

**CITY OF CORAL GABLES
-MEMORANDUM -
FINANCE DEPARTMENT
PROCUREMENT DIVISION**

**TO: Cathy Swanson-Rivenbark
City Manager**

DATE: July 29, 2016

**FROM: Michael P. Pounds, *MPP*
Chief Procurement Officer**

**SUBJECT: Response to SP+ (Parking
Garage Attendant RFP)**

The following is a response to criticisms sent to City Commission Members by via email SP+ Municipal Services (competitor in the RFP process and current provider) regarding the responsiveness of LAZ Florida Parking, LLC:

SP+ Criticism:

1. *All proposers MUST submit a properly filled schedule I-Acknowledgement of Addenda. See tab 1 for all the areas in the RFP referring to submitting proper forms.*
 - a. *LAZ Parking submitted the form acknowledging only two (2) out of the three (3) addendums issued (see tab 1).*
 - b. *Not acknowledging an addendum voids the proposer's statement agreeing to all of the terms and conditions of the RFP and renders their response non-responsive.*

Procurement Response:

Under the Contractors affidavit, which SCHEDULE "I" - ACKNOWLEDGEMENT OF ADDENDA is a part of, it states that:

The discovery of any omission or misstatements that materially affects the Contractor to perform under the contract shall cause the City to reject the solicitation submittal, and if necessary, terminate the award and/or contract.

As the omission by LAZ of not acknowledging Addendum No. 3, the correction of a typographical error in the formula that Procurement used to evaluate pricing, was viewed as non-material as to affecting the Contractor's ability to perform under the contract or creating an advantage to LAZ, this firm was allowed to cure this non-material omission by acknowledging the addendum.

In addition, the City Attorney has opined that Procurement is permitted to allow revisions of proposals under Section 2-768, Competitive Sealed Proposals, as follows:

(g) Discussion with responsible offerors and revisions to proposals. As provided in the request for proposals, and under administrative regulations, discussions may be conducted with responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers.

It should be noted that SP Plus was also allowed to cure their RFP response as to submitting their Experience Modification (EM) Rating.

SP+ Criticism:

2. *A minimum requirement for Local Project Manager is three (3) years managing similar contracts - clearly stated in Section 3 (see tab 2).*
 - a. *LAZ Parking's project manager does not meet the minimum requirements of Section 3 of the RFP (see tab 2).*
 - b. *Minimum qualifications for the project manager are further clarified in Addendum #2 questions #30 and 36 (see tab 2).*

Procurement Response:

It is Procurement's position that Carlos Marengo meets the minimum qualifications for the Project Manager. Carlos Marengo has been the Project Manager for LAZ Parking for the City of South Miami contract for over 4 years since 2011. In addition, Carlos has approximately 8 years of relevant parking industry experience with governmental entities in South Miami and Surfside (including management experience). Procurement also takes the position that his management experience with LAZ at the University Miami is relevant to Coral Gables, although it is a private university.

His immediate supervisors based in Miami have 22 years and 18 years of parking industry experience respectively, and experience managing contracts with governmental entities as well, information that was taken into consideration in determining whether LAZ met the minimum requirement of 3 years' experience for the local project manager. While with Central Parking System (affiliated with SP+), Christopher Walsh (LAZ Regional VP), was "responsible for operations at Miami International Airport". With LAZ Parking, Luis Macedo has the responsibility of overseeing parking operations at South Miami, Surfside and the University of Miami. He was involved with other contracts in Jackson Memorial Hospital, Miami International Airport and Daytona Beach, while working for Central Parking.

LAZ Parking has contracts with many governmental entities that are similar to and exceed the scope of services of the current Coral Gables Contract including: the Ohio State University, City of Berkeley, California, City of Charlotte and Mecklenberg County, San Francisco Municipal Transit Authority (see attached list of additional Government Agency and Municipal Clients).

The Chief Procurement Officer is authorized to determine responsiveness and responsibility under Section 2-650 (3) of the Procurement Code, entitled "Authority".

SP+ Criticism

1. *Section 7 – Proposal Pricing "Each proposer shall ensure the attached Proposal Pricing Schedule Form is completed in full.." (see tab 3)*
 - a. *LAZ Parking failed to itemized the cost of remote monitoring (see tab 3)*
 - b. *The City specifically added this line-item after throwing out all bids back in 2014 (see tab 3 – 2014 price proposal).*
 - c. *Remote Monitoring are further clarified in Addendum #2 questions #12, 21, 25, 34,(see tab 3).*

Procurement Response:

LAZ pricing proposal states that pricing for their remote monitoring system is "included in hourly pricing for staff". The line item in the Proposal Pricing Proposal was not left blank. Procurement takes the position that this non-material omission did not provide any unfair advantage to LAZ Florida Parking, LLC, nor was this of sufficient grounds to exclude their proposal. Procurement does not allow any changes to unit pricing in solicitations, unless specifically provided for in the Procurement Code.

Under Section 3.1 of the RFP, the City reserves the right to accept or reject any and/or all responses or sections thereof, and waive any informalities or technicalities.

SP+ Criticism:

SP Plus was ranked first by the two (2) local industry experts in the Selection Committee - Mr. Richard Sobaram, Parking and Transportation Director - University of Miami & Mr. Kevin Kinney - City's Parking Director (see tab 4)

Procurement Response:

Kevin Kinney and Richard Sobaram ranked SP+ higher on their respective evaluation forms, however, both evaluators voted affirmatively to recommend the following rank order: #1 - LAZ Florida Parking, LLC, #2 - SP+ Municipal Services. Those Evaluation Committee members voting to recommend LAZ Florida Parking, LLC to be awarded this contract were as follows:

Dorothy Thompson

Parking Advisory Board Member

Javier Betancourt	Economic Development Director
Marina Foglia	Executive Director of the BID
Kevin Kinney	Parking Director
Richard Sobaram	Director of Parking & Transportation - University of Miami

SP+ Criticism:

Retaining SP Plus, your 18 year partner, will save the City \$39,008 (see tab 5).

