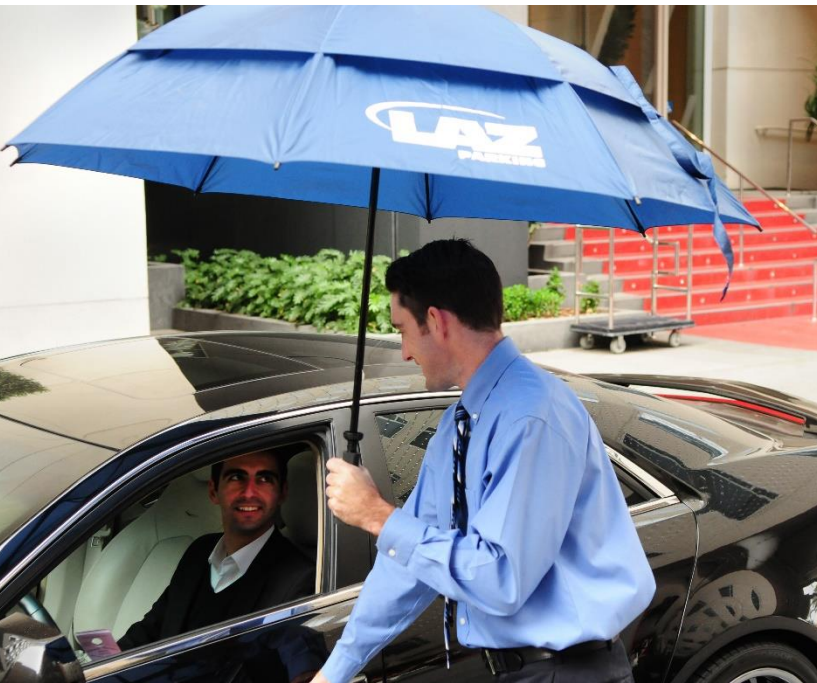


Parking Facilities and Centralized Valet Parking Operations

City of Coral Gables, Florida | RFP No. 2021-037



LAZ Parking
404 Washington Avenue, Suite 640
Miami Beach, FL 33139

January 24, 2022



**SUBMITTAL – SECTION I:
TITLE PAGE, TABLE OF
CONTENTS, REQUIRED
FORMS, AND MINIMUM
QUALIFICATION
REQUIREMENTS**

1) TITLE PAGE

January 24, 2022

City of Coral Gables, Florida | RFP No. 2021-037

ATTN: Eduardo Hernandez

Procurement Specialist

Finance Department / Procurement Division

2800 SW 72nd Avenue, Miami, FL 33155

(305) 460-5102 | ehernandez2@coralgables.com | contracts@coralgables.com

RE: RESPONSE TO CITY OF CORAL GABLES, FLORIDA RFP NO. 2021-037 PARKING FACILITIES AND CENTRALIZED VALET PARKING OPERATIONS

Dear Mr. Hernandez:

Thank for you inviting LAZ Florida Parking LLC (LAZ Parking) to rebid on the City of Coral Gables, FL RFP #2021-037 for the continuation of our management of parking facilities with the addition of centralized valet parking operations. In the following pages, LAZ Parking presents the City of Coral Gables with our proposal for the services requested, adhering to all submission and response guidelines of your RFP document.

With LAZ Parking, the City of Coral Gables will receive:

- A continuation of the present parking management organization and team who have provided excellent service to the City's parking garages and its patrons for the last five years.
- An organization who understands the City's short- and long-term plans for its parking assets and who pledges to work with the City of Coral Gables to accomplish these goals.
- A parking operator who will combine its resources with those of the strongest local valet parking services provider (**American Parking Systems of Coral Gables**) in the CBD to deliver a unified parking team for the residents, business owners and visitors to the City of Coral Gables.

LAZ will continue to understand our people are our most important asset and our culture is all about hiring for attitude and training for skill. Our employees are passionate about parking and foremost about your customers.

In business for over 40 years, LAZ has grown to be the second largest parking operator in the United States with over 3,000+ location in over 400 cities. In 2021, the International Parking and Mobility Institute awarded LAZ the IPMI Award of Excellence for its outstanding management of parking and transportation facilities. It is this industry recognized, forward thinking platform, the LAZ Team will continue to bring to the City of Coral Gables.

We look forward to an opportunity to personally review our proposal and address any questions the City may have.

Sincerely,



CHRISTOPHER B. WALSH

Regional Vice President

LAZ Parking Florida

404 Washington Avenue, Suite 640

Miami Beach, FL 33139

p. (305) 913-4882 x 7678 | e. cwalsh@lazparking.com



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Parking Facilities and Centralized Valet Parking Operations

City of Coral Gables, Florida

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3) PROPOSER'S ACKNOWLEDGEMENT FORM

Please see the following pages for our completed and signed Offer to Perform and Price Proposal.

These forms provide information on our firm and confirms our proposal complies with all terms and conditions set forth in Request for Proposal for Parking Facilities and Centralized Valet Parking Operations for the City of Coral Gables.



CITY OF CORAL GABLES, FL

2800 SW 72nd Avenue, Miami, FL 33155
 Finance Department / Procurement Division
 Tel: 305-460-5102 / Fax: 305-261-1601

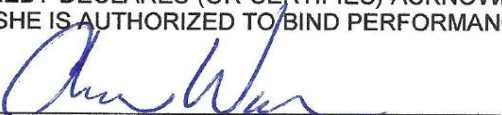
REVISED PROPOSER'S ACKNOWLEDGEMENT

<p>RFP Title: Parking Facilities and Centralized Valet Parking Operations</p> <hr/> <p>RFP No.: 2021-037</p> <p>A cone of silence is in effect with respect to this RFP. The Cone of Silence prohibits certain communication between potential vendors and the City. For further information, please refer to the City Code Section 2-1027 of the City of Coral Gables Procurement Code.</p>	<p>Electronic submittals must be received prior to 2:00 p.m., on January 24, 2022, via PublicPurchase; and will remain valid for 120 calendar days. Submittals received after the specified date and time will not be accepted.</p> <p>Contact: Eduardo Hernandez Title: Procurement Specialist Telephone: 305-460-5108 Email: ehernandez2@coralgables.com contracts@coralgables.com</p>
---	---

<p>Proposer Name: LAZ Florida Parking, LLC</p>	<p>FEIN or SS Number: 26-1172679</p>
<p>Complete Mailing Address: 404 Washington Ave #640 Miami Beach, FL 33139</p>	<p>Telephone No.: 305.913.4882</p>
	<p>Cellular No.: 786.566-3086</p>
<p>Indicate type of organization below: Corporation: <input checked="" type="checkbox"/> Partnership: <input type="checkbox"/> Individual: <input type="checkbox"/> Other: <input type="checkbox"/></p>	<p>Fax No.: 305.913.4887</p>
<p>Bid Bond/Security Bond (if applicable) _____ %</p>	<p>Email: cwalsh@lazparking.com</p>

ATTENTION: THIS FORM ALONG WITH ALL REQUIRED RFP FORMS MUST BE COMPLETED, SIGNED (PREFERABLY IN BLUE INK), AND SUBMITTED WITH THE RESPONSE PRIOR TO THE SUBMITTAL DEADLINE. FAILURE TO DO SO MAY DEEM PROPOSER NON-RESPONSIVE.

THE PROPOSER CERTIFIES THAT THIS SUBMITTAL IS BASED UPON ALL CONDITIONS AS LISTED IN THE RFP DOCUMENTS AND THAT THE PROPOSER HAS MADE NO CHANGES IN THE RFP DOCUMENT AS RECEIVED. THE PROPOSER FURTHER AGREES IF THE RFP IS ACCEPTED, THE PROPOSER WILL EXECUTE AN APPROPRIATE AGREEMENT FOR THE PURPOSE OF ESTABLISHING A FORMAL CONTRACTUAL RELATIONSHIP BETWEEN THE PROPOSER AND THE CITY OF CORAL GABLES FOR THE PERFORMANCE OF ALL REQUIREMENTS TO WHICH THIS RFP PERTAINS. FURTHER, BY SIGNING BELOW PREFERABLY IN BLUE INK, ALL RFP PAGES ARE ACKNOWLEDGED AND ACCEPTED AS WELL AS ANY SPECIAL INSTRUCTION SHEET(S) IF APPLICABLE. THE UNDERSIGNED HEREBY DECLARES (OR CERTIFIES) ACKNOWLEDGEMENT OF THESE REQUIREMENTS AND THAT HE/SHE IS AUTHORIZED TO BIND PERFORMANCE OF THIS RFP FOR THE ABOVE PROPOSER.

