.00	(4,103.12)	0.0%	0.00	(4,103.12)	0.0%
Other ER-Paid Benefits & Taxes - Direct	81.78	0.00	(81.78)	0.0%	1,658.55	614.72	0.00	(614.72)	0.0%	3,949.37	3,334.65	84.4%
Parking Refunds	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	35.00	35.00	100.0%
Postage & Shipping	0.00	0.00	0.00	0.0%	0.00	112.32	0.00	(112.32)	0.0%	0.00	(112.32)	0.0%
Salaries & Wages	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	66,732.07	66,732.07	100.0%
Salaries & Wages - Direct	6,482.47	9,959.66	3,477.19	34.9%	12,170.51	75,303.08	79,361.21	4,058.13	5.1%	27,380.14	(47,922.94)	(175.0%)
State UC Taxes	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	533.38	533.38	100.0%
State UC Taxes - Direct	(0.03)	304.77	304.80	100.0%	0.00	459.20	2,428.46	1,969.26	81.1%	0.00	(459.20)	0.0%
Supplies Expense	1,047.37	2,759.00	1,711.63	62.0%	1,441.12	12,879.62	44,412.00	31,532.38	71.0%	49,836.12	36,956.50	74.2%
Telephone	818.59	0.00	(818.59)	0.0%	430.79	4,096.75	0.00	(4,096.75)	0.0%	3,716.91	(379.84)	(10.2%)
Travel & Entertainment	0.00	0.00	0.00	0.0%	308.90	0.00	0.00	0.00	0.0%	308.90	308.90	100.0%
Uniforms & Laundry - Reimbursement	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	641.30	641.30	100.0%
Uniforms and Mat Service	0.00	0.00	0.00	0.0%	0.00	0.00	400.00	400.00	100.0%	0.00	0.00	0.0%
Utilities	0.00	300.00	300.00	100.0%	0.00	254.64	2,400.00	2,145.36	89.4%	0.00	(254.64)	0.0%
Worker Compensation	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	1,724.83	1,724.83	100.0%
Worker Compensation - Direct	198.67	295.80	97.13	32.8%	0.00	1,226.30	2,357.02	1,130.72	48.0%	0.00	(1,226.30)	0.0%
TOTAL	17,837.97	20,091.43	2,253.46	11.2%	20,060.51	174,661.27	183,108.63	8,447.36	4.6%	192,763.72	18,102.45	9.4%
INCOME FROM OPERATION	132,080.72	(20,091.43)	152,172.15	(757.4%)	141,099.56	1,156,837.04	(183,108.63)	1,339,945.67	(731.8%)	1,589,878.15	(443,041.11)	(27.7%)

Denison Parking, Inc.
 320 N Meridian St
 Suite 700
 Indianapolis, IN 46204



INVOICE

+1 (317) 6334003

Date	Invoice Number
08/31/2020	001040
Payment Terms	Due Date
Net 30	09/30/2020

Bill To:
City of Pompano Beach Publ Wks Dept (4640) Attn: Public Works Director 1201 NE 5th Ave Pompano Beach, FL 33060 United States of America

Remit To:
Denison Parking, Inc. 320 N Meridian St Suite 700 Indianapolis, IN 46204 United States of America +1 (317) 6334003

Description: EXP REIMB POMP BEACH - AUG

Page 1 of 1

Purchase Order Number	From Date	To Date	Customer ID	
181517	08/01/2020	08/31/2020	CUS-000316	
Quantity	Sales Item	Item Description	Price Each	Amount
1	Client Collections	EXP REIMB - POMPANO BEACH - AUG	17,837.97	17,837.97

Net Amount:	17,837.97
Tax	0.00
Total Invoice Amount	USD 17,837.97

Client Report P&L

02:57 PM
09/11/2020
Page 2 of 2

DESCRIPTION	Aug 2020					Aug 2020 YTD						
	ACTUAL	BUDGET	VARIANCE	VARIANCE %	PRIOR YEAR	VARIANCE	BUDGET	VARIANCE	VARIANCE %	PRIOR YEAR	VARIANCE	VARIANCE %
Operations and User Support	402.89	0.00	(402.89)	0.0%	0.00	3,223.12	0.00	(3,223.12)	0.0%	0.00	(3,223.12)	0.0%
Other ER-Paid Benefits & Taxes - Direct	3.38	0.00	(3.38)	0.0%	810.86	3.38	0.00	(3.38)	0.0%	1,793.43	1,790.05	99.8%
Parking Refunds	0.00	0.00	0.00	0.0%	0.00	52.30	0.00	(52.30)	0.0%	26.55	(25.75)	(97.0%)
Postage & Shipping	0.00	0.00	0.00	0.0%	0.00	15.05	0.00	(15.05)	0.0%	0.00	(15.05)	0.0%
Salaries & Wages	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	38,041.44	38,041.44	100.0%
Salaries & Wages - Direct	3,685.45	11,032.26	7,346.81	66.8%	5,617.91	35,532.52	87,904.63	52,372.11	59.6%	13,021.39	(22,511.13)	(172.9%)
State UC Taxes	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	164.50	164.50	100.0%
State UC Taxes - Direct	0.00	595.74	595.74	100.0%	0.00	156.34	4,746.86	4,590.52	96.7%	0.00	(156.34)	0.0%
Supplies Expense	979.64	1,166.90	187.26	16.0%	818.97	7,659.18	12,725.20	5,066.02	39.8%	11,977.23	4,318.05	36.1%
Telephone	97.18	500.00	402.82	80.6%	0.00	649.84	4,000.00	3,350.16	83.8%	1,639.10	989.26	60.4%
Travel & Entertainment	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	0.00	0.00	0.0%
Uniforms & Laundry - Reimbursement	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	272.34	272.34	100.0%
Uniforms and Mat Service	0.00	0.00	0.00	0.0%	0.00	0.00	300.00	300.00	100.0%	0.00	0.00	0.0%
Worker Compensation	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.00	0.0%	776.44	776.44	100.0%
Worker Compensation - Direct	180.22	596.85	416.63	69.8%	0.00	768.68	4,755.65	3,986.97	83.8%	0.00	(768.68)	0.0%
TOTAL	15,908.05	22,083.60	6,175.55	28.0%	9,962.61	114,773.78	178,636.24	63,862.46	35.8%	131,065.08	16,291.30	12.4%
INCOME FROM OPERATION	35,121.45	(22,083.60)	57,205.05	(259.0%)	16,271.39	123,463.77	(178,636.24)	302,100.01	(169.1%)	168,609.54	(45,145.77)	(26.8%)

Denison Parking, Inc.
 320 N Meridian St
 Suite 700
 Indianapolis, IN 46204



INVOICE

Date	Invoice Number
08/31/2020	001041

Payment Terms	Due Date
Net 30	09/30/2020

+1 (317) 6334003

Bill To:
City of Pompano Beach Publ Wks Dept (4640) Attn: Public Works Director 1201 NE 5th Ave Pompano Beach, FL 33060 United States of America

Remit To:
Denison Parking, Inc. 320 N Meridian St Suite 700 Indianapolis, IN 46204 United States of America +1 (317) 6334003

Description: EXP REIMB POMP PIER - AUG

Page 1 of 1

Purchase Order Number	From Date	To Date	Customer ID	
181536	08/01/2020	08/31/2020	CUS-000316	
Quantity	Sales Item	Item Description	Price Each	Amount
1	Client Collections	EXP REIMB - POMPANO BEACH PIER - AUG	15,908.05	15,908.05

Net Amount:	15,908.05
Tax	0.00
Total Invoice Amount	USD 15,908.05

Online Questions & Answers

Event Information

Number: E-07-21 Addendum 3

Title: Parking Operation Management Services.

Type: Request for Proposals

Issue Date: 11/13/2020

Question Deadline: 12/7/2020 05:00 PM (ET)

Response Deadline: 12/14/2020 02:00 PM (ET)

Notes: **The City of Pompano Beach (the “City”), a City of about 112,000 residents, is seeking proposals from qualified firms to provide Parking Operations Management Services to the City for the management of approximately 2,000 on-street and surface lot public parking spaces and a public parking garage (the “Pier Parking Garage) containing 640 spaces, most of which are located on the barrier island of the City situated between the Atlantic Ocean and the Intercostal Waterway. The City also anticipates potentially constructing a new approximately 700 space parking garage (to open in 2024) to replace the existing 279 surface lot spaces located at 109 N. Ocean Boulevard, as well as to provide for additional spaces for area amenities. Proposers are required to provide a separate budget to manage this facility, beginning in 2024.**

The City will receive sealed proposals until **2:00 P.M. (local), DECEMBER 14, 2020**. Proposals must be submitted electronically through the eBid System on or before the due date/time stated above. Any proposal received after the due date and time specified, will not be considered. Any uncertainty regarding the time a proposal is received will be resolved against the Proposer.

Proposer must be registered on the City's eBid System in order to view the solicitation documents and respond to this solicitation. The complete solicitation document can be downloaded for free from the eBid System as a pdf at: [https://pompanobeachfl.ionwave.net/ CurrentSourcingEvents.aspx](https://pompanobeachfl.ionwave.net/CurrentSourcingEvents.aspx). The City is not responsible for the accuracy or completeness of any documentation the Proposer receives from any source other than from the eBid System. Proposer is solely responsible for downloading all required documents. A list of bidders will be read aloud in a virtual public forum. To attend the virtual public meeting, go to <https://pompanobeachfl.gov/pages/meetings> to find the link.

Published Questions

Question	What handhelds are currently in use by the enforcement officers and what year were they purchased?
Answer	Panasonic Tough Pad - 2015
Asked	12/7/2020 04:30 PM (ET)

Question	Is the IRIS software a part of the Luke system?
Answer	Yes.
Asked	12/7/2020 04:30 PM (ET)

Question	Regarding the TID, the RFP states "It is expected that TID should be compatible with the City's current software application provider, SunGard HTE, to allow for the download of citation information from SunGard's citation database system to the TIDs and upload from the TIDs to SunGard. This will allow for automation of citation input and tracking identifying violators with multiple violations outstanding. Proposer's bid price should be reflected of this planned automation of the process." Please explain this process and provide clarification as to why tickets need to be sent from SunGard HTE to the TID.
Answer	This process is necessary to allow Parking Enforcement Staff to identify individuals with multiple citations for the potential of immobilization as well as reporting to the state of Florida for scofflaw violation. TID is to be used in support of, or in the event the LPR system is unavailable.
Asked	12/7/2020 04:30 PM (ET)

Question	Does the client already have a collections vendor established?
Answer	The City has used Penn Credit in the past, but is currently working on a solicitation to hire a new provider.
Asked	12/7/2020 04:30 PM (ET)

Question	For pages 29-31 are these forms for the city's use or for after contract is completed ? Also we are currently not a local business of pompano but if awarded contract we would get a physical location for the forms it specifically says for local business , would we have to provide the same type of forms but instead it stating we are not a local business .
Answer	Correct, the contractor performance report is on of the tools used to track the awarded company after the contract has been executed. For a particular solicitation, a firm can only qualify as a local business if they have maintained a Pompano Beach business tax receipt one year prior to the posting of that solicitation.
Asked	12/7/2020 02:11 PM (ET)

Question	The City provided annual operation expenses for 2019 and 2020. Would the City be able to provide a detailed breakdown of expenses by item from 2019 and 2020?
Answer	Qualified vendors are expected to have a comprehensive understanding of all areas of service necessary to fully deliver requested scope of service for each area outlined in the RFP. This complete understanding should allow a comprehensive break down of all necessary line item expenses. The current provider provided for individual not to exceed budgets for parking enforcement vs pier garage mgmt. Line items billed are within those categories with operating expense line item amounts varying monthly and management fee remaining the same each month. Please find in eBid system an example of 2 monthly invoices provided by provider in the past. The RFP requires individual budgets for below: 1. Enforcement 2. Pier garage mgmt. 3. Valet 4. New Oceanside garage budget
Asked	12/7/2020 11:52 AM (ET)

Question	Will there be separate budgets for Street/Lot Metered Parking Management and Parking Enforcement? Or will these be combined into one budget?
Answer	We are seeking individual budget projections for each area of the scope of work. Currently Street and Lot metered services and Enforcement, as outlined in the RFP is one budget. Current Garage Management is a separate budget and we seek another budget for a anticipated second, 700 space garage. We also request a budget for valet services as outlined on page 7 (23).
Asked	12/4/2020 10:38 AM (ET)

Question	In the RFP you ask for these two budgets under separate bullet points - Can you please clarify the difference you are looking for in the budgets for Street/Lot Metered Parking Management and Parking Enforcement? What should be covered by each?
Answer	Street Meter and Enforcement would be a separate budget from the management of the garage as a second budget
Asked	12/2/2020 12:23 PM (ET)

Question	In the budget for the 2024 garage, do we need to include the cost of the PARCS equipment or will this be a City expense? Also does furniture, IT devices, office equipment, etc. need to be included in the budget?
Answer	PARCS will be included with building costs. Furniture, office equipment, etc., will be included in budget and amortized through the monthly financials as invoiced back to the city.
Asked	12/2/2020 12:20 PM (ET)

Question	Can we receive the plans for the new garage to facilitate providing an operating plan and budget?
Answer	Plans for the garage are still being considered
Asked	12/2/2020 12:18 PM (ET)

Question	Is the city or the operator the merchant of record for credit card transactions?
Answer	The City.
Asked	12/1/2020 11:57 AM (ET)

Question	What is the anticipated start date if a new operator is awarded the contract?
Answer	No later than April 1st 2021
Asked	12/1/2020 11:54 AM (ET)

Question	When does the current parking operation management services contract expire with Denison?
Answer	March 31st 2021
Asked	12/1/2020 11:54 AM (ET)

Question	Are there any requirements for prevailing or living wages?
Answer	No this is between the management company and their employees
Asked	12/1/2020 11:41 AM (ET)

Question	When were the 20 multi-space meters and individual meters purchased?
Answer	The 20 individual T2 pay stations were purchased in 2016
Asked	12/1/2020 11:40 AM (ET)

Question	Page5, A. Scope of Services, 6) The City indicates using Nupark mobile LPR. Who owns the vehicle that has the LPR solution installed? Will the operator have access to the vehicle?
Answer	The city currently owns the enforcement vehicle and the management company is responsible for all maintenance and Insurance. The City may will continue to make this vehicle available.
Asked	12/1/2020 11:38 AM (ET)

Question	Page5, A. Scope of Services, 6) The City indicates using Nupark mobile LPR. Does the City own the Nupark mobile LPR solution? Will the awarded operator have access to the Nupark LPR solution?
Answer	Yes the city owns the NuPark LPR solution. If no other technology solution is offered the city would allow access to this system
Asked	12/1/2020 11:38 AM (ET)

Question	Would the City provide operating expenses from 2019 and 2020?
Answer	2019 - Garage - \$176,365, Enforcement - \$283,365. 2020 through October - Garage - 142,576 Enforcement - \$189,154. All expenses are billed to the city monthly along with monthly financial reports.
Asked	12/1/2020 11:34 AM (ET)

Question	Would the City provide the current salary and/or hourly wages for current enforcement and administrative staff?
Answer	The city does not have this information, as it is currently held by our current management company
Asked	12/1/2020 11:33 AM (ET)

Question	Would the City provide a current staff enforcement and administrative staffing schedule?
Answer	Parking Enforcement is 7am - 11pm 365 days/year. Parking office is open from 8am to 5pm Monday - Friday and staffed with an office manager and area manager who share responsibilities. Weekend Garage supervisor is scheduled Saturday and Sunday noon to 5pm.
Asked	12/1/2020 11:33 AM (ET)

Question	What is the City paying the Denison Parking in management fees?
Answer	Parking Enforcement \$36,000/year Garage \$18,000/year. Valet is currently contracted directly with restaurants and operator leases spaces within the garage for storage in support of the operation.
Asked	12/1/2020 11:33 AM (ET)
Question	Would it be possible to provide a copy of the existing contract between the City and Denison Parking?
Answer	See addendum - 2
Asked	12/1/2020 11:32 AM (ET)
Question	9. Are the cash collections currently being deposited into a City of Pompano Beach Account? Who counts the funds and makes the deposits of cash collections? 10. What has been the percentage of missing or unaccounted for tickets been by month for the last two years? 11. Is the maintenance of the 20 multi-spaced meters and the 17 individual meters performed by you current operator of the equipment vendor (Digital)? 12. Is the Amano-McGann OPUS parking equipment at the Pier Garage covered under a preventative maintenance agreement? If so what is the annual cost of service agreement and how much was spent in total for parking equipment R&M (including gate repairs) for the last two years?
Answer	9. All monies are currently being collected and counted by the parking management company. All cash is picked up weekly by Brinks 10. Under 1%. 11. All routine and periodical maintenance is performed by the current management company 12. The Amano Now Care agreement is \$11,720.00 per year.
Asked	11/30/2020 01:41 PM (ET)

Question	1. Please elaborate on the scope of work required for the annual review of the internal controls to be performed by a certified independent accountant? 2. Please advise what the annual cost of the Statement or Standards for Attestations to meet this requirement has been for the last two years? 3. How often is the cash removed for the Digital devices? 4. What is the annual cost for the 24/7 monitoring service technology at the Pier Garage? 5. What are the current staffing levels being provided to cover the 7a-11p (Mon - Sun)? Does the City require more than 1 enforcement officer on Saturday, Sunday and Holidays? 6. IS the current citation issuance process utilizing LPR technology mounted to a vehicle and a hand-held device transferable to a new operator? 7. What are the staffing levels and hours of operation for the valet services at the Pier Parking Garage? 8. Who currently owns the CVPS system and who pays for the monthly CVPS fees for the valet services?
Answer	1. Please refer to page 19 (I) Right to Audit for details. See Addendum-2 for Example 2. This cost has been \$10,000 each year for the past 3 years. 3. No less than once per week and no more than twice per week depending on demand and activity. 4. \$11,000 paid by management company and run through the monthly financials 5. There is only one enforcement staff member each shift. Each day there are 2 separate shifts 365 days per year. 6. Yes. 7. Valet has been suspended during COVID however we are in the process of reengaging on a reduced basis. Prior to COVID valet generally operated from 5pm to 11pm during weekdays and noon to 11pm on weekends. They valet services two restaurants and the nearby Lucky Fish Tikki Bar. Serviced by one podium for all three locations. Current conditions will focus on Wednesday through Sunday with the hours mentioned above. 8. This system is owned by the current parking management company.
Asked	11/30/2020 01:31 PM (ET)

Proposal prepared by:

ONE PARKING

One Parking, Inc.

Mr. Mark Pratt – President/COO

477 S Rosemary Ave, Suite 202

West Palm Beach, FL 33401

mpratt@oneparking.com | www.OneParking.com

PARKING OPERATION MANAGEMENT SERVICES PROPOSAL

CITY OF POMPANO BEACH
RFP E-07-21

Proposal prepared for:

CITY OF POMPANO BEACH

Purchasing Division

1190 N.E. 3rd Avenue, Building C

Pompano Beach, FL 33060



December 14, 2020

CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES



December 14, 2020

CITY OF POMPANO BEACH

Purchasing Division

1190 N.E. 3rd Avenue, Building C

Pompano Beach, FL 33060

RE: RFP E-07-21 CITY OF POMPANO BEACH PARKING OPERATION MANAGEMENT SERVICES

Dear Sir/Madam:

One Parking, Inc. is pleased to present the **City of Pompano Beach** with the enclosed proposal to provide **Parking Operation Management Services**. The enclosed proposal showcases the many advantages to the City, if One Parking is selected. Why One Parking?

- Comprehensive understanding, meaning no transition concerns.
- Have current involvement in future development.
- Thought leaders in recommended technology deployment.
- Local Corporate Headquarters support.

No other bidder understands the Pompano Beach parking infrastructure like myself and my proposed team. I was the CEO of the incumbent company when the contract was let, and as such, was responsible for every facet of startup, from contract negotiations, technology selection, and personnel. This gives me a **unique insight** and allows for a seamless transition if we are awarded the contract. Our proposed General Manager, Mike Tuten, recently arrived in Pompano to assume the GM position for the City of Pompano Beach parking program. Not that long ago, Mike and I worked together at another parking location, so I am very familiar with his many good qualities and would welcome him to our One Parking team.

Additionally, One Parking currently works with the chosen master developer, E2L, on the planned Oceanside Hotel, beach club, and garage development, so we already have a **deep understanding** of that development. Finally, we have lured Kevin Uhlenhaker, the individual who developed and took your existing on-street technology, NuPark, to market. Kevin will be an integral part of our team and will help us unleash the full potential of that technology.

One Parking has dozens of additional Managers and Administrative personnel in our **neighboring West Palm Beach Corporate Headquarters** and other parking operations in South Florida. We also have dozens of employees who work at Pompano Isle Casino, where we provide full valet service and golf cart transit service to guests, who can be utilized as backup employees for the City of Pompano Beach parking program. These same employees provided cleaning services to the City during the first months of COVID-19.

CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES



As chairman of the National Parking Association's Technology Committee, I am fortunate to glimpse many **emerging technologies** before they come to market. We have included several new technologies that could greatly benefit the City and citizens of Pompano Beach. We have invented a couple of those technologies ourselves.

Pompano Beach has a great deal of positive momentum. We can partner to provide expertise to support that momentum. Expertise that is very close and readily available at very short notice, not hours or days away.

Thank you for giving One Parking the opportunity to participate in the Parking Operation Management Services RFP process. Our proposal contains all of the pertinent information and costing information referenced within the RFP. One Parking has a thorough understanding of the scope of the project and we are ready to commit to the oversight of the parking program.

We greatly appreciate the opportunity to present our proposal to the City of Pompano Beach and want to thank you for considering us in this process. Should you have any questions, please contact me directly at 317-716-6016 or email mpratt@oneparking.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mark Pratt".

Mark Pratt
President/COO

cc: Kirsten Dolan, CEO

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EXECUTIVE SUMMARY

One Parking has been managing some of the most complex parking facilities and valet operations for the past 16 years, since it was founded in West Palm Beach by Kirsten Dolan, our CEO. The Rosemary Square development encompasses four different very large parking garages and three different points of valet. In a typical year, we will process hundreds of thousands of transactions generating many millions of dollars in revenue.



CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES



In April of next year, we will open Related's most recent offering, the 360 Rosemary office building. This will add another 600 spaces to the 3,000 spaces we manage currently at Rosemary Square. In addition, we will offer a valet service from the front door of the office tower. This will be our fourth (4th) point of valet service within the Rosemary Square campus.



In 2021 Related will begin the development of another residential tower in the middle of the Rosemary Square campus, that will add even more complexity to the parking operation. We will juggle the needs of the current office tenants and shopping visitors, with the demands of a large construction workforce, while simultaneously providing stellar valet service (with the challenges brought about by Covid-19) whereas safeguarding some of the most expensive vehicles on Earth from dust, debris, and any potential harm brought on by this very challenging environment.



CITY OF POMPANO BEACH

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We are well equipped to manage any situation that may arise in all facets of the Pompano Beach parking environment, be it the Pier garage, the Restaurant Row valet operation, on-street enforcement, or any of the challenges that may arise in the planning, design, and development of the new Oceanside garage. In regard to that development, we have been involved with the discussions and planning of that property via our relationship with the chosen master developer, E2L. Our company president, Mark Pratt, has participated in many Zoom meetings, as the collective group of the City, E2L, Kimley Horn, Peter Flotz, RMA and others, seek to bring an exciting development to the heart of Pompano Beach. Mark has been involved in very deep, complex discussions regarding current demand on the existing Oceanside lot, as all parties attempt to "right-size" the new garage envisioned. Please see an example of his analysis below. As such, Mark and One Parking are aware of and fluent in the discussions pertaining to the newest Pompano Beach development and the complexities involved.

OCEANSIDE LOT DEMAND ANALYSIS / OBSERVATIONS																																
Contributors:		Mark Pratt		ONE PARKING			<table border="1"> <tr><th colspan="2">Weekday Demand</th></tr> <tr><th>Day</th><th>Night</th></tr> <tr><td>60%</td><td>30%</td></tr> </table>		Weekday Demand		Day	Night	60%	30%	<table border="1"> <tr><th colspan="2">Weekend Demand</th></tr> <tr><th>Day</th><th>Night</th></tr> <tr><td>85%</td><td>45%</td></tr> </table>		Weekend Demand		Day	Night	85%	45%	MAX OCCUPA									
Weekday Demand																																
Day	Night																															
60%	30%																															
Weekend Demand																																
Day	Night																															
85%	45%																															
Total Spaces		278		Season	Nov 15 thru April 14	150																										
				Off Season	April 15 thru Nov 14	215	50%	25%	65%	30%	MAX OCCUPA																					
<table border="1"> <thead> <tr> <th rowspan="2"></th> <th rowspan="2">Cars / Day</th> <th colspan="3">Weekday Demand</th> <th colspan="3">Weekend Demand</th> </tr> <tr> <th>Day</th> <th>Night</th> <th>After 8pm Night</th> <th>Day</th> <th>Night</th> <th>After 8pm Night</th> </tr> </thead> </table>											Cars / Day	Weekday Demand			Weekend Demand			Day	Night	After 8pm Night	Day	Night	After 8pm Night									
	Cars / Day	Weekday Demand			Weekend Demand																											
		Day	Night	After 8pm Night	Day	Night	After 8pm Night																									
1	Passport App Payment Transactions in fiscal 2019	9,995 per year																														
	\$24,552 in convenience fees paid at \$.20 each equates to 122,785 total transactions. 8.14% are made within Oceanside zone.	5,997	60%	In season	40	24	12	13	34	18	19																					
	122,785 8.14% 9,995	3,998	40%	Off season	19	9	5	4	12	6	5																					
	<i>Includes beach-goers</i>																															
2	Payments thru T2 device	22,784 per year																														
	Total of 356,000 transactions through the T2 Luke devices. Of total, 6.4% are from the Oceanside device.	13,670	60%	In season	91	55	27	30	77	41	44																					
	356,000 6.40% 22,784	9,114	40%	Off season	42	21	11	9	28	13	11																					
	<i>Includes beach-goers</i>																															
3	Residents (Snowbird) Permits	150 total permits sold				50	90	0	50	90	0																					
	Residents may purchase a permit good for 6 months	150 100% In season only																														
	Allows for 6:00am to 8:00pm parking / 7 days a week	50 33% during day																														
	Purchase of up to 150 total permits, high diversity	90 60% evening																														
4	Sands Hotel	<table border="1"> <tr><th>Rooms</th><th>Peak</th><th>Off Peak</th></tr> <tr><td>67</td><td>75%</td><td>75%</td></tr> <tr><td>Demand</td><td>50</td><td>50.25</td></tr> <tr><td>Uber/other</td><td>20%</td><td>20%</td></tr> <tr><td>Adjusted</td><td>40.2</td><td>40.2</td></tr> <tr><td>Days</td><td>150</td><td>215</td></tr> <tr><td>Cars</td><td>6030</td><td>8643</td></tr> </table> average 41 per day	Rooms	Peak	Off Peak	67	75%	75%	Demand	50	50.25	Uber/other	20%	20%	Adjusted	40.2	40.2	Days	150	215	Cars	6030	8643				20	41	41	20	41	41
Rooms	Peak	Off Peak																														
67	75%	75%																														
Demand	50	50.25																														
Uber/other	20%	20%																														
Adjusted	40.2	40.2																														
Days	150	215																														
Cars	6030	8643																														
5	Harbor and Hotel Employees					17	10	10	17	10	10																					
6	South Florida Diving	During summer (off-season) runs 2 chargers per day / 80 divers per trip				35			35																							
	One session in the morning, one in the afternoon/eveing. Assume 2.25 divers/car.					35	35	35	35	35	35																					
	During weekdays and winter (in-season) he runs 1 session per day for 80.																															
7	Scuba Time	Same sort of schedule as South Florida Diving				8	8	8	8	8	8																					
8	Rusty Hook Employees	In Season - 15 per evening shift / 7 during day				7	15	15	7	15	15																					
	Out of Season - 8 in evening / 5 during day					5	8	8	5	8	8																					
9	Pompano Dive Center Bldg	Folks who work in this building. Normal business hours.				10			10																							
10	Overflow Parking from The Pier Development	(do we consider this?)				10																										
Total Demand - IN season						226	195	109	248	215	129																					
Total Lot Occupancy						81%	70%	39%	89%	77%	46%																					
Total Demand - OUT season						125	117	115	125	120																						
Total Lot Occupancy						45%	42%		45%	43%																						
Total Demand - IN season WITHOUT SNOWBIRD PERMITS						176	105	109	198	125	129																					
Total Lot Occupancy						63%	38%	39%	71%	50%	46%																					
Without Snowbird Permits and Sands Hotel																																

CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES



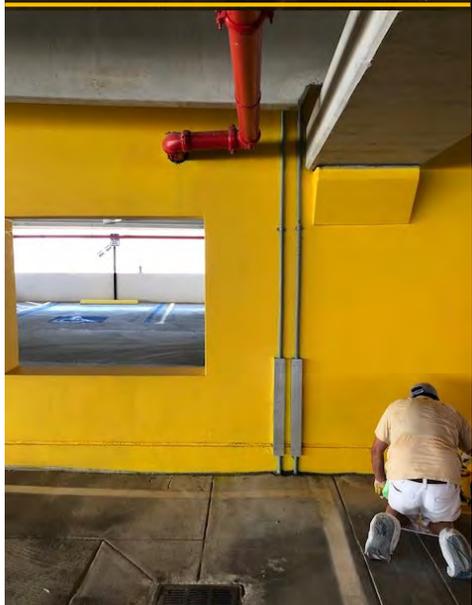
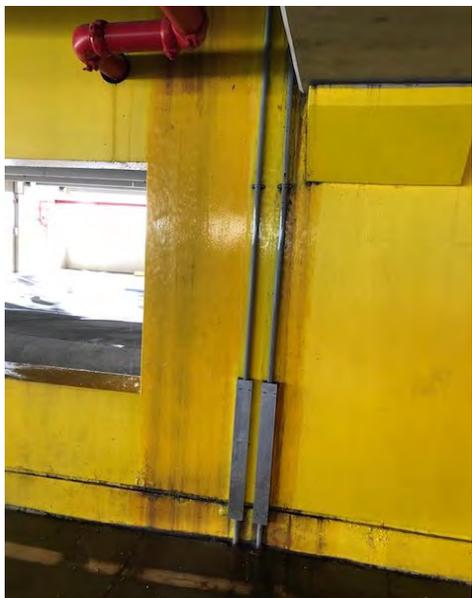
Mark Pratt was CEO of Denison Parking for 15 years, negotiating the contract between Pompano Beach and Denison, so he is highly aware and very fluent in the needs of the operation. He was instrumental in choosing the NuPark LPR enforcement control process, which remains in place to this day. He also participated in the selection of the parking control equipment currently in place in the Pier parking garage. For any number of reasons, we will explain in the technology section of our proposal, how we anticipate continuing to use the NuPark system and actually activating features that do not seem to be in use currently. Additionally, we would continue using the Amano PARCS system to the end of its useful life, which in systems of this nature, would be another 3-5 years.