Procurement Response:

Hourly Billing Rates was one of the evaluation criteria, as SP+ submitted the lowest hourly rates, they were awarded the highest point total for this criterion, 30 points. It should be noted that Hourly Billing Rates was only one (1) of the six (6) criteria that were evaluated as follows:

<u>Criteria</u>	<u>Points</u>
Business Profile - Experience and Qualifications of the Proposer	15
Management Team and Key Personnel Qualifications	20
Hourly Billing Rates	30
Project Understanding, Proposed Approach, and Methodology	15
Remote Monitoring Management System	10
Past Performance	<u>10</u>
Total Points	100

Also, attached is a series of emails between the Parking Department and SP+ going back over a year regarding performance issues that have not been resolved to the satisfaction of the Parking Department calling into question SP+ use of the description “partnership” in defining the relationship of the City and the firm.

Email from Maurice Klock:

See attached email and related information.

Procurement Response:

In an email to the City Commission from Maurice Klock dated June 17, 2016, links were provided to news articles, concerning discrepancies in revenue collected in parking lots managed by LAZ for the Massachusetts Bay Transit Authority (MBTA) and a wire fraud case involving a now former LAZ employee to steer a \$22 million dollar parking meter contract to a particular vendor to supply and install parking meters.

Included for your review is a response from the Parking Director and LAZ Florida Parking on these news articles. The Parking Director's report outlines steps taken by the Parking Department to reduce the opportunity for theft in its parking operations, which may be a factor in the discrepancies occurring at MBTA.

In regard to the wire fraud case involving Chicago Parking Meters, LLC, the LAZ response stated that they had terminated the employee involved on June 17, 2016, two (2) days after being notified of the allegation; they also hired a firm to investigate the matter, to determine if this employee's action was indicative of a broader pattern of misconduct within LAZ, and to recommend what additional internal controls should be implemented to reduce the risk of similar occurrences in the future. In regard to the discrepancies in revenue collected at MBTA parking lots, LAZ's response indicates that LAZ is fully cooperating with MBTA's investigation, and LAZ and MBTA "are working together to resolve and improve any procedures that will minimize issues of employee theft, including reviewing and evaluating installation of state of the art revenue control equipment".

In addition, references have been included from both the above mentioned agencies, indicating they would hire LAZ Parking again and their comments regarding the issues contained in the news articles. These references were obtained after the Evaluation Committee Meeting as part of continuing due diligence efforts by Procurement to investigate matters impacting a recommended contract award.

Based on the above information, Procurement sees no reason to oppose the Evaluation Committee's recommendation to award the Parking Garage Attendant RFP to LAZ Florida Parking, LLC.

In accordance with Section 2-584 of the Procurement Code, entitled "Duties of the City Attorney", the City Attorney has reviewed Procurement's findings contained in this memo.

If you have any questions regarding this memo please do not hesitate to let me know.

Copy: Diana Gomez, Finance Director
Craig Leen, City Attorney

July 8, 2016



Mr. Mike Pounds
Chief Procurement Officer
City of Coral Gables
2800 SW 72nd Avenue
Miami, FL 33155

RE: Email from Maurice Klock dated June 17, 2016 regarding LAZ Parking

Dear Mr. Pounds:

Thank you for the opportunity to respond to the above Email. There are two issues raised in the Email. The first is in connection with a matter involving Philip "Felipe" Oropesa and kickback scheme relative to the Chicago Parking Meters ("CPM"). The second relates to a theft at the MBTA in Massachusetts. LAZ Parking's response to the Email follows:

Philip "Felipe" Oropesa

In the late afternoon of June 16, 2015, a Chicago Sun Times reporter contacted a representative of LAZ Parking seeking comment on an article that was being written in connection with allegations that Philip Oropesa, a LAZ employee had accepted a bribe from one George Levey in connection with the steering of a subcontract for parking meters to a company known as Cale in 2008. This was the first time that anyone at LAZ had heard anything about this issue. LAZ immediately contacted Mr. Oropesa, who denied any wrongdoing. On June 17, 2015 Mr. Oropesa was placed on administrative leave pending further investigation. On June 19, 2015 Mr. Oropesa was terminated for cause.

On that same day, LAZ engaged the law firm of Holland & Knight ("H&K") to undertake an independent investigation to determine: (1) whether Mr. Oropesa accepted bribe payments from George Levey as alleged by the FBI; (2) whether Mr. Oropesa acted alone in his alleged illegal dealings with Levey or were others involved; (3) whether the bribe payments Mr. Oropesa allegedly accepted from Levey materially impacted the selection process in which Cale was awarded the subcontract to provide parking meters for the CPM contract; (4) whether Mr. Oropesa solicited, accepted, or made any other illegal payments to or from Levey or anyone else, or acted in a similar manner with regard to any other contract during his time at LAZ; (5) whether Mr. Oropesa's actions were indicative of a broader pattern of misconduct within LAZ; and (6) what additional internal controls LAZ should implement in order to reduce the risk of similar occurrences in the future.

H&K conducted a wide-ranging and unrestricted investigation which included multiple teams of attorneys conducting approximately sixteen witness interviews around the country and identifying, culling, and reviewing approximately 21,000 documents.

Shortly after beginning the investigation, H&K was able to procure a letter from the Department of Justice for the Northern District of Illinois to the effect that LAZ Parking was not a target of the criminal investigation.

Upon completion of the investigation H&K determined that although it appears that Mr. Oropesa accepted bribe payments from Mr. Levey, there was no evidence to suggest that any other LAZ employees were aware of or involved in Mr. Oropesa's alleged illegal activities. This fact was confirmed by statements of Mr. Oropesa directly to LAZ, by Email to LAZ and in an interview with H&K.

H&K further concluded that the selection of Cale to provide the parking meters for the CPM contract was not improperly influenced by Mr. Oropesa's acceptance of payment from Mr. Levey. Dennis Pedrelli, President of CPM was solely responsible for selecting the vendor.

H&K further concluded that no other projects appear to have been affected by Mr. Oropesa's conduct, there was no evidence suggesting a broader pattern of misconduct, and that the conduct of Mr. Oropesa appeared to be an isolated incident.

Finally, H&K concluded, "...our investigation to date leads us to believe that the Company and its leaders aggressively promoted a culture of ethical conduct."