 _____ Authorized Name and Signature Christopher B. Walsh	Regional VP - FL _____ Title	1-19-22 _____ Date
---	------------------------------------	--------------------------

RFP 2021-037
 Parking Facilities and Centralized Valet Parking Operations



4) SOLICITATION SUBMISSION CHECKLIST

Please see the following pages for LAZ Parking's completed Solicitation Submission Checklist

This form certifies that LAZ Parking has numbered and submitted requested documentation for RFP 2021-037.



SOLICITATION SUBMISSION CHECKLIST

Request for Proposals (RFP) No. 2021-037

COMPANY NAME: (Please Print): LAZ Florida Parking, LLC
Phone: 305-913-4882 Email: cwalsh@lazparking.com

A response package numbered by page must be submitted ELECTRONICALLY via PUBLICPURCHASE. Please provide the PAGE NUMBER of your solicitation response in the blanks provided as to where compliance information is located in your Submittal for each of the required submittal items listed below:

SUBMITTAL - SECTION I: TITLE PAGE, TABLE OF CONTENTS, REQUIRED FORMS, AND MINIMUM QUALIFICATION REQUIREMENTS.

- 1) Title Page: Show the RFP number and title, the name of your firm, address, telephone number, name of contact person, e-mail address, and date. PAGE # 3
- 2) Provide a Table of Contents in accordance with and in the same order as the respective "Sections" listed below. Clearly identify the material by section and page number. PAGE # 5
- 3) Fill out, sign, and submit the Proposer's Acknowledgement Form. PAGE # 7
- 4) Fill out and submit the Solicitation Submission Check List. PAGE # 9
- 5) Fill out, sign, notarize (as applicable), and submit the Proposer's Affidavit and Schedules A through H. PAGE # 13
- 6) Fill out, E-Verify Affidavit PAGE # 23
- 7) Minimum Qualification Requirements: submit detailed verifiable information affirmatively documenting compliance with the Minimum Qualifications Requirements shown in Section 3. PAGE # 26
- 8) Fill out, Lobbyist Registration & Oral Presentation Forms PAGE # 35

SUBMITTAL - SECTION II: EXPERIENCE AND PROPOSER'S QUALIFICATIONS

(i) FOR PROPOSER:

- 1) Provide a complete history and description of your company, including, but not limited to, the number of years in business, size, number of employees, office location, copy of applicable licenses/certifications, credentials, capabilities and capacity to meet the City's needs. PAGE # 38
- 2) Describe the Proposer's relevant knowledge and experience in providing the services described in the "Scope of Services" to public sector agencies similar in size to the City of Coral Gables. PAGE # 39
- 3) Provide financial statements for each of their last two (2) complete fiscal years. Such statements should

Page 7 of 44

RFP 2021-037

Parking Facilities and Centralized Valet Parking Operations

include, at a minimum, balance sheets (statements of financial position) and statements of profit and loss (statement of net income). Statements shall be certified by an independent Certified Public Accountant.

PAGE # 44

(ii) FOR KEY PERSONNEL:

- 1) Provide a summary of the qualifications, copy of applicable licenses/certifications, and experience of all proposed key personnel. Include resumes (listing experience, education, licenses/certifications) for your proposed key personnel and specify the role and responsibilities of each team member in providing the services outlined in the RFP. Provide an organizational chart of all key personnel that will be used. For each key team member, please describe the experience in providing the services solicited herein.

PAGE # 54

SUBMITTAL - SECTION III: PROJECT APPROACH AND METHODOLOGY

- 1) Describe in detail, your approach to perform the services solicited herein. Include detailed information, as applicable, which addresses, but need not be limited to: understanding of the RFP scope and requirements, implementation plan and communication with City staff and Consultants. Indicate how the Proposer intends to positively and innovatively work with the City in providing the services outlined in this RFP.

PAGE # 57

- 2) Provide a detailed description of the service, including but not limited to:

a. Recent, current, and projected workload of the Proposer and key personnel and how the potential contract will fit into the Proposer's workload. For each current and projected engagement, please indicate the following:

- Client name
- Current and/or projected workload
- Personnel assigned

PAGE # 68

b. Proposer's experience with similar projects. Operation of parking facilities and valet parking services.

PAGE # 70

- 3) Provide Proposer's operational plan having significant community and business involvement for automated self-park facilities and valet parking operation services.

PAGE # 72

SUBMITTAL - SECTION IV: PAST PERFORMANCE AND REFERENCES

- 1) Provide a minimum of three (3) references (but no more than five (5) from for which Proposer has performed similar scope of services in the past five (5) years. Please include: (1) client name, (2) address, (3) contact name, (4) contact telephone number, (5) contact email address, (6) term of contract (start and end date), (7) contract amount, (8) services provided. **DO NOT include work/services performed for the City of Coral Gables or City employees as reference.**

PAGE # 75

- 2) Provide a list with contact information of public sector clients, if any, that have discontinued use of Proposer's services within the past two (2) years and indicate the reasons for the same. The City reserves the right to contact any reference as part of the evaluation process.

PAGE # 77

- 3) Please identify each incident within the last five (5) years where (a) a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Proposer's rights, remedies or duties under a contract for the same or similar type services to be provided under this RFP (*See Affidavit D*).

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Parking Facilities and Centralized Valet Parking Operations

SUBMITTAL – SECTION V: AGREEMENT COMMENTS/EXCEPTIONS

- 1) Please follow the instructions as outlined in Section 1.6 Agreement Execution. The acceptance of or any exceptions taken to the terms and conditions of the City's Agreement shall be considered a part of a Proposer's submittal and will be considered by the Evaluation Committee. PAGE # 81

SUBMITTAL – SECTION VI: PROPOSAL PRICE PROPOSAL

- 1) Provide pricing on the Response Form for Parking Facilities and Valet Parking Operation Services. PAGE # 83

--NOTICE--

BEFORE SUBMITTING YOUR RFP RESPONSE MAKE SURE YOU:

- 1. Carefully read and have a clear understanding of the RFP, including the Scope of Services and enclosed Professional Services Agreement (*draft*).
- 2. Carefully follow the Submission Requirements outlined in Section 6 of the RFP and ensure you have submitted all of the required information. DO NOT INCLUDE A COPY OF THE ORIGINAL SOLICITATION.
- 3. Prepare and submit ONE (1) electronic copy via PublicPurchase
- 4. Make sure your Response is submitted prior to the submittal deadline. Late responses will not be accepted.

FAILURE TO SUBMIT THIS CHECKLIST AND THE REQUESTED DOCUMENTATION MAY RENDER YOUR RESPONSE SUBMITTAL NON-RESPONSIVE AND CONSTITUTE GROUNDS FOR REJECTION. THIS PAGE IS TO BE RETURNED WITH YOUR RESPONSE PACKAGE.

5) PROPOSER'S AFFIDAVIT AND SCHEDULES A – H

Please see the following pages for LAZ Parking's completed Affidavit and Schedules A-H.



PROPOSER'S AFFIDAVIT

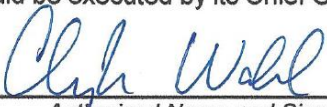
SOLICITATION: RFP 2021-037 Parking Facilities and Centralized Valet Parking Operations

SUBMITTED TO: City of Coral Gables
Procurement Division
2800 SW 72 Avenue
Miami, Florida 33155

The undersigned acknowledges and understands the information contained in response to this solicitation and the referenced Schedules A through H shall be relied upon by Owner awarding the contract and such information is warranted by the Proposer to be true and correct. The discovery of any omission or misstatements that materially affects the Proposer's ability to perform under the contract shall be cause for the City to reject the solicitation submittal, and if necessary, terminate the award and/or contract. I further certify that the undersigned name(s) and official signatures of those persons are authorized as (*Owner, Partner, Officer, Representative or Agent of the Proposer that has submitted the attached Response*). Schedules A through H are subject to Local, State and Federal laws (as applicable); both criminal and civil.