We know the Pier garage very well. Back in March, when Covid-19 first reared its ugly head, we were fully operational at the Isle Casino venue, which is just 3.7 miles from the Pier garage. The casino closed abruptly due to the outbreak of COVID-19. We were left with dozens of employees that were out of work. Suddenly, those employees were left with little to no income. At the first possible moment of availability, One Parking applied for and received the PPP loan from the US government. We immediately set about spending the monies for the very reason the loan was developed: by putting our employees BACK TO WORK. When considering the employees at Isle Casino, there was an obvious problem: the casino closed and there was no work to perform. We got creative. We called Pompano Beach and asked if OUR employees could work to provide a thorough cleaning of the Pier garage at no cost to the City of Pompano.

The fact that our President Mark Pratt is very familiar with the garage, was very helpful. The City quickly assessed the possibilities and allowed the One Parking Team to get to work. We purchased multiple pressure washers, bought supplies, assembled the team, and spent a couple of weeks in the garage giving it the attention it deserves. One Parking pressure-cleaned the majority of the garage, painted many surfaces, and in reality, our employees had a great time participating in the process. Just as importantly, we were able to pay those many employees for providing this service. This is a great example of how the federal and local government, and private enterprise, can work together to keep food on the table and a roof overhead.



We appreciate the City allowing us to sponsor this work. On the following page, are photos of our employees at work in the Pier garage.



On-Street Enforcement - One Parking is very familiar with the technologies used to ensure proper on-street and surface lot enforcement. The Digital multi-space device used today is very familiar. We have experience in the use of this technology. Mark Pratt was a member of the team that chose the NuPark technology when the contract was privatized. The NuPark solution has proven to be an effective and durable means of on-street enforcement. To further assist in the optimal use of the NuPark technology, we have asked Kevin Uhlenhaker, the developer and founder of the technology, to act as a team member and advisor to the One Parking team. His affiliation with our team will allow for real-time assessment, troubleshooting, direction, and for the introduction of a new offering to the citizens of Pompano Beach, which we will discuss in further detail later in our proposal. We have included Kevin's Bio and expertise in our Executive Management & Key Personnel Section.

In conclusion, we are very fluent in the use of all technologies in place in Pompano Beach today. We have not only the experience and expertise to manage the parking operation, but also have a large amount of history and knowledge of issues, nuances, and challenges the City faces. We are prepared to become your go-to source for all matters related to parking, as our proposal will display. We look forward to discussing our offering in much greater detail at your convenience. We are local. We're right here. We can meet at any time, with 30 minutes notice. Thank you for allowing us to participate in this process.

ORGANIZATION & EXPERIENCE

One Parking focuses on maximizing the revenues and service levels of parking assets. We work as partners with enlightened owners and cities that view parking as an integral part of the overall value. If selected to operate, One Parking would bring a wealth of operating experience and documented successes of significant contributions to the City of Pompano Beach parking program.

Organized in 2004, we have since excelled to manage well over 50,000 self-park and valet spaces for high-end ownership groups throughout the country. We believe that the right people, the right controls, and the right execution is what makes for a positive customer experience and drives higher returns to our clients. One Parking specializes in these areas and maintains its focus on the core business of parking operations by keeping the business simple. This in turn yields greater NOI, thus increasing the value of the City's parking assets.

One Parking provides a higher level of service and attention to a select number of properties, thereby giving our clients a level of attention that is unmatched in the industry. We are unique, since our clients receive attention and hands-on project review from the highest levels of the organization. **We are also a Certified Woman Owned Business nationally recognized.** This helps our clients in achieving any diversity goals they may have.

The One Parking Executives have over 60 years combined parking management experience. We are highly skilled at simultaneously serving over 100 contracts nationwide. One Parking is able to provide the City of Pompano Beach with support from the highest levels of our organization. We have a strong Executive and Management Team in place, as well as a General Manager who would be assigned to the parking program for the City of Pompano Beach.

FAST FACTS

Founded: 2004

Employees: 400+

Annual Revenue: 180M+

Manage: 50,000+ parking spaces

95+ Locations

California, Chicago, Colorado, Delaware, Florida, Maryland, New Jersey, New York, Virginia, Washington, DC

Locations Managed & Leased

Facilities Managed: 80

Facilities Leased: 20

Facilities Under Asset Management: 10

Services:

- Self-Park Management
- Valet
- Shuttle Operations
- Concierge
- Consulting



AFFIRMATIVE ACTION & MINORITY BUSINESS

Affirmative Action Statement

It is the policy of One Parking to provide equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, religion, sex, national origin, ancestry, citizenship status, age, marital status, sexual orientation, physical or mental disability, veteran status, liability for service in the Armed Forces or the United States or any other classification prohibited by applicable law. This commitment to Equal Employment and Affirmative Action reflects the Company's belief that equal employment makes sense from a moral, social, and economic point of view.

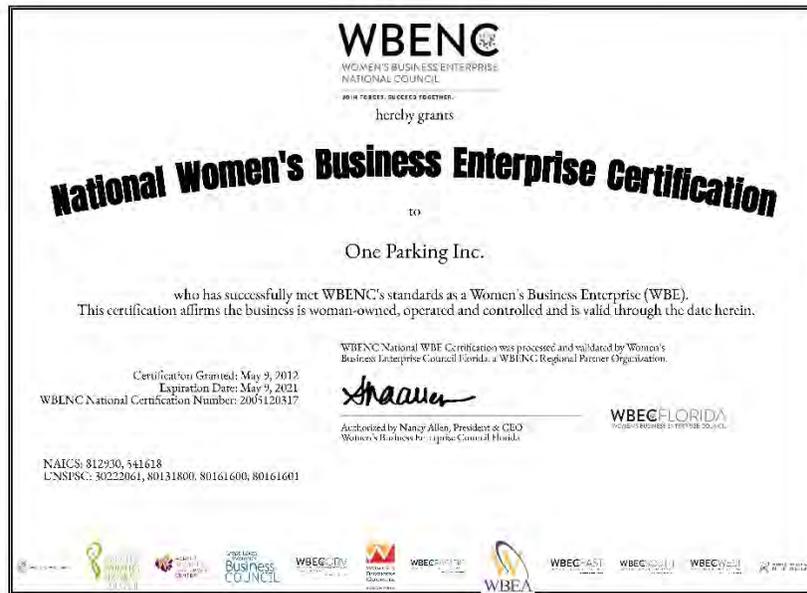
MINORITY BUSINESS

- ✓ Certified Women's Business Enterprise (WBE) & Certified Small Business
- ✓ Accomplished Certified Woman-Owned Small Business
- ✓ National Recognition and Certified from 2010 to Current



Certified Minority Business Enterprise Helps with Diversity Goals

One Parking works with a vast number of municipal and federal landlords and tenants, many of whom have vendor diversity requirements. *One Parking is a Certified Woman-Owned Business and a Certified Small Business, that helps our clients in meeting their minority participation goals.*



**National Women's Business Enterprise
Certification No.: 2005120317**

EXECUTIVE MANAGEMENT & KEY PERSONNEL



KIRSTEN DOLAN

CEO

West Palm Beach, FL
T +1 561 283 0661
Kirsten@oneparking.com

As owner of One Parking, Kirsten specializes in helping owners recognize the revenue potential of their parking assets. She cofounded One Parking 15 years ago. Prior to that, Kirsten worked over 15 years for the largest transportation management company in the world, Central Parking. She has over 30 years of experience operating and maximizing the revenues of parking assets, **specifically for municipalities including: City of Phoenix Development Authority, City of Santa Monica California, Community Redevelopment Agency Los Angeles, City of Tempe Arizona, City of West Palm Beach Downtown Development Agency, City of Carson California, New York Parks Department, US Federal Government GSA Division.**

Formerly responsible for the profitability and operations of over 200 locations on the West Coast, Kirsten now oversees the operational and financial aspects of the One Parking portfolio at the corporate level. As CEO, she drives results of both the financial and service aspects of our client's parking assets and creates the strategic vision for One Parking's future.

Kirsten holds a B.S. Degree in Marketing from Arizona State University. Additionally, she holds a Business Analytics Certification from the University of Pennsylvania Wharton Business School, and a Negotiation and Influence Certificate from MIT Sloan Executive Education. Kirsten is a Member of the Urban Land Institute (ULI), The Commonwealth Institute, a Member for Women In Parking, and the Commercial Real Estate Women Network (CREW) Palm Beach/Treasure Coast Network. Kirsten was voted South Florida's Most Influential Businesswoman in 2014 and honored by The Commonwealth Institute (TCI) as one of Florida's Top Women-Led Businesses from 2014-2020.



MARK PRATT

President/COO

West Palm Beach, FL
T +1 317 716 6016
mpratt@oneparking.com

As President/COO for One Parking, Mark is responsible for over 90 locations in 13 cities throughout the U.S. He is instrumental in driving financial results and operational excellence for the One Parking portfolio nationwide. Bringing over 30 years of experience, Mark has worked in all facets of parking since he began his career in 1984 and has been a significant leader and mentor in the industry.

Mark is focused on bringing technology to the parking industry to increase efficiencies and improve financial results. Several years ago, Mark was the pioneer in two-way audio/video patron assistance, which revolutionized the operations of parking properties. He continues to invent, develop and test various technologies keeping One Parking on the cutting edge of the industry. Mark has a BBA in Business Administration, Computer Science from Morehead State University.

Mark's most recent experience with municipalities and enforcement includes: City of Pompano Beach, City of Lafayette Indiana, City of Fort Myers, and City of Indianapolis. Mark is the designated Point of Contact for this project.



KEVIN UHLENHAKER
MANAGING DIRECTOR

Pompano Beach, FL
T +1 512 786 2886
kuhlenhaker@gmail.com

Kevin Uhlenhaker, Managing Director of SLS Insights, has over 20 years of experience in the parking industry. **He co-founded NuPark to bring LPR based parking management to the parking market.** He is a member of the IPI Technology Committee and was recognized as part of NPA's 2105 & 2016 40 under 40 awards.

Before SLS Insights, Kevin spent time with various parking organizations including, Texas Tech University, T2 Systems, ParkingSoft, NuPark, and Passport Labs.



JASON PLAXEN
CORP. TECH INITIATIVES &
DATA ANALYST

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jplaxen@oneparking.com

Jason has over 5 years of experience in the parking industry, focusing on operations and analyzing data. His operational experience includes valet, events, and self-park in various markets, such as Washington, DC and Palm Beach, FL. He has a background in analyzing monthly revenue patterns in the parking, transportation, and sports industry, and also specializes in making forecasts and projections within those sectors.

As the Corporate Technology Initiatives and Data Analyst for One Parking, Jason is responsible for maximizing revenue, utilizing our data analytics program, as well as onboarding the latest technologies for all One Parking locations. He is a superuser of the Smarking Analytics platform.

Jason graduated from University of Central Florida with a Bachelor's Degree in Business Administration.



THERESA LILLY
MARKETING DIRECTOR

West Palm Beach, FL
T +1 561 283 4964
tlilly@oneparking.com

Theresa joined One Parking in September 2013 as the Marketing Director at our West Palm Beach, FL Corporate office. She has over 20 years of professional experience providing creative support for all corporate initiatives, projects, and presentations. Theresa has been instrumental at One Parking in providing creative scope and overall imaging consistency for internal and external marketing design products, including direct graphic design, website development, and marketing strategies.

Theresa attended Huntington Institute School of Business in Norwich, CT. Theresa is a Member of Women in Parking, and the Chamber of Commerce of the Palm Beaches.



SHASTRI ROOPNARINE
DIRECTOR OF CORPORATE
ADMINISTRATION

West Palm Beach, FL
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sroopnarine@oneparking.com

Shastri joined One Parking in March 2017 as the Corporate Auditor at our West Palm Beach, FL Corporate Office. Currently, Shastri serves as the Director of Corporate Administration, where he is responsible for overseeing Human Resources, Employee Benefits and Payroll, Accounts Receivable, Auditing, and employee relations for approximately 450 employees nationwide.

Shastri's strong background in Finance and Business Management, has enabled him to discover various efficiencies in labor management and costs savings for the One Parking organization.

Shastri attended Palm Beach State College in Lake Worth, FL and is an Active member of Treasurer- West Palm Beach Young Professionals and President – Florida Sevashram Sangha Youth Education.



DIANE DEMERS
CORPORATE OFFICER /
TREASURY

West Palm Beach, FL
T +1 561 596 5129
diane@oneparking.com

Diane joined One Parking in July 2007 as the Payroll/Human Resources Administrator and Office Manager at our West Palm Beach, FL Corporate Office. She was quickly promoted to various financial positions and is the longest standing financial administrator for the company. In her current position as the Corporate Officer/Treasurer, she manages over 80 bank accounts nationally. She works directly with our CPA, acting as the financial governess of the corporation. Handling in excess of 125M in revenues, her duties include cash flow management, banking relationships, and she serves as the finance liaison with the field. She has over 20 years of professional experience working in Accounts Payable, Accounts Receivable, Payroll, Human Resources, Executive Administration, and leads One Parking's new entity administration.

Diane attended Pasco-Hernando State College in Brooksville, FL. She is a Florida native and is an Active Member of the Chamber of Commerce of the Palm Beaches.



STEPHEN G. BARRY
CFO

West Palm Beach, FL
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Stephen G. Barry is the founder and owner of Barry & Company and also serves as One Parking's CFO. He is a graduate of Florida Atlantic University and has practiced as a CPA for more than 30 years. He began his career with Haskins & Sells, predecessor to Deloitte & Touche, in their Miami, Ft. Lauderdale, and West Palm Beach offices. He established Barry & Company in 1975.

Mr. Barry's clientele ranges from individuals to large corporations. In addition to serving the needs of his ongoing tax, audit and accounting clients, he has extensive experience in real estate development, financial planning, and mergers and acquisitions.

He is a member of the Florida Institute of Certified Public Accountants and the American Institute of Certified Public Accountants. He resides in West Palm Beach and is active in a number of civic and charitable organizations in Palm Beach County.

ONE PARKING DISTINCTIONS/SPECIAL CONTRIBUTIONS

One Parking's expertise is in the area of income and space maximization. In the locations we operate, we work to bring technology and management experience together to provide optimum rates, highly efficient operating expenses, strong cash control, aggressive space management techniques, and maximum online and in-the-street marketing exposure. This focus has consistently resulted in **revenue increases of 15-30%** in the locations we transition to from other operators. We are distinct, in that we look at each facility as unique and tailor a specific operating plan to optimize that facility. We also do not set and forget; **our mission is for continuous improvement and creativity to maximize the potential of each asset we operate.**

PARKING CONSULTING SERVICES

Our team will assist and consult with the City as necessary, in the review of the parking facilities, supply and demand analysis, best practices, and recommendations for parking rates and policies. Our General Manager would be the first point of contact and will be the City liaison for these consultation services. In addition, our President/COO Mark Pratt, would be directly involved in short and long-term strategic planning. Mark has extensive experience with municipal parking in markets throughout the US. One Parking can work with the City of Pompano Beach by keeping extensive records of structure/lot parking occupancies, provide other comparable municipal market data for reference, and track annual changes to the Consumer Price Index.

One Parking has proven experience with consulting for municipalities. Our role is different in each of the consulting projects that we are involved with, but some of the most widely requested items within the scope of work are as follows:

- Design Review
- Shared Parking Analysis Models
- Due Diligence - Revenue & Expense Projections
- Equipment PARCS Specs & Design
- CAD Drawings/Layouts
- Operational Review
- Audit Review
- Wayfinding and Signage Review

Some of the more recent projects One Parking has provided consultation services on include: The City of Doral Florida, Metropolitan Life Los Angeles, Synergy Investments Boston, Delray Florida Arts District, Savills Studley Washington, DC, and many others.

As a member of the Urban Land Institute (ULI), One Parking stays at the forefront of land planning and changes in the demand for parking. We have a team of Executives that have 100+ years of experience with parking operations of all kinds.

AUDIT, FINANCIAL CONTROLS & REPORTING

Reporting Capability. We utilize the best reporting technology on the market and are fully capable of meeting the needs of our most demanding clients. Some of our locations are as simple as one consolidated set of financial statements, while other clients want each department broken out into divisions. In short, let us know your needs and **We Will Deliver**. Some reporting highlights are:

- Parking Lease Abstract/Commitment Analysis Report
- Quarterly Reports
- Flash Reports
- Rate Surveys
- Quarterly Results
- Year Over Year Results
- Variance Reports

Fast Monthly Reporting. Reports produced by our Third-Party CPA are comprehensive and tailored to your needs. **They are delivered no later than the 7th of the following month.**

General Ledger Account Matching. We would use your chart of accounts to develop the GL for this location and create convenience for your Accounting Department which removes the need to convert line items to match your specific General Ledger accounts.

No Commingling of Funds. Every location has a separate bank account to prevent unauthorized use of funds.

Nightly Updates to Clients. One Parking Management staff sends out a brief summary to the clients that provides an overview of the prior day's unaudited revenue results.

Web Posting of Reports. One Parking provides our customers with access to a secured area of our website where the reports can be downloaded. We develop a group of statistical reports as well as special customized reports. Through our web portal, the Client has access to an online archive of data. Clients are provided a unique login identification and password to access reports relevant to the user.

No Proprietary Software. One Parking uses PARIS (Parker Accounts Receivable Information System) and Geneva Software by IntegraPark for its monthly and transient accounting. This program was built specifically for the parking industry. PARIS enables One Parking to easily bill for monthly parking, validations, track receivables, and automatically collect money from credit cards or bank accounts. The reports and audit trails provided by this program were engineered to efficiently manage monthly parkers. Accounts are usually billed once per month, can receive an emailed invoice, and each account may have an unlimited number of parkers.

At every One Parking property, financial reports are reviewed to ensure that we are meeting all of our expected projections. Revenue control reports are reviewed daily to assess positive or negative trends that could require immediate corrective attention if needed. End of business day reports are forwarded daily to the client, to summarize all revenue and operational related activities. Payroll levels are always being reviewed and if needed, adjusted to ensure that we are meeting budget projections and proper coverage based on current and historical transaction or seasonal volumes. **(See Financial Report Samples following.)**

Financial Management Process. One Parking prides itself on strong financial controls. With several hundred page procedural manuals, separation of duties between teams and a Third-Party CPA, the overview of these controls can be summarized as follows. Even though each location may have individual idiosyncrasies, all One Parking parking assets work within this framework.



FINANCIAL REPORT (SAMPLE)

ONE PARKING SAMPLE INC		
Statement of Assets, Liabilities, and Equity-Cash Basis		
As of May 31, 2017		
ASSETS		
Current Assets		
Change funds	7,000.00	
Operating Bank Account	345,240.75	
Prepaid Expense -All	<u>14,443.08</u>	
Total Current Assets		366,683.83
Property and Equipment		
Fixed assets :Equipment	<u>41,136.00</u>	
Total Property and Equipment		41,136.00
Other Assets		
Owner Settlement Checks	<u>5,480,101.08</u>	
Total Other Assets		<u>5,480,101.08</u>
Total Assets		<u><u>5,887,920.91</u></u>
LIABILITIES AND EQUITY		
Current Liabilities		
Accounts payable -All	4,059.06	
AFLAC payable -All	17.49	
Operating advance	<u>81,131.95</u>	
Total Current Liabilities		85,208.50
Total Liabilities		<u>85,208.50</u>
Stockholders' Equity		
Retained Earnings	4,568,858.34	
Net Income (Loss) - Y.T.D.	<u>1,233,854.07</u>	
Total Stockholders' Equity		<u>5,802,712.41</u>
Total Liabilities & Equity		<u><u>5,887,920.91</u></u>

CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

**FINANCIAL REPORT (SAMPLE)**

ONE PARKING SAMPLE INC								
Statement of Revenues and Expenses								
For the period ended May 31, 2017								
	Current	Current			Year	Year		
	Month	Month	Variance	Var %	to-Date	to-Date	Variance	Var %
	Actual	Budget			Actual	Budget		
Gross Receipts								
40100 Gross receipts valet	64,992.00	63,334.00	1,658.00	(11.38)	384,800.00	362,474.00	22,326.00	(6.71)
40200 Gross receipts self park	396,941.00	384,504.00	12,437.00	3.23	1,929,201.58	1,854,401.00	74,800.58	(1.29)
40240 Gross receipts monthly	25,265.50	23,850.00	1,415.50	(25.36)	117,665.86	115,000.00	2,665.86	(30.48)
40220 Self park over short	(429.15)	-	(429.15)	-	(715.97)	-	(715.97)	-
40250 Gross receipts validations	7,088.00	2,000.00	5,088.00	254.40	47,517.00	10,000.00	37,517.00	375.17
47000 Overages/Shortages	(194.00)	-	(194.00)	-	(567.00)	-	(567.00)	-
48000 Refund	-	-	-	-	(185.00)	-	(185.00)	-
Total Gross Receipts	493,663.35	473,688.00	19,975.35	-	2,477,716.47	2,341,875.00	135,841.47	(2.69)
Sales tax and refund								
45000 Sales tax	27,913.21	30,131.00	2,217.79	7.36	140,045.12	155,396.00	15,350.88	9.88
Total sales tax and refund	27,913.21	30,131.00	2,217.79	7.36	140,045.12	155,396.00	15,350.88	9.88
Total net revenue	465,750.14	443,557.00	22,193.14	0.47	2,337,671.35	2,186,479.00	151,192.35	(2.22)
Payroll expense								
50000 Salaries & Wages	122,451.82	127,009.00	4,557.18	3.59	683,288.43	666,796.00	(16,492.43)	(2.47)
55000 Payroll Taxes & WC	18,083.84	17,781.00	(302.84)	(1.70)	101,674.07	93,318.00	(8,356.07)	(8.95)
Total payroll expenses	140,535.66	144,790.00	4,254.34	2.94	784,962.50	760,114.00	(24,848.50)	(3.27)
Other expenses								
61100 Automobile	(1,130.86)	2,969.00	4,099.86	138.09	15,543.96	14,845.00	(698.96)	(4.71)
61300 Credit card processing	3,060.09	2,554.00	(506.09)	(19.82)	19,414.23	13,156.00	(6,258.23)	(47.57)
61700 Customer Service	151.66	82.00	(69.66)	(84.95)	965.59	410.00	(555.59)	(135.51)
62050 Employee incentive	-	135.00	135.00	100.00	-	675.00	675.00	100.00
62100 Equipment rental	(3,872.22)	967.00	4,839.22	500.44	(1,039.40)	5,135.00	6,174.40	120.24
62200 Human resources	2,301.75	1,138.00	(1,163.75)	(102.26)	9,013.17	5,690.00	(3,323.17)	(58.40)
62300 Insurance	7,055.50	5,735.00	(1,320.50)	(23.03)	26,507.30	28,675.00	2,167.70	7.56
62700 Liability claims	4,182.46	2,688.00	(1,494.46)	(55.60)	15,136.63	13,440.00	(1,696.63)	(12.62)
62800 Management fees	10,000.00	10,000.00	-	-	50,000.00	50,000.00	-	-
62900 Office expense	363.34	311.00	(52.34)	(16.83)	1,868.29	1,555.00	(313.29)	(20.15)
63000 Payroll services	848.05	956.00	107.95	11.29	4,365.37	4,780.00	414.63	8.67
63100 Permits and license	3,205.22	3,086.00	(119.22)	(3.86)	15,808.41	15,990.00	181.59	1.14
63200 Postage and delivery	-	156.00	156.00	100.00	524.24	780.00	255.76	32.79
63300 Printing and reproduction	-	-	-	-	56.01	-	(56.01)	-
63400 Professional fees	3,821.97	5,675.00	2,853.03	42.74	23,051.46	33,375.00	10,323.54	30.93
63525 Safe & Armored Vehicle pickup	1,561.88	1,369.00	(192.88)	(14.09)	6,138.74	6,845.00	706.26	10.32
63700 Rent	-	-	-	-	6,264.00	-	(6,264.00)	-
63800 Repairs	8,853.52	7,670.00	(1,183.52)	(15.43)	63,399.91	38,350.00	(25,049.91)	(65.32)
64300 Supplies	1,614.99	3,924.00	2,309.01	58.84	10,729.64	19,620.00	8,890.36	45.31
64400 Supplies tickets	3,624.43	2,389.00	(1,235.43)	(51.71)	14,970.77	11,945.00	(3,025.77)	(25.33)
64500 Telephone	762.78	691.00	(71.78)	(10.39)	3,478.43	3,455.00	(23.43)	(0.68)
65000 Uniforms	61.00	479.00	418.00	87.27	1,662.10	2,395.00	732.90	30.60
655001 Promotion	700.00	-	(700.00)	-	2,540.00	-	(2,540.00)	-
65500 Enter to Win	-	-	-	-	200.00	-	(200.00)	-
65502 Radio program	290.00	-	(290.00)	-	3,090.00	-	(3,090.00)	-
65400 Miscellaneous	1,460.00	3,500.00	2,040.00	58.29	2,851.72	17,500.00	14,648.28	83.70
69100 Payroll reimbursement	(6,000.00)	(9,452.00)	(3,452.00)	36.52	(30,000.00)	(48,890.00)	(18,890.00)	38.64
69150 Repair reimbursement	(7,288.76)	(8,224.00)	(935.24)	11.37	(38,715.51)	(41,120.00)	(2,404.49)	5.85
Total other expenses	35,626.80	39,798.00	4,171.20	10.48	227,825.06	198,606.00	(29,219.06)	(14.71)
Total Operating Expenses	176,162.46	184,588.00	8,425.54	4.56	1,012,787.56	958,720.00	(54,067.56)	(5.64)
Operating Profit (Loss)	289,587.68	258,969.00	30,618.68	3.81	1,324,883.79	1,227,759.00	97,124.79	(7.48)
62850 Incentive fee	15,660.13	17,123.00	1,462.87	8.54	91,029.72	85,934.00	(5,095.72)	(5.93)
Net Income (Loss)	273,927.55	241,846.00	32,081.55	4.61	1,233,854.07	1,141,825.00	92,029.07	(8.34)