MBTA

LAZ Parking provides defined contractual services for the MBTA including, but not limited to, staffing, customer service, revenue collection, parking lot payment and enforcement, cleaning, striping, landscaping, snow plowing and light maintenance for approximately 100 locations (9 garages and approximately 90 lots). The majorities of the lots are unattended and operate using Paybyphone technology. There are, however 12 lots that are cashier attended lots that are manually operated using tickets and collecting revenue by cash or credit cards.

On March 7, 2016 the MBTA in conducting a routine audit determined that there were discrepancies between the daily revenue report and the results of a physical car count. Upon being notified of the discrepancy, LAZ immediately launched an investigation.

Certain discrepancies were discovered at the North Quincy lot. It was determined that the supervisor at this lot had failed to follow proper procedure and although this individual denied any wrongdoing, he was terminated on March 11, 2016.

Additionally discrepancies were discovered at the Lechmere lot and when the cashier was unable to provide a satisfactory explanation and he was terminated on the spot.

LAZ has continued to cooperate fully with the MBTA and the transit police in connection with their investigation.

It should be noted that fluctuations in revenue for the MBTA locations is not at all unusual based upon factors such as the weather, the performance of the Red Sox, alternative forms of transportation such Uber / Lyft, car sharing, cycling, and walking.

This investigation is ongoing. LAZ and MBTA are working together in a cooperative fashion to resolve and improve any procedures that will minimize issues of employee theft, including reviewing and evaluating the installation of state of the art revenue control equipment. In this and all situations when problems arise, LAZ stands with its clients to resolve any issues and move forward with a stronger relationship.

Although any theft or employee misconduct is unacceptable, LAZ Parking operates, manages, or leases in excess of 2,400 parking locations, containing in excess of 875,000 spaces in 26 states and more than 320 cities. LAZ Parking diligently promotes its mission to, "Create opportunities for our employees and value for our clients" throughout the entire company, and LAZ employees consistently perform at a very high level consistently upholding the LAZ values of: Respect; Commitment to People; Honesty and Integrity; and Trust.

We would like to state very clearly, that these incidents were isolated to other parts of the country and had no affiliation with any staff or operations in the State of Florida. It is unfortunate that other parking operators resort to these tactics during a bid process.

Should you require anything further, do not hesitate to contact me.

Sincerely,



Glenn T. Terk

Corporate Counsel

15 Lewis Street

Hartford, CT 06103

(o) 860-522-7641 X 7739

Gterk@lazparking.com

Pounds, Michael

From: Kinney, Kevin
Sent: Friday, June 17, 2016 5:57 PM
To: Cason, Jim; Quesada, Frank; Keon, Patricia; Lago, Vince; Slesnick, Jeannett
Cc: Parking; Procurement; mtrowbridge@coralgableschamber.org; Iglesias, Peter; Swanson-Rivenbark, Cathy
Subject: RE: LAZ PARKING

To All,

The events outlined in the report below have been a topic of general interest in the parking industry for many months. When events like this arise, it provides an opportunity for the City to review our operating procedures to ensure we have appropriate checks and balances. Over the past ten years the City has taken steps to reduce the opportunity for theft and for several reasons we believe it would be unlikely something as significant as the loss identified below could happen within our Parking Operations. The key is vigilance and continuous improvements in systems and operating procedures. Specifically, our operations have these differences from the incident described and the following protections:

1. Over the past 10 years, the parking system has moved to reduce the amount of cash handling in our revenue control process. Currently, 75% of all revenue generated in a parking lot or on-street is received through electronic payment methods; the funds are deposited directly into a City account without the need for anyone handling cash. Cash that is collected in the parking lot and on-street pay-stations is collected on a regular schedule, when the vault is pulled a report is automatically generated in the EMS and sent to management, the locked vault is then transported to the Money Room where it is unlocked and the deposit is processed on camera. If the deposit is more than \$1 over or short, the Parking Director must sign off on the paperwork.
2. In the two garages with new equipment 70% of all transactions are electronic payments that are automatically deposited into a City account. In these two garages cash received as payment is collected through pay-stations without the need for a cashier to process the transaction. The funds are deposited in a sealed vault automatically and reported to the enterprise management system (EMS). The vaults are collected on a regular schedule, when the vault is pulled a report is automatically generated in the EMS and sent to management, the locked vault is then transported to the Money Room where it is unlocked and the deposit is processed on camera. If the deposit is more than \$1 over or short, the Parking Director must sign off on the paperwork.
3. The City maintains a contract with a parking management company. In the situation reported below, the parking management firm had operational control and reported to the owner. However, Attendant and Cashiering services in our garages are for staffing purposes only and the City maintains direct control over the systems and daily operational control of the garages. Contract staff has limited direct cash handling responsibilities.
4. Two of our City garages are currently operating with cashiers. In these two facilities tickets and deposits are audited daily to verify the City is receiving the parking revenue generated. The processing of deposits is kept separate from the transaction audit.

Next week an evaluation committee will be reviewing proposals for a new Parking Attendant and Cashiering Contract to cover our parking garages. LAZ Parking has submitted a proposal and will be interviewed by the committee. Generally parking firms are organized regionally and it does not appear that anyone participating in the proposal was involved in

the incident reported below. Procurement and Parking Staff will ensure that all necessary due diligence is completed before any recommendation is forwarded to the Manager's Office.

Kevin J. Kinney, Esq.

Parking Director

City of Coral Gables Parking Dept.

2801 Salzedo Street, 2nd Floor

Coral Gables, Florida 33134

305-460-5541

kkinney@coralgables.com

From: Maurice Klock [mailto:mauriceklock@hotmail.com]

Sent: Friday, June 17, 2016 12:47 PM

To: Cason, Jim; Quesada, Frank; Keon, Patricia; Lago, Vince; Slesnick, Jeannett

Cc: Parking; Procurement; mtrowbridge@coralgableschamber.org

Subject: LAZ PARKING

Importance: High

DO WE NEED TO BRING THIS KIND OF CULTURE TO OUR CITY, TO COLLECT OUR CITY'S PARKING REVENUES?

Philip "Felipe" Oropesa was LAZ Parking Vice President overseeing all of the Municipal Contracts for the company.