- SCHEDULE A – STATEMENT OF CERTIFICATION
- SCHEDULE B – NON-COLLUSION AND CONTINGENT FEE AFFIDAVIT
- SCHEDULE C – DRUG-FREE STATEMENT
- SCHEDULE D – PROPOSER'S QUALIFICATION STATEMENT
- SCHEDULE E – CODE OF ETHICS, CONFLICT OF INTEREST, AND CODE OF SILENCE
- SCHEDULE F – AMERICANS WITH DISABILITIES ACT (ADA)
- SCHEDULE G – PUBLIC ENTITY CRIMES
- SCHEDULE H – ACKNOWLEDGEMENT OF ADDENDA

This affidavit is to be furnished to the City of Coral Gables with its RFP response. It is to be filled in, executed by the Proposer and notarized. If the response is made by a Corporation, then it should be executed by its Chief Officer. This document **MUST** be submitted with the response.

 _____ Authorized Name and Signature	<i>Regional Vice President</i> _____ Title	<i>1-19-22</i> _____ Date
<i>Christopher B. WALSH</i>		

SCHEDULE "A" - CITY OF CORAL GABLES – STATEMENT OF CERTIFICATION

Neither I, nor the firm, hereby represented has:

- a. employed or retained for a commission, percentage brokerage, contingent fee, or other consideration, any firm or person (other than a bona fide employee working solely for me or the Proposer) to solicit or secure this contract.
- b. agreed, as an express or implied condition for obtaining this contract, to employ or retain the services of any firm or person in connection with carrying out the contract, or
- c. paid, or agreed to pay, to any firm, organization or person (other than a bona fide employee working solely for me or the Proposer) any fee, contribution, donation or consideration of any kind for, or in connection with, procuring or carrying out the contract except as here expressly stated (if any):

SCHEDULE "B" - CITY OF CORAL GABLES - NON-COLLUSION AND CONTINGENT FEE AFFIDAVIT

1. He/she is the Christopher B. WAASH
(Owner, Partner, Officer, Representative or Agent)

of the Proposer that has submitted the attached response.

- 2. He/she is fully informed with respect to the preparation and contents of the attached response and of all pertinent circumstances respecting such response;
- 3. Said response is made without any connection or common interest in the profits with any other persons making any response to this solicitation. Said response is on our part in all respects fair and without collusion or fraud. No head of any department, any employee or any officer of the City of Coral Gables is directly or indirectly interested therein. If any relatives of Proposer's officers or employees are employed by the City, indicate name and relationship below.

Name: _____ Relationship: _____

Name: _____ Relationship: _____

- 4. No lobbyist or other Proposer is to be paid on a contingent or percentage fee basis in connection with the award of this Contract.

SCHEDULE "C" CITY OF CORAL GABLES – VENDOR DRUG-FREE STATEMENT

Preference may be given to vendors submitting a certification with their bid/proposal certifying they have a drug-free workplace in accordance with Section 287.087, Florida Statutes. This requirement affects all public entities of the State and becomes effective January 1, 1991. The special condition is as follows:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under solicitation a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under solicitation, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section. As the person authorized to sign the statement, I certify that this form complies fully with the above requirements.

The company submitting this solicitation has established a Drug Free work place program in accordance with State Statute 287.087

CITY OF CORAL GABLES
FINANCE DEPARTMENT/PROCUREMENT DIVISION
LOBBYIST REGISTRATION FORM

SOLICITATION NAME/NUMBER: Parking Facilities and Centralized Valet Parking Operations RFP No. 2021-037

The Bidder/Proposer certifies that it understands if it has retained a lobbyist(s) to lobby in connection with this specific competitive solicitation that each lobbyist retained has timely filed the registration or amended registration required under the City of Coral Gables Lobbyist Registration requirement pursuant to Ordinance 2021-24 as outlined below:

Lobbyist means an individual, firm, corporation, partnership, or other legal entity employed or retained, whether paid or not, by a principal, or that contracts with a third-party for economic consideration to perform lobbying activities on behalf of a principal.

Lobbying activity means any attempt to influence or encourage the passage or defeat of, or modification to, governmental actions, including, but not limited to, ordinances, resolutions, rules, regulations, executive orders, and procurement actions or decisions of the city commission, the mayor, any city board or committee, or any city personnel. The term "lobbying activity" encompasses all forms of communication, whether oral, written, or electronic, during the entire decision-making process on actions, decisions, or recommendations which foreseeably will be heard or reviewed by city personnel. This definition shall be subject to the exceptions stated below.

Procurement matter means the city's processes for the purchase of goods and services, including, but not limited to, processes related to the acquisition of: technology; public works; design services; construction, professional architecture, engineering, landscape architecture, land surveying, and mapping services; the purchase, lease or sale of real property; and the acquisition, granting, or other interest in real property.

City personnel means those city officials, officers and employees who are entrusted with the day-to-day policy setting, operation, and management of certain defined city functions or areas of responsibility, even though ultimate responsibility for such functions or areas rests with the city commission, with the exception of the City Attorney, Deputy City Attorney, and Assistant City Attorneys, advisory personnel (members of city advisory boards and agencies whose sole or primary responsibility is to recommend legislation or give advice to the city commission); and any employee of a city department or division with the authority to participate in procurement matters, when the communication involves such procurement.

Affidavit requirement. The following provisions shall apply to certain individuals who, in procurement matters participate in oral presentations or recorded negotiation meetings and sessions:

- a. The principal shall list on an affidavit form, provided by the City, all technical experts or employees of the principal whose normal scope of employment does not include lobbying activities and whose sole participation in the city procurement matter involves an appearance and participation in a city procurement matter involves an appearance and participation in an oral presentation before a city certification, evaluation, selection, technical review or similar committee, or recorded negotiation meetings or sessions.
- b. No person shall appear before any procurement committee or at any procurement negotiation meeting or session on behalf of a principal unless he/she has been listed as part of the principal's presentation or negotiation team or has registered as a lobbyist. For purposes of this subsection only, the listed members of the oral presentation or negotiation team shall not be required to separately register as lobbyists or pay any registration fees. The affidavit will be filed by the city procurement staff with the city clerk at the after the proposal is submitted or prior to the recorded negotiation meeting or session. Notwithstanding the foregoing, any person who engages in lobbying activities in addition to appearing before a procurement committee to make an oral presentation, or at a recorded procurement negotiation meeting or session, shall comply with all lobbyist registration requirements.

The Bidder/Proposer hereby certifies that: (select one)

It has not retained a lobbyist(s) to lobby in connection with this competitive solicitation; however, if one is retained anytime during the competitive process and prior to contract execution for this project, the lobbyist will properly register with the City Clerk's Office within two (2) business days of being retained with copy to the city procurement staff.

It has retained a lobbyist(s) to lobby in connection with this competitive solicitation and certified that each lobbyist retained has timely filed the registration or amended registration required under the City of Coral Gables

CITY OF CORAL GABLES
FINANCE DEPARTMENT/PROCUREMENT DIVISION
LOBBYIST REGISTRATION FORM

Lobbyist Registration requirement pursuant to Ordinance 2021-24 Section and that the required affidavit has been properly filed

It is a requirement of this solicitation that the following information be provided for all lobbyists retained to lobby in connection with this solicitation be listed below.