Read Accountants' Compilation Report

FINANCIAL REPORT (SAMPLE)

ONE PARKING SAMPLE INC Statement of Revenues and Expenses For the period ended May 31, 2017													
	June	July	August	September	October	November	December	January	February	March	April	May	Total
Gross Receipts													
40100 Gross receipts valet	47,868.00	49,328.00	47,360.00	40,640.00	54,084.00	61,464.00	81,136.00	76,584.00	82,804.00	81,924.00	78,496.00	64,992.00	766,680.00
40110 Other income	404.00	31.00	-	-	91.00	-	-	-	-	-	-	-	526.00
40200 Gross receipts self pa	318,192.00	350,836.00	309,177.00	272,827.00	330,508.00	323,804.00	417,105.00	372,017.00	367,665.00	410,091.00	382,488.00	396,941.00	4,251,651.00
40240 Gross receipts monthli	23,293.00	22,022.00	25,459.00	23,524.00	21,650.00	20,229.00	20,309.00	23,103.00	22,794.00	22,327.00	24,176.00	25,266.00	274,152.00
40220 Self park over short	324.00	414.00	561.00	196.00	(59.00)	(139.00)	(332.00)	(3.00)	(29.00)	(74.00)	(181.00)	(429.00)	349.00
40250 Gross receipts validat	9,475.00	5,199.00	5,950.00	7,255.00	12,780.00	7,837.00	10,069.00	11,658.00	10,310.00	9,744.00	8,717.00	7,088.00	106,082.00
41000 Interest Income	-	-	2.00	-	-	-	-	-	-	-	-	-	2.00
47000 Overages/Shortages	-	-	-	-	402.00	386.00	213.00	(56.00)	(59.00)	(107.00)	(151.00)	(194.00)	384.00
48000 Refund	-	(10.00)	(40.00)	(43.00)	(179.00)	-	(60.00)	-	(20.00)	(165.00)	-	-	(517.00)
Total Gross Receipts	399,556.00	427,820.00	388,469.00	344,399.00	419,287.00	413,531.00	528,540.00	483,303.00	483,465.00	523,740.00	493,545.00	493,664.00	5,399,319.00
Sales tax and refund													
45000 Sales tax	24,290.00	26,110.00	23,556.00	20,872.00	25,471.00	25,171.00	32,435.00	27,334.00	27,281.00	29,649.00	27,868.00	27,913.00	317,950.00
Total sales tax and refund	24,290.00	26,110.00	23,556.00	20,872.00	25,471.00	25,171.00	32,435.00	27,334.00	27,281.00	29,649.00	27,868.00	27,913.00	317,950.00
Total net revenue	375,266.00	401,710.00	364,913.00	323,527.00	393,816.00	388,360.00	496,105.00	455,969.00	456,184.00	494,091.00	465,677.00	465,751.00	5,081,369.00
Payroll expense													
50000 Salaries & Wages	117,031.00	148,412.00	120,714.00	120,067.00	147,707.00	122,534.00	165,111.00	138,603.00	131,262.00	129,636.00	161,336.00	122,452.00	1,625,865.00
55000 Payroll Taxes & WC	15,601.00	17,657.00	14,580.00	13,422.00	16,645.00	20,215.00	17,971.00	20,302.00	26,433.00	16,628.00	20,229.00	18,084.00	217,767.00
Total payroll expenses	132,632.00	167,069.00	135,294.00	133,489.00	164,352.00	142,749.00	183,082.00	158,905.00	157,695.00	146,264.00	181,565.00	140,536.00	1,843,632.00
Other expenses													
61100 Automobile	2,045.00	2,592.00	2,898.00	4,599.00	1,157.00	3,223.00	3,864.00	4,235.00	4,326.00	3,948.00	4,167.00	(1,131.00)	34,923.00
61200 Bank service charge	2,621.00	3,218.00	3,578.00	3,687.00	3,372.00	2,984.00	2,847.00	-	-	-	-	-	22,307.00
61300 Credit card processin	125.00	50.00	1,925.00	2,950.00	(150.00)	(4,085.00)	3,467.00	7,138.00	3,647.00	2,967.00	2,602.00	3,060.00	23,696.00
61700 Customer Service	157.00	-	63.00	120.00	84.00	20.00	123.00	149.00	237.00	350.00	78.00	152.00	1,533.00
62000 Employee Benefits	-	-	227.00	-	-	-	-	-	-	-	-	-	227.00
62100 Equipment rental	-	-	-	2,412.00	1,022.00	1,764.00	1,453.00	522.00	817.00	1,499.00	-	(3,872.00)	5,111.00
62200 Human resources	1,926.00	899.00	833.00	1,006.00	2,346.00	700.00	7,646.00	1,881.00	1,235.00	2,125.00	1,471.00	2,302.00	24,470.00
62300 Insurance	5,662.00	5,662.00	5,662.00	5,885.00	5,662.00	5,662.00	5,662.00	-	5,341.00	7,055.00	7,055.00	7,055.00	66,363.00
62700 Liability claims	-	1,442.00	1,825.00	215.00	3,369.00	5,034.00	852.00	1,290.00	4,300.00	1,297.00	4,067.00	4,182.00	27,873.00
62800 Management fees	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	120,000.00
62900 Office expense	213.00	174.00	187.00	312.00	49.00	149.00	-	71.00	100.00	123.00	1,213.00	363.00	2,954.00
63000 Payroll services	763.00	959.00	757.00	751.00	833.00	794.00	1,931.00	815.00	835.00	747.00	1,119.00	848.00	11,152.00
63100 Permits and license	3,055.00	3,088.00	3,200.00	3,206.00	3,055.00	3,175.00	3,250.00	3,055.00	3,055.00	3,274.00	3,218.00	3,206.00	37,837.00
63200 Postage and delivery	141.00	110.00	111.00	175.00	263.00	176.00	202.00	105.00	217.00	125.00	79.00	-	1,704.00
63300 Printing and reprodu	-	-	-	-	418.00	-	-	56.00	-	-	-	-	474.00
63400 Professional fees	3,784.00	7,586.00	4,811.00	4,744.00	3,908.00	6,744.00	5,576.00	2,582.00	3,390.00	9,862.00	3,398.00	3,821.00	60,206.00
63525 Safe & Armored Vehi	-	-	-	-	-	-	-	1,471.00	-	-	3,106.00	1,562.00	6,139.00
63700 Rent	-	-	-	-	-	1,754.00	1,571.00	2,994.00	-	3,270.00	-	-	9,589.00
63800 Repairs	6,227.00	17,500.00	6,030.00	11,832.00	3,555.00	35,373.00	23,811.00	27,269.00	10,253.00	11,432.00	5,594.00	8,854.00	167,280.00
64300 Supplies	5,749.00	7,756.00	1,520.00	2,098.00	1,523.00	3,930.00	4,982.00	1,134.00	4,234.00	1,886.00	1,862.00	1,615.00	38,289.00
64400 Supplies tickets	649.00	5,017.00	253.00	6,146.00	-	1,677.00	2,699.00	-	4,453.00	3,656.00	3,236.00	3,625.00	31,409.00
64500 Telephone	729.00	670.00	460.00	615.00	665.00	534.00	695.00	685.00	715.00	709.00	606.00	763.00	7,846.00
65000 Uniforms	321.00	-	710.00	194.00	685.00	1,558.00	785.00	585.00	519.00	463.00	34.00	61.00	5,865.00
65501 Promotion	-	-	-	-	300.00	800.00	60.00	450.00	890.00	250.00	250.00	700.00	3,700.00
65500 Enter to Win	-	-	-	-	400.00	-	-	200.00	-	-	-	-	600.00
65502 Radio program	700.00	-	-	-	750.00	7,225.00	9,470.00	1,700.00	-	-	1,100.00	290.00	21,235.00
65400 Miscellaneous	3,387.00	2,644.00	4,816.00	2,705.00	3,213.00	-	300.00	500.00	-	(858.00)	1,750.00	1,460.00	15,617.00
69100 Payroll reimbursement	(5,862.00)	(8,304.00)	(5,863.00)	(5,988.00)	(15,830.00)	(6,265.00)	(12,052.00)	(9,650.00)	(9,457.00)	1,107.00	(6,000.00)	(6,000.00)	(90,164.00)
69150 Repair reimbursement	(5,904.00)	(4,699.00)	(4,930.00)	(5,552.00)	(6,639.00)	(7,034.00)	(7,034.00)	(7,938.00)	(8,237.00)	(8,437.00)	(6,815.00)	(7,289.00)	(80,508.00)
Total other expenses	36,486.00	55,864.00	39,123.00	52,112.00	24,560.00	75,392.00	70,360.00	51,299.00	40,870.00	56,844.00	43,190.00	35,627.00	581,727.00
Total Operating Expenses	169,118.00	222,933.00	174,417.00	185,601.00	188,912.00	218,141.00	253,442.00	210,204.00	198,565.00	203,108.00	224,755.00	176,163.00	2,425,359.00
Operating Profit (Loss)	206,148.00	178,777.00	190,496.00	137,926.00	204,904.00	170,219.00	242,663.00	245,765.00	257,619.00	290,983.00	240,922.00	289,588.00	2,656,010.00
62850 Incentive fee	14,465.00	12,549.00	10,715.00	11,686.00	8,206.00	12,786.00	10,232.00	15,109.00	14,993.00	15,771.00	29,497.00	15,660.00	171,669.00
Net Income (Loss)	191,683.00	166,228.00	179,781.00	126,240.00	196,698.00	157,433.00	232,431.00	230,656.00	242,626.00	275,212.00	211,425.00	273,928.00	2,484,341.00

Read Accountants' Compilation Report.

CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

**FINANCIAL REPORT (SAMPLE)**

ONE PARKING SAMPLE INC Statement of Revenues and Expenses 2013 Income and Expense Compared with 2012 For the period ended May 31, 2017						
	Current Period 5/31/2013	Current Period 5/31/2012	Variance	Year to-Date 5/31/2013	Year to-Date 5/31/2012	Variance
Gross Receipts						
40100 Gross receipts valet	64,992.00	64,200.00	792.00	384,800.00	364,866.11	19,933.89
40110 Other income	-	-	-	-	202.00	(202.00)
40200 Gross receipts self park	396,941.00	369,841.00	27,100.00	1,929,201.58	1,655,818.00	273,383.58
40240 Gross receipts monthly	25,265.50	24,132.50	1,133.00	117,665.86	131,475.50	(13,809.64)
40220 Self park over short	(429.15)	132.59	(561.74)	(715.97)	1,671.94	(2,387.91)
40250 Gross receipts validations	7,088.00	13,342.00	(6,254.00)	47,517.00	54,379.00	(6,862.00)
47000 Overages/Shortages	(194.00)	677.00	(871.00)	(567.00)	3,743.98	(4,310.98)
48000 Refund	-	(648.00)	648.00	(185.00)	(1,044.00)	859.00
Total Gross Receipts	493,663.35	471,677.09	21,986.26	2,477,716.47	2,211,112.53	266,603.94
Sales tax and refund						
45000 Sales tax	27,913.21	28,790.61	877.40	140,045.12	134,678.44	(5,366.68)
Total sales tax and refund	27,913.21	28,790.61	877.40	140,045.12	134,678.44	(5,366.68)
Total net revenue	465,750.14	442,886.48	22,863.66	2,337,671.35	2,076,434.09	261,237.26
Payroll expense						
50000 Salaries & Wages	122,451.82	113,639.41	(8,812.41)	683,288.43	606,438.96	(76,849.47)
55000 Payroll Taxes & WC	18,083.84	15,520.29	(2,563.55)	101,674.07	91,005.30	(10,668.77)
Total payroll expenses	140,535.66	129,159.70	(11,375.96)	784,962.50	697,444.26	(87,518.24)
Other expenses						
61100 Automobile	(1,130.86)	2,464.44	3,595.30	15,543.96	15,920.45	376.49
61200 Bank service charge	-	2,033.59	2,033.59	-	5,595.20	5,595.20
61300 Credit card processing	3,050.09	321.00	(2,729.09)	19,414.23	27.73	(19,386.50)
61700 Customer Service	151.66	201.33	49.67	965.59	298.05	(667.54)
62000 Employee Benefits	-	351.00	351.00	-	19,545.95	19,545.95
62100 Equipment rental	(3,872.22)	347.79	4,220.01	(1,039.40)	15,435.11	16,474.51
62200 Human resources	2,301.75	466.25	(1,835.50)	9,013.17	6,970.39	(2,042.78)
62300 Insurance	7,055.50	5,662.93	(1,392.57)	26,507.30	25,931.51	(575.79)
62700 Liability claims	4,182.46	10,140.54	5,958.08	15,136.63	20,798.84	5,662.21
62800 Management fees	10,000.00	10,000.00	-	50,000.00	50,000.00	-
62900 Office expense	363.34	359.87	(3.47)	1,868.29	1,794.25	(74.04)
63000 Payroll services	848.05	737.92	(110.13)	4,365.37	7,568.97	3,203.60
63100 Permits and license	3,205.22	3,055.22	(150.00)	15,808.41	18,606.33	2,797.92
63200 Postage and delivery	-	114.44	114.44	524.24	708.53	184.29
63300 Printing and reproduction	-	-	-	56.01	62.84	6.83
63400 Professional fees	3,821.97	5,612.42	1,790.45	23,051.46	39,194.63	16,143.17
63525 Safe & Armored Vehicle pic	1,561.88	-	(1,561.88)	6,138.74	-	(6,138.74)
63700 Rent	-	-	-	6,264.00	2,303.00	(3,961.00)
63800 Repairs	8,853.52	43,910.90	35,057.38	63,399.91	72,469.36	9,069.45
64300 Supplies	1,614.99	2,195.73	580.74	10,729.64	16,128.67	5,399.03
64400 Supplies tickets	3,624.43	-	(3,624.43)	14,970.77	13,608.18	(1,362.59)
64500 Telephone	762.78	664.79	(97.99)	3,478.43	3,638.49	160.06
65000 Uniforms	61.00	849.00	788.00	1,662.10	2,679.40	1,017.30
65501 Promotion	700.00	550.00	(150.00)	2,540.00	1,360.00	(1,180.00)
65500 Enter to Win	-	-	-	200.00	1,560.00	1,360.00
65502 Radio program	290.00	500.00	210.00	3,090.00	3,085.00	(5.00)
65400 Miscellaneous	1,460.00	342.30	(1,117.70)	2,851.72	11,298.37	8,446.65
69100 Payroll reimbursement	(6,000.00)	(6,238.00)	(238.00)	(30,000.00)	(35,336.66)	(5,336.66)
69150 Repair reimbursement	(7,288.76)	(5,145.22)	2,143.54	(38,715.51)	(18,069.18)	20,646.33
Total other expenses	35,626.80	79,498.24	43,871.44	227,825.06	303,183.41	75,358.35
Total Operating Expenses	176,162.46	208,657.94	32,495.48	1,012,787.56	1,000,627.67	(12,159.89)
Operating Profit (Loss)	289,587.68	234,228.54	55,359.14	1,324,883.79	1,075,806.42	249,077.37
62850 Incentive fee	15,660.13	8,672.70	(6,987.43)	91,029.72	52,076.98	(38,952.74)
Net Income (Loss)	273,927.55	225,555.84	48,371.71	1,233,854.07	1,023,729.44	210,124.63

Read Accountants' Compilation Report

HUMAN RESOURCES & PERSONNEL POLICIES

One Parking's employee training is one of the most rigorous, but rewarding two-week training program. We cover Parking Management and Customer Relations Response Protocols. In our Customer Service training, we go into detail of our One Parking Gold-Star Standards where appearance, attitude, customer relations, and protocols are the foundation of a Gold-Star customer service experience. In our Off- and On-Street training, we take the time to reinforce topics such as Code of Ethics, Safety Checks, Vehicle Towing/Impounding, and Establishing a Proper Case.

One Parking is solely responsible for hiring, training, and supervising its staff members and acknowledges that the staff members assigned to the services are employees of One Parking. One Parking will require background checks and drug testing on all employees prior to employment. One Parking's General Manager will keep all hiring records onsite and provide proof of such to the City upon request. Full personnel records will be held in One Parking's Corporate Office by the Payroll Department. Furthermore, One Parking believes our team members deliver our best-in-class approach. We utilize a progressive model designed to motivate members for growth and development. Training is a combined effort to local leadership, as well as through our corporate team.

One Parking Training Sample – City of Pompano Beach:

- Team Member Orientation – Introduce key leadership and create long-term team objectives
 - New Hire Checklist
 - Review of One Parking Employee Handbook
 - Standard Operating Procedures
 - Job Descriptions
- Shift and Department Meetings – Events, Customer Service, and Enforcement
- Job shadow with a peer
- Training on PARCS equipment, if Included applicable
 - In-Person Equipment Overview
 - Online Webinars
 - Quarterly Reviews with team members and General Manager

Personnel Policies

One Parking provides a high level of customer service by employing friendly, helpful, and customer-oriented personnel. One Parking personnel shall at all times certify and ensure that its employees serve the public in a courteous, helpful, and impartial manner. We believe the image we reflect is paramount to business expansion. By ensuring proper staffing, as well as courteous and well-trained employees, we ensure that patrons will keep coming back.

Service Focused Quarterly/Annual Evaluations:

- **Attitude.** Smile and welcoming greeting towards patrons; always expected to show enthusiasm and professionalism.

- **Attendance.** Punctuality and low call-out reinforcement program.
- **Appearance.** Strict adherence to uniform guidelines at all times.

Continual Monitoring and Motivation:

- Disciplinary Action Alternatives
- Open Door Policy
- Employee Suggestion Box
- Yearly Performance Evaluations
- Random Drug Testing
- Incentive-Based Recognition

Post-Hire Training Program:

- **New Hire Orientation.** Our new hire video informs on all aspects of customer service and knowledgeable ambassadorship that includes location area orientation knowledge. Finally, new hires are required to attend a comprehensive orientation to understand company policies and procedures.
- **Sexual Harassment Orientation.** Every employee is required to attend an orientation followed by a 30-minute video.
- **First Observer Training.** An awareness training module emphasizing the importance of diligent observance of their surroundings, to better identify and report on unusual and suspicious activity on all levels of potential dangers.
- **On the Job Training and Follow-Up.** New employees spend a minimum of three days training with senior staff for quicker and more effective training. Employee progression is monitored, and ongoing training is provided as needed to maintain employee development, along with incentive-based recognition to top performers and Employee of the Month Awards.

Employee Benefits

Affirmative Action. It is the policy of One Parking to provide equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, religion, sex, national origin, ancestry, citizenship status, age, marital status, sexual orientation, physical or mental disability, veteran status, liability for service in the Armed Forces or the United States, or any other classification prohibited by applicable law. This commitment to Equal Employment and Affirmative Action reflects the company's belief that equal employment makes sense from a moral, social, and economic point of view.

Employee Benefits Program. One Parking provides benefits for its regular full-time and part-time eligible employees. Eligible employees may elect to cover a spouse, a dependent child up to age 26, or their entire family. There are three plans offered through One Parking, to provide employees the

CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES



option to see In-Network providers through an “Open Access” EPO plan or both participating and nonparticipating providers through one of the two “Open Access” POS plans.

Our Dental plan provides coverage for services ranging from routine checkups, to more serious types of dental work. Employees who elect dental coverage will also be enrolled in a Vision plan at no additional cost.

One Parking provides Life and Accidental Death and Dismemberment (AD&D) Insurance at no additional cost. The Life benefit for Managers is equal to one time's their salary, up to a maximum of \$175,000. For all other employees, the Life benefit will be \$30,000.

One Parking also offers a 401K package. Employees are eligible after one year of service, with 100% vesting immediately. One Parking provides a 4% match of employee contribution.

Paid Time Off Program. One Parking provides Paid Time Off (PTO) for our employees. We take pride in ensuring that their efforts are rewarded consistently, with the accrual of PTO each pay period. Our PTO program consists of Vacation, Personal, and Sick, to be used for the employees' benefit and wellbeing.

RESOURCES & METHODOLOGY

Generally, the parking operation and parking experience is the first and last impression of any City. To run an efficient parking operation that leaves a great customer experience, it is important to have solid operational guidelines that are specific to the City of Pompano Beach. Simply taking a template from one city and putting it forth as the appropriate guidelines for another city, is not showing a true understanding of the City. While many operators bidding this RFP will claim to have already solved every problem in other cities and have a plan that is a panacea for the City of Pompano Beach, One Parking believes that creating a parking system specific to Pompano Beach, is the most appropriate route toward meeting the end goals of the City: **providing the highest quality standards of service at a competitive price.**

Beyond the normal operating challenges, One Parking knows first-hand that there are multiple items that require an intimate understanding of the specifics of this City to work symbiotically within the numerous stakeholders. Furthermore, understanding the future of mobility, current traffic, wayfinding, technology, and ease of use, are components that contribute to the success of a parking operation. One Parking can help with all of these areas. In our proposal, you will see specifics which show our understanding of the day-to-day parking operation: how it works, how it can be improved, and how we can execute. One Parking would utilize certain technologies in use currently, however, we would enhance their use in several ways, which we will discuss. In regard to the Management Team, we will augment the current team, with a couple of additional stakeholders of our own.

OUR APPROACH TO PROVIDE PARKING MANAGEMENT SERVICES

Additional Stakeholders

“The Most Important Facet of Great Management: The People”



Mike Tuten – General Manager

Mike Tuten would remain in charge of the Pompano Beach parking system on behalf of One Parking. Mike is a great operator who we have known for many years. We first became acquainted when One Parking President Mark Pratt hired Mike to manage the parking at one of America's landmarks, the Hoover Dam. Mark and Mike worked to secure that contract renewal on two occasions after the initial contract award. When Denison lost that contract, they asked Mike to relocate to Pompano Beach to act as the city manager. This was very beneficial to the program. Mark Pratt and Mike have known and respected one another for years. One Parking would delight in bringing Mike to our team. If that transpires the City of Pompano would have the best of both worlds: a very capable, knowledgeable and committed leader each and every day in Mike and an equally dedicated and progressive corporate presence just 30 minutes north on I-95 where One Parking makes our corporate office. Couple this with dozens of employees just a few miles away at Isle Casino who could provide backup in event of employee call-offs, etc. and you have a winning team in One Parking.



Christelle Dessources - Assistant City Manager/Office Manager

Christelle Dessources joined the One Parking team in March 2007 as a Self-Park Cashier. Since joining the One Parking Team, Christelle has held multiple positions, including Cashier Supervisor, OPark Customer Service Representative, Accounts Receivable Representative, and is currently serving as the Project Manager at our Rosemary Square location in West Palm Beach. As the Project Manager, Christelle oversees 70 employees in the Valet and Self-Park operations, and the OPark Command Center in One Parking's Corporate Office. Christelle has been a tremendous asset to One Parking, as she consistently goes above and beyond to assist others and helps employees improve service on all levels. Christelle is currently earning a B.A. in General Management at Palm Beach State College.



Tanner Pratt - Lead Enforcement Officer

Tanner Pratt has nearly a decade of experience in on-street enforcement. He spent several years as a boots-on-the-ground "ambassador" in a system that totaled 4,000 parking meters. During the last several years he has performed services that duplicate the needs in Pompano Beach, driving an enforcement vehicle equipped with the NuPark LPR system, enforcing parking on both surface lots and garages alike. His fluency in the use of the NuPark system will bring instant experience to the position of Lead Enforcement Officer. Tanner will relocate to Pompano Beach and will be a critical member of the transition and onboarding team at One Parking.

In addition to these team members, we envision selecting one of our top valet candidates from the Isle Casino to act as lead valet for the Restaurant Row valet operation. Finally, as mentioned previously, One Parking's Corporate Office is just a short distance from Pompano Beach. The office staff of some 20 individuals, includes company CEO Kirsten Dolan, President/COO Mark Pratt, and a host of other individuals who can be helpful in all facets of administration and operations.

Field Staff Uniforms & Vehicle Identification

One Parking will ensure that all personnel wear City approved uniforms and are properly groomed while on duty. The uniform will display approved insignia that clearly identifies the wearer and will also have a clearly visible and readable nametag at all times. Colors and styles of the uniforms, as well as the City's enforcement vehicle design options, can be discussed in more depth at a later date. In the interim, the following are samples of our vision for the above-mentioned.



Protective Options & Solutions for a Contactless Experience

One Parking believes in sustainable and eco-friendly protective measures, as well as keeping our patrons and employees safe within the facilities we operate. Additionally, the health and safety of our employees, customers, and partners, remain our top priority. As such, One Parking has many protective options available to keep our customers safe and provide a contactless parking experience. **To learn more about our safe and contactless solutions, please see Exhibit A for the Protective Options & Solutions** that One Parking can bring to the City of Pompano Beach parking program.

Collections Management

Daily Collection & Audit of Revenues from PARCS Equipment & Payment Processor

One Parking will coordinate with the payment processor and PARCS provider to provide for timely deposits of parking garage/lot revenue to the City. One Parking will account for all revenues from the pay station equipment installed. The audit of the pay stations will be required daily. Verification of revenues is completed by the Onsite Manager, along with an assigned Accounts Receivable Representative from our Corporate Office. This verification would be performed with the designated City representative, that could verify fund deposits.

One Parking will ensure proper accountability and internal control of all revenue collected. One Parking maintains detailed revenue control procedures onsite and offsite. Maintaining the integrity of the revenue stream for the City of Pompano Beach is top priority.

- Revenues are recorded by revenue category, location, and shift daily.
- A complete audit trail of revenues exists from ticket distribution, to the final deposit in the bank.
- Each shift report and tickets are independently reviewed, recorded, and verified.
- Unannounced random audits are conducted on team members.
- Daily revenue reports are prepared to document receipts by category and location.
- Revenue reports are always supported by validated deposit records, which would be maintained by the City.
- Management reviews revenue reports daily. Executive Management reviews reports weekly and monthly.
- Monthly revenue reports are prepared by location, summarizing daily revenue by category.

Separation of Duties in Collection & Audit of Revenues

One Parking's Standard Operating Procedures require a separation of duties with revenue collections. One member may be responsible for obtaining revenues from a pay station with an escort, while a second member is responsible for revenue verification. Our Corporate Accounts Receivable Department verifies deposits, in accordance to daily revenue reports from the PARCS system. Daily reconciliation occurs between Corporate and the onsite team, to create multiple checks and balances in verification of revenues.

Parking Permit/Access Cards - Distribution

One Parking will manage and provide all supplies in regard to distributing access cards or parking permits for the City of Pompano Beach. All cards and permits will be kept in the parking office, with all proper record keeping, and auditing of such available to the City of Pompano Beach for review at any time. Parking Permit and Access Card users may obtain their permits in person, with proper identification during business hours from the parking office.