<http://www.courant.com/business/hc-laz-parking-termination-0621-20150620-story.html>

[Exec pleads guilty to kickback scheme with Chicago's parking meters](#)

Commonwealth: T parking data raises lots of questions

[Bruce Mohl](#) May 25, 2016

PARKING REVENUE at a number of major MBTA lots jumped dramatically in March and April after the transit authority began investigating receipt discrepancies. The numbers suggest the loss of parking revenue may be bigger and more widespread than earlier believed.

Brian Shortsleeve, the MBTA's chief administrator, also disclosed on Wednesday that he is putting a new team together to oversee parking, advertising, concessions, and other T and Department of Transportation operations that generate \$127 million in annual revenue. Responsibility for both MBTA

and Department of Transportation parking operations, which generate \$44 million annually, will be handled by Bryan Gubbins, director of real estate for MassDOT. An MBTA spokesman said Ronald Ross, the T's former director of parking, remains at the agency.

The parking problem surfaced initially in February when daily revenue reports at MBTA lots didn't match up with actual vehicle counts conducted by the agency. Conflicting stories emerged as the MBTA's parking lot operator, LAZ Parking Ltd., and then the Transit Police and an outside auditor began investigating. The problem was first described as being confined to one lot, then three, then back to two. T officials said on May 16 they were still trying to get a handle on the revenue losses, but felt they weren't huge.

But parking revenue data obtained from the MBTA suggest the problem may be bigger than earlier believed. At the North Quincy Station parking lot, for example, revenues averaged \$56,561 a month over the 10-month period between May 2015 and February 2016. In March and April, after the parking investigation began and LAZ fired two employees "for not following proper procedures," revenues averaged \$87,151, an increase of \$30,590, or 54 percent.

At the Lechmere parking facility, revenues averaged \$33,008 a month between May and February, but then averaged \$52,613 in March and April, an increase of \$19,605, or 59 percent.

MBTA officials initially said the parking revenue discrepancies they uncovered were confined to the North Quincy facility. Then they added Lechmere and Riverside to the list, but then withdrew Riverside after it was determined there was no revenue loss there.

But parking data obtained by *CommonWealth* suggests average revenue at Riverside did bump up by \$35,775, or 43 percent, during March and April compared to the previous eight months. There were also fairly substantial revenue increases of 20 to 32 percent at the Oak Grove, Sullivan, and Wellington parking facilities in March and April. The increase in average monthly revenue at Wellington was \$30,191.

For all MBTA parking lots, even those not managed by LAZ, average monthly revenue increased more than \$430,000, or 12.5 percent, during March and April compared to the previous 10 months.

It's unclear what caused the spikes in income, but MBTA officials are trying to determine if the higher numbers in March and April were an aberration or reflect revenue that should have been coming in to the authority all along. Joe Pesaturo, the MBTA's spokesman, declined to speculate. "Both the audit and the police investigation continue," he said in an email.

T officials have been cautious in describing the situation, referring to "parking discrepancies" rather than parking thefts. John Englander, the MBTA's legal counsel, said the agency's contract with LAZ requires the parking lot operator to pay twice the amount of any discrepancies that turn up, plus any applicable fines.

<http://commonwealthmagazine.org/transportation/t-parking-data-raises-lots-of-questions/>

News / Local news / Breaking News

Exec pleads guilty to kickback scheme with Chicago's parking meters



A LAZ Parking worker installs a new parking meter sign in Chicago in 2014. (Anthony Souffle / Chicago Tribune)

By **Jason Meisner** · Contact Reporter
Chicago Tribune

APRIL 14, 2016, 11:06 AM

A former executive for the company that runs Chicago's parking meters pleaded guilty Thursday to taking kickbacks to steer a \$22 million contract to install the privately owned meters.

Philip "Felipe" Oropesa, 57, of Marietta, Ga., pleaded guilty to one count of wire fraud in federal court in Atlanta, where his case was transferred after he was indicted in Chicago last year, court records show. Oropesa also agreed to forfeit \$90,000 in bribe money he was paid over the course of the scheme.

Oropesa's Atlanta-based lawyer, Paul Kish, did not immediately respond to a request for comment.

The charges allege Oropesa, who was vice president of government relations for LAZ Parking, took about \$90,000 in bribes in exchange for steering a \$22 million contract to supply and install the parking meters to a company identified only as Company A.

Oropesa was the latest figure to be convicted of charges of graft and corruption involving a high-profile city deal.

In January, a federal jury found former top city transportation official John Bills guilty of taking hundreds of thousands of dollars in cash, vacation trips and personal gifts to steer the city's lucrative red light camera contract to an Arizona company beginning in 2003.

Last year, former Chicago Public Schools CEO Barbara Byrd-Bennett pleaded guilty to wire fraud for steering multimillion-dollar no-bid contracts to a former employer in exchange for the promise of up to \$2.3 million in kickbacks. One of her co-defendants, Thomas Vranas, a co-owner of SUPES Academy, has also pleaded guilty in the case earlier this week.

Oropesa's alleged scheme was detailed in an FBI search warrant affidavit unsealed last year. According to the 17-page affidavit, Oropesa met with the president of Company A at a Florida restaurant in late 2008 as the deal to lease the meters for 75 years was being completed. Authorities have since confirmed in court filings that the CEO, who cooperated in the federal investigation, was George Levey, who headed Tampa, Fla.-based Cale Parking Systems USA.

At the 2008 meeting, Levey agreed to give kickbacks to Oropesa worth \$90,000 and made a "side agreement" for additional bribes if other business was given to the company in the future.

Oropesa, who was part of a three-member panel assembled to find a vendor, later gave Levey inside information about the bidding requirements and helped select Cale Parking Systems, according to the affidavit.

Oropesa's wife set up a shell company in Florida called Landmark Sales and Marketing that received four bribe payments totaling \$90,000 over a three-month span in 2010, according to the affidavit.

Levey told the FBI that the contract was not nearly as lucrative as he expected because of unforeseen costs imposed by a Morgan Stanley-led business consortium that hired LAZ Parking to manage the privatized meters in Chicago. In 2011, he balked when Oropesa appeared to be hitting him up for more money.

Later that year, he wrote another email to provide Oropesa with a "reality update" on the request for more kickbacks, according to the affidavit. Shortly after the email was sent in July 2011, federal

agents raided Levey's office in connection with an unrelated parking meter bribe scheme, the filing said.