Name of Lobbyist: _____
Lobbyist's Firm (if applicable): _____
Phone: _____
E-mail: _____

Name of Lobbyist: _____
Lobbyist's Firm (if applicable): _____
Phone: _____
E-mail: _____

Name of Lobbyist: _____
Lobbyist's Firm (if applicable): _____
Phone: _____
E-mail: _____

Name of Lobbyist: _____
Lobbyist's Firm (if applicable): _____
Phone: _____
E-mail: _____

Authorized Signature: David M. Zell Digitally signed by David M. Zell
Date: 2022.01.04 11:51:53 -0500

Printed Name: David M. Zell

Date: 01/04/2022

Title: Director Business Development - Florida

Bidder/Proposer Name: LAZ Florida Parking LLC

SCHEDULE "D" CITY OF CORAL GABLES – PROPOSER'S QUALIFICATION STATEMENT

The undersigned declares the truth and correctness of all statements and all answers to questions made hereinafter:

GENERAL COMPANY INFORMATION:

Company Name: LAZ Florida Parking LLC

Address: 404 Washington Ave #640 Miami Beach, FL 33139
Street City State Zip Code

Telephone No: (305) 913-4882 Fax No: (305) 913-4887 Email: CWASH@LAZ-PARKING.COM

How many years has your company been in business under its present name? 15 Years

If Proposer is operating under Fictitious Name, submit evidence of compliance with Florida Fictitious Name Statue:

N/A

Under what former names has your company operated? : Ameripark Florida Merger Entity LLC

At what address was that company located? 11 Lewis St. Hartford, CT. 06103

Is your Company Certified? Yes _____ No If Yes, ATTACH COPY of Certification.

Is your Company Licensed? Yes _____ No If Yes, ATTACH COPY of License

Has your company or its senior officers ever declared bankruptcy?

Yes _____ No If yes, explain: _____

LEGAL INFORMATION:

Please identify each incident **within the last five (5) years** where a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Proposer's rights, remedies or duties under a contract for the same or similar type services to be provided under this RFQ (A response is required. If applicable please indicate "none" or list specific information related to this question. Please be mindful that responses provided for this question will be independently verified):

Has your company ever been debarred or suspended from doing business with any government entity?

Yes _____ No If Yes, explain DETAILED IN SECTION 4 OF RFP
UNDER LEGAL PROCEEDINGS #3

SCHEDULE "E" CITY OF CORAL GABLES – CODE OF ETHICS, CONFLICT OF INTEREST, AND CODE OF SILENCE

THESE SECTIONS OF THE CITY CODE CAN BE FOUND ON THE CITY'S WEBSITE, UNDER GOVERNMENT, CITY DEPARTMENT, PROCUREMENT, PROCUREMENT CODE (CITY CODE CHAPTER 2 ARTICLE VIII); SEC 2-1023; SEC 2-606; AND SEC 2-1027, RESPECTIVELY.

IT IS HEREBY ACKNOWLEDGED THAT THE ABOVE NOTED SECTIONS OF THE CITY OF CORAL GABLES CITY CODE ARE TO BE ADHERED TO PURSUANT TO THIS SOLICITATION.

SCHEDULE "F" CITY OF CORAL GABLES - AMERICANS WITH DISABILITIES ACT (ADA) DISABILITY NONDISCRIMINATION STATEMENT

I understand that the above named firm, corporation or organization is in compliance with and agreed to continue to comply with, and assure that any sub-contractor, or third party contractor under this project complies with all applicable requirements of the laws listed below including, but not limited to, those provisions pertaining to employment, provision of programs and service, transportation, communications, access to facilities, renovations, and new construction.

The American with Disabilities Act of 1990 (ADA), Pub. L. 101-336, 104 Stat 327, 42 U.S.C. 12101,12213 and 47 U.S.C. Sections 225 and 661 including Title I, Employment; Title 11, Public Services; Title III, Public Accommodations and Services Operated by Private Entities; Title IV, Telecommunications; and Title V, Miscellaneous Provisions.

The Florida Americans with Disabilities Accessibility Implementation Act of 1993, Sections 5553.501-553.513, Florida Statutes

The Rehabilitation Act of 1973, 229 U.S.C. Section 794

The Federal Transit Act, as amended, 49 U.S.C. Section 1612

The Fair Housing Act as amended, 42 U.S.C. Section 3601-3631

SCHEDULE "G" CITY OF CORAL GABLES - STATEMENT PURSUANT TO SECTION 287.133 (3) (a), FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

1. I understand that a "public entity crime" as define in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposal or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
2. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

3. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means:
1. A predecessor or successor of a person convicted of a public entity crime; or 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
4. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which Proposals or applies to Proposal on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
5. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **[Must indicate which statement below applies.]**

Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list.

[Attach a copy of the final order]

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

SCHEDULE "H" CITY OF CORAL GABLES - ACKNOWLEDGEMENT OF ADDENDA

1. The undersigned agrees, if this RFP is accepted, to enter in a Contract with the CITY to perform and furnish all work as specified or indicated in the RFP, any associated addendum and Contract Documents within the contract time indicated in the RFP and in accordance with the other terms and conditions of the solicitation and contract documents.
2. Acknowledgement is hereby made of the following Addenda, if any (identified by number) received since issuance of the Request for Proposal.

Addendum No. 1 Date 12-27-2021 Addendum No. _____ Date _____

Addendum No. 2 Date 1-11-2022 Addendum No. _____ Date _____

Addendum No. 3 Date 1-19-2022 Addendum No. _____ Date _____

Failure to adhere to changes communicated via any addendum may render your response non-responsive.

6) E-VERIFY AFFIDAVIT

Please see the following pages for LAZ
Parking's completed E-Verify Affidavit forms.



Please see following pages



City of Coral Gables
Finance Department/Procurement Division

Employer E-Verify Affidavit

By executing this affidavit, the undersigned employer verifies its compliance with F.S. 448.095, stating affirmatively that the individual, firm or corporation has registered with and utilizes the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in F.S. 448.095 which prohibits the employment, contracting or sub-contracting with an unauthorized alien. The undersigned employer further confirms that it has obtained all necessary affidavits from its subcontractors, if applicable, in compliance with F.S. 448.095, and that such affidavits shall be provided to the City upon request. Failure to comply with the requirements of F.S. 448.095 may result in termination of the employer's contract with the City of Coral Gables. Finally, the undersigned employer hereby attests that its federal work authorization user identification number and date of authorization are as follows:

26-1172679
Federal Work Authorization User Identification Number
9-3-2008
Date of Authorization

I hereby declare under penalty of perjury that the foregoing is true and correct.

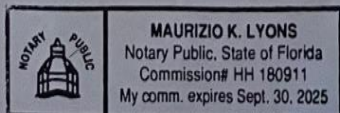
Executed on 1/19/22 in _____ (city), FL (state).

Christopher B Walsh
Signature of Authorized Officer or Agent

Christopher B WALSH, Regional Vice-President
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE 19 DAY OF January, 2022.


Maurizio Lyons
NOTARY PUBLIC
My Commission Expires:
09/30/25



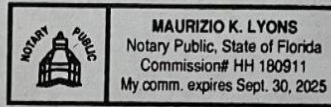
STATE OF Florida
COUNTY OF Broward

On this 19 day of January, 20 22, before me the undersigned Notary Public of
the State of FL, personally appeared Christopher B Walsh
(Name(s) of individual(s) who appeared before Notary

And whose name(s) is/are subscribes to within the instrument(s), and acknowledges it's
execution.


NOTARY PUBLIC, STATE OF FL

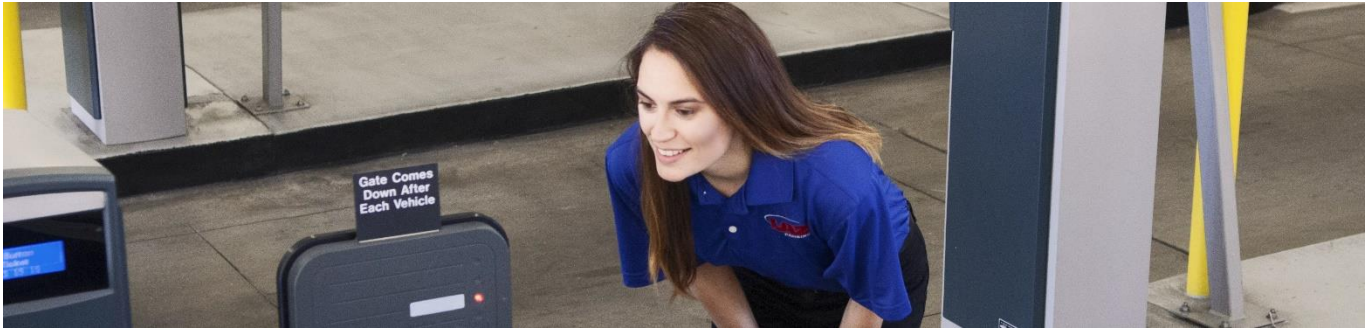
Maurizio Lyons
(Name of notary Public; Print, Stamp or
Type as Commissioned.)