Controls & Auditing - Parking Permits & Access Cards

Parking access today, requires a wide range of controls that provide owners and facility managers the flexible solutions to attract new business. One Parking provides a comprehensive control and auditing process for parking permits/access cards. Unused cards and permits are inventoried and secured within the parking office. Permits may be color coded and sequentially numbered based on specific programs or rates for in-field auditing.

Auditing is completed on a daily and monthly basis, by both the Onsite Team and Corporate Team.

- Daily verification of parking permits to billing records.
- Review of Access Cards utilization.
- Testing of Access Cards and proper control setups, looking for potential loopholes.
- Reconciliation of unused cards/permits to active lists.
- Resolving Alert Messages within the PARCS system.
- Reconciliation of active cards to active billing records.

PARIS – Billing/Account Management & PARCS System Integration

Our team will manage all billing, activation, deactivation, and payments made for the services of parking permits/access cards. One Parking utilizes PARIS, the premier billing and accounts receivables system for people who own or operate parking facilities with monthly contract parking, permits, or billed validations.

- Ensure that all active access cards are being billed.
- Ensure compliance with lease terms, including future rate escalations, minimum billings, and parker limits.
- Calculate prorations for new and terminating parkers.
- Collect automatic monthly payments through recurring credit card charges and bank drafts.
- “Going Green” Philosophy with emailed invoices.

All information within PARIS provides a complete audit trail for all entries and changes in the accounts. Reports of billing activity, aged receivables, and trailing balances will be provided to the City in the monthly reports we provide.

For the PARCS system and PARIS integration, PARIS integrates with this card access system, so that turning cards on and off is automated with the access software. Cards are automatically turned on as parkers are added to the billing system and turned off when parkers are terminated from billing. On the "Parker Account Edit" screen, you simply add the effective date and the termination date into the date fields. A parker's access card will only begin working when entering the garage on the effective date and will not work after the termination date (*if one is entered*). Additionally, accounts may be automatically blocked from the garage/lot for non-payment and unblock their cards with the click of a mouse once payment has been received.

Validation Programs

Our team will manage the distribution, billing, and pre-purchase options for local businesses. The Onsite Manager will also contact businesses, to seek interest in development of and promoting the validation program. Local businesses will be offered the opportunity to pre-purchase visitor parking.

Our team can offer local businesses a wide variety of ways to pay for the validations. Validations may be paid in advance, billed by use, and managed through the account setup in the PARCS system. Through the PARCS system, we will recommend barcode stickers for pre-purchase. For an upgraded feature, web client accounts can allow for businesses to simply log into their account online and validate a patrons parking ticket. The business would then be billed back for their usage at the end of the month.

INNOVATIVE TECHNOLOGIES

One Parking is committed to improving the way the parking business is conducted, by using state-of-the-art technology that is available to increase revenue and improve customer service. As such, we currently utilize the following innovative technologies at the many parking facilities we operate and we will make use of the following existing technologies for the City of Pompano Beach parking program:

Parking Control Equipment

Amano McGann PARCS system located in the Pier parking facility – not very long ago One Parking installed 20 lanes of Amano equipment in the Rosemary Square complex. We were the first to integrate the 2 way audio/video remote monitoring process (patented by One Parking president Mark Pratt) into the Amano equipment. We are very familiar and fluent in the use of the Amano brand and use it across the country in many other locations. We have a good working relationship with the Florida Amano dealership, so service and collaboration will not be an issue. It is our understanding that the Amano system is roughly 4 years old. These systems typically see a useful life of 10 years, but with so many rapid changes in technology, we may need to consider a replacement slightly before 10 years have passed.

24/7 Remote Monitoring Technology

We utilize the same technology provided by Parker Audio/Video Intercoms. We currently monitor 30 locations from across the country using this technology, taking thousands of calls per month on the system. We would simply redirect the signal to our operations command center in West Palm Beach. There would be no loss in capabilities or clarity. It is important as you work through this bid process to understand that other companies DO NOT license the capability of 2 way audio/video as they try to avoid paying license fees associated with the patents filed on that process. At One Parking, we do not. The fact that our parking customers see a supportive face in the Customer Service Center...and our customer service reps see the customer in the lane results in a more understanding and empathetic experience. Make sure whomever the City chooses provides this same level of service as there is a very clear difference between the 2-way audio/video experience and the 1-way (non-patented) experience. We will be happy to discuss this in greater detail.



To learn more about the Parker Technology and One Parking's OPark 24/7 Remote Monitoring Service, please see [Exhibit B](#).

NuPark License Plate Recognition (LPR) On-Street & Surface Lot Enforcement System

We will continue to make use of this system. We are pleased to announce that the developer of the NuPark technology, Kevin Uhlenhaker, will be a part of our technology team and act as advisor on the optimal use of the system. In addition, Tanner Pratt will join our team as the Lead Enforcement Officer and bring instant knowledge to our operation. Tanner has been using the NuPark system for years.

Valet Controls

Technology currently in place is offered by CVPS. We are quite fluent in the use of that system as we have installed it in the Isle Casino operation. Our Isle Casino operation makes use of a camera system that snaps digital photos of the valet vehicle as we drive through the entry gate to the storage area. We have recently priced an alternative system which comes with a lessor monthly SaaS fee, so costs are less. We will talk about that a bit more later.

Potential New Technologies to Augment and Improve Operations

Pompano Beach Day Pass

We envision making better use of the capabilities of the existing NuPark system by activating embedded features to allow for the introduction of a Beach Pass. Envision this: a citizen or visitor to Pompano Beach decides they want to visit the beach, or any nearby attraction such as The Pier, for the day. They would be able to visit the One Parking or the Pompano Beach website to register their car, via their license plate, for unlimited parking in any of the on-street spaces or surface lots. When they register, they supply their credit card and license plate. That's it. On their next visit they simply park...and walk away. They do not register in the Digital device. They do not need to visit an app. They simply park and walk away and begin having fun. When the enforcement vehicle drives by their car and the LPR system registers their plate, it registers a transaction within the system and charges their credit card for a four-hour stay, plus a convenience fee for using the system. We will make this a reality through the use of an improved NuPark system.

Cost to the city: Zero.

Online Reservation Using LPR

One Parking is one of the first parking providers in the country to collaborate with a provider of a parking reservations system that uses License Plate Recognition to allow a vehicle into and out of the parking facility. It works like this: a customer wishes to make a reservation in the Pier garage, so they visit our website. They make a reservation and proceed to the garage. When they arrive the LPR cameras recognize the license plate number provided when they made the reservation. The gate raises, allowing them to enter without a ticket...without even lowering their car window. When they seek to exit, they simply drive to the exit lane, the system recognizes their plate once again and they drive out. Easy. Effortless. Touchless. Impressive. Fun.

Cost to the City: zero. The provider is willing to install the cameras at no charge. Better yet, existing reservations system charge 15% plus \$.99 cents per transaction, with those fees being taken from the ticket value. So, a \$10 reservation would net us \$7.51. ($\$10 \times 15\% = \1.50 plus $\$.99 = \7.51 net ticket value.) That is about 25% in fees taken from the ticket value! OUR new reservations system would come with a convenience fee of 7% AND that fee would be pushed to the customer. As such, the customer would pay \$10.70 for the experience and the City would net 100% of the \$10.00 ticket.

Know Before You Go

One Parking is the first parking management firm in the US to collaborate with Parking Data Authority (PDA). PDA extracts the real-time space count from the PARCS brand residing in the parking garage and pushes that count to an operator's dashboard, giving the operator a real-time understanding of spaces available in the parking garage. PDA can also push that space count/spaces available to any website, including the City's website. As such, anyone wishing to visit the Pier garage could visit Pompano's or One Parking's website to see exactly how many spaces were available BEFORE coming downtown for their visit. If the Pier garage and the future Oceanside garage is full, they would need to park on-street or in a surface lot.



Cost to the City: \$99 per month.



To learn more about Parking Data Authority (PDA) technology and its products, visit:

garage
data

www.garagedata.io

Parking Wayfinding System

As the city grows, with the addition of new restaurants and hotels, the Pier garage will become more and more congested. In many of the major garages throughout the US you will find wayfinding systems with a main sign at the entrance to a facility showing spaces available on each floor of the garage. In addition, you will find red/green lights over each space in the garage. By viewing the sign, drivers see the spaces available on each floor and know where to proceed. Once on a floor, they will see a red light over spaces that are occupied or a green light showing where they may park. These systems have become very popular and necessary in highly congested areas. One Parking has participated in the

installation of many of these systems, from the least expensive to one of the most expensive installations in the US. We can talk fluently about the process.

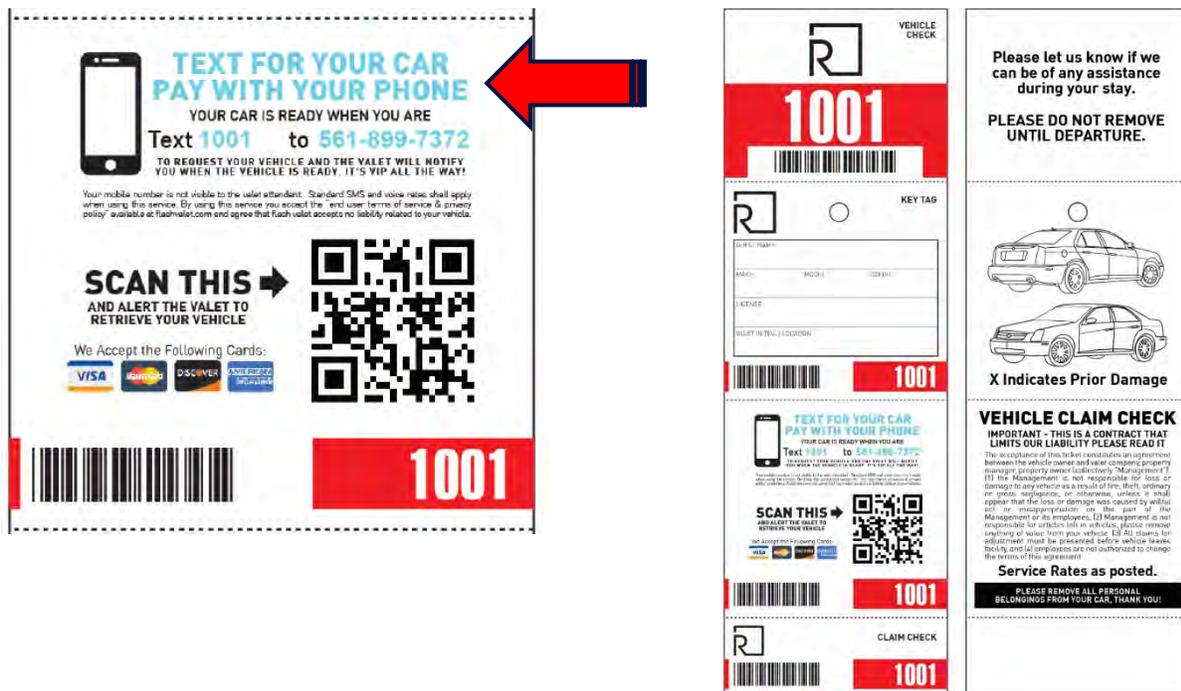
Cost to the City: Expensive. These systems come with a price tag that is comparable or even more expensive than the cost of the PARCS system. However, the convenience these systems provide is greatly appreciated by the parking public.

Text for your Car Valet System

As mentioned earlier, we have pivoted to another brand of valet control equipment provided by Flash parking. This system is similar to the current system in place with one important exception: it allows the customer to text for their vehicle as they are ready to return for their car. Imagine a diner in any one of the restaurants on Restaurant Row (as we have begun calling the area in our proposal process) is just about to finish their meal and leave for the evening. They can text for their vehicle as they pay their check. The valet stand sees an alert, asking for the car. They hustle to retrieve the car, so it is waiting for the customer when they depart the Beach House, Oceanic, or Lucky Fish...or even someone who decided to do a bit of fishing on the pier. This is an amazing convenience and greatly appreciated by our patrons at other locations where we use this technology.

Cost to the City: Less than you are paying now.

We have obtained a proposal for this system and will be happy to share, but per the directions in the RFP, prices are not to be disclosed. The SaaS fees associated with this system, in our experience, would be less than you are paying currently. Those fees are embedded in our Valet budget.



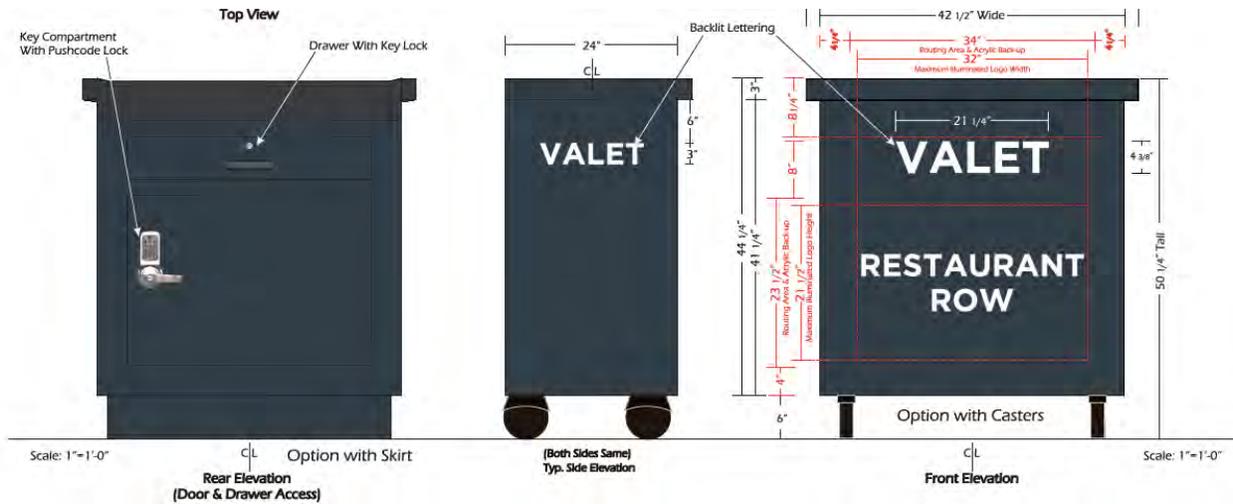
The Vault

How many times does someone drive down Restaurant Row looking for the valet stand? On a dark night, does it stand out? Is it the safest, most secure valet podium on the market today? One Parking will introduce a valet podium that screams “YES” to all of these. The Vault was developed by a friend of our company president who specializes in valet management. He wanted an impenetrable valet podium to safeguard the keys of some of the most expensive vehicles he parks.

The Vault is made of the thickest material on the market today. The front is backlit to display “Restaurant Row” (or some other name of your choosing), so it can be seen from a great distance. It comes with its own huge umbrella to protect patrons from sun and rain alike. And it is the safest way to protect the keys of the valet vehicles.

Cost to the City: Zero.

One Parking will provide the valet podium as our contribution to ongoing success and improvement of the valet operation. See **Exhibit C for Valet Defender options for Restaurant Row.**



Business Analytics “Smarking” Real-Time Analytics Business Intelligence (BI) Platform

One Parking is enabling next level success at the facilities we operate by turning data into actionable insights and then increased NOI and efficiencies. As such, one of many One Parking collaborative corporate initiatives, is the utilization of the “Smarking” real-time data analytics Business Intelligence (BI) platform. One Parking utilizes the Smarking BI platform to obtain those analytics, as a method to achieve the following results:

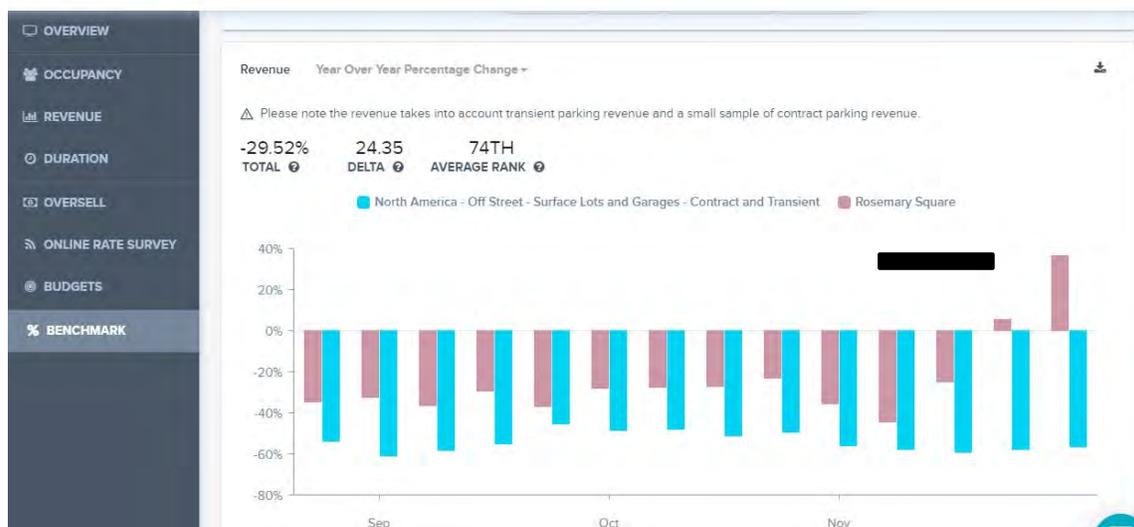
- Higher efficiency
- Increased revenue generation
- Efficient staffing deployment
- Better parking resource utilization
- Better internal collaboration between the field and Executives
- Consistent reporting regardless of control system brand



One Parking currently works with Smarking on a project to utilize their AYM (Asset Yield Management) software to boost revenues and asset value through dynamic pricing. We have deployed this tool at many of our locations. Advantageously, One Parking has partnered with Smarking, giving us a pricing advantage, special support, and hands-on professional collaboration. We are also one of the only operators to deploy a dedicated full-time person for data analysis, utilizing the Smarking tool.

If you look below you will see a screen shot of one of our client facilities. The Benchmarking tool tells us we are seeing greater revenue and occupancy than 75% of the other parking facilities in the pool of 910 parking locations. We will be happy to discuss our use of this technology in greater detail at your convenience. Also, please see the Case Studies we have provided following, where Smarking has brought value to other municipalities such as: The City of Aspen, CO and The City of Vancouver, BC.

Cost to the City: \$350 per location per month. Currently both the Pier and on-street spaces accepting payments through the Digital systems “push” the information necessary to participate in the analytics program, but that may change given our partnership with Kevin Uhlenhaker.



SMARKING'S MUNICIPAL CASE STUDIES



The City of Aspen, CO

- Business Intelligence and Data Management:** The City of Aspen, CO hired Smarking in 2016 to aggregate its on street parking operation into a holistic parking Business Intelligence and business intelligence application. In Aspen, Smarking is aggregating data across more than four data sources, including: Cale (now Flowbird) pay-stations, Cale's mobile payment solution, PayByPhone, and Genetec (license plate recognition) technology. The Smarking platform enables Aspen parking operations and relevant staff to quickly act on parking trends and measure the impact of parking policy decisions with data.
- Policy Change, Measurement, and Transportation Demand Management:** After analyzing the data in the Smarking application, Aspen implemented a variable rate policy, raising prices during the busy winter and summer seasons and keeping them (relatively) low during the shoulder season. The variable rate strategy increased parking availability, reduced congestion by 12.5%, and increased business sales tax receipts by 20%. The incremental 26% parking revenue from the variable pricing program were used to fund a bike share program and public shuttle service, enabling mode shift to more sustainable methods.
- Refining Policy Action:** Through the Smarking application Aspen can measure how parking demand changes over time. Since the initial policy action was taken Aspen's parking team has been diligent in measuring how parkers responded to the price changes. In June of 2018, parking policy was refined, extending the "premium pricing" to March and September while also increasing prices during the peak time, 11 – 3 PM. Preliminary analysis shows the policy is effective, encouraging residents and visitors to come to Aspen during off peak times – reducing congestion and improving the business climate by elongating peak business visitation to Aspen's retailers.
- Communicating with Data:** The Aspen Parking department uses the Smarking application to update Aspen City Council on how parking policy changes impact parking dynamics in downtown Aspen. Because Smarking's reporting is easy to understand, holistic, and consistent across months and years, Aspen City Council has placed an unprecedented level of trust in the Aspen parking department – enabling our clients to put in place policies they know will best improve mobility, congestion, and the parking experience in downtown Aspen.

Full Case Study: ~~City of Aspen Reduces Congestion and Peak Occupancy Through Data-Driven Policy~~

Short Video Success Story (2 min): ~~Smarking - Data Driven Decision Making~~

The City of Vancouver, BC, Canada via EasyPark

(Operator for the entire City parking portfolio)



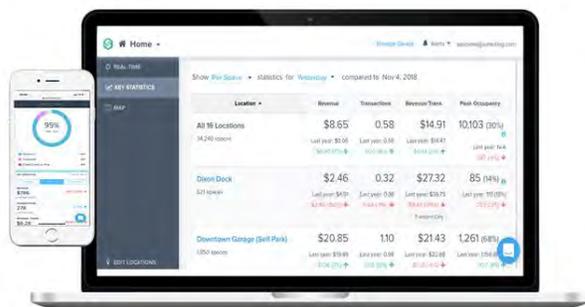
- Data-driven Enforcement Service for Elevated Results:** The City of Vancouver partners with EasyPark, a Vancouver based parking services firm, to provide customer service and enforcement service to over 100 parking sites of the City's. EasyPark diligently manages parking enforcement to reduce parking offenders and increase the efficiency of their parking inventory. Typically, high-occupancy locations tend to have higher violations than lower occupancy locations. Before EasyPark partnered with Smarking they didn't have accurate occupancy data to help optimize enforcement routing and better target high-violation locations, as a fixed enforcement plan can easily miss the high occupancy locations, resulting in wasted effort and lost revenue. However, with real-time occupancy information through Smarking, the staff have been able to plan and execute their enforcement trips to ensure effective citation issuance, resulting in significant revenue loss prevention.
- Data-driven Management for Mobile Payment Customer Experience:** To improve customer experiences and cut operational costs, EasyPark introduced mobile payment options to all locations in the City of Vancouver. They found it challenging however to estimate the likelihood their parkers were willing to adopt a new payment method. While consumer surveys could be expensive, time-consuming, and inaccurate, with Smarking's transaction and revenue data capabilities, EasyPark was able to successfully design and conduct experiments to examine parkers' acceptance of mobile payment and track the changes in payment behaviors. Following this experiment, EasyPark selectively removed meters and pay stations with low usage and meaningfully reduced operational costs for the city. In addition, EasyPark also leveraged Smarking to improve mobile payment marketing strategies. EasyPark sends out marketing "Street Teams" to promote mobile payment apps at different times of the year. "In the past we would send teams out when we thought a parking lot would be busy", says Heather Hogarth, Director of operations. "With Smarking, we can now clearly define when to send a marketing team, and to which lot - we can say go to this lot at 8:45 and leave by 10 am. Smarking gives us that kind of precise data on customer behavior."
- Leveraging Data to Uncover Opportunities:** As an organization embedded in community values, EasyPark sees meeting community parking needs as important as gaining revenues, and actively looks for ways to serve more parkers with limited resources. With Smarking, EasyPark was able to view historical data and discover opportunities of maximizing parking location utilization by enabling residents and employees of businesses in the area to use the same parking inventory at different time periods, generating additional revenue with the same parking assets by making data driven oversell decisions on monthly parking users. "The data stream helps our team monitor key parking metrics so that we can identify unusual situations and track down the reasons in a very timely manner. It has many benefits - fewer customer complaints, less revenue loss, better staffing, reduction of costs and so on. The Smarking dashboard is on everyone's desktop all of the time, and runs real-time in our operations center, it has become the way that we do business." - Nigel Bullers, Chief Executive Officer, EasyPark

Full Case Study: [EasyPark Leverages Smarking Data to Drive Parking Management and Policy](#)

Short Video Success Story (3 min): [Smarking Success Story - EasyPark](#)

Smarking enables data analytics & yield management for parking

- Leading provider of BI & Yield Management for parking
- Empowering 2,000+ locations across North America
- Turning parking data into actionable insights and NOI, e.g. data-driven staffing for customer satisfaction & cost minimization for over-demanded locations

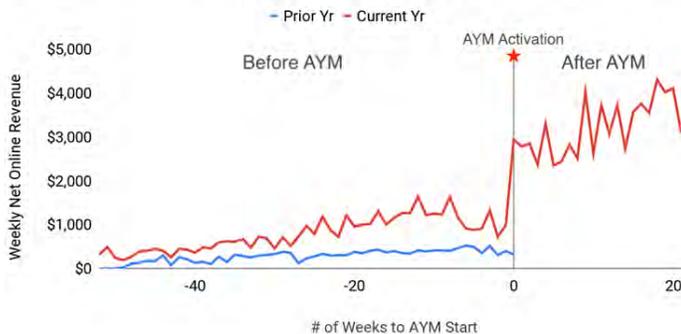


Proprietary & Confidential

Smarking AYM - 40% to 400% online revenue uplift for clients

- Automated Yield Management
- Dynamic pricing engine for parking
- Fully automatic software solution with machine learning & optimization algorithms as core tech
- ~\$1.2MM annual revenue increase for 11 parking locations in Chicago, Boston, NYC...

Boston Commercial Garage Boosts Revenue & Asset Value with Smarking AYM



Proprietary & Confidential

CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES



In summary, there are many more technology changes coming to the market that would benefit the City of Pompano's parking facilities. Maybe it's our smaller size that allows us to vet so many of those on the market today, using some...discarding others. One thing we are sure of: we can and will bring more of the beneficial technologies to the attention of Pompano leadership, as we are keeping a keen eye on emerging ideas and technology AND...we are inventing many ourselves.

We are the first to push counts...were one of the first to adopt 2-way remote monitoring....one of the first to install true cloud-based PARCS...and the best is yet to come. We can talk for longer than this proposal allows about all of the technology in our industry. We have highlighted just a few. We'll be happy to spend hours talking about more. Thank you for allowing us to be a part of this proposal process.

MARKETING PLAN

One Parking's Marketing Director, Theresa Lilly, will be responsible for the marketing strategies and efforts to advertise the City of Pompano Beach parking program. This includes creating and designing digital and traditional marketing campaigns to inform all patrons of the available parking options at the parking facilities. Our Online Marketing Specialist, Zach Lieberman, will be responsible for establishing an online presence for the City of Pompano Beach parking program. To develop an online presence and further enhance the parking program's exposure, Zach will ensure that the listings show up on all local search platforms, rank highest on all search engines and maps (most notably Google), maintain online visibility for the locations, and extend our digital reach.

Our General Manager for the City of Pompano Beach will be the driving force behind the field marketing, as such, he will continuously perform market research. This market research includes studying area parking rates, the customer base, and local happenings/events. On a quarterly basis, the General Manager will work with One Parking's Marketing Department in preparing quarterly reports that will be presented to the City.

One Parking will also implement the following Marketing Tactics:

- **Third-Party Aggregators.** One Parking will enroll the garage locations with our strategic partners, such as SpotHero, ParkWhiz, and Parkopedia. These portals are designed for us to designate space availability, rates based on slower periods, and offer pre-paid parking.
- **Yext & One Parking Online Marketing Solution.** For Local Search Engine Optimization (SEO), *i.e. greater local visibility, brand consistency, and to ensure your parking facility "Listing" appears before other results in Google search*, **One Parking will onboard the City of Pompano Beach parking facilities into our "Yext" Digital Knowledge Management Database.** One Parking partnered with "Yext" to ensure our public-facing information online is discoverable everywhere consumers search. The Yext platform allows us to manage all public-facing data for our parking garages in real-time. **With Yext optimization and data integrations with more than 100 global maps, apps, search engines, voice assistants, directories, and social networks**, the City of Pompano Beach parking assets will stand out in an increasingly competitive market and customers will find our listing first.



- **Social Media Marketing.** Incorporating the use of Social Media and Apps will provide the most updated and relevant parking information to the City of Pompano Beach area audience.