Levey pleaded guilty last April to bribing a Portland, Ore., official in return for help in landing parking meter deals, court records show.

Oropesa, meanwhile, resigned from LAZ shortly after the investigation was made public in June. The Connecticut-based company later issued a statement saying it was cooperating with authorities and that its own internal investigation had shown it was "an isolated case involving one employee."

After leaving LAZ, Oropesa started up his own parking meter company, ZenParc LLC, which according to Oropesa's LinkedIn page helps "public and private owners and operators achieve balance and harmony in their parking operations." The page touts Oropesa's 35 years of "hands-on parking industry and traffic management experience," in particular his success "with the Chicago on-street meter system."

jmeisner@tribpub.com

Twitter @jmetr22b

Copyright © 2016, Chicago Tribune

A version of this article appeared in print on April 15, 2016, in the News section of the Chicago Tribune with the headline "Ex-parking meter exec pleads guilty" — Today's paper | [Subscribe](#)

This article is related to: Trials and Arbitration

Business

LAZ Parking Fires Executive Under Investigation In Bribery Scheme

By **Kenneth R. Gosselin and David Owens** · Contact Reporters
Property Line

JUNE 20, 2015, 5 57 PM

HARTFORD — Laz Parking has fired its Atlanta-based vice president of government services who is the subject of an FBI investigation over alleged bribe-taking.

The company said Saturday that it had conducted its own internal investigation and decided to terminate the employee. The Courant is not identifying the former employee because no charges have been filed against him.

The FBI is investigating whether the former executive was paid \$90,000 in bribes to steer a contract to install and maintain privatized parking meters in Chicago.

The company, based in Hartford, said it learned of the allegations Tuesday and placed on the vice president on administrative leave as it conducted its investigation.

"We built our company over the past 35 years based on our core values of respect, commitment to people, honesty, integrity and trust," Alan Lazowski, LAZ's Chairman and Chief Executive, said in a statement.

"This is an isolated incident of one employee and if these allegations are true, they are contrary to every core value that LAZ stands for."

The former executive, who was the company's vice president of government services in LAZ's Atlanta office, worked for the company since 2008. The executive was responsible for managing municipal parking operations.

Lazowski said he first learned of the allegations in a call from a Chicago reporter. The executive, Lazowski said, was immediately placed on administrative leave, pending an internal investigation. LAZ has not been contacted by investigators but, if it is, the company will cooperate fully, Lazowski said.

LAZ was founded in 1981 in Hartford with one single valet location. Today, the company has 8,300 employees in 28 states and 245 cities. LAZ owns, manages or leases more than 800,000 parking spaces, making it the third largest parking operator in the country.

The alleged kickback scheme was laid out in an FBI search warrant affidavit filed in February seeking access to two email accounts tied to the LAZ executive. LAZ had been hired by a Morgan Stanley-led business consortium in 2008 to manage the privatized meters in Chicago.

According to the 17-page filing that was made public recently, the LAZ executive met with the president and CEO of another firm, identified only as Company A, at a Florida restaurant in late 2008, as the city's much-maligned \$1.2 billion deal to lease the meters for 75 years was being finalized.

At the meeting, the CEO offered to give kickbacks to the LAZ executive in exchange for steering the contract to install the parking meters to Company A, according to the affidavit. They also made a "side agreement" for additional bribes if other business, such as extended warranties on the meters, was given to the company in the future.

The LAZ executive later gave the CEO inside information about the bidding requirements and helped select Company A for the job as part of a three-member panel assembled to find a vendor, according to the affidavit.

In October 2009, the LAZ executive's wife set up a shell company in Florida called Landmark Sales and Marketing to receive the bribe payments, according to the affidavit. Over a three-month span in 2010, Company A made four payments totaling \$90,000 to Landmark Sales as kickbacks for winning the \$22 million contract, the filing stated.

The CEO, who is not named in the filing, pleaded guilty earlier this year to bribing an official in another city and is cooperating with authorities, the FBI said in the affidavit.

He told the FBI that because of unforeseen costs imposed by the consortium, the contract was not nearly as lucrative as he expected. In 2011, the CEO balked when the LAZ executive appeared to be hitting him up for more money.

"You and I will need to meet," he wrote to the executive, according to the affidavit. "Our friends have hammered us down in all areas. ... A fair payout may have already happened."

Later that year, he wrote another email to provide the LAZ executive with a "reality update" on the request for more kickbacks, according to the affidavit.

"In a normal deal, once a deal is done, one would believe, short of an unforeseen problem, margins would be clear to calculate," the CEO wrote, according to the filing. "... Obviously I am making this statement because the fee issued last year is quite fair as full payment."

Shortly after the email was sent in July 2011, federal agents raided the CEO's office in connection with the unrelated parking meter bribe scheme in another district, according to the filing.

Copyright © 2016, Hartford Courant

This article is related to: Crime

LAZ FLORIDA PARKING, LLC
REFERENCES



CITY OF CORAL GABLES

RFP 2016.02MP PERFORMANCE EVALUATION SURVEY

Reference For: LAZ Parking

Point of Contact: Michael Kuziak, Chief Operating Officer

Please evaluate the performance of the company by rating them on a scale of 1-10 (10 means you are very satisfied and would hire them again, and 1 meaning total dissatisfaction). **Please leave blank if you don't know.**

NO.	CRITERIA	UNIT	
1	Ability to maintain courteous and professional service with the public	(1-10)	8
2	Customer Service (communication, resolution of discrepancies, responsiveness of personnel servicing the account).	(1-10)	10
3	Responsiveness to agency's priorities for service.	(1-10)	10
4	Overall customer satisfaction	(1-10)	8
5	Would you hire this firm again?	Yes*	No

*With changes to laws governing payroll they would hire LAZ again. Like the addition of the Miami-Dade Living Wage to this RFP, MBTA would like to be able to increase wages as a requirement of the new contract with the goal of hiring better staff for their parking operations.

Comments: In regard to the article provided by Maurice Klock in his email about MBTA, the reference stated that they felt LAZ was as much of a victim as MBTA. He stated that the employee involved was retained from the previous firm who held the contract. The Reference stated that LAZ addressed the issue in appropriate manner.