NOTARY PUBLIC
SEAL OF OFFICE:

Personally know to me, or Produced
Identification:

FL Drivers License
(Type of Identification Produced)



7) MINIMUM QUALIFICATION REQUIREMENTS (SECTION 3)

(A) PROPOSERS SHALL: (1) Be regularly engaged in the business of providing the services described in this RFP for a minimum of five (5) years.

(A) Municipal References









Required Submittals: Three (3) client references including name, contact information including address/telephone/email, length of services provided, and the actual services provided to the client.

City of South Miami, Florida



In 2006, the City of South Miami selected LAZ Parking to handle operations of its parking assets that serve, retail businesses, residential and offices. LAZ Parking operates 1 garage, 4 surface lots enforcement and on-street parking enforcement. LAZ Parking has been able to improve operations, maximize revenue potential, and enhance the customer experience within the City's parking operations by establishing an efficient and effective parking enforcement program. LAZ Parking local team has been instrumental in managing complex parking operations and enforcement programs on behalf of municipalities. Through automation, technology, innovative enforcement and close communication with the City and our management team has been able to renew contract through the bidding process 3 times and is currently contracted through 2025.

- **TURNKEY CITATION MANAGEMENT.** In addition to the daily management of the on-street and off-street parking system, we are responsible for the comprehensive management of the City of parking citation system. This turnkey parking citation management program uses only LAZ employees.
- **TECHNOLOGY UPGRADES.** Our focus is on implementing automation to streamline processes for our customers, our staff, and our clients, so that user convenience translates to more positive parking experiences. We create additional value for our clients by partnering with them to share the benefits of our technological innovations.

 Contact Alfredo Riverol CFO	 Address 6130 Sunset Drive South Miami, FL 33143	 Phone / Email (305) 663-6343 ariverol@southmiamifl.gov	 Equipment & Technology T2 PARCS
 Service Type On-and-Off Street, Meter Management	 Total Spaces 1,550	 Years Served 2006 - Current	 Payment Solutions Pay-By-Phone

New Rochelle, New York











LAZ Parking assumed parking management services at the New Roc Garage in New Rochelle in January 2011. In 2015, partially due to the superior work at New Roc, LAZ was awarded the full contract to provide parking operations, enforcement, and management services for the City of New Rochelle. The New Rochelle portfolio includes approximately 6,000 spaces located within 15 surface lots, 2 garages and over 1,000 on-street metered spaces.

- **DIGITAL METER ENHANCEMENTS.** Upon contract start, working with the City, LAZ made significant technology recommendations throughout the parking system. LAZ oversaw a \$1 million project installing more than 150 digital multi-space meters, replacing the older single-space meters. In addition, LAZ also launched a full-service customer experience, with customer service representatives on-site and remote access to the LAZ Customer Care Center. In 2015 and have consulted on numerous added-value services, including online marketing, website management and shuttle services.



LAZ Community Cleanup (New Rochelle, NY)

- **INCREASED MAINTENANCE.** LAZ has increased maintenance levels in the parking facilities, including painting, restriping, snow removal, landscape improvements and the installation of custom landmark signs in each of the surface lots. We provided a valet pilot program for the City in 2015 and have consulted on numerous added-value services, including online marketing, website management and shuttle services.
- **MUNICIPAL RELATIONSHIPS.** Today, we pride ourselves on our close working relationship with the City Commissioner, City Manager and residents, cemented through weekly meetings and constant communication throughout the municipal network.
- **COMMUNITY SUPPORT.** In New Rochelle, we participate in community cleanups and support local programs for hiring and building a local staffing pipeline.









 Contact Adam Salgado Deputy Commissioner Department of Development	 Address 515 North Avenue New Rochelle, NY 10801	 Phone / Email (914) 654-2083 asalgado@newrochelleny.com	 Equipment Used Flowbird CWT Meters Genetec/Passport Enforcement
 Service Type Garages, Surface Lots, On-Street Metered Parking	 Total Spaces 6,000	 Years Served 2011 – Current	 Payment Solutions App, Permit, Phone, Meter

Norwalk, Connecticut

In 2004, the City of Norwalk’s Parking Authority selected LAZ Parking to handle operations of its parking assets, which serve the Maritime Aquarium, rail line (Amtrak/Metro-North) passengers, retail businesses, residential communities, special events and valet operations. LAZ Parking operates 4 garages, 8 surface lots, on-street parking and enforcement. Through automation, technology, innovative enforcement and close communication with the City and our management team, we were able to grow revenues by millions of dollars over the last decade, creating a sustainable operation able to reinvest in the infrastructure and community.

- **TURNKEY CITATION MANAGEMENT.** In addition to the daily management of the on-street and off-street parking system, we are responsible for the comprehensive management of the City of Norwalk parking citation system. This turnkey parking citation management program uses a mix of enforcement officers from the City and LAZ employees.
- **TECHNOLOGY UPGRADES.** LAZ Parking was awarded a 5-year contract renewal and a subsequent extension in 2013 to implement a smart parking technology initiative. Activations included equipment upgrades, space sensors, facility count space utilization, expansion of pay-by-cell usage, movement to pay-by-plate modes of operation, expanding LPR enforcement and capturing of parking data for business analytics.

LAZ has increased revenue by more \$2.7M over the past 14 years for the City of Norwalk.

 <p>Contact James Emery Assistant Director of Parking City of Norwalk</p>	 <p>Address 275 Wilson Ave Norwalk, CT 06854</p>	 <p>Phone / Email (858) 568-7648 jemery@norwalkct.org</p>	 <p>Technology & Equipment Amano PARCS, Flowbird (Cale) MSM, Gtechna LPR, IPS, LAZgo, Parkmobile PBC</p>
 <p>Service Type On- & Off-Street Parking</p>	 <p>Total Spaces 4,000</p>	 <p>Years Served 2004 – Current</p>	 <p>Payment Solutions App, Permit, Phone, Plate, Meter</p>

A VIDEO MESSAGE

LAZ Parking partnered with The City of Norwalk to create a video highlighting the parking program and its success.

Please click the video screen to watch or go to the website below:
<https://youtu.be/fAiv0Zg3Lz4>

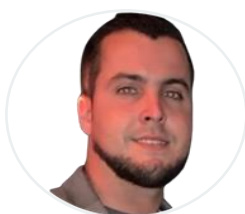


(B) KEY PERSONNEL

(1) The Supervisor assigned to the Contract shall have a minimum of three (3) years' experience managing a parking system comparable to the City of Coral Gables Parking Operation. A resume must be provided with the proposal submittal.

Manuel (Manny) Gonzalez is and will remain the LAZ Parking Manager for the City of Coral Gables contract. Below is his biography as well as the individuals who provide support to Manny and the City of Coral Gables with various assignments.

MANUEL (MANNY) GONZALEZ, FACILITIES MANAGER, CPP CANDIDATE



Manny oversees the City of Coral Gables, Florida operation. Manny has been in this position since September 2019 and with the LAZ Family since 2017. He graduated with a degree in Tourism and Hospitality Services from the University of Matanzas in Cuba and is currently studying Information Technology at Miami Dade College. Manny is also enrolled in the National Parking Association's Certified Parking Professional (CPP) program and should complete the required courses this Summer. Manual works closely with the City of Coral Gables Parking Department on all day-to-day activities and any special projects they require (changes to SOP, parking rate surveys etc.). Manny was acknowledged by Coral Gables for the record profits his team produced during the Carnival on the Mile in 2020. Under Manny's supervision, LAZ Parking has had numerous verbal and written positive comments about its front-line employees and several have been recognized by the City for their superior work performance.