FEES & COSTS

In order to provide complete transparency, we have shown all details associated with the development of our proformas. Our costs for the parking program, as outlined in the RFP, are shown on the following pages.



CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

DIVISION OF SUPERVISORY SALARIES - POMPANO BEACH

General Manager	Mike Tuten	\$ 67,000	full time
Office Manager / Assistant Manager	Christelle Desources	\$ 44,000	full time
		<u>\$ 111,000</u>	

Divide payroll accordingly, by percentage of total revenue collected in 2019

The Pier	\$ 449,500	14%	Based on 2019 actuals
On-Street	<u>\$ 2,688,000</u>	86%	Based on 2019 actuals
	<u>\$ 3,137,500</u>		

Add a percentage to valet, which is minimal revenue, but challenging.

The Pier	9%	\$ 9,990
On-Street	81%	\$ 89,910
Valet	10%	\$ 11,100

Group Health Insurance assumed for a total of 7 positions and shown in the Health, Welfare and Pension line item.

Oceanside - 2 singles	The Pier - 1 single, 1 emp + spouse
Valet - 1 single	Enforcement - 2 singles

IF EMPLOYEES DO NOT CHOOSE TO PARTICIPATE, THESE COSTS WILL BE REMOVED.

On-Street Enforcement Labor Costs

Lead	Lead Officer - full time	17/hr	\$ 34,000				
	2nd shift weekday - full time	15/hr	\$ 30,000				
	1st shift weekend - part time	14/hr	\$ 11,648	8	\$14	104	\$11,648
	2nd shift weekend - part time	14/hr	\$ 11,648				
			<u>\$ 87,296</u>				
	Total Manager Allocation		\$ 89,910				
	Corporate Audit / Oversight		<u>\$ 4,969</u>				
	Total Payroll		<u>\$ 182,175</u>				

The Pier Garage

Weekend Manager - part time	\$15/hr	\$ 7,800	5	\$15	104	\$7,800
Maintenance / Portering - full time	\$11/hr	\$ 22,880	8	\$11	260	\$22,880
		\$ 9,990				
		<u>\$ 4,969</u>				
	Total Payroll	<u>\$ 45,639</u>				

Valet Operation

Weekdays	Lead Valet	5p-11p	\$14,040	6	\$9	260	\$14,040
	Peak Help	7p - 11p	\$9,360	4	\$9	260	\$9,360
Weekends	1st shift	12n-8p	\$7,488	8	\$9	104	\$7,488
	2nd shift	4p-11p	\$6,552	7	\$9	104	\$6,552
	Peak Help	7p-11p	<u>\$3,744</u>	4	\$9	104	<u>\$3,744</u>
			\$41,184				
	Total Manager Allocation		\$ 11,100				
	Corporate Audit / Oversight		<u>\$ 3,975</u>				
	Total Payroll		<u>\$ 56,259</u>				

New Oceanside Garage - 2023 opening

Fully automated garage - maintenance man and management / supervision only. Do not allocate management to other three locations due to comparisons taking place.

Maintenance / Portering	\$13/hr	\$27,040	8	\$13	260	\$27,040
	Senior manager	\$ 46,000				
	Nights/Weekends Manager	\$ 14,000				
	Corporate Audit / Oversight	<u>\$ 4,969</u>				
		<u>\$ 87,040</u>				

TOTAL WAGES IN ALL BUDGETS WILL BE SLIGHTLY HIGHER DUE TO ADDITION OF HOLIDAYS, VACATION, SICK TIME

BUDGET ITEMS OF NOTE:

ON-STREET ENFORCEMENT

NuPark annual subscription fees for continued used of the NuPark tech:	\$	18,000
Variable costs associated with NuPark at \$.15 per ticket x 11,000 tickets	\$	1,650
Automobile includes the purchase and amortization of a 2021 Ford Escape to be used as enforcement vehicle. If City elects to allow OPI use of City vehicle the budget will be reduced accordingly.	\$	5,592
Automobile includes minor vehicle servicing (oil, filters, tires) If City elects to service vehicle internally this cost will be removed.	\$	1,200
Automobile includes fuel expense. If City elects to allow fueling at fleet center, this cost will be removed.	\$	4,968
Credit Card Processing fees are added to the budget as a percentage of total revenue. This warrants greater discussion in order to obtain the percentage of credit card / debit card / cash divisions of revenue.	\$	28,642
A/R Processing is for the purchase of IntegraPark Geneva and Paris licenses in first year only. In following years, maintenance fees only.	\$	1,700
Marketing includes the cost of Yext for social media SEO and consistency as well as PDA in anticipation of pushing available space information to parkers	\$	1,860
Parkpliant Citation Management will handle the pursuit of violators who do not windshield pay. Their costs are \$1.25 per letter and \$1.50 per out-of-state plate query. All other fees associated with citations are pushed to the violator so the City bears no more costs. Math assumption is as follows:		
Total number of Citations per year		10,500
Windshield Pay	70%	7350
Citations to be tracked / collected		3,150 20% out-of-state
Cost per letter		\$ 1.25 \$ 1.75
Cost to proforma		\$ 3,938 \$ 1,103 \$ 5,040

One Parking has included the cost of liability insurance on the enforcement vehicle but has NOT included insurance on the surface lots spaces. This will need to be clarified and can be included if necessary.

The Pier Garage

We envision the continuation of the 2-way audio/video remote monitoring and have budgeted accordingly	\$	8,280
We budgeted \$450 per month for the service agreement for the garage elevators. We need to verify the actual cost. Shown in "Repairs and Maint."	\$	5,400
We envisioned continuing the NowCare service agreement for the existing Amano equipment Shown in "Repairs and Maintenance"	\$	11,724
The "SOSA" expense item is for "Statements of Standards Attestation" as per requirements in the RFP. We have divided the \$10,000 annual cost equally between Valet, Enforcement and Pier garage.	\$	3,336

The Valet

We have budgeted both liability insurance premiums AND valet claims. Our insurance includes a \$5,000 deductible. Our average claim is \$1,211. We budgeted one damage claim every other month. If this does not occur, there will be no cost.	\$	11,000 combined
"A/R Processing" reflects the purchase of a license of IntegraPark Geneva and does not include a Paris license as there are no monthlies to bill for	\$	950
One Parking will provide the valet podium, customized with graphics approved by the City, at no cost to the City.	\$	-

One Parking is aware that valet vehicles park in the lower level of the Pier garage. We understand that the valet operation leases those spaces from the Pier, but are unsure whether or not this practice will continue. As such, we have NOT shown this significant expense. This should be discussed.

Oceanside Garage

We envisioned a fully automated garage. We budgeted for a full-time maintenance / porter position, a full-time on-site manager and a weekends manager as well.	\$	93,000
We envisioned the use of 2 way remote monitoring in this garage as well	\$	9,000
We budgeted \$450 per month for an elevator service agreement	\$	5,400
Telephone includes data lines needed for a cloud-based PARCS system	\$	4,560
We budgeted a monthly SaaS fee as we envisioned a cloud-based system	\$	4,776



CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

ON-STREET ENFORCEMENT

LOCATION: On-Street Enforcement DATE: 12/11/2020 REVISION: First Draft
 LOCATON #: 0



												2021 Budget Total	Year 2	Year 3	Year 4	Year 5	Escalator															
												Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec									
BUDGET SUMMARY																																
OPERATING REVENUE																																
Monthly	<i>Used information based on a pre-Covid 2019 actuals provided in RFP materials. Actuals may vary in 2020.</i>											11,840	11,840	11,840	11,840	11,840	11,840	11,840	11,840	11,840	11,840	11,840	11,840	142,080								
Transient												193,929	178,788	194,547	188,882	193,929	189,500	193,929	194,238	189,191	193,929	189,191	194,238	2,294,291								
Eventrev												0	0	0	0	0	0	12,000	0	0	0	0	0	0	12,000							
Valet Revenue												0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Presold Validations												0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Validation Income												0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Online Revenue												0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Parking Violation Revenue	(included in Transient)											0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Permits Revenue	(included in Monthly)											0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Sales Tax												(13,214)	(12,223)	(13,231)	(12,884)	(13,214)	(12,901)	(13,946)	(13,211)	(12,880)	(13,214)	(12,904)	(13,211)	(157,033)								
TOTAL OPERATING REVENUE												192,555	178,405	193,156	187,838	192,555	188,439	203,823	192,867	188,151	192,555	188,127	192,867	2,291,338								
PAYROLL																																
Wage												18,318	14,274	14,274	14,274	18,318	14,274	18,318	14,274	14,749	17,843	14,796	14,796	188,510	194,165	199,990	205,990	212,170	3%			
Payroll Taxes and Burden												1,645	1,282	1,282	1,282	1,645	1,282	1,645	1,282	1,324	1,329	1,329	1,329	16,655	17,154	17,669	18,199	18,745	3%			
Health, Welfare and Pension												1,656	1,236	1,236	1,305	1,656	1,305	1,656	1,305	1,347	1,405	1,354	1,281	16,741	17,244	17,761	18,294	18,843	3%			
TOTAL PAYROLL												21,618	16,792	16,792	16,862	21,618	16,862	21,618	16,862	17,420	20,577	17,479	17,406	221,906	228,563	235,420	242,483	249,757				
OPERATING EXPENSES																																
Choose and copy your Expense Line Items from Reference Table 1																																
61100 Automobile	Details											980	980	980	980	980	980	980	980	980	980	980	980	11,760	12,348	12,965	13,614	14,294	5%			
61200 Bank Service Charge	Details											75	75	75	75	75	75	75	75	75	75	75	75	900	945	992	1,042	1,094	5%			
61300 Credit Card Processing	Details	City is MOF											100	100	100	100	100	100	100	100	100	100	100	1,200	2,500	1,500	1,000	750	special			
62200 Human Resources	Details											48	48	48	48	48	48	48	48	48	48	48	48	576	593	611	629	648	3%			
62300 Insurance	Details											375	375	375	375	375	375	375	375	375	375	375	375	4,500	4,770	5,056	5,360	5,681	6%			
62700 Liability Claim	Details											0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6%				
62800 Management Fees	Refer to MgmtfeeTab											3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	36,000	37,080	38,192	39,338	40,518	3%				
62870 Marketing	Details											155	155	155	155	155	155	155	155	155	155	155	155	1,860	1,953	2,051	2,153	2,261	5%			
62900 Office Expense	Details											83	83	83	83	83	83	83	83	83	83	83	83	996	1,046	1,098	1,153	1,211	5%			
62950 OPark	Details											0	0	0	0	0	0	0	0	0	0	0	0	8,280	8,942	9,658	10,430	11,265	8%			
63000 Third Party Payroll Services	Details											38	31	31	31	38	31	38	31	31	38	31	31	398	410	423	435	448	3%			
63100 Permits and License	Details											500	0	0	0	0	0	0	0	0	0	0	0	500	500	500	500	500	0%			
63200 Postage & Delivery	Details											50	50	50	50	50	50	50	50	50	50	50	50	600	600	600	600	600	0%			
63300 Printing and Reproduction	Details											0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%			
63550 A/R Processing	Details											1,700	0	0	0	0	0	0	0	0	0	0	0	1,700	240	240	240	240	special			
63400 Third Party CPA	Details											400	400	400	400	400	400	400	400	400	400	400	400	4,800	4,896	4,994	5,094	5,196	2%			
63500 Prof Fees Computer	Details											321	321	321	321	321	321	321	321	321	321	321	321	3,852	4,045	4,247	4,459	4,682	5%			
63800 Repairs & Maintenance	Refer to R&M Tab											75	75	75	75	75	75	75	75	75	75	75	75	900	936	973	1,012	1,053	4%			
64200 Security	Details											0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%			
64300 Supplies	Details											373	373	373	373	373	373	373	373	373	373	373	373	4,476	4,610	4,749	4,891	5,038	3%			
64350 Signage	Details											75	75	75	75	75	75	75	75	75	75	75	75	900	900	900	900	900	0%			
64400 Supplies tickets	Details											150	150	150	150	150	150	150	150	150	150	150	150	1,800	1,854	1,910	1,967	2,026	3%			
64495 Taxes	Details											0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%			
64500 Telephone	Details											230	230	230	230	230	230	230	230	230	230	230	230	2,760	2,870	2,985	3,105	3,229	4%			
64900 Travel & Entertainment	Details											0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%			
65000 Uniforms	Details											450	0	150	0	150	0	150	0	0	0	0	0	900	927	955	983	1,013	3%			
65100 Utilities	Details											0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%			
65300 Mystery Shopper	Details											240	240	240	240	240	240	240	240	240	240	240	240	2,880	2,880	2,880	2,880	2,880	0%			
65400 Miscellaneous	Details	NuP SaaS											1,916	1,916	1,916	1,916	1,916	1,916	1,916	1,916	1,916	1,916	1,916	1,916	22,992	23,912	24,868	25,863	26,897	4%		
Parkpliant Citation Management Fees	Details											420	420	420	420	420	420	420	420	420	420	420	420	5,040	5,292	5,557	5,834	6,126	5%			
TOTAL OPERATING EXPENSES:												33,373	25,889	26,039	25,958	30,873	25,958	30,873	25,958	26,517	29,681	26,575	26,502	334,196	353,613	364,323	375,966	388,307				
Percentage Management Fee:												0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%			
OPERATING INCOME:												137,564	135,724	150,325	145,018	140,064	145,619	151,332	150,047	144,213	142,297	144,073	148,959	1,735,236								





CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

PIER GARAGE

LOCATION: The Pier Garage DATE: 12/11/2020 REVISION: First Draft
 LOCATON #: 0



BUDGET SUMMARY	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	2021 Budget Total	Year 2	Year 3	Year 4	Year 5	escalator
OPERATING REVENUE																		
Monthly	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	66,000					
Transient	32,000	32,000	32,000	32,000	32,000	32,000	32,000	32,000	32,000	32,000	32,000	32,000	384,000					
Eventrev	0	0	0	0	0	0	0	0	0	0	0	0	0					
Valet Revenue	0	0	0	0	0	0	0	0	0	0	0	0	0					
Presold Validations	0	0	0	0	0	0	0	0	0	0	0	0	0					
Validation Income	0	0	0	0	0	0	0	0	0	0	0	0	0					
Online Revenue	0	0	0	0	0	0	0	0	0	0	0	0	0					
To be Determined #1	0	0	0	0	0	0	0	0	0	0	0	0	0					
To be Determined #2	0	0	0	0	0	0	0	0	0	0	0	0	0					
Sales Tax	(1,344)	(1,344)	(1,344)	(1,344)	(1,344)	(1,344)	(1,344)	(1,344)	(1,344)	(1,344)	(1,344)	(1,344)	(16,128)					
TOTAL OPERATING REVENUE	36,156	433,872																
PAYROLL																		
Wage	25,588	19,763	19,763	19,763	25,588	19,763	25,588	19,763	20,647	24,704	20,769	20,769	262,472	270,347	278,457	286,811	295,415	3%
Payroll Taxes and Burden	2,298	1,775	1,775	1,775	2,298	1,775	2,298	1,775	1,854	1,865	1,865	1,865	23,217	23,913	24,631	25,369	26,131	3%
Health, Welfare and Pension	2,344	1,711	1,711	1,840	2,344	1,840	2,344	1,840	1,917	1,998	1,929	1,798	23,617	24,326	25,055	25,807	26,581	3%
TOTAL PAYROLL	30,231	23,249	23,249	23,378	30,231	23,378	30,231	23,378	24,418	28,567	24,563	24,433	309,306	318,585	328,143	337,987	348,127	
OPERATING EXPENSES																		
Choose and copy your Expense Line Items from Reference Table 1																		
61100 Automobile	0	0	0	0	0	0	0	0	0	0	0	0	0					
61200 Bank Service Charge	75	75	75	75	75	75	75	75	75	75	75	75	900	945	992	1,042	1,094	5%
61300 Credit Card Processing	452	452	452	452	452	452	452	452	452	452	452	452	5,423	2,500	1,500	1,000	750	special
62150 Equipment Purchase	0	0	0	0	0	0	0	0	0	0	0	0	0					
62200 Human Resources	134	134	134	134	134	134	134	134	134	134	134	134	1,608	1,656	1,706	1,757	1,810	3%
62300 Insurance	1,091	1,091	1,091	1,091	1,091	1,091	1,091	1,091	1,091	1,091	1,091	1,091	13,088	13,873	14,706	15,588	16,523	6%
62700 Liability Claim	109	109	109	109	109	109	109	109	109	109	109	109	1,309	1,388	1,471	1,559	1,653	6%
62800 Management Fees	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	18,000	18,540	19,096	19,669	20,259	3%
62870 Marketing	155	155	155	155	155	155	155	155	155	155	155	155	1,860	1,953	2,051	2,153	2,261	5%
62900 Office Expense	83	83	83	83	83	83	83	83	83	83	83	83	996	1,046	1,098	1,153	1,211	5%
62950 OPark	690	690	690	690	690	690	690	690	690	690	690	690	8,280	8,942	9,658	10,430	11,265	8%
63000 Third Party Payroll Services	38	31	31	31	38	31	38	31	31	38	31	31	398	410	423	435	448	3%
63100 Permits and License	500	0	0	0	0	0	0	0	0	0	0	0	500	500	500	500	500	0%
63200 Postage & Delivery	50	50	50	50	50	50	50	50	50	50	50	50	600	600	600	600	600	0%
63300 Printing and Reproduction	0	0	0	0	0	0	0	0	0	0	0	0	0					
63550 A/R Processing	1,700	0	0	0	0	0	0	0	0	0	0	0	1,700	240	240	240	240	special
63400 Third Party CPA	400	400	400	400	400	400	400	400	400	400	400	400	4,800	4,896	4,994	5,094	5,196	2%
63500 Prof Fees Computer	321	321	321	321	321	321	321	321	321	321	321	321	3,852	4,045	4,247	4,459	4,682	5%
63800 Repairs & Maintenance	1,562	1,562	1,562	1,562	1,562	1,562	1,562	1,562	1,562	1,562	1,562	1,562	18,744	19,494	20,274	21,084	21,928	4%
64200 Security	0	0	0	0	0	0	0	0	0	0	0	0	0					
64300 Supplies	373	373	373	373	373	373	373	373	373	373	373	373	4,476	4,610	4,749	4,891	5,038	3%
64350 Signage	75	75	75	75	75	75	75	75	75	75	75	75	900	900	900	900	900	0%
64400 Supplies tickets	70	70	70	70	70	70	70	70	70	70	70	70	840	865	891	918	945	3%
64495 Taxes	0	0	0	0	0	0	0	0	0	0	0	0	0					
64500 Telephone	230	230	230	230	230	230	230	230	230	230	230	230	2,760	2,870	2,985	3,105	3,229	4%
64900 Travel & Entertainment	0	0	0	0	0	0	0	0	0	0	0	0	0					
65000 Uniforms	185	185	35	35	35	35	35	35	35	35	35	35	720	742	764	787	810	3%
65100 Utilities	0	0	0	0	0	0	0	0	0	0	0	0	0					
65300 Mystery Shopper	120	120	120	120	120	120	120	120	120	120	120	120	1,440	1,440	1,440	1,440	1,440	0%
65400 Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0	0					
Standards Testing	278	278	278	278	278	278	278	278	278	278	278	278	3,336	3,336	3,336	3,336	3,336	
TOTAL OPERATING EXPENSES:	40,422	31,233	31,083	31,212	38,072	31,212	38,072	31,212	32,252	36,408	32,397	32,266	405,837	414,376	426,762	440,128	454,244	
Percentage Management Fee:	0	0	0	0	0	0	0	0	0	0	0	0	0					
OPERATING INCOME:	-4,266	4,923	5,073	4,944	-1,916	4,944	-1,916	4,944	3,904	-252	3,759	3,890	28,035					





CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

VALET OPERATIONS

LOCATION: Restaurant Row Valet DATE: 12/11/2020 REVISION: First Draft
 LOCATON #: 0



BUDGET SUMMARY

OPERATING EXPENSES

PAYROLL

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	2021 Budget Total	Year 2	Year 3	Year 4	Year 5	Escalator
FLORIDA MINIMUM WAGE IN EFFECT:													\$ 10.00	\$ 11.00	\$ 12.00	\$ 13.00	\$ 14.00	\$ 4,680 per year
Wage	6,111	4,594	4,594	4,594	6,111	4,594	6,111	4,594	4,962	5,743	5,000	5,000	62,011	66,691	71,371	76,051	80,731	3%
Payroll Taxes and Burden	549	413	413	413	549	413	549	413	446	449	449	449	5,502	5,667	5,837	6,012	6,192	3%
Health, Welfare and Pension	564	398	398	433	564	433	564	433	464	481	469	433	5,633	5,802	5,976	6,155	6,340	3%
TOTAL PAYROLL	7,224	5,405	5,405	5,440	7,224	5,440	7,224	5,440	5,873	6,673	5,918	5,882	73,146	78,160	83,184	88,218	93,263	

OPERATING EXPENSES

Choose and copy your Expense Line Items from Reference Table 1

61100 Automobile	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
61200 Bank Service Charge	75	75	75	75	75	75	75	75	75	75	75	75	900	945	992	1,042	1,094	5%	
61300 Credit Card Processing	tbd	tbd	tbd	tbd	tbd	tbd	tbd	tbd	tbd	tbd	tbd	tbd	0	0	0	-	0	special	
62150 Equipment Purchase	Flash SaaS	219	219	219	219	219	219	219	219	219	219	219	2,628						
62200 Human Resources	90	90	90	90	90	90	90	90	90	90	90	90	1,080	1,112	1,146	1,180	1,216	3%	
62300 Insurance	275	275	275	275	275	275	275	275	275	275	275	275	3,300	3,498	3,708	3,930	4,166	6%	
62700 Liability Claim	600	600	600	600	600	600	600	600	600	600	600	600	7,200	7,632	8,090	8,575	9,090	6%	
62800 Management Fees	Refer to MgmtfeeTab	1,900	1,900	1,900	1,900	1,900	1,900	1,900	1,900	1,900	1,900	1,900	22,800	23,484	24,189	24,914	25,662	3%	
62870 Marketing	155	155	155	155	155	155	155	155	155	155	155	155	1,860	1,953	2,051	2,153	2,261	5%	
62900 Office Expense	183	183	183	183	183	183	183	183	183	183	183	183	2,196	2,306	2,421	2,542	2,669	5%	
62950 OPark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8%	
63000 Third Party Payroll Services	38	31	31	31	38	31	38	31	31	38	31	31	398	410	423	435	448	3%	
63100 Permits and License	500	0	0	0	0	0	0	0	0	0	0	0	500	500	500	500	500	0%	
63200 Postage & Delivery	50	50	50	50	50	50	50	50	50	50	50	50	600	600	600	600	600	0%	
63300 Printing and Reproduction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
63550 A/R Processing	950	0	0	0	0	0	0	0	0	0	0	0	950	120	120	120	120	special	
63400 Third Party CPA	400	400	400	400	400	400	400	400	400	400	400	400	4,800	4,896	4,994	5,094	5,196	2%	
63500 Prof Fees Computer	20	20	20	20	20	20	20	20	20	20	20	20	240	252	265	278	292	5%	
63800 Repairs & Maintenance	Refer to R&M Tab	50	50	50	50	50	50	50	50	50	50	50	600	624	649	675	702	4%	
64200 Security	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
64300 Supplies	50	50	50	50	50	50	50	50	50	50	50	50	600	618	637	656	675	3%	
64350 Signage	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
64400 Supplies tickets	50	50	50	50	50	50	50	50	50	50	50	50	600	618	637	656	675	3%	
64495 Taxes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
64500 Telephone	160	160	160	160	160	160	160	160	160	160	160	160	1,920	1,997	2,077	2,160	2,246	4%	
64900 Travel & Entertainment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
65000 Uniforms	250	250	100	100	100	100	100	100	100	100	100	100	1,500	1,545	1,591	1,639	1,688	3%	
65100 Utilities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
65300 Mystery Shopper	120	120	120	120	120	120	120	120	120	120	120	120	1,440	1,440	1,440	1,440	1,440	0%	
Rent to The Pier for valet spaces	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
Standards Testing	SOSA	278	278	278	278	278	278	278	278	278	278	278	3,336	3,336	3,336	3,336	3,336	0%	
TOTAL OPERATING EXPENSES:	13,637	10,360	10,210	10,245	12,037	10,245	12,037	10,245	10,678	11,486	10,724	10,687	132,594	136,046	143,047	150,143	157,339		



CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

OCEANSIDE GARAGE

LOCATION: New Oceanside Garage DATE: 12/11/2020 REVISION: First Draft
 LOCATON #: Opens 2025



BUDGET SUMMARY

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	2024 Budget Total	Year 2	Year 3	Year 4	Year 5	Escalator
FLORIDA MINIMUM WAGE IN EFFECT:													\$ 13.00	\$ 14.00	\$ 15.00	\$ 15.00	\$ 15.00	
PAYROLL																		
Wage	8,983	7,103	7,103	7,103	8,983	7,103	8,983	7,103	7,207	8,879	7,390	7,390	93,329	97,062	100,944	103,973	107,092	3 and 4%
Payroll Taxes and Burden	807	638	638	638	807	638	807	638	647	664	664	664	8,247	8,495	8,749	9,012	9,282	3%
Health, Welfare and Pension	847	615	615	685	847	685	847	685	694	736	713	640	8,608	8,866	9,132	9,406	9,688	3%
TOTAL PAYROLL	10,637	8,356	8,356	8,425	10,637	8,425	10,637	8,425	8,548	10,278	8,766	8,693	110,184	114,423	118,826	122,391	126,062	
OPERATING EXPENSES																		
Choose and copy your Expense Line Items from Reference Table 1																		
61100 Automobile	0	0	0	0	0	0	0	0	0	0	0	0	0					
61200 Bank Service Charge	75	75	75	75	75	75	75	75	75	75	75	75	900	945	992	1,042	1,094	5%
61300 Credit Card Processing	tbd	0	0	0	0	0	special											
62150 Equipment Purchase	0	0	0	0	0	0	0	0	0	0	0	0	0					
62200 Human Resources	40	40	40	40	40	40	40	40	40	40	40	40	480	494	509	525	540	3%
62300 Insurance	1,623	1,623	1,623	1,623	1,623	1,623	1,623	1,623	1,623	1,623	1,623	1,623	19,474	20,642	21,881	23,194	24,585	6%
62700 Liability Claim	162	162	162	162	162	162	162	162	162	162	162	162	1,947	2,064	2,188	2,319	2,458	6%
62800 Management Fees	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	18,000	18,540	19,096	19,669	20,259	3%
62870 Marketing	155	155	155	155	155	155	155	155	155	155	155	155	1,860	1,953	2,051	2,153	2,261	5%
62900 Office Expense	183	183	183	183	183	183	183	183	183	183	183	183	2,196	2,306	2,421	2,542	2,669	5%
62950 OPark	750	750	750	750	750	750	750	750	750	750	750	750	9,000	9,720	10,498	11,337	12,244	8%
63000 Third Party Payroll Services	38	31	31	31	38	31	38	31	31	38	31	31	398	410	423	435	448	3%
63100 Permits and License	500	0	0	0	0	0	0	0	0	0	0	0	500	500	500	500	500	0%
63200 Postage & Delivery	50	50	50	50	50	50	50	50	50	50	50	50	600	600	600	600	600	0%
63300 Printing and Reproduction	0	0	0	0	0	0	0	0	0	0	0	0	0					
63550 A/R Processing	1,700	0	0	0	0	0	0	0	0	0	0	0	1,700	240	240	240	240	special
63400 Third Party CPA	400	400	400	400	400	400	400	400	400	400	400	400	4,800	4,896	4,994	5,094	5,196	2%
63500 Prof Fees Computer	321	321	321	321	321	321	321	321	321	321	321	321	3,852	4,045	4,247	4,459	4,682	5%
63800 Repairs & Maintenance	585	585	585	585	585	585	585	585	585	585	585	585	7,020	7,301	7,593	7,897	8,212	4%
64200 Security	0	0	0	0	0	0	0	0	0	0	0	0	0					
64300 Supplies	373	373	373	373	373	373	373	373	373	373	373	373	4,476	4,610	4,749	4,891	5,038	3%
64350 Signage	75	75	75	75	75	75	75	75	75	75	75	75	900	900	900	900	900	0%
64400 Supplies tickets	125	125	125	125	125	125	125	125	125	125	125	125	1,500	1,545	1,591	1,639	1,688	3%
64495 Taxes	0	0	0	0	0	0	0	0	0	0	0	0	0					
64500 Telephone	380	380	380	380	380	380	380	380	380	380	380	380	4,560	4,742	4,932	5,129	5,335	4%
64900 Travel & Entertainment	0	0	0	0	0	0	0	0	0	0	0	0	0					
65000 Uniforms	185	185	35	35	35	35	35	35	35	35	35	35	720	742	764	787	810	3%
65100 Utilities	0	0	0	0	0	0	0	0	0	0	0	0	0					
65300 Mystery Shopper	120	120	120	120	120	120	120	120	120	120	120	120	1,440	1,440	1,440	1,440	1,440	0%
65400 Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0	0					
Flash Cloud Based SaaS fees	398	398	398	398	398	398	398	398	398	398	398	398	4,776	4,776	4,776	4,776	4,776	
TOTAL OPERATING EXPENSES:	20,875	16,387	16,237	16,306	18,525	16,306	18,525	16,306	16,428	18,167	16,647	16,574	207,283	207,834	216,210	223,959	232,039	

SCHEDULE TO BECOME OPERATIONAL

Implementation & Operations Plan

To operate an efficient parking operation, it is necessary to have standard rules and regulations. The operating guidelines One Parking assembled, are designed to provide day-to-day guidance for an efficient and convenient parking operation. One Parking would provide an Operating Policies Plan within 90 days of initial operation.