Company Providing the Referral: MBTA

Contact Name: Bruno Lopez, Parking Coordinator in transition to the title of Parking Director

Contact Phone and e-mail: (617) 939-8845

Date of Services: 2013-2018

Dollar Amount for Services: \$9,000,000 annually - 10 Garages



CITY OF CORAL GABLES

RFP 2016.02MP PERFORMANCE EVALUATION SURVEY

Reference For: LAZ Parking

Point of Contact: Tony DiPaolo, Senior Vice President, Midwest

Please evaluate the performance of the company by rating them on a scale of 1-10 (10 means you are very satisfied and would hire them again, and 1 meaning total dissatisfaction). Please leave blank if you don't know.

NO.	CRITERIA	UNIT	
1	Ability to maintain courteous and professional service with the public	(1-10)	8-9
2	Customer Service (communication, resolution of discrepancies, responsiveness of personnel servicing the account).	(1-10)	8-9
3	Responsiveness to agency's priorities for service.	(1-10)	8-9
4	Overall customer satisfaction	(1-10)	8-9
5	Would you hire this firm again?	Yes	No

Comments: Their culture is to treat employees in a way to retain them for the long term. This feeling of being wanted by the Company permeates to employees and leads to them providing better customer service.

In regard to the issue mentioned in the article provided by Maurice Klock, the reference stated that they went over and above handling the situation. He added that "the owner of LAZ took it personally" because of their employee culture. He stated that this was a one-off situation, and the issue didn't go any further than this one person at LAZ. They did a nice job of reconciling this issue. Chicago Parking Meters had no issue with LAZ's response, and in fact, later executed a new 10 year contract with the firm.

Company Providing the Referral: Chicago Parking Meters, LLC

Contact Name: Dennis Pedrelli, Chief Executive Officer, Chicago Parking Meters, LLC

Contact Phone and e-mail: 312-262-6862

Date of Services: 2006-2026

Dollar Amount for Services: Company Policy Not to Provide

Pounds, Michael

From: Hebert, Kathy <KHEBERT@norwalkct.org>
Sent: Thursday, May 05, 2016 4:05 PM
To: Pounds, Michael
Subject: RE: LAZ Parking

Good Afternoon,

Feel free to contact me with any questions.

RFP 2016.02MP
PERFORMANCE EVALUATION SURVEY

Reference For: LAZ Parking
Point of Contact: _____

Please evaluate the performance of the company by rating them on a scale of 1-10 (10 means you are very satisfied and would hire them again, and 1 meaning total dissatisfaction). Please leave blank if you don't know.

NO.	CRITERIA	UNIT	
1	Ability to maintain courteous and professional service with the public	(1-10)	9
2	Customer Service (communication, resolution of discrepancies, responsiveness of personnel servicing the account).	(1-10)	9
3	Responsiveness to agency's priorities for service.	(1-10)	10
4	Overall customer satisfaction	(1-10)	10
5	Would you hire this firm again?	Yes	No

Comments: _____ We have contracted with LAZ Parking since 2003. The Parking Authority is established as an enterprise fund of the City of Norwalk, responsible for city owned parking assets in the urban core. LAZ parking provides on and off street parking (over 4,000 spaces), property management, maintenance, technology, customer service, security, landscaping, concession services. They are the Parking Authority's business partner.

Company Providing the Referral: Norwalk Parking

Authority _____

Contact Name: Kathryn Hebert,

Director _____

Contact Phone and e-mail: 203-854-7736

khebert@norwalkct.org

Date of Services: 10/2003 - present

Dollar Amount for Services: \$100,000 management fee plus 10% of net revenues

Kathryn R. Hebert
203-854-7736 (o)



CITY OF CORAL GABLES

RFP 2016.02MP PERFORMANCE EVALUATION SURVEY

Reference For: CampusParc (The Ohio State University)

Point of Contact: Sarah Blouch

Please evaluate the performance of the company by rating them on a scale of 1-10 (10 means you are very satisfied and would hire them again, and 1 meaning total dissatisfaction). Please leave blank if you don't know.

NO.	CRITERIA	UNIT	
1	Ability to maintain courteous and professional service with the public	(1-10)	10
2	Customer Service (communication, resolution of discrepancies, responsiveness of personnel servicing the account).	(1-10)	10
3	Responsiveness to agency's priorities for service.	(1-10)	10
4	Overall customer satisfaction	(1-10)	10
5	Would you hire this firm again?	Yes	No

Comments: The LAZ team brings enthusiasm, creative approaches to problems, and a "can do" attitude to the performance of parking. They are a great group to work with.

Company Providing the Referral: CampusParc LP

Contact Name: Sarah Blouch

Contact Phone and e-mail: 614-816-2420, sblouch@campusparc.com

Date of Services: 10-year O&M Agreement which began 9-21-12.

Dollar Amount for Services: Proprietary
information.



CITY OF CORAL GABLES

RFP 2016 02MP PERFORMANCE EVALUATION SURVEY

Reference for Harris County Parking Facilities

Point of Contact Desiree D. Smith

Please evaluate the performance of the company by rating them on a scale of 1-10 (10 means you are very satisfied and would hire them again, and 1 meaning total dissatisfaction) Please leave blank if you don't know.

NO.	CRITERIA	UNIT	
1	Ability to maintain courteous and professional service with the public	(1-10)	9
2	Customer Service (communication, resolution of discrepancies, responsiveness of personnel servicing the account).	(1-10)	9
3	Responsiveness to agency's priorities for service.	(1-10)	10
4	Overall customer satisfaction	(1-10)	9
5	Would you hire this firm again?	Yes	

Comments:

LAZ is currently working on a month-to-month extension and has been working with the same diligence as if they were under contract. They have instrumental in restructuring our parking process. Highly Recommend.

Company Providing the Referral: Facilities & Property Management, Harris County

Contact Name DESIREE D. SMITH

Contact Phone and e-mail: 78-274-9783 / desiree.smith@fpm.hctx.net

Date of Services: 10/1/2010 - PRESENT

Dollar Amount for Services: \$ 50,000



CITY OF CORAL GABLES

RFP 2016.02MP PERFORMANCE EVALUATION SURVEY

Reference For: City of South Miami

Point of Contact: Alfredo Riverol

Please evaluate the performance of the company by rating them on a scale of 1-10 (10 means you are very satisfied and would hire them again, and 1 meaning total dissatisfaction). Please leave blank if you don't know.