JAMIE MOLINA, CEO AMERICAN PARKING SYSTEMS



Jaime is the executive with ACPCG who will oversee the valet parking operations for the City of Coral Gables. Jamie will report to the Manny Gonzales the LAZ Facility Manger for this account. Mr. Molina was an honor at I.U.J.E.L University in Tachira, Venezuela and graduated in 1996. Jamie began his career with Quality Parking after moving to the United States and within a few short years moved into a management position with the company. In 2004 Jamie began working with American Parking Systems as a Supervisor and currently is CEO and has been instrumental in the company's growth over the last 18 years. In his personal life, Jamie enjoys scuba diving and baseball.

ERICA URQUIZA, PARKING OPERATIONS MANAGER, CPP

Erica is the LAZ Parking Operations Manager for Miami-Dade County. She has been in the parking industry for over twelve years, starting as a valet attendant back in 2008 and working herself up to her present position overseeing 14 parking garages and more than 70 employees. Erica oversees many premier properties including Waterford at Blue Lagoon (with over 9,000 monthly parkers), 2800 and 2990 Ponce

de Leon, as well as 8 parking facilities on Miami Beach. In 2019 Erika was awarded the LAZ Parking Florida Employee of the Year and earned her Certified Parking Professional designation that same year. Erica is bi-lingual in English and Spanish. Erica is the first line of approval for all purchases made for any City of Coral Gables expense.

CARLOS MARENCO, MUNICIPAL PARKING DIRECTOR, CPP

Carlos will supply an additional layer of support for Manny Gonzalez and our City Coral Gables personnel. Carlos is based out of our South Miami, FL office and directs the municipal parking programs for South Mami, Homestead and Surfside. Mr. Marenco attended Miami-Dade College, attained his Certified Parking Professional designation in 2019 and is a State Certified Parking Enforcement Officer.

DAMIAN PAZ, PARKING SERVICES MANAGER, CPP

Damian is our Parking Area Manager and oversees several our Coral Gables properties which include 396 Alhambra, Gables Grand, the Plaza, Columbus Center, Douglas Centre, Alhambra Towers and the Coral Gables Medical Plaza He has been with LAZ for seven years and has been instrumental in improving the parking operations at each of his locations. Damian was actively involved in the automation of four parking facilities and is very knowledgeable with the latest access control systems used in the parking industry today. Damian is a graduate of Miami Dade College and is bi-lingual fluent in Spanish (speak, read and write). Mr. Paz attamed his Certified Parking Professional (CPP) last year. Damian will supply an additional layer of support for Manny and the City of Coral Gables staff.

ADRIAN BISTOLFI, REGIONAL AUDITOR (SOUTHEAST REGION), CPP

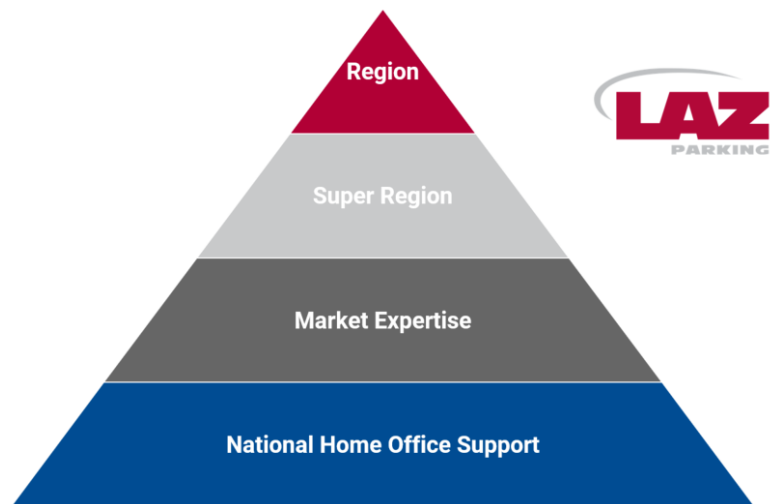
Adrian joined LAZ Parking over 8 years ago. Currently, he serves as Regional Auditor for the Southeast region, which includes Florida, Tennessee & the Carolinas, ensuring operational excellence for over 150 locations. Adrian has gained experience at some of the most recognizable hotel brands including Marriott, Hyatt Regency, Ritz-Carlton, Hilton, and others. With over 16 years of experience in the parking industry, Adrian has become acutely specialized in high volume parking garages serving office buildings, retail and municipal clients. Adrian also holds a Certified Parking Professional (CPP) certification from the National Parking Association. Mr. Bistolfi will be charged with audit responsibility for the City of Coral Gable's account.

National Team

LAZ Parking is a national parking company, headquartered in Hartford, CT, with regional offices across the U.S. This robust home office in Hartford offers a 24/7 customer call center, audit support, human resources, employee wellness program, and a sophisticated and innovative technology division.

Support from our home office includes:

- Human Resources
- Wellness, People and Culture
- Training and Development
- Audit and Claims
- Insurance and Risk
- Accounts Payable / Receivable
- Customer Support Center
- Business Intelligence
- Data Management
- Marketing



Our principal officers, described below, have decades of experience in the parking industry and will guide our City of Coral Gables local leadership team throughout this contract. Our founders and their original values continue to guide the LAZ Parking of today. With a laser-focused mission to “Create Opportunities for Our Employees and Value for Our Clients” we are passionately committed to living up to “The LAZ Way.” Please see below for additional information on our principal officers.

ALAN B. LAZOWSKI – CHAIRMAN, CEO & FOUNDER



Alan co-founded LAZ Parking in 1981 while attending the University of Connecticut. Since then, LAZ Parking has grown into a national parking management, transportation and mobility company with managed revenue more than \$1.5 billion and over 13,000 employees. The son of Holocaust survivors, Alan believes that he has “an obligation to give back.” He’s a well-respected philanthropist and has given his time and money to various charitable efforts. In 2009, he started the LAZ Parking

Charitable Foundation. He is also the founder and co-chair of Voices of Hope, an organization that collects, categorizes and shares the experiences of Holocaust survivors for the benefit of future generations. He serves as a member of the United States Holocaust Museum’s Council appointed by President Obama.

Alan is the recipient of numerous professional awards, including the Thomas and Bette Wolff Family Entrepreneurship Award from the University of Connecticut, the NAACP Civil Rights Award, the Anti-Defamation League’s Torch of Liberty Award, the Junior Achievement Business Hall of Fame Award and the Lifetime Achievement Award from the Hartford Business Journal. Alan has also received an Honorary Doctorate of Commercial Science from the University of Hartford. In addition to serving as chairman of the NPA board, Alan also serves on the boards of the Anti-Defamation League, the NAACP, the Greater Hartford Jewish Federation, the Connecticut Immigrant & Refugee Coalition, the Bushnell Theater, the

Hartford Economic Development Corporation, the Goodwin College Foundation, the Jordan Porco Foundation for Suicide Prevention and the Chabad House of Greater Hartford.

JEFFREY N. KARP – PRESIDENT & FOUNDER



Jeffrey co-founded LAZ Parking in 1981 while attending Northeastern University. He graduated from Northeastern with a degree in psychology. Jeffrey currently is on the board of directors of the Anti-Defamation League, the Save the Harbor Foundation, Club Pivot USA, and the Tulane University Parents Council. He recently was awarded the 2011 Anti-Defamation League's Torch of Liberty Award. He also is a member of the Young Presidents Association, the National Parking Association, and the Northeastern CEO Forum.

MICHAEL HARTH – CHIEF CULTURE OFFICER & FOUNDER



Michael Harth is one of the original founders of LAZ Parking, and is responsible for protecting, nurturing, and developing LAZ's unique culture. After graduating with a psychology degree from the University of California at San Diego in 1981, Michael founded Sunset Parking, the West Coast brand of LAZ Parking. He developed Sunset Parking into a leader in the hospitality service industry with more than 175 locations, all defined by his commitment to delivering service with exceptional integrity and professionalism. In 2008, Michael joined LAZ Parking as a senior partner after merging Sunset Parking with his childhood best friends, Alan Lazowski and Jeffrey Karp. Michael oversees the company's human resources department, ensuring that above all, LAZ remains "all about the People". He is a member of the National Parking Association and a founding member of the National Valet Parking Association.