We are committed to having Senior Level Managers/Executives to assist with the transition, Corporate Administrators, along with the onsite employees designated for the transition. Each member of our experienced transition team has an area of expertise and will be responsible for focusing on quality assurance for that area of the business. Our Executive Team is experienced in overseeing complex transitions, therefore, will meet with the City of Pompano Beach to clarify a specific transition plan, which incorporates all stakeholder's involvement.

Summary of Transition - City of Pompano Beach:

- Develop a detailed Transition Plan after initial City of Pompano Beach meeting
- Subcontractor/Contracts and onsite meetings
- Coordination/Meetings with vendors for transition items
- Staffing - Training/Hiring
- Supply - Review & Ordering

Please see the schedule of tasks following, which illustrates the major tasks within our Transition Plan.

TRANSITION PLAN



One Parking Transition Plan – Explained



Overview: The initial success of the transition, for new or existing parking facilities, sets the tone for the future operation.

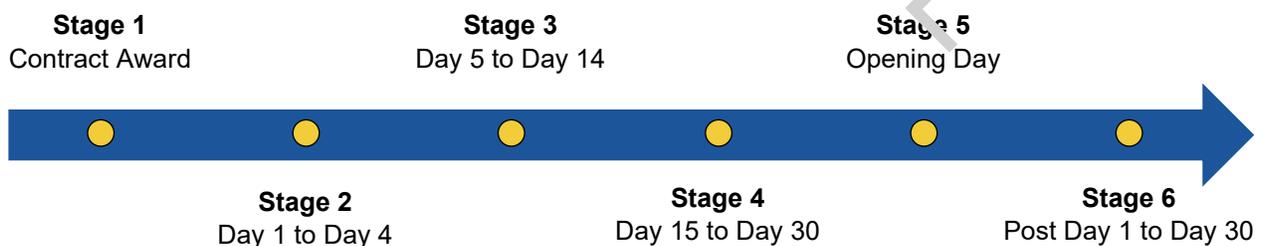
Understanding both the constant and unique requirements of each operation is key to developing a thorough transition plan. One Parking has implemented tools and procedures to ensure that everything is tracked, and nothing is missed, even with highly complex structures.

Quick Facts:

- Each transition requires the effective communication of **10 internal departments**
- Average transition requires the effective coordination of **at least 15 external vendors**
- Shortest opening: **Less than 48 hours' notice** requiring transitory solutions
- Longest opening: **Exceeded 2 years** with redevelopment and new PARCS installation
- Average number of tasks to complete: **75 tasks**
- **Dedicated Project Manager** to oversee tasks and coordination of project requirements

What it looks like: When awarded a contract, the One Parking opening process is set into motion simultaneously. We have identified key stages throughout a transition to maintain efficiencies and ensure forward progress at all times. These stage kickoff tasks assist us in understanding at what point each internal department and external vendor needs to be engaged. We have designed our standard new location opening procedures around an average 30-day timeline (see below). There are six stages and two primary tools used to effectively rollout a location. From there, we are able to tailor the timeline to meet the specific project requirements.

New Location Opening Template – Stages



Transition - Quality Assurance:

One Parking began using Asana as our primary project management tool in March 2017. Since then, we have utilized it to successfully launch 60+ parking operations across the United States. With every launch, we have continued to refine our opening process to better serve our Clients.

New Location Opening Template

Printed from Asana

Stage 1 - Notice of Location Award (verbal)

- Contract/Lease Status (use status field)
Contract/Lease Status: Not Started

Stage 2 - Day One to Day Four

- Kirsten/VP give go ahead to Diane to open entity and bank account
- Setup Entity
- Setup Bank Account (varies; sometimes use OPLLC to bypass initially) and Order Bank Deposit Slips
- New Location Opening Form Sent to VP
- Establish Change funds (add CL)
- Setup General Ledger
- Create Dropbox Access

Stage 3 - Day Five to Day Fourteen

- Notice of Location Legal Name and Tax-ID
- Add Bank Account to AR login and Check Scanner
- Submit GAM Form Online (see notes)
- Smarking: Submit form online
Link to HelloSign Form showing location details and requiring a signature for acceptance of Smarking partnership at this location.
- Smarking: Send vendor introduction email
Use template of vendor introduction email
- Create and Send W-9 to GAM once bank account is available
- Submit ticket through IT Solution "New Location" setup process (part 1)
<https://www.itsolutions247.com/support-portal/>
Kristin Monaco has a login.
 - AR Email Setup
 - OPS Email Setup
 - DIST Email Setup
- AR - Paris and Geneva Tasks
Parent task for Paris and Geneva ordering, setup, and allocation
 - Order Paris (for monthlies)
 - Order Geneva (for daily)
 - Setup Paris new location
 - Transfer Paris accounts/parkers/balances from old operator
 - Setup Geneva new location
 - Notify Diane of Paris and Geneva license purchases for billing

- Request Account information (accounts/parkers/balances) from Previous Operator (upon VP approval of request date)
- AR - Contact employee benefit companies to add new OP location
Add location to WageWorks, Commuter Benefits, etc.
WageWorks Contact: parking@wageworks.com
- AR - Debrief team on new location
Conversation with AR to debrief the team for incoming calls
- Setup payroll process (submit Paymaster form)
- Input Account information (accounts/parkers/balances) into PARIS
- New Location Opening Form (return to Zach with completed page 1)
 - Zach will send out New Location Notice once form is received
Good Afternoon OP Team,

This email is the official notice for our new location ("XXXXXXX") in [city/state] with an opening date of [opening date].

Diane has completed the entity opening and the tax ID is available in Asana.

Attached is the new location setup form, it has also been added to the Asana task list. Please login to review your tasks.

Asana Project Link:

New Location Notice

Legal Name:

Property Name:

Opening Date:

Anticipated Bank:

Union?:

*note: as we try to streamline our opening process, if you have any questions, update requests, or recommendations, please send them my way individually.

- Zach will give Mark a debrief of the location
- Operations - Order/Obtain List
Parent task used to track Operations Order/Obtain subtasks
 - Order bank bags and/or bill straps
 - Obtain Location Phone Information
 - Order nametags
 - Organize employee handbooks
 - Organize "first report of injury" forms
 - Organize "damage claim" forms
 - Organize uniform sizes for employees
 - Print off OSHA logs
 - Order water cooler
 - Order time clock/ticket clock
 - Obtain insurance certificates from Subcontractors
 - Order tickets, receipts, credit card rolls
 - Order validations/prepay coupons

- Operations - Setup List
 - Setup List
 - Determine drug testing location
 - Setup long distance block on phone booth
 - Create employee phone list
 - Employee pool and readiness
 - Establish cash drop procedure
 - Create safe log
- Issue uniforms to employees
- Obtain Business License
- Signage Prep, Ordering, and Installation
 - Signage Prep, Ordering, and Installation
 - Order sign proofs for ownership approval
 - Order signs
 - Have signs installed at location
- Determine Personnel Plan
 - Where are we getting our staff? Are employees being retained from the previous operation or do we need to start interviewing/hiring?

Stage 4 - Day Fifteen to Day Thirty

- eMerchant ID received from GAM (Cybele) and communicated to opening team
- Send update to ITS with eMerchant ID (obtained from Wes) and PARIS ID
- Once ITS confirms PARIS setup, Send Initial Billing to Monthly Parkers (include W-9)
- Add location to the Portfolio page on Company Website (confirmed PARIS ID and CC Payment Test)
- Add location to Monthly Contract Agreement (Online Form)
- Obtain Insurance for Operations (requires insured entity names)
- Insurance Certificate: Once received, circulate to Mark Pratt and Regional Leader
- Manager Training (Geneva and Loc. Specs)
- Setup credit card processing in garages
- Create emergency contact list for client
- OPark addition and info submission (if applicable)
 - Notify Diane (Billing), Kristin (Square Bank), Gordon (Operations)
 - Have field complete Parker form
- Meet with Major Tenants (determine tenant meeting date)
- Develop List of office equipment required
- Prepare office and cleaning supplies
- Work with vendors (ex. One Powertech)
- Finalize Proforma

Stage 5 - Opening Day

- Smarking: send benchmark reports
Once Manager has access to PARCS reports onsite, they should pull reports and send to cassius@smarking.net
- Smarking: Finalize QA testing
Use benchmark reporting to compare detail to Smarking data. Looking for accuracy to finalize implementation.
- Smarking: Delivery meeting
Delivery meeting will be with One Parking project managers, regional managers, and Smarking. This meeting will be used to discuss business objectives and identify custom dimensions (e.g. specific validations, etc.).
- Add location to ParkMe, Parkopedia; send update to Theresa to add "more information" link on Portfolio page
- Add location to Yext DKM
- Add location to Smarking (if applicable)
- Location Hand Off/Transition
- Program parking equipment (if any)
- Test Location POF/PIL and Handheld CC equipment
Test POF/PIL and Handheld CC equipment
- Test telephone, cell phone, radios, internet
- Do furniture inventory

Post-opening Day One to Day Thirty

- Circulate Executed Agreement
- Circulate Budget
- Update location in OP Database



NEW LOCATION OPENING TEMPLATE
CONFIDENTIAL

Section/Column	Task Name	Assignee	Start Date	Due Date	Tags	Notes	Parent Task
Stage 1 - Notice of Location Award (verbal)	Confirm Client Go Ahead and execute any agreements						
Stage 2 - Day One to Day Four	Kirsten/VP give go ahead to Diane to open entity and bank account				Operations Task, Stage Kickoff Task		
Stage 2 - Day One to Day Four	Setup Entity				Corporate Task		
Stage 2 - Day One to Day Four	Setup Bank Account (varies; sometimes use OPLLC to bypass initially) and Order Bank Deposit Slips				Corporate Task		
Stage 2 - Day One to Day Four	New Location Opening Form Sent to VP				Corporate Task		
Stage 2 - Day One to Day Four	Establish Change funds (add GL)				Corporate Task		
Stage 2 - Day One to Day Four	Setup General Ledger				Corporate Task		
Stage 2 - Day One to Day Four	Create Dropbox Access				Corporate Task		
Stage 3 - Day Five to Day Fourteen	Notice of Location Legal Name and Tax-ID				Corporate Task, Stage Kickoff Task		
Stage 3 - Day Five to Day Fourteen	Add Bank Account to AR login and Check Scanner						
Stage 3 - Day Five to Day Fourteen	Submit GAM Form (see attached DOC)				Corporate Task		
Stage 3 - Day Five to Day Fourteen	Smarking: Submit form online					Link to HelloSign Form showing location details and requiring a signature for acceptance of Smarking partnership at this location.	
Stage 3 - Day Five to Day Fourteen	Smarking: Send vendor introduction email					Use template of vendor introduction email	
Stage 3 - Day Five to Day Fourteen	Create and Send W-9 to GAM once bank account is available						
Stage 3 - Day Five to Day Fourteen	Submit ticket through IT Solution "New Location" setup process (part 1)				Corporate Task	https://www.itsolutions247.com/support-portal/ Kristin Monaco has a login.	
	AR Email Setup						Submit ticket through IT Solution "New Location" setup process (part 1)
	OPS Email Setup						Submit ticket through IT Solution "New Location" setup process (part 1)
	DIST Email Setup						Submit ticket through IT Solution "New Location" setup process (part 1)
Stage 3 - Day Five to Day Fourteen	AR - Paris and Geneva Tasks				Corporate Task	Parent task for Paris and Geneva ordering, setup, and allocation	
	Order Paris (for monthlies)						AR - Paris and Geneva Tasks
	Order Geneva (for daily)						AR - Paris and Geneva Tasks
	Setup Paris new location						AR - Paris and Geneva Tasks
	Transfer Paris accounts/parkers/balances from old operator						AR - Paris and Geneva Tasks
	Setup Geneva new location						AR - Paris and Geneva Tasks
	Notify Diane of Paris and Geneva license purchases for billing						AR - Paris and Geneva Tasks
Stage 3 - Day Five to Day Fourteen	Request Account information (accounts/parkers/balances) from Previous Operator (upon VP approval of request date)				Corporate Task		
Stage 3 - Day Five to Day Fourteen	AR - Contact employee benefit companies to add new OP location				Corporate Task	Add location to WageWorks, Commuter Benefits, etc. WageWorks Contact: parking@wageworks.com	
Stage 3 - Day Five to Day Fourteen	AR - Debrief team on new location				Corporate Task	Conversation with AR to debrief the team for incoming calls	
Stage 3 - Day Five to Day Fourteen	Setup payroll process (submit Paymaster form)				Corporate Task		
Stage 3 - Day Five to Day Fourteen	Input Account information (accounts/parkers/balances) into PARIS				Corporate Task		
Stage 3 - Day Five to Day Fourteen	New Location Opening Form (return to Zach with completed page 1)				Operations Task, Stage Kickoff Task		

					<p>Good Afternoon OP Team,</p> <p>This email is the official notice for our new location ("XXXXXX") in [city/state] with an opening date of [opening date]. Diane has completed the entity opening and the tax ID is available in Asana. Attached is the new location setup form; it has also been added to the Asana task list. Please login to review your tasks.</p> <p>Asana Project Link:</p> <p>New Location Notice _____</p> <p>Legal Name: Property Name: Opening Date: Anticipated Bank: Union?:</p> <p>*note: as we try to streamline our opening process, if you have any questions, update requests, or recommendations, please send them my way individually.</p>	New Location Opening Form (return to Zach with completed page 1)
	Zach will send out New Location Notice once form is received					
	Zach will give Mark a debrief of the location					New Location Opening Form (return to Zach with completed page 1)
Stage 3 - Day Five to Day Fourteen	Operations - Order/Obtain List			Operations Task	Parent task used to track Operations Order/Obtain subtasks	
	Order bank bags and/or bill straps					Operations - Order/Obtain List
	Obtain Location Phone Information					Operations - Order/Obtain List
	Order nametags					Operations - Order/Obtain List
	Organize employee handbooks					Operations - Order/Obtain List
	Organize "first report of injury" forms					Operations - Order/Obtain List
	Organize "damage claim" forms					Operations - Order/Obtain List
	Organize uniform sizes for employees					Operations - Order/Obtain List
	Print off OSHA logs					Operations - Order/Obtain List
	Order water cooler					Operations - Order/Obtain List
	Order time clock/ticket clock					Operations - Order/Obtain List
	Obtain insurance certificates from Subcontractors					Operations - Order/Obtain List
	Order tickets, receipts, credit card rolls					Operations - Order/Obtain List
	Order validations/prepay coupons					Operations - Order/Obtain List
Stage 3 - Day Five to Day Fourteen	Operations - Setup List			Operations Task	Setup List	
	Determine drug testing location					Operations - Setup List
	Setup long distance block on phone booth					Operations - Setup List
	Create employee phone list					Operations - Setup List
	Employee pool and readiness					Operations - Setup List
	Establish cash drop procedure					Operations - Setup List
	Create safe log					Operations - Setup List
Stage 3 - Day Five to Day Fourteen	Issue uniforms to employees			Operations Task		
Stage 3 - Day Five to Day Fourteen	Obtain Business License			Operations Task		
Stage 3 - Day Five to Day Fourteen	Signage Prep, Ordering, and Installation			Operations Task	Signage Prep, Ordering, and Installation	
	Order sign proofs for ownership approval					Signage Prep, Ordering, and Installation
	Order signs					Signage Prep, Ordering, and Installation
	Have signs installed at location					Signage Prep, Ordering, and Installation
Stage 3 - Day Five to Day Fourteen	Determine Personnel Plan			Operations Task	Where are we getting our staff? Are employees being retained from the previous operation or do we need to start interviewing/hiring?	
Stage 4 - Day Fifteen to Day Thirty	eMerchant ID received from GAM (Cybele) and communicated to opening team			Corporate Task, Stage Kickoff Task		
Stage 4 - Day Fifteen to Day Thirty	Send update to ITS with eMerchant ID (obtained from Wes) and PARIS ID			Corporate Task		
Stage 4 - Day Fifteen to Day Thirty	Once ITS confirms PARIS setup, Send Initial Billing to Monthly Parkers (include W-9)			Corporate Task		
Stage 4 - Day Fifteen to Day Thirty	Add location to the Portfolio page on Company Website (confirmed PARIS ID and CC Payment Test)			Corporate Task		
Stage 4 - Day Fifteen to Day Thirty	Add location to Monthly Contract Agreement (Online Form)			Corporate Task		
Stage 4 - Day Fifteen to Day Thirty	Obtain Insurance for Operations (requires insured entity names)			Corporate Task		
Stage 4 - Day Fifteen to Day Thirty	Insurance Certificate: Once received, circulate to Mark Pratt and Regional Leader					

Stage 4 - Day Fifteen to Day Thirty	Manager Training (Geneva and Loc. Specs)				Operations Task	
Stage 4 - Day Fifteen to Day Thirty	Setup credit card processing in garages				Operations Task	
Stage 4 - Day Fifteen to Day Thirty	Create emergency contact list for client				Operations Task	
Stage 4 - Day Fifteen to Day Thirty	OPark addition and info submission (if applicable)					
	Notify Diane (Billing), Kristin (Square Bank), Gordon (Operations)					OPark addition and info submission (if applicable)
	Have field complete Parker form					OPark addition and info submission (if applicable)
Stage 4 - Day Fifteen to Day Thirty	Meet with Major Tenants (determine tenant meeting date)				Operations Task	
Stage 4 - Day Fifteen to Day Thirty	Develop List of office equipment required				Operations Task	
Stage 4 - Day Fifteen to Day Thirty	Prepare office and cleaning supplies				Operations Task	
Stage 4 - Day Fifteen to Day Thirty	Work with vendors (ex. One Powertech)				Operations Task	
Stage 4 - Day Fifteen to Day Thirty	Finalize Proforma				Operations Task	
Stage 5 - Opening Day	Smarking: send benchmark reports					Once Manager has access to PARCS reports onsite, they should pull reports and send to cassius@smarking.net
Stage 5 - Opening Day	Smarking: Finalize QA testing					Use benchmark reporting to compare detail to Smarking data. Looking for accuracy to finalize implementation.
Stage 5 - Opening Day	Smarking: Delivery meeting					Delivery meeting will be with One Parking project managers, regional managers, and Smarking. This meeting will be used to discuss business objectives and identify custom dimensions (e.g. specific validations, etc.).
Stage 5 - Opening Day	Add location to ParkMe, Parkopedia; send update to Theresa to add "more information" link on Portfolio page				Corporate Task	
Stage 5 - Opening Day	Add location to Yext DKM					
Stage 5 - Opening Day	Add location to Smarking (if applicable)					
Stage 5 - Opening Day	Location Hand Off/Transition				Operations Task, Stage Kickoff Task	
Stage 5 - Opening Day	Program parking equipment (if any)				Operations Task	
Stage 5 - Opening Day	Test Location POF/PIL and Handheld CC equipment				Operations Task	Test POF/PIL and Handheld CC equipment
Stage 5 - Opening Day	Test telephone, cell phone, radios, internet				Operations Task	
Stage 5 - Opening Day	Do furniture inventory				Operations Task	
Post-opening Day One to Day Thirty	Circulate Executed Agreement				Operations Task	
Post-opening Day One to Day Thirty	Circulate Budget				Operations Task	
Post-opening Day One to Day Thirty	Update location in OP Database				Corporate Task	

CONFIDENTIAL

REFERENCES (SOUTH FLORIDA & NATIONWIDE)



Isle Casino Pompano Park, Pompano Beach, FL

Isle Casino Pompano Park is one of the best entertainment venues in South Florida. The Isle Casino Pompano Park has a diverse and modern selection of 1,500 slot machines, 40+ live-action poker tables, 4 fabulous restaurants, and has an unrivaled harness horse racing track, making Isle Casino Pompano Park the ideal spot for relaxation and fun. One Parking provides **valet parking and VIP Shuttle and**

Limousine service for the Casino, processing in excess of 800 vehicles during peak times and transporting 90,000 passengers each year.

ISLE CASINO POMPANO PARK

Garth Wilcox - Director of Facilities

1800 SW 3rd Street, Pompano Beach, FL 33069

(954) 633-6514, garth.wilcox@islecorp.com



Rosemary Square, West Palm Beach, FL

This internationally acclaimed lifestyle living center is an entertainment, retail and work/living concept with national retailers, regional specialty shops, restaurants, a 20-screen Muvico cinema, premium office spaces, private town homes, live/work lofts, and condominium apartments on the 72-acre project. There are **six valet podium locations and four self-park facilities containing over 3,000 spaces, which process 150,000 valet vehicles and 2,000,000 self-park**

customers annually. One Parking also operates the Concierge Desk providing guest services, as well as an employee shuttle that operates on an as needed basis.

In 2019, Related Companies announced a 5-year \$550 Million planned investment, to transform CityPlace from a retail and entertainment center, to a vibrant community and destination known as "Rosemary Square". Rosemary Square offers an array of amenities including state-of-the-art Class A commercial office space; modern residences; retail and culinary offerings; a new hotel; and arts and culture programs. Related also broke ground on a 300,000 SF Class A office building, and over the next five years, will add a 21-story mixed-use tower to include luxury residences and commercial space. To serve the growing number of workers, residents, and visitors, Related and One Parking implemented ParkMobile and Park Assist in the parking garages to continue to provide a seamless parking experience and also enhance accessibility.

RELATED

Mr. Ken Himmel - President, CEO & Founder Related Urban

60 Columbus Circle, New York, NY 10023

(212) 421-5333, khimmel@related.com



CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES



court employees and jurors.

The Federal Court Lot, West Palm Beach, FL

One Parking holds two (2) 5-year leases with the Federal Government GSA on this property. One location serves the Federal Court and the other, AUTC Navy and the Social Security Administration. **One Parking provides cashiering, monitoring, and parking management services to the Federal Courthouse**, which was renovated and reopened in January 2007. **The lot contains 150 spaces and serves**

GSA

Raymond (Ray) Dibble - Building Manager

Public Buildings Service, Southeast Sunbelt Region 4 (AP), Florida PMC

51 SW First Ave, Suite 423, Miami, FL 33130

(305) 507-7742 (O), (859) 368-3888 (C), raymond.dibble@gsa.gov



Esperanté Corporate Center, West Palm Beach, FL

Esperanté Corporate Center is the area's premier commercial property and has been an icon of West Palm Beach's skyline since 1989. Having recently undergone an 8M renovation, the trophy building boasts an exclusive array of amenities and services that make it stand out from the rest. Tenants arrive in their vehicles through the porte-cochere, where they are greeted by professional valet attendants, with upgraded façade lighting, and a new signage program. **One Parking**

provides valet services for the 700-space facility.

REDSKY CAPITAL

Tania Murphy – General Manager

222 Lakeview Ave, Suite 510, West Palm Beach, FL 33401

(561) 650-7300, tmurphy@redskymgmt.com



Norton Museum of Art, West Palm Beach, FL

After three years of construction, the Norton Museum of Art in West Palm Beach reopened in February 2019, with eight new exhibitions and a \$100 million face-lift, adding 12,000 square feet of gallery space, along with new classrooms, an elegant restaurant, a sculpture garden, a 210-seat auditorium, and beautiful new meeting and celebration spaces. The museum hosts many large high-end events

throughout the month, which require valet services. **To service the museum's valet needs, One Parking provides valet parking services for all events, which vary from 100 to 500 guests.**

NORTON MUSEUM OF ART

Alexandra Kikendall - Senior Special Events Officer for Facility Rentals

1450 S. Dixie Highway, West Palm Beach, FL 33401

(561) 832-5196 x1191, kikendalla@norton.org



CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

**Manatee Lagoon, Riviera Beach, FL**

Manatee Lagoon is one of Palm Beach County's newest family-friendly attraction, with interactive and entertaining exhibits about the environment of the Lake Worth Lagoon and the wonderful world of manatees. Florida Power & Light constructed Manatee Lagoon as part of its environmental mission to educate the public about these creatures and inspire communities to preserve and protect Florida's environment and wildlife. The Key West-styled 16,000 SF, \$4.8 million facility

boasts a two-story manatee viewing deck, built for a close watch. One Parking is responsible for **traffic management/direction and valet services for special events at the center, and also provides parking consultation services** for any other parking issues determined by FP&L and the Manatee Lagoon.

FLORIDA POWER & LIGHT**Sarah Marmion - Community Outreach Manager**

700 Universe Blvd., CEA/JB, Juno Beach, FL 33408

(561) 694-4643, Sarah.Marmion@flp.com

**AutoNation Building, 200 SW First Ave, Fort Lauderdale, FL**

200 Las Olas Circle is a 17-Story mixed use development that is located in downtown Fort Lauderdale's Historic, Art and Entertainment District. The complex sits on a one acre site with ground level retail shopping, fronting Brickell and Wall Street near Las Olas Riverfront, as well as 5 levels of parking. The **580-space garage services tenants, visitors, and patrons of the surrounding entertainment venues.**

STILES**Nicki O'Neill – Senior Property Manager**200 SW 1st Avenue, Suite 860, Fort Lauderdale, FL 33301

(954) 462-8633, Nicki.O'Neill@stiles.com

**200 East Las Olas Blvd, Fort Lauderdale, FL**

200 East Las Olas is a 21-story Class A luxury office tower, that stands prominently at the center of the Downtown Financial District, on the high visibility corner of Las Olas Boulevard and Third Avenue. The building boasts covered secure parking, 24/7 manned security, full-service banking, and dynamic 360-degree views of downtown, Las Olas Boulevard, New River, and the ocean. 200 East Las Olas Parking Garage is within walking distance to restaurants, entertainment, retail,

museums, courthouses, and the Brightline Station. The **8-level 650-space parking garage services tenants of the building, visitors, and patrons of area venues.**

STILES**Paige Miller - Property Manager**

200 East Las Olas Blvd, Fort Lauderdale, FL 33301

(954) 463,0200, Paige.Miller@stiles.com



CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES

**MCU Park, Long Island, NY**

One Parking provides **parking management services to MCU Park (formerly KeySpan Park)** baseball stadium where the minor league Mets (the Brooklyn Cyclones) play and **provides parking services for visitors to Coney Island. The premises consist of two parking lots**

totaling 958 spaces.