NO.	CRITERIA	UNIT	
1	Ability to maintain courteous and professional service with the public	(1-10)	10
2	Customer Service (communication, resolution of discrepancies, responsiveness of personnel servicing the account).	(1-10)	10
3	Responsiveness to agency's priorities for service.	(1-10)	10
4	Overall customer satisfaction	(1-10)	10
5	Would you hire this firm again?	<input type="checkbox"/>	No

Comments: Excellent Company and great personnel

Company Providing the Referral: City of South Miami

Contact Name: Alfredo Riverol

Contact Phone and e-mail: 305-663-6343 and email: ariverol@southmiamifi.gov

Date of Services: 2006 to present

Dollar Amount for Services: over \$275,000 annually

Kowalchik, John

From: Kowalchik, John
Sent: Friday, April 29, 2016 9:48 AM
To: Chester Escobar; Mark Callender; 'Yessenia Cintron'
Cc: Kinney, Kevin; Kowalchik, John; de la Rosa, Miguel
Subject: G6 equipment decals

For months I have been asking for the decals on the equipment at G6 to be replaced. It has not happened. Today I gave the decals to Tyrone from G2 and asked him to go G6 and replace the decals. How difficult was this to do? These decals are important because they help the customer use the equipment properly and they contain the FP phone # in case there are issues with intercom system.

Also, for months I have been asking for the wheel stops at G6 to be straightened and the trash can lids to be cleaned. Neither has been done. Mark and I have discussed the maintenance issues at G1. We continue to have issues there. This is a small facility and yet it continues to have maintenance issues and I find it hard to understand.

FYI – handicap usage has gone down since you had your meeting with the staff.

Let me be clear. I am sending this email to everyone because in the past I have only gone over these issues with the supervisors and directly to staff, and I have been accused of complaining only when "things" were happening. If SP+ feels it necessary I will try and include everyone on this email with all future requests and/or issues, rather than presenting them only with on-site staff.

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).

Kowalchik, John

From: Kowalchik, John
Sent: Thursday, April 28, 2016 12:35 PM
To: Chester Escobar; Mark Callender; 'Yessenia Cintron'
Cc: Kinney, Kevin; Kowalchik, John
Subject: G2 Ambassador

Importance: High

We had a backup in G2 last night about 21:00 and no Ambassador. Why? Where was the ambassador?

Also, I would like the ambassador scheduled until midnight on Monday, Tuesday & Wednesday; instead of 20:00

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).

Kowalchik, John

From: Kowalchik, John
Sent: Wednesday, April 20, 2016 9:59 AM
To: Mark Callender; 'Chester Escobar'; de la Rosa, Miguel
Cc: Kowalchik, John
Subject: Yesterday Issues

- Yarelis did not show up until 09:30. I also found a strange note in the G1 office/lunch room this morning. I will have it for our meeting today.
- No ambassador at G2 last night during an equipment issue. Ambassador knew there was an issue at 19:30 but left to relieve the cashier at another garage.
- G2 ambassador cashiered a 5 dollar ticket but did not do a drop log for the cash.

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).

Date: 4/20/2016

Update on the items suggested by City of Coral Gables

1. Proper entries on log sheet G2/G6.
ACTION: Each ambassador and maintenance employee
Counseled Deadline: 4/20/16.
2. Procedure for Cash drop.
ACTION: Counseling for all employees at meeting. 4/16/16.
3. Uniforms : Deadline for all employees to receive outstanding
Uniforms. Date: 4/25/16.
4. Customer service.
ACTION: All employees to retake Standard University
Course, The Three Keys to Customer Satisfaction.
Deadline: 4/22/16.
- 5: Cell Phones.
ACTION: NO CELL PHONES TO BE USED IN THE
BOOTH. Deadline: IMMEDIATE.
6. Maintenance and their responsibilities:
ACTION: Staff must pay more attention to their duties.
Mark to arrange day for walk through with John. Feedback on
shortcomings must be fixed by maintenance staff.

Kowalchik, John

From: Kowalchik, John
Sent: Monday, April 11, 2016 1:41 PM
To: 'Mark Callender'; Chester Escobar
Cc: de la Rosa, Miguel; Kinney, Kevin; Kowalchik, John
Subject: SP+ employee

Importance: High

Mark,

As stated numerous times the SP+ employees are not performing their duties as required. Logs are not being completed, cash drops and logs are not being done correctly, employees are not adhering to the posted schedules, employees not in (complete) uniform, little or no customer service being rendered to our patrons, employees on personal phone calls during business hours, maintenance is not be performed as required, etc. These (and other) issues are effecting the parking operations. I asked that these (and other) issues be corrected and/or the employees be retrained. We cannot allow this to continue. Measures must be taken to correct these issues immediately.

Please be prepared to discuss a corrective action plan on Wednesday.

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).

Kowalchik, John

From: Kowalchik, John
Sent: Monday, April 04, 2016 8:56 AM
To: Mark Callender
Cc: de la Rosa, Miguel; Kowalchik, John
Subject: Weekend issues

Mark,

- The counts at both G2 & G6 were off dramatically for the weekend. Any explanation?
- G6 had 8 exception tickets but only 4 were noted on the log.
- The receipt paper in G6 (& G2) units should be as follows:
 - PIL & full POF should have generic receipt paper (not WPS).
 - CC only exit verifiers should have thermal adding machine paper.
 - CC only POF should have the WPS receipt paper.
- New decals are still not posted on the equipment in G6 (I forgot to check G2 this morning).

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).

Kowalchik, John

From: Kowalchik, John
Sent: Tuesday, March 15, 2016 10:16 AM
To: Mark Callender
Cc: Kowalchik, John; Marengo, Merlyn; de la Rosa, Miguel; Pittman, Mercedes
Subject: G2 & G6 logs

Mark,

I found several tickets in G6 on Monday (they were from Friday) but no Log. This is unacceptable. There must be a log completed for each day, with all issues listed.

The G2 logs are still not being done correctly. Last night a gate was opened and it was noted on a blank receipt but not on the Log. All issue (without exception) must be noted on the log.