MICHAEL J. KUZIAK – CHIEF OPERATING OFFICER



Michael Kuziak is one of the principal shareholders of LAZ Parking and serves as its Chief Operating Officer. He joined LAZ in 1981 as a valet parking attendant while earning a degree in finance and marketing at the University of Hartford. Michael is responsible for executing strategic growth initiatives that include digital technology and mobility, operational expansions throughout the United States, business development and company acquisitions. Michael is a Principal in LAZ Parking Realty Investors, the company's real estate affiliate, and has been instrumental in the acquisition of core parking assets and institutional parking concessions throughout the United States. He is also a shareholder and serves on the Board of Directors of Armco Healthcare Services, a medical coding company operating in the US and Philippines.

Michael has served many community-based organizations during his career at LAZ Parking. He is currently the Treasurer of the LAZ Charitable Foundation and serves on the Board of Directors of the Orthodox Christian Mission Center (OCMC), the Hartford Knights, and is on the Honorary Board of Directors of the



8) LOBBYIST REGISTRATION AND ORAL PRESENTATION FORMS

Please see the following pages for LAZ
Parking's completed and notarized Lobbyist
Affidavit and Oral Presentation forms.



CITY OF CORAL GABLES
FINANCE DEPARTMENT/PROCUREMENT DIVISION
LOBBYIST REGISTRATION FORM

SOLICITATION NAME/NUMBER: Parking Facilities and Centralized Valet Parking Operations RFP No. 2021-037

The Bidder/Proposer certifies that it understands if it has retained a lobbyist(s) to lobby in connection with this specific competitive solicitation that each lobbyist retained has timely filed the registration or amended registration required under the City of Coral Gables Lobbyist Registration requirement pursuant to Ordinance 2021-24 as outlined below:

Lobbyist means an individual, firm, corporation, partnership, or other legal entity employed or retained, whether paid or not, by a principal, or that contracts with a third-party for economic consideration to perform lobbying activities on behalf of a principal.

Lobbying activity means any attempt to influence or encourage the passage or defeat of, or modification to, governmental actions, including, but not limited to, ordinances, resolutions, rules, regulations, executive orders, and procurement actions or decisions of the city commission, the mayor, any city board or committee, or any city personnel. The term "lobbying activity" encompasses all forms of communication, whether oral, written, or electronic, during the entire decision-making process on actions, decisions, or recommendations which foreseeably will be heard or reviewed by city personnel. This definition shall be subject to the exceptions stated below.

Procurement matter means the city's processes for the purchase of goods and services, including, but not limited to, processes related to the acquisition of: technology; public works; design services; construction, professional architecture, engineering, landscape architecture, land surveying, and mapping services; the purchase, lease or sale of real property; and the acquisition, granting, or other interest in real property.

City personnel means those city officials, officers and employees who are entrusted with the day-to-day policy setting, operation, and management of certain defined city functions or areas of responsibility, even though ultimate responsibility for such functions or areas rests with the city commission, with the exception of the City Attorney, Deputy City Attorney, and Assistant City Attorneys, advisory personnel (members of city advisory boards and agencies whose sole or primary responsibility is to recommend legislation or give advice to the city commission); and any employee of a city department or division with the authority to participate in procurement matters, when the communication involves such procurement.

Affidavit requirement. The following provisions shall apply to certain individuals who, in procurement matters participate in oral presentations or recorded negotiation meetings and sessions:

- a. The principal shall list on an affidavit form, provided by the City, all technical experts or employees of the principal whose normal scope of employment does not include lobbying activities and whose sole participation in the city procurement matter involves an appearance and participation in a city procurement matter involves an appearance and participation in an oral presentation before a city certification, evaluation, selection, technical review or similar committee, or recorded negotiation meetings or sessions.
- b. No person shall appear before any procurement committee or at any procurement negotiation meeting or session on behalf of a principal unless he/she has been listed as part of the principal's presentation or negotiation team or has registered as a lobbyist. For purposes of this subsection only, the listed members of the oral presentation or negotiation team shall not be required to separately register as lobbyists or pay any registration fees. The affidavit will be filed by the city procurement staff with the city clerk at the after the proposal is submitted or prior to the recorded negotiation meeting or session. Notwithstanding the foregoing, any person who engages in lobbying activities in addition to appearing before a procurement committee to make an oral presentation, or at a recorded procurement negotiation meeting or session, shall comply with all lobbyist registration requirements.

The Bidder/Proposer hereby certifies that: (select one)

It has not retained a lobbyist(s) to lobby in connection with this competitive solicitation; however, if one is retained anytime during the competitive process and prior to contract execution for this project, the lobbyist will properly register with the City Clerk's Office within two (2) business days of being retained with copy to the city procurement staff.

It has retained a lobbyist(s) to lobby in connection with this competitive solicitation and certified that each lobbyist retained has timely filed the registration or amended registration required under the City of Coral Gables



SUBMITTAL – SECTION II: EXPERIENCE AND PROPOSER’S QUALIFICATIONS



As summarized in this section, the City of Coral Gables will continue to receive experienced, reliable and qualified parking management services by partnering with LAZ Parking. Our proposed approach, qualifications, experience and staffing has been proven through decades of similar service and success. The LAZ Parking team looks forward to continuing to serve the Coral Gables community and strengthening our partnership.

(i) For Proposer

1) LAZ Parking History and Company Information

Provide a complete history and description of your company, including, but not limited to, the number of years in business, size, number of employees, office location, copy of applicable licenses/certifications, credentials, capabilities and capacity to meet the City's needs.

Since 1981, LAZ Parking has grown and adapted alongside our customers. Today, we operate over a million parking spaces in thousands of locations across the country – most notably our long-standing partnership with the City of Coral Gables, FL. We pledge to build on this experience to continue our solid commitment in the delivery of turnkey parking management services for the City and its stakeholders. In 2021, LAZ Parking announced a recent investment from Argo Infrastructure Partners, a leading infrastructure investor based in New York with a focus in long-term investments, targeting higher quality infrastructure assets and businesses. This new partnership will strengthen LAZ's existing capabilities, contribute and sustain its strong relationships with employees and customers.

LAZ operates over 1.2 million parking spaces in [over 3,000 thousand locations and 450+ cities across the country](#), including many of the original locations we started back in 1981. Over four decades later, our founders and their original

PARKING EXPERIENCE BY THE NUMBERS

LAZ operates over 1.2M parking spaces in over 3,000 thousand locations and 450+ cities across the country.

values continue to guide the LAZ Parking of today. With a laser-focused mission to “Create Opportunities for Our Employees and Value for Our Clients” we are passionately committed to living up to “The LAZ Way.”

LAZ PARKING AWARDS AND CERTIFICATIONS



2021 IPMI Award of Excellence - LAZ Parking is the recipient of the 2021 IPMI Award of Excellence. The IPMI Award of Excellence winners exemplify creativity, future-thinking, and a commitment to mobility and sustainability. Showcasing outstanding parking and transportation facilities and innovative programs in several categories, IPMI’s Awards of Excellence program has a rich history of recognizing project excellence in the parking, transportation, and mobility industry.

National Cooperative Purchasing Alliance (NCPA) - NCPA (National Cooperative Purchasing Alliance) is a national government purchasing cooperative with the goal of reducing the cost of goods and services by leveraging the purchasing power of public agencies. NCPA utilizes state of the art procurement resources and solutions that result in cooperative purchasing contracts that ensure all public agencies are receiving products and services of the highest quality at minimal prices.

Accredited Parking Organization (APO) – APO is a designation for parking organizations that have achieved a comprehensive standard of excellence. It recognizes best practices in responsible parking management and operations, customer service, professional development, safety, and security. LAZ Parking will be APO certified by mid-2022.

2) Knowledge and Experience in Parking Management

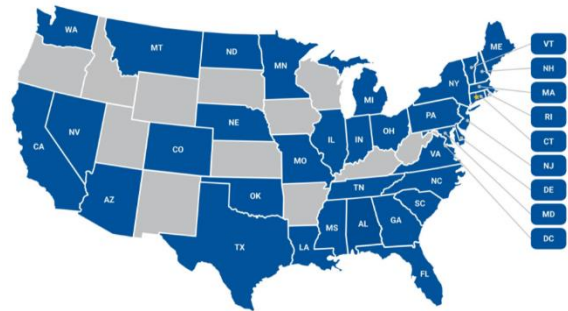
Describe the Proposer’s relevant knowledge and experience in providing the services described in the “Scope of Services” to public sector agencies similar in size to the City of Coral Gables.