Coney Island is a year-round entertainment destination full of fun things to do, both historic and brand new. It has nearly 3 miles of sandy beaches and offers recreational opportunities such as courts for beach volleyball, handball, and basketball as well as playgrounds and amusement rides. In the off-season, there is the New York Aquarium and the Abe Stark Ice Skating Rink.

PARKS DEPARTMENT, CITY OF NEW YORK**Lauren Standke - Project Manager**

830 Fifth Avenue, Room 407, New York, NY 10065

(212) 360-3495, laurenstandke@parks.nyc.gov

**Tishman Speyer Portfolio**

One Parking **operates a portfolio that consists of 21 locations containing over 7,000 spaces in three different cities (Washington DC – 14 locations, Chicago, IL – 4 locations and New York, NY – 3 locations).** This portfolio generates in excess of 18M annually. Our involvement in this portfolio began in 2008 with the award of 8 locations and has expanded over time.



One Parking has been an integral partner in numerous redevelopments, acquisitions, and dispositions over the course of our relationship with Tishman Speyer. We have taken several dirt blocks and converted them to interim parking lots until they are ready for higher use. One Parking works with Tishman Speyer in the review of design, placement of lifts, bidding of revenue control equipment during the construction phase. Once completed, One Parking becomes the operating partner and manages the facilities and serves the tenant base. In addition to our operating and advisory roles, we also asset manage several locations within their portfolio.

**TISHMAN SPEYER****Marci Basham – Senior Director**

1875 Eye Street NW, Suite 1200, Washington, DC 20006

(202) 420-2140, MBasham@TishmanSpeyer.com



TISHMAN SPEYER



King Street Station, Alexandria, VA

One Parking provides parking management services for the TIAA CREF (Nuveen) six location portfolio in the Washington, DC area. Included within that significant portfolio, is King Street Station, which is a mixed-use development with retail, hotel, and office. King Street Station is centrally located in the heart of Alexandria, adjacent to the King Street Metro and Amtrak, and just steps away from the U.S. Patent and Trademark Office and Federal Courthouse. This Class A building is surrounded by the best shopping and dining that the area has to offer. For the frequent travelers, there is convenient **in-building parking with valet service, and the 1,193-space King Street Station garage is at the northeast end of the Embassy Suites Hotel** at 1800 Diagonal Rd.

TIAA

Vadim Goland - Manager of Global Real Estate

601 Massachusetts Ave NW, Suite 210, Washington, DC 20001
(212) 916-6520, Vadim.Goland@nuveen.com



10 Exchange Place, Jersey City, NJ

One Parking has had a 12 year leasehold on the property and worked closely with John Hancock to improve the overall asset value through parking revenues and technological improvements. This Class A waterfront property is 30 stories and 700,000 SF of commercial office space. It is located in the heart of the Jersey City financial district and adjacent to the Exchange Place PATH station. With **approximately 500 parking spaces, the garage provides convenient parking for tenants, neighboring buildings, and businesses.**

JOHN HANCOCK

Mr. Peter O'Farrill - Property Director, Manulife Investment Management

10 Exchange Place, 10th Floor, Jersey City, NJ 07302
(201) 451-9808, peter_ofarrill@jhancock.com



Denver Place, 999 18th Street, Denver, CO

One Parking operates the three-level parking structure for this downtown Denver office complex "Denver Place". It is comprised of two towers spanning two city blocks containing 890,000 square feet of office and retail. The garage offers a **935-space automated self-park garage and also has a retail component that the tower serves.**

LBA REALTY

Ms. Melanie Colbert -Principal, Operations

3347 Michelson Drive, Irvine, CA 92612
MColbert@lbarealty.com



LOCAL BUSINESS PROGRAM & CITY FORMS

The following forms have been completed and submitted electronically through the City's eBid System:

Local Business Program Form

Proposer Information Page Form

Tier 1/Tier 2 Compliance Form

City of Pompano Business Tax Receipt

Financial Statements

LITIGATION DISCLOSURE

There is no litigation, pending judgements, etc., which could affect One Parking, Inc.'s ability to enter into an agreement with the City of Pompano Beach. One Parking, Inc. has no defaults and has had no audits performed in the last three years.

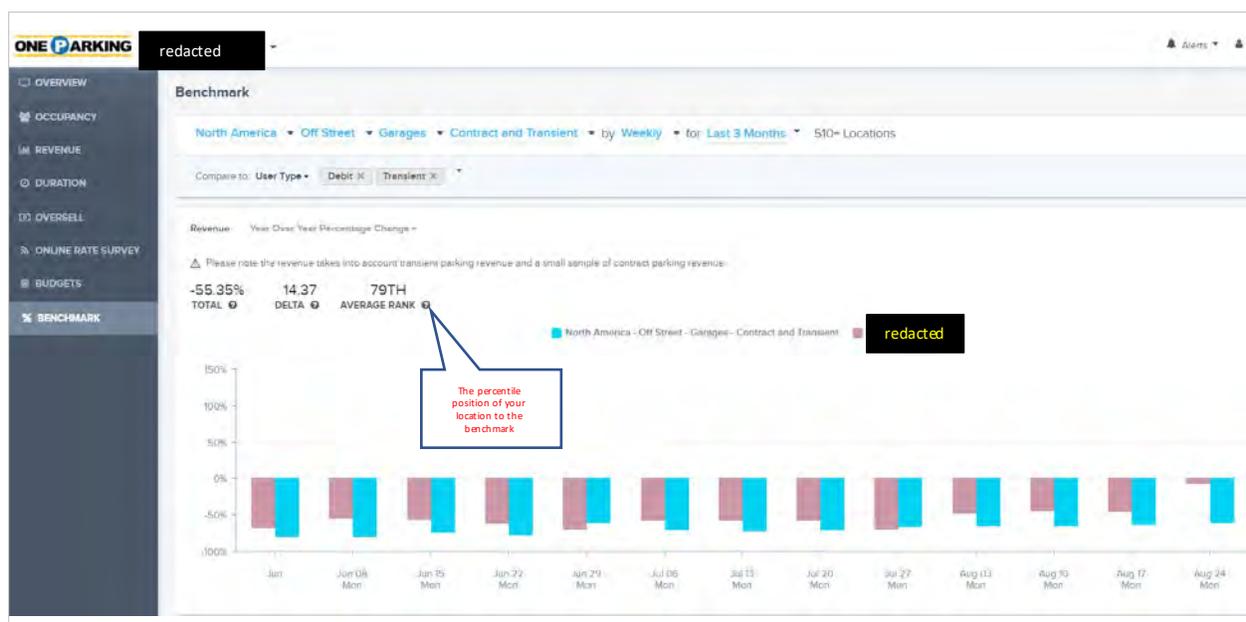
COMPANY FINANCIALS

Per the RFP, One Parking's "CONFIDENTIAL" Financial Statements have been uploaded to the Response Attachments tab in the eBid System.

COVID-19 IMPACT

As with most businesses at present, we have not been left unscathed. The impact of COVID-19 has been devastating to our clients. The parking industry is made up primarily of leases and management agreements. At One Parking, roughly 85% of our business is made up of management agreements, so our risk is somewhat mitigated. Fortunately, we reacted immediately to COVID-19 when we began feeling the direct impact in early March. We trimmed staff and expenses, so our clients realized a positive cash flow for as long as possible. We also renegotiated the majority of our lease deals, so we could at least break even. And finally, we applied for and received the government sponsored Payroll Protection Plan monies, which allowed us to continue paying nearly 100% of our employees during the two month period specified by the plan. Now the PPP money has been exhausted, but we are still operating in all but two of our parking locations. We have implemented partial reductions in time worked to several of our corporate staff, but we remain at 100% employment in our Corporate Office, less than an hour from you in West Palm Beach.

COVID-19 has been devastating to the transient (occasional parker) revenue stream, but we have seen it bounce back nicely since June, especially here in Florida and in Chicago. Our monthly (contract, everyday parker) revenue stream has been impacted to the tune of a 27% drop in revenue, but we are faring much, much better than most of our colleagues, some of whom report a 70% drop in revenue. We believe that is due to the empathetic approach we took at the onset of COVID-19, allowing our contract parkers to postpone their payments, calling to warn them of auto-debits that were about to hit their accounts, and allowing deviations from the norm. We received many notes of thanks and appreciation for our actions, which was gratifying. Finally, we track our results on a daily basis, utilizing technology that did not even exist a couple of years ago. We use one particular tech to track and “benchmark” certain locations against a large sampling of other parking facilities. See below for an example of one of our locations right here in Florida.



CITY OF POMPANO BEACH

RFP E-07-21 PARKING OPERATION MANAGEMENT SERVICES



Succinctly, the impact of COVID-19 has been brutal and downright scary, leaving everyone on edge. The United States has not seen such an all-encompassing economic blow since the Great Depression. It has touched us all. Yet One Parking soldiers on, due to quick and nimble reaction, with shifts and pivots to our strategy on a near daily basis. This is what it takes to make it through this era of pandemic and quite frankly, we still have an extremely strong corporate heartbeat. Some of our competitors have simply turned out the lights and walked away from parking facilities. Literally. Not us. We have kept 98% of our operations up and running. When COVID-19 is finally controlled and thwarted, we will be here to celebrate alongside our many clients.

EXHIBIT A

PROTECTIVE OPTIONS & SOLUTIONS

HOW ONE PARKING IS KEEPING YOU SAFE

PROVIDING
PROTECTIVE
OPTIONS FOR
**SAFE AND
CONTACTLESS
PARKING**

WE BELIEVE IN SUSTAINABLE AND
ECO-FRIENDLY PROTECTIVE MEASURES.
THE HEALTH AND SAFETY OF OUR
EMPLOYEES, CUSTOMERS AND PARTNERS
REMAIN OUR TOP PRIORITY.

ONE P ARKING

ONE PARKING

CONTACTLESS *solutions*



ZIPBY TOUCHLESS

A touchless, safe, and hygienic parking experience.



FLASH VALET TICKETLESS

Elevated trust and safety with a touchless and ticketless valet experience.



HONKMOBILE FRICTIONLESS

HonkTAP smart stations at surface lots for contactless, cashless and app-less parking.



FLASHWAVE TOUCHLESS TICKETS

Deliver a safe customer experience with touchless ticket technology. Simply wave your hand in front of the sensor to receive a ticket.



DISPOSABLE PPE COVERS

Protect customers and employees with durable and eco-friendly steering wheel covers, seat covers, and gear shift covers.



NO-TOUCH GADGETS

Avoid direct touch with contaminated surfaces like door handles, keypads, and more, with this pocket size, easy to carry gadget.



ANTIMICROBIAL OVERLAYS

Protective barrier films for keypads, interactive buttons, and hand-held surfaces, to significantly reduce microbe activity.



CONTACTLESS PAYMENTS

Keep customers safe with contactless payment options like contactless credit cards and Google or Apple Pay mobile wallet.



PROTECTIVE EQUIPMENT

Provide optimal protection with PPE supplies such as anti-bacterial protective face shields, valet podium shields, gloves, masks, and shoe covers.

CONTACT US FOR PRICING

477 S ROSEMARY AVE, SUITE 202, WEST PALM BEACH, FL 33401 | INFO@ONEPARKING.COM

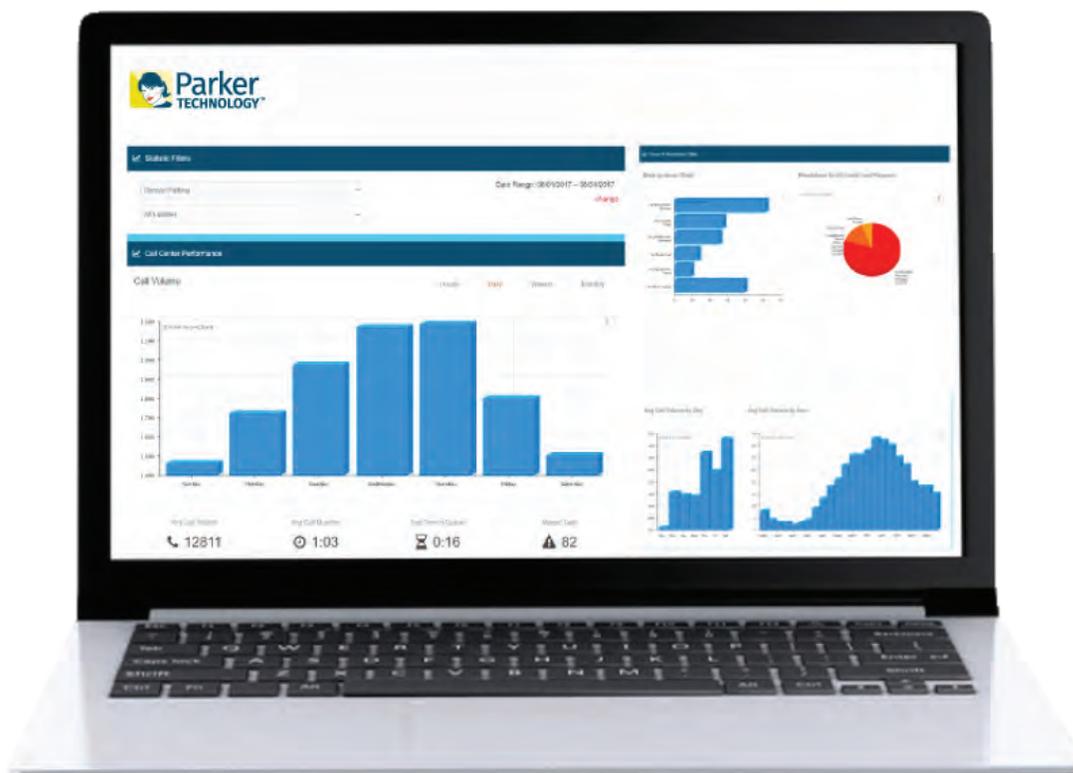
EXHIBIT B

OPARK 24/7 REMOTE MONITORING

WHITEPAPER



Customer Service Platform: *Bringing the Human Touch to Automated Parking*



A Personal Touch

Technology is amazing—until it isn't. Anyone who has wasted time responding to telephone prompts and pressing 1 for this and 2 for that, knows how frustrating it can be to try to reach a human being in this automated world.

Parking is no different. Over the past decade, parking facilities have become nearly universally automated. When we enter a garage, we pull a ticket to enter. When it's time to leave, we just insert that ticket, pay with a credit card, and the system lets us leave.

More sophisticated frictionless systems take automation even further: LPR and AVI systems recognize our vehicles and trigger entry gates; parking guidance technology guides us to open spaces; and when it's time to leave, vehicle and license plate recognition technologies recognize our vehicles, charge an associated credit card, and trigger exit gates to let us out. The one thing these systems have in common is that most parkers never interact with a human being during the parking process.

The introduction of parking technology was supposed to make parking more convenient and customer-friendly, and for the most part, it does. But sometimes things go wrong. The

usefulness of parking technology—as with any equipment—is limited, not just by its functionality, but also by the ability of people to use it.

There are many types of parking technologies in use, and drivers aren't always adept at using each different type. Imagine what would happen if people had to use a different mobile phone platform every day. Confusion would reign, right? Well, that's what often happens with parking technology. Screens, button placement, and user instructions vary from brand to brand, and that can cause confusion among parkers who are exposed to different types of equipment at different locales. Often, it's not the technology that's failing; it's the person who is failing to use it properly.

Sometimes, parking requires a personal touch.



LEARN MORE AT WWW.HELPMEPARKER.COM

What happens when a garage's or parking lot's PARCS equipment doesn't work as planned? You don't want drivers waiting behind a closed gate for 20 minutes or 30 minutes until a parking employee or enforcement officer can be summoned to handle the situation.

That's where the Parker Technology parking customer service platform comes in.

Our platform is electronically connected to the PARCS equipment

and can be engaged with the push of a button when something goes wrong.

Parking owners and operators can set up their own systems, that are connected to our platform, or they can turn to Parker

Technology to fully manage their customer service.

Systems typically provide a live audio connection to a trained customer service professional who can help solve the parker's problem.

Parker Technology has also pioneered the use of two-way video conferencing so the customer service representative can provide a smiling,

empathetic human face to reduce stress and calm frustrated parking patrons.

Parker's patented two-way video conferencing system is the only system of its type and it's the perfect solution for parking owners and organizations who want to provide their parking patrons a more personalized experience. Surveys of parkers who have used systems with

two-way video conferencing have found that parkers feel that they are receiving better service when they can see the person who is helping them. This is an important consideration for parking owners in an increasingly competitive parking marketplace

where customer service is of paramount importance.

This is no minor issue. In the United States alone, parkers call into customer service representatives 85 million times a year to help solve issues related to automated parking equipment. Whether it's a matter of user error or a problem with the equipment, the customer service rep can solve the problem and get the driver on his or her way.



LEARN MORE AT WWW.HELPMEPARKER.COM



Following-Up & Following-Through

For the parker, this is the end of the story. But not for the parking owner or operator. Every call is recorded and that data is available to owners and operators to tell them:

1: What the most common issues are.

2: How they were resolved.

This is vital data that's often overlooked by parking managers. But when utilized properly, it can help owners and operators improve their systems to minimize problems in the future, thus providing a better parking experience in parking facilities and making parking operations more effective and efficient.

They say a picture is worth a thousand words, so imagine what a video is worth? Videos in Parker's customer service platform serve several functions. Initially, they can help resolve any disputes that may arise related to a given situation. If the driver feels slighted in any way, the video can provide a detailed look at how the situation was resolved and how the call center representative treated the driver. When it comes to resolving disputes, seeing is believing.

The videos are also a powerful training tool for customer service representatives. By demonstrating how individual situations were handled, they can offer guidance to others about how to handle similar situations in the future. Trainers can use the videos to demonstrate what the customer service representative did right or wrong, and help teach other representatives how to react when faced with similar circumstances.

Measuring the Metrics in Real-Time

The final benefit provided by Parker Technology's virtual support technology is data. And it's a powerful benefit.

The technology documents every aspect of every call. Parking owners and operators have instant access to data about how many calls were made on a given day, week, or month—really any period of time. The technology also analyzes the nature of each call. For instance, owners and operators can monitor how many entry/exit issues, ghost calls (accidental calls caused by drivers pushing the wrong button), invalid validations or permits, credit card payment issues, invalid tickets (obtained by the driver upon entering the facility), or any other issues there are. This information can be analyzed for any particular period or length of time.

This is important information that parking owners and operators can use to improve their operations and customer service. For instance, if there is an excessive number of invalid tickets, that could be an indication that the PARCS equipment located at the entrance is malfunctioning and needs to be repaired or replaced. The same conclusion might be drawn if there is an unusually high number of credit card payment issues. Or, if there are too many invalid validations or permits, it could indicate that the permit readers are malfunctioning or that the equipment that creates the permits themselves is. No matter what types of problems arise, the data created by the system can help diagnose the issues and help parking administrators address them more efficiently and cost-effectively.



LEARN MORE AT WWW.HELPMEPARKER.COM



Low Cost / High Impact

When issues arise in a parking garage or lot, the cost can be high. Drivers will avoid parking facilities in which they've experienced challenges, or which have a reputation for problems. These types of issues can have a significant impact on the bottom-line.

Sometimes equipment malfunctions or people struggle to use technology. That's why it's so important to be able to provide a personal touch to handle issues as they arise. But staffing a parking facility can be expensive. Does it make financial sense to pay someone \$15 an hour, plus benefits, to hang around a garage in case issues arise? Many owners and operators are instead turning to integrated virtual support provided by Parker Technology's customer service platform.

At an average cost of about 50 cents an hour, our customer service platform provides a much more cost-effective way to provide a personal touch in automated parking operations while, at the same time, giving parking administrators invaluable data that can be used to better manage parking operations.



WWW.HELPMEPARKER.COM



OPARK TECHNOLOGY

Audio/Video 24-Hour Remote Monitoring

One Parking is one of the few licensed providers of this patented technology in the United States, and we take pride knowing that we can ensure the best customer service experience for our customers, regardless of time or place.

Remote Monitoring without video is seen by many patrons as a cold and impersonal parking experience, as they are unable to interact with a person, particularly if there is a problem. One Parking has recognized this affront to customer service and has worked with a leader in the parking technology field to integrate a "human touch" into the automated parking concept and after hours remote monitoring (One Parking Remote Assistance or OPark).

Our OPark technology integration brings the benefits of Pay-On-Foot (POF) technology, while maintaining the customer service that accompanies actual face-to-face communication with a Customer Service Representative.



opark

"We have realized a significant savings in payroll costs, while maintaining the high level of customer service our customers expect at CityPlace," said Ken Himmel, President and CEO of Related Urban. "One Parking has been a trusted partner. They keep our facilities clean and safe, they offer unmatched customer service and are very responsive to resolve any issue. It's important that the premier experience at CityPlace is carried through to the parking experience in our garages. One Parking makes sure that happens."

OPARK TECHNOLOGY

Audio/Video 24-Hour Remote Monitoring

The parking industry has seen a great deal of change in the last several years. Many parking facilities have made the change from traditional in-lane cashiering to automated Pay-On-Foot technology, or in the case of valet locations, after-hour remote monitoring. In these instances, the ability to remote monitor still allows revenue capture without the payroll

expense and it also provides service support for parking patrons after closing.

OPark technology has been installed in a number of cities, receiving a great deal

of recognition and praise, as it melds a customer service touch into a very dependable piece of technology.



Our Central Command Center, located in West Palm Beach, FL, is staffed by courteous and professional Customer Service Representatives, 24 Hours 7 Days a Week. If the driver has a problem at the exit, the driver can simply push the "Help" button and a Live Customer Service Representative will provide remote assistance via audio/video interaction within seconds.

ONE PARKING

477 S Rosemary Ave, Suite 202
West Palm Beach, FL 33401
P 561.833.7222

www.OneParking.com

EXHIBIT C

VALET DEFENDER OPTIONS FOR RESTAURANT ROW



VALET VAULT
Defender 50

Project Address

Project Number

00000

Account Manager

Grant Henry

Drawn By

BB/GL

Date

12-10-2020

Revision

0	N/A

Customer Approval

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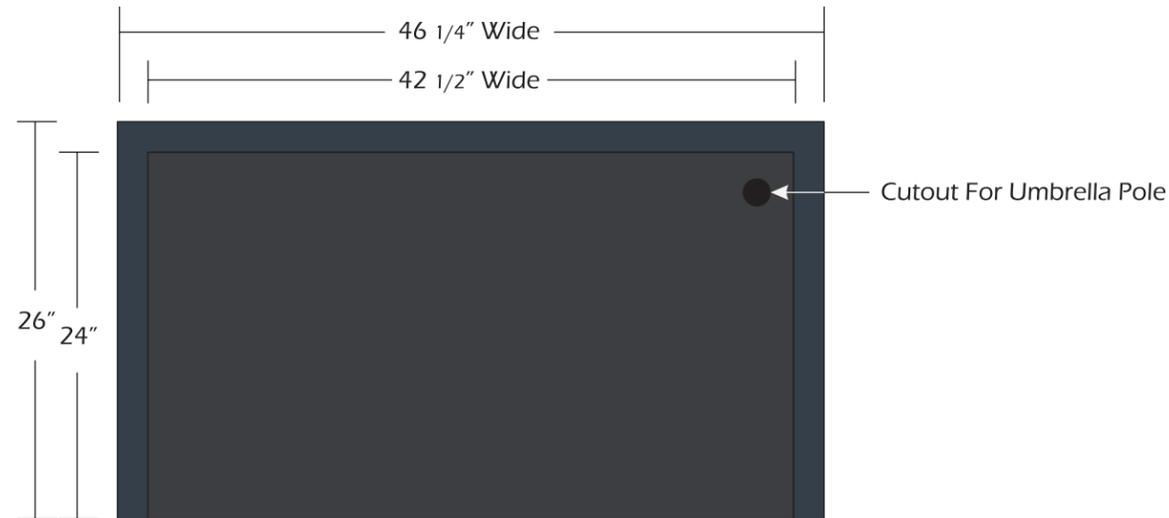
Description

Valet Cart
With Casters

20-12-10 IFA VALET
Defender-Restaurant Row

RESTAURANT ROW

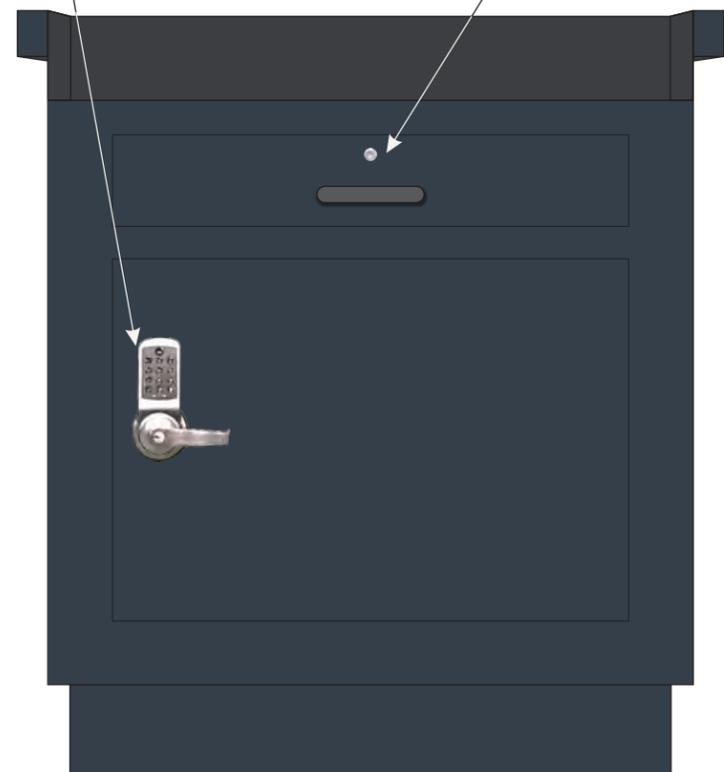
Routed Graphics Backed By White Acrylic
And 3M Translucent Vinyl Applied To First Surface



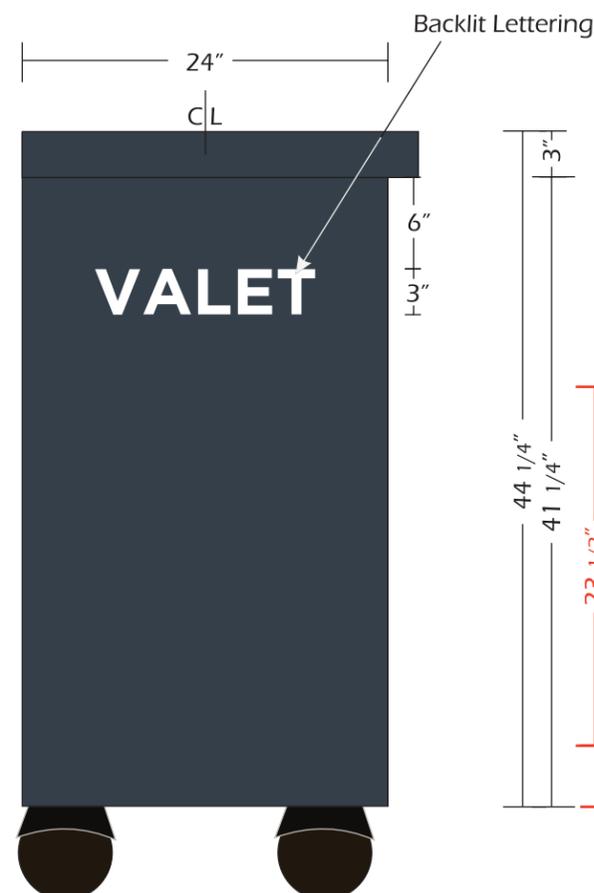
Top View

Key Compartment
With Pushcode Lock

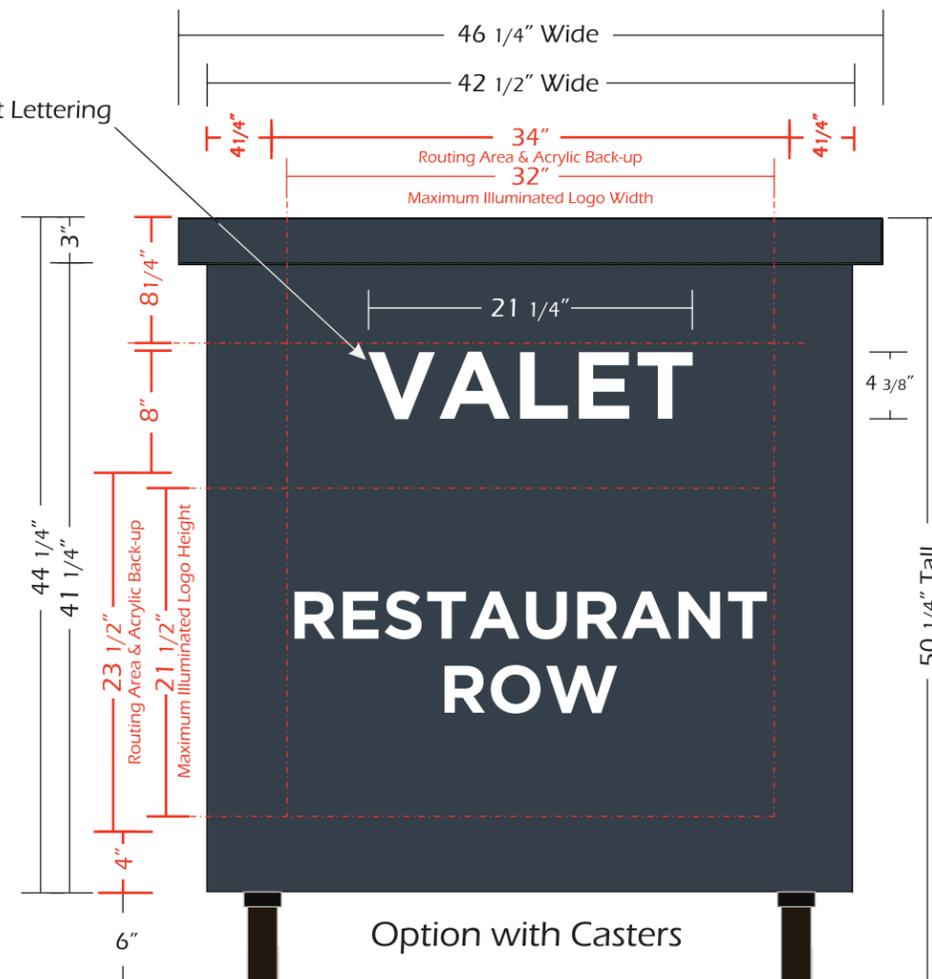
Drawer With Key Lock



Option with Skirt
Rear Elevation
(Door & Drawer Access)



(Both Sides Same)
Typ. Side Elevation



Option with Casters

Front Elevation

Scale: 1"=1'-0"

Scale: 1"=1'-0"

Cart Painted Dark Grey

Option A

DEFENDER 50 (Illuminated) - Routed Logo Backed By High Impact White Acrylic & Internally-Illuminated Using White LED's.