John

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).

Kowalchik, John

From: Kowalchik, John
Sent: Thursday, March 10, 2016 8:25 AM
To: Mark Callender
Cc: de la Rosa, Miguel; Kowalchik, John
Subject: Garage Issues

Importance: High

Mark,

Please respond to the following items:

- Attached is a copy of the G2 Log and tickets from yesterday. This is unacceptable. Please have the log redone to include ALL issues.
- The keys for G2 equipment were left in G1 overnight. Why?
- The G2 sign "Pay Here to Speed Up Exit" is missing. Please find it.
- The G6 cash draw needs to be returned.
- Yesterday I asked Alex at G6 to remove trash from cement containers. He did not do it.
- Yesterday I told Alex at G6 he needs to clean the top of the trash receptacles. He did not do it.
- Please check all facilities for supplies and resupply were needed.

Thank you,
John

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).

Kowalchik, John

From: Mark Callender <mcallender@spplus.com>
Sent: Thursday, March 10, 2016 11:09 PM
To: Kowalchik, John
Subject: Re: Garage Issues

Replying to the questions:

- . The cashier was written up and is in the process of rewriting the log.
- . G2 key was returned to the booth.
- . G2 sign is in place.
- . G6 drawer to be collected from G4.
- . Booths were given supplies on Wednesday.
- . Alex will be dealt with on Friday in G1.

On Thu, Mar 10, 2016 at 8:25 AM, Kowalchik, John <jkowalchik@coralgables.com> wrote:

Mark,

Please respond to the following items:

- Attached is a copy of the G2 Log and tickets from yesterday. This is unacceptable. Please have the log redone to include ALL issues.
- The keys for G2 equipment were left in G1 overnight. Why?
- The G2 sign "Pay Here to Speed Up Exit" is missing. Please find it.
- The G6 cash draw needs to be returned.
- Yesterday I asked Alex at G6 to remove trash from cement containers. He did not do it.
- Yesterday I told Alex at G6 he needs to clean the top of the trash receptacles. He did not do it.
- Please check all facilities for supplies and resupply were needed.

Thank you,

John

John S. Kowalchik

Kowalchik, John

From: Kowalchik, John
Sent: Monday, February 01, 2016 9:20 AM
To: Mark Callender
Cc: Kinney, Kevin; Kowalchik, John
Subject: FW: Tickets for Museum Garage
Attachments: Weekend_logs0003.pdf.html

Mark,

I contacted you Saturday when I received an email and a phone message from VIP Valet. I asked you to find out what happened and get back to me. I never heard back from you. On Sunday I forwarded the email and asked for a response today (Sunday). Again, I did not receive your response. I had to respond to VIP this morning without the benefit of knowing what occurred per our ambassador. In the future I expect a timely response when I ask you to follow up on an issue.

Thank you,
John

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app here.

-----Original Message-----

From: Kowalchik, John
Sent: Monday, February 01, 2016 9:11 AM
To: 'Henry Lee'; Parking; Mark Callender
Subject: RE: Tickets for Museum Garage

Henry,

Attached is a copy of the weekend logs. I have highlighted (for your convenience) the two (2) valet ticket issues we experienced this past weekend. In addition our remote monitoring service reported one (1) valet ticket issue (ticket 67690) on 1/29/2016 that took less than one minute to process. The processing time by the ambassador should take no longer than one minute. I can only substantiate three (3) valet ticket issues for the entire weekend. And, all three issues were caused by the valet operation and not the equipment. However, to be considerate of your situation I had the garage manager reiterate to all his employees the proper procedures for addressing valet tickets issues (collect the valet's information (name & ID #) and the valet ticket and then allow the valet vehicle to exit). Again, this procedure should take less than a minute. I do not see where the garage operations are causing any "exaggerated" delays in your operations. Can you please collect specific details of any future issues you experience, so they can be addressed appropriately.

Kowalchik, John

From: Kowalchik, John
Sent: Monday, October 26, 2015 3:21 PM
To: mcallender@spplus.com; Yessenia Cintron; 'Chester Escobar'
Cc: de la Rosa, Miguel; Kowalchik, John; Kinney, Kevin
Subject: Secret shopper

Mark,

I have had several complaints about the cashiers. As an example: I received a complaint that the cashier in G4 on Friday, October 23rd between 20:00 & 21:00 was on the phone while servicing customers. This customer happens to work for the city. She and her husband were leaving the facility and the cashier on duty never put the phone down (kept her phone conversation going all through the transaction) and did not greet them or even ask them if they wanted a receipt. She merely processed the ticket while talking on the phone and did not acknowledge the customer in any fashion. She was in uniform but was not wearing a name tag. I think it's time to send through the secret shopper.

I have noticed this common practice myself, while waiting to exit the facilities. I have explained to each cashier I have seen on the phone that their actions were not acceptable; that they should not be on the phone and if they were on the phone (work related only) they needed to ask the person on the phone to hold while they serviced a patron. They all know the procedures.

John

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).

Kowalchik, John

From: Kowalchik, John
Sent: Tuesday, September 29, 2015 8:17 AM
To: Mark Callender
Cc: de la Rosa, Miguel; Kowalchik, John; 'Yessenia Cintron'; Virginia Orozco
Subject: Employee training

Mark,

As discussed, all employees need to be retrained; both cashiers and ambassadors. As you are aware, some cashiers do not know (or claim they don't know) about pulling opening and closing tickets. As an example for ambassadors; yesterday Focus Point used the "Rover" twice (once at G2 & once at G6) but there was nothing listed on the log for either garage. Also, as I stated the operations have changed slightly at G2 & G6 since we automated the facilities and the ambassadors need to be brought up to speed with the latest changes; such as the valet ticket procedures.

Thank you,

John

John S. Kowalchik
Assistant Parking Director
City of Coral Gables
2801 Salzedo Street, 2nd Floor
Coral Gables, Florida 33134
Phone 305-460-5330
Fax 305-460-5595
jkowalchik@coralgables.com
www.coralgables.com

Go Mobile! You can now use the Coral Gables' mobile app to submit questions or report concerns directly to the City. It's easy, reliable, and available 24/7. Download the app [here](#).