VALET VAULT
Defender 50

Project Address

Project Number

00000

Account Manager

Grant Henry

Drawn By

BB/GL

Date

12-10-2020

Revision



N/A

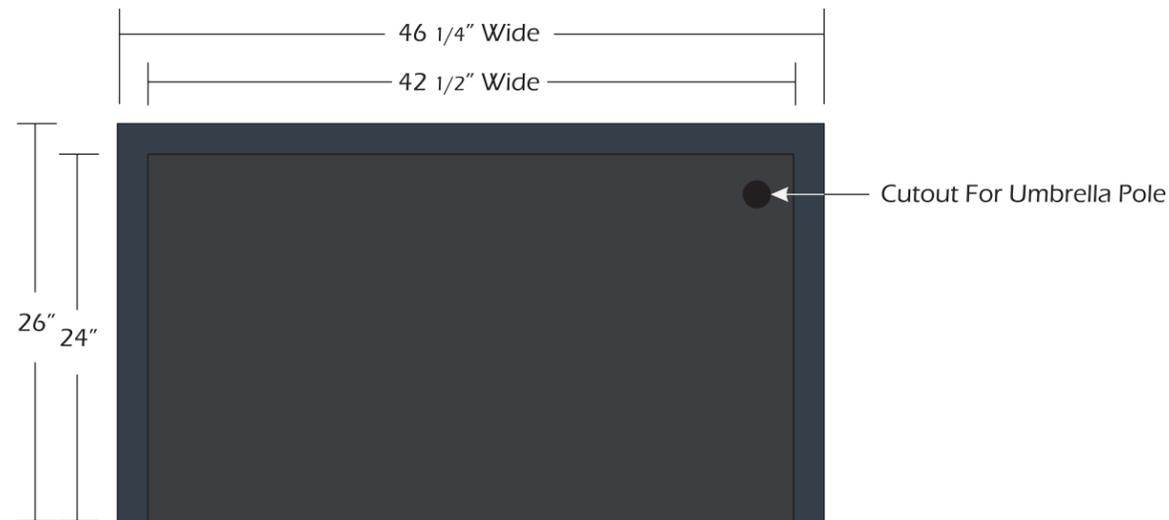
Customer Approval

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Description

Valet Cart
With Casters

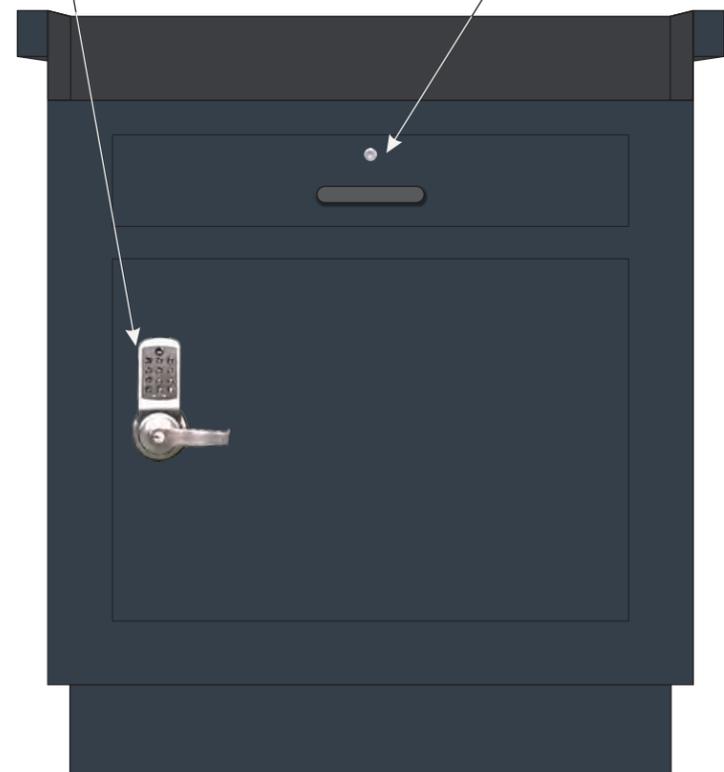
20-12-10 IFA VALET
Defender-Restaurant Row



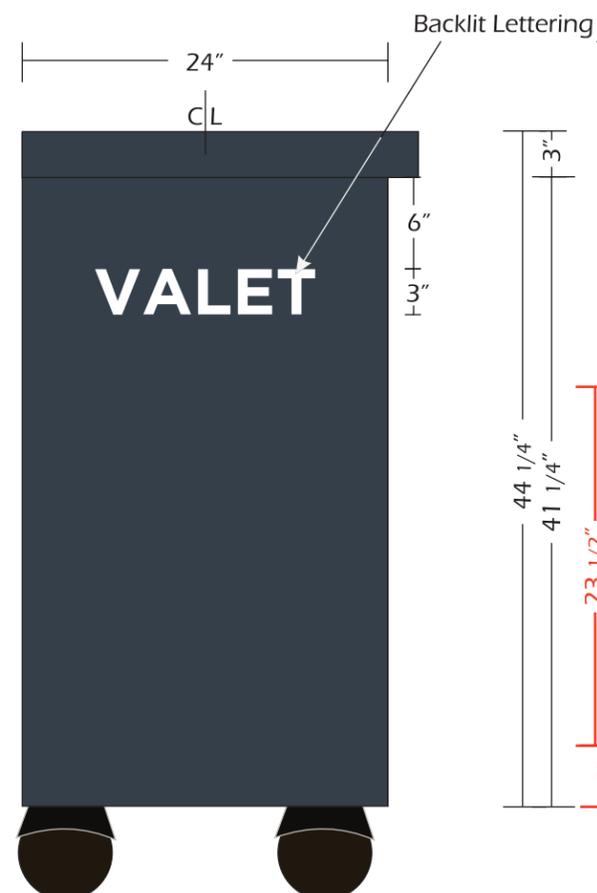
Top View

Key Compartment
With Pushcode Lock

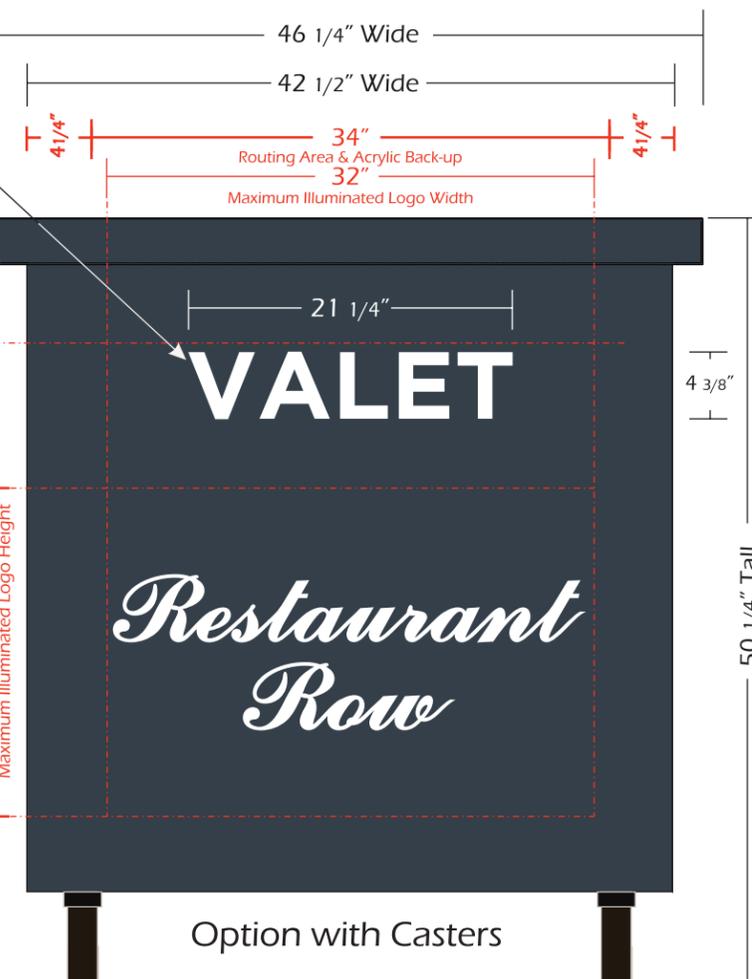
Drawer With Key Lock



Option with Skirt
Rear Elevation
(Door & Drawer Access)



(Both Sides Same)
Typ. Side Elevation



Option with Casters
Front Elevation

Restaurant Row

Routed Graphics Backed By White Acrylic
And 3M Translucent Vinyl Applied To First Surface

Scale: 1"=1'-0"

Scale: 1"=1'-0"

Cart Painted Dark Grey

Option B

DEFENDER 50 (Illuminated) - Routed Logo Backed By High Impact White Acrylic & Internally-Illuminated Using White LED's.



VALET VAULT
Defender 50

Project Address

Project Number

00000

Account Manager

Grant Henry

Drawn By

BB/GL

Date

12-10-2020

Revision

0	N/A

Customer Approval

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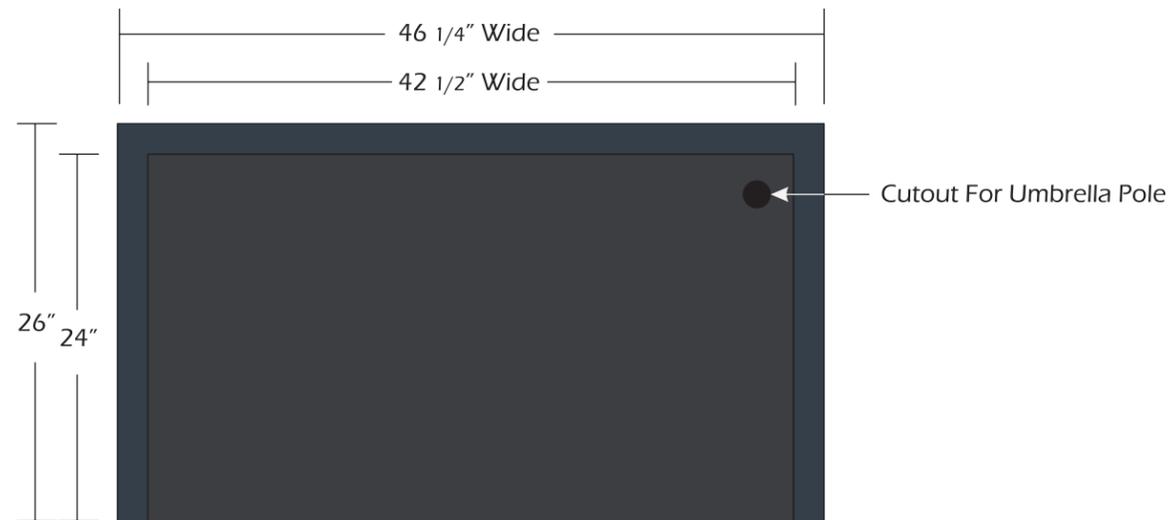
Description

Valet Cart
With Casters

20-12-10 IFA VALET
Defender-Restaurant Row

RESTAURANT ROW

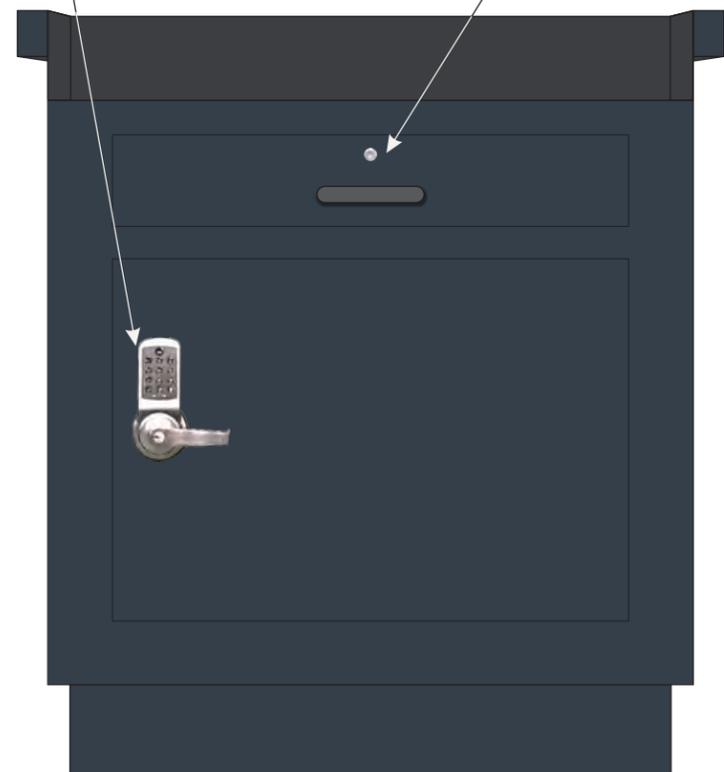
Routed Graphics Backed By White Acrylic
And 3M Translucent Vinyl Applied To First Surface



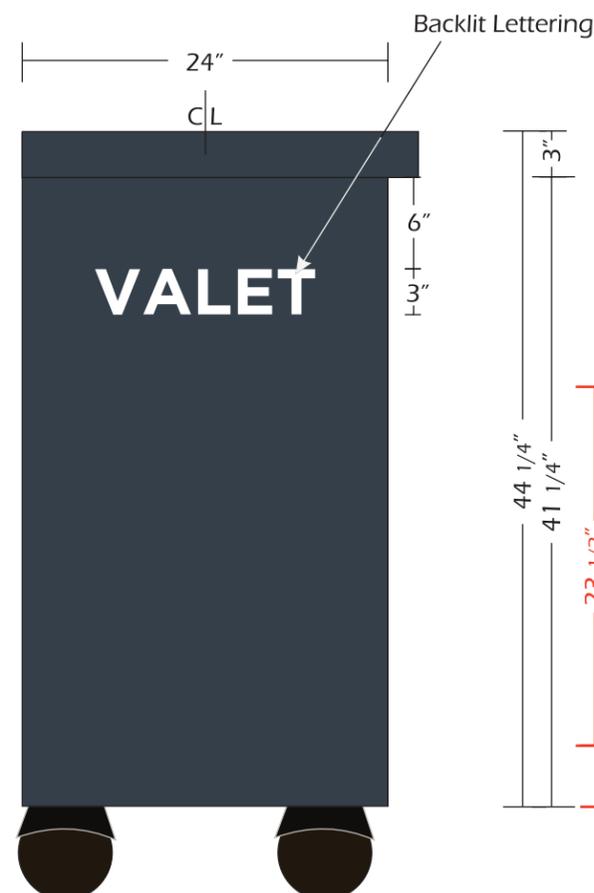
Top View

Key Compartment
With Pushcode Lock

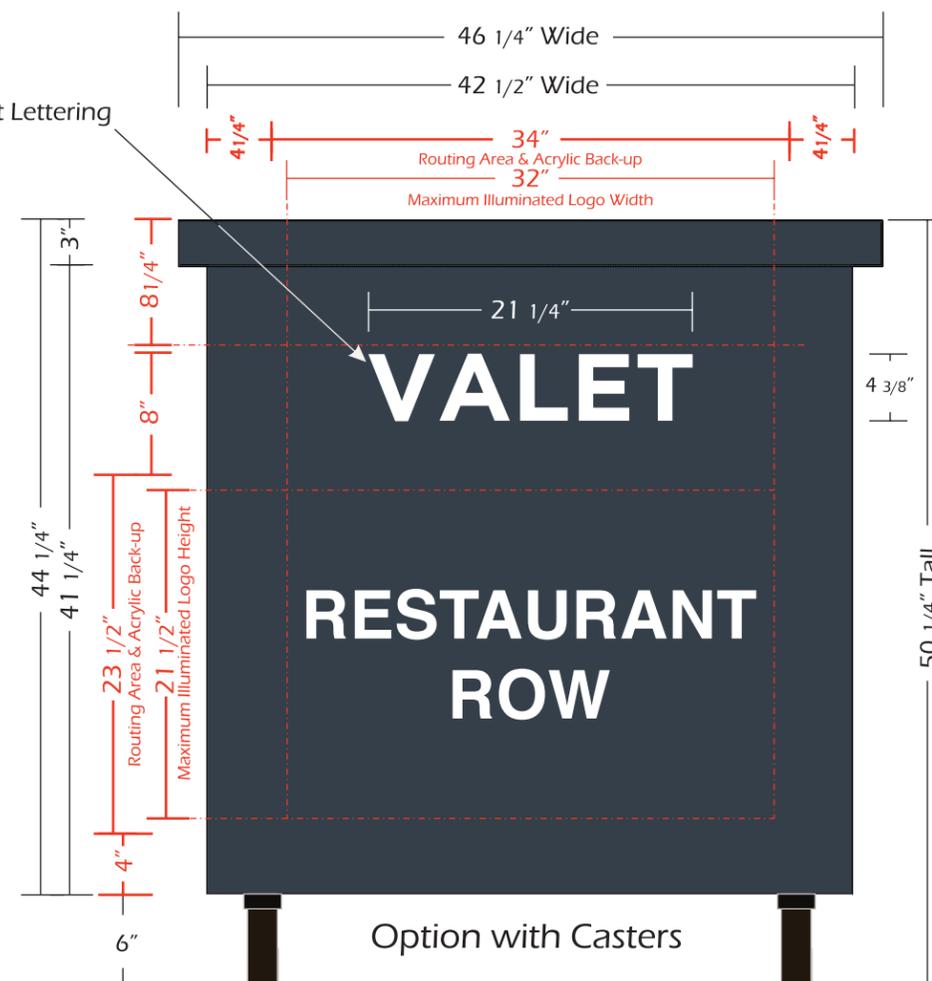
Drawer With Key Lock



Option with Skirt
Rear Elevation
(Door & Drawer Access)



(Both Sides Same)
Typ. Side Elevation



Option with Casters
Front Elevation

Scale: 1"=1'-0"

Scale: 1"=1'-0"

Cart Painted Dark Grey

Option C

DEFENDER 50 (Illuminated) - Routed Logo Backed By High Impact White Acrylic & Internally-Illuminated Using White LED's.

LOCAL BUSINESS EXHIBIT "A"
CITY OF POMPANO BEACH, FLORIDA
LOCAL BUSINESS PARTICIPATION FORM

Solicitation Number & Title: E-07-21 - Parking Operation Management Services

Prime Contractor's Name: One Parking, Inc.

Name of Firm, Address	Contact Person, Telephone Number	Type of Work to be Performed/Material to be Purchased	Contract Amount or %
Emerald Towing; 4000 N Powerline Rd, Pompano Beach	Jim Jennings; 800-239-0604	Towing Services	unknown
ONE PARKING WILL SELF-PERFORM ALL OTHER ASPECTS OF MANAGEMENT OF THE PARKING FACILITIES.			

LOCAL BUSINESS EXHIBIT "A"

LOCAL BUSINESS EXHIBIT "C"

LOCAL BUSINESS
UNAVAILABILITY FORM

BID # _____

I, _____
(Name and Title)

of _____, certify that on the _____ day of

_____, _____, I invited the following LOCAL BUSINESSES to bid work items to be performed in the City of Pompano Beach:

Business Name, Address	Work Items Sought	Form of Bid Sought (i.e., Unit Price, Materials/Labor, Labor Only, etc.)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Said Local Businesses:

- ___ Did not bid in response to the invitation
- ___ Submitted a bid which was not the low responsible bid
- ___ Other: _____

Name and Title: _____

Date: _____

Note: Attach additional documents as available.

LOCAL BUSINESS EXHIBIT "D"
GOOD FAITH EFFORT REPORT
LOCAL BUSINESS PARTICIPATION

BID # _____

1. What portions of the contract have you identified as Local Business opportunities?

2. Did you provide adequate information to identified Local Businesses? Please comment on how you provided this information.

3. Did you send written notices to Local Businesses?

___ Yes ___ No

If yes, please include copy of the notice and the list of individuals who were forwarded copies of the notices.

4. Did you advertise in local publications?

___ Yes ___ No

If yes, please attach copies of the ads, including name and dates of publication.

5. What type of efforts did you make to assist Local Businesses in contracting with you ?

7. List the Local Businesses you will utilize and subcontract amount.

_____	\$ _____
_____	\$ _____
_____	\$ _____

8. Other comments: _____

LOCAL BUSINESS EXHIBIT "D" – Page 2

COMPLETE THE PROPOSER INFORMATION FORM ON THE ATTACHMENTS TAB IN THE EBID SYSTEM. PROPOSERS ARE TO COMPLETE FORM IN ITS ENTIRITY AND INCLUDE THE FORM IN YOUR PROPOSAL THAT MUST BE UPLOADED TO THE RESPONSE ATTACHMENTS TAB FOR THE RFP IN THE EBID SYSTEM.

PROPOSER INFORMATION PAGE

RFP _____, _____
(number) (RFP name)

To: The City of Pompano Beach, Florida

The below named company hereby agrees to furnish the proposed services under the terms stated subject to all instructions, terms, conditions, specifications, addenda, legal advertisement, and conditions contained in the RFP. I have read the RFP and all attachments, including the specifications, and fully understand what is required. By submitting this proposal, I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this proposal.

Proposal submitted by:

Name (printed) _____ Title _____

Company (Legal Registered) _____

Federal Tax Identification Number _____

Address _____

City/State/Zip _____

Telephone No. _____ Fax No. _____

Email Address _____

TIER 1/TIER 2 COMPLIANCE FORM

IN ORDER FOR YOUR FIRM TO COMPLY WITH THE CITY'S LOCAL BUSINESS PROGRAM AS A TIER 1 OR TIER 2 VENDOR, BIDDERS MUST COMPLETE THE INFORMATION BELOW AND UPLOAD THE FORM TO THE RESPONSE ATTACHMENTS TAB IN THE EBID SYSTEM.

TIER 1 LOCAL VENDOR

My firm has maintained a permanent place of business within the city limits and maintains a staffing level, within this local office, of at least 10 % who are residents of the City of Pompano Beach.

And/Or

My firm has maintained a permanent place of business within the city limits and my submittal includes subcontracting commitments to Local Vendors Subcontractors for at least 10 % of the contract value.

Or

My firm does not qualify as a Tier 1 Vendor.

TIER 2 LOCAL VENDOR

My firm has maintained a permanent place of business within Broward County and maintains a staffing level, within this local office, of at least 15% who are residents of the City of Pompano Beach

And/Or

My firm has maintained a permanent place of business within Broward County and my submittal includes subcontracting commitments to Local Vendors Subcontractors for at least 20% of the contract value.

Or

My firm does not qualify as a Tier 2 Vendor.

I certify that the above information is true to the best of my knowledge.

12/11/2020
(Date)

One Parking, Inc.
(Name of Firm)

BY: Mark Pratt
(Name)

PCI DSS COMPLIANCE & CARDHOLDER DATA RISK MITIGATION EXHIBIT D

It is hereby agreed that:

- 1) Vendor agrees that it and/or its subcontractors, as applicable, are responsible for the security of cardholder data that it/they possess, including the functions relating to storing, processing, and transmitting of the cardholder data.
- 2) Vendor affirms that, as of the effective date of this addendum, it and/or its subcontractors, as applicable, have complied with all applicable requirements to be considered PCI DSS compliant, and has/have performed the necessary steps to validate its/their compliance with the PCI DSS.
- 3) Vendor agrees to supply the current status of Vendor's PCI DSS compliance status and/or that of its subcontractors, as applicable, and evidence of its/their most recent validation of compliance upon execution of this addendum to the City. Vendor must supply to the City a new status report and evidence of compliance for Vendor and/or its subcontractors, as applicable, at least annually.
- 4) Vendor will immediately notify the City if it learns that it and/or any of its subcontractors, as applicable, is/are no longer PCI DSS compliant and will immediately provide the City with steps being taken to remediate the non-compliance status.
- 5) Vendor will give immediate notice to the City of any actual or suspected unauthorized disclosure of, access to, or other breach of cardholder data of the City's customers. Vendor and/or its subcontractors, as applicable, will cooperate with representatives or agents of the City and/or payment card industry in conducting a thorough security review of the operations, systems, records, procedures, rules, and practices of the Vendor and/or its subcontractors, as applicable.
- 6) To complement PCI DSS compliance activities, Vendor and/or its subcontractors, as applicable, will undergo an annual System and Organizational Control (SOC) 2 audit to assess the entity's controls over the security, availability, confidentiality, processing integrity, and privacy of users' data, and provide a copy/copies of the audit report(s) to the City upon request.
- 7) Vendor acknowledges that it will indemnify, defend, save and hold harmless the City, its officials, employees and authorized agents for any failure of the Vendor and/or its subcontractors, as applicable, to be and remain PCI DSS compliant and maintain the security of cardholder data that it/they possess.
- 8) Vendor agrees to provide current appropriate cybersecurity insurance coverage with the City as the named certificate holder for the duration of the agreement.

Note: This exhibit for use with applicable new agreements.