LAZ PARKING FAST FACTS

LAZ Parking is a national parking company, headquartered in Hartford, CT, with regional offices across the U.S. We operate through these regional offices headed by officers of the company. This organizational structure enables LAZ to offer its clients the resources of a large company but with the attention and responsiveness more typical of a local company. We are the second largest parking company in the US, with the broadest experience and creative employees in the industry.

LAZ Parking Fast Facts	
Founded:	1981
Number of Locations:	Over 3,350
Number of Parking Spaces:	Over 1.2 Million
Annual Managed Revenues:	\$1.4 Billion
Number of Employees:	11,865
States / Cities:	37 / 450
Portfolio Mix:	Managed, Leased, and Owned
Service Lines:	Hospitality & Valet, Office Buildings, Medical & Hospital, Airport & Transportation, Campus, Government & Municipal, Retail & Mixed-Use, Event Parking, Residential Buildings, and Shuttle Services
<small>01-07-2022</small>	

LAZ Parking currently manages a diverse portfolio, which includes major on-street and off-street municipal parking, mass transit parking systems, entertainment/event parking, commercial, residential buildings, hotels and resorts, office buildings, mixed-use projects, hospitals and medical complexes, airports, university parking, shuttle services and valet-oriented parking. Our range of experience makes us uniquely qualified to continue to services for the City of Coral Gables.



Our Florida team has faced every conceivable type of parking challenge and led by our executive and management staff with decades of experience, has risen above each challenge and remained the fastest-growing parking company locally and nationwide. LAZ Parking’s continued growth in the sunshine state is a testament to the successful delivery on our commitments and service levels to our valued clients and customers.

RELEVANT EXPERIENCE IN THE MUNICIPAL SECTOR

Decades of experience managing large municipal and on-street parking systems have taught us what you already know: this is a massive task. Our parking management solution not only meets and exceeds the needs of the City but is proven through our years of service to the Coral Gables community. We stand ready and prepared to serve you in the years ahead.

MUNICIPAL SECTOR EXPERIENCE

The LAZ Parking Government Services Division is led by a team of dedicated professionals with over 250 years of combined government and municipal parking experience.

LAZ Parking is one of the nation’s premier operators specializing in parking services for municipalities and government agencies. Our comprehensive approach to parking management provides sustainable solutions that enhance communities, streamline parking operations, and improve the financial position of our clients. Our team has an unmatched track record operating municipal parking facilities and on-street programs managing more than 455,000 parking spaces for federal, state and local government agencies. We have a very keen focus on implementing efficient operational procedures, dynamic marketing campaigns, revenue integrity systems, revolutionary technology applications and best-in-class customer service initiatives.

GOVERNMENT SERVICES TEAM

LAZ Parking is the second largest parking company in the United States. We offer the City an accountable local focus from our dedicated personnel and experienced Government Services team, led by **Robert Maroney, Vice President of Government Services**.



ROBERT MARONEY, CAPP, VICE PRESIDENT, GOVERNMENT & UNIVERSITY SERVICES

Rob Maroney joined LAZ Parking in 2015 as the Vice President of Government Services. Based in Richmond, Rob is responsible for overseeing and supporting our rapidly expanding Government Services market, which includes municipal agencies and public private partnerships. With over 20 years of experience, Rob brings extensive experience in government operations, management, and consulting. He started his career in municipal government, and during his 12+ year career with Norfolk, VA, he served as the Director of Parking for one of the largest municipal systems on the east coast. Rob was also the Director of Parking and Transportation for Virginia Commonwealth University, overseeing the university's parking, transportation, and fleet management programs. He currently serves on the Board of Directors for the Parking Association of the Virginias and is an active member of several national and regional parking associations. Rob holds a Government and Fine Arts degree from the College of William & Mary and is a Certified Administrator of Public Parking (CAPP).



MUHAMMAD MANSOOR, VP, MUNICIPAL OPERATIONS & PARKING ENFORCEMENT

A familiar name in the parking industry, Muhammad Mansoor serves as the subject matter expert for LAZ Parking's Government Services. Muhammad ensures high-quality service delivery across our government parking contracts and has direct responsibility over complex on-street parking contracts throughout the U.S. He is an active member of IPMI, NPA and various regional parking organizations. He is also a Six Sigma Yellow Belt recipient. During his 20-year parking career, Muhammad has led the implementation of cutting-edge technology and helped cities develop the state of design tools and redefine transportation practices to transform urban spaces into urban places and stands by as a subject matter expert ready and willing to assist in this contract. He attended California State University, Long Beach and the Said Business School, University of Oxford.



PETER CHO, CAPP, OPERATIONS & TRANSITION MANAGER, GOVERNMENT SERVICES

Peter Cho joined LAZ Parking as part of the acquisition of Serco Parking Services in 2021 as the Senior Operations Manager. In this role, Peter provides operational support to all legacy Serco parking programs and ensures consistency and operational compliance throughout LAZ Parking's Government Services programs. A proven leader with over twenty-five years in the Parking Industry. His experience includes working and transitioning complex municipal and commercial parking programs. As a subject matter expert in Municipal On- and Off-Street Parking Operations, Peter is familiar with the latest technology and supports our new and existing operations. His solutions driven approach has helped improve and sustain some of our most complex

operations including the City of West Hollywood, CA, City of Inglewood, CA, City of San Francisco (MTA), City of San Mateo, CA, City of Santa Ana, CA, City of Chicago, IL and Montgomery County, MD. Peter is a Certified Administrator of Public Parking (CAPP).



CARRIE ANN VERGE, SENIOR FINANCIAL MANAGER

Carrie Ann Verge joined LAZ Parking in 2021 as Senior Financial Manager of Government Services providing financial oversight and compliance of our national municipal portfolio. Carrie Ann has worked for over 20 years in the Transportation and Healthcare Industry supporting and managing government, state, and local contracts. She has proven track records in price-to-win strategies, P&L forecasting and analysis, contract compliance, and internal audit. Carrie Ann holds a Bachelor of Science from Middle Tennessee State University (MTSU).

PUBLIC SECTOR CLIENTS

The following list includes LAZ Parking’s public sector clients, including the approximate number of spaces for each. Reference information for select clients are provided [here](#).

- Washington Metro Area Transit Authority (59,000)
- City of Chicago Meters System (36,000)
- City of San Francisco Meters (27,000)
- Montgomery County, MD (21,500)
- New York City Housing Authority (20,000)
- NY Metropolitan Transit Authority (16,600)
- City of Lincoln, NE (14,780)
- City of Inglewood, CA (12,750)
- City of Long Beach, CA (10,300)
- City of Kansas City, MO (6,600)
- City of Stockton, CA (6,145)
- City of New Rochelle, NY (5,870)
- City of Lowell, MA (5,570)
- Norwalk Parking Authority, CT (3,765)
- City of Stamford, CT (3,400)
- City of West Hollywood, CA (3,360)
- City of Las Vegas, NV (3,000)
- Birmingham Jefferson Convention Complex (3,000)
- California State Parks (2,665)
- City of San Mateo, CA (2,610)
- City of Syracuse, NY (2,525)
- Alameda County, CA (2,500)

KNOWLEDGE OF PARKING HARDWARE AND SOFTWARE SYSTEMS CENTER

LAZ Parking has an excellent business relationship with all the local parking vendors serving PARCS equipment in South Florida. We enjoy a national discount with these suppliers and use this buying power to provide the best possible pricing for our clients. We pass along 100% of any discounts as our goal is to enable our clients to get the very best value for their purchase. Many LAZ managers have received special training on the following equipment:



THE LAZ PARKING 24/7 CUSTOMER CARE

With the acceptance of unattended parking garages in the United States, came the need to fill the void left by removing the attendant from the booth. The technology was cold, and patrons had become accustomed to dealing with a real person when exiting and paying for their parking charges. LAZ Parking understood and addressed these issues by introducing the LAZ 24/7 Customer Care Center.

The program in use today in the City of Coral Gables is operated by LAZ Parking. It is a state-of-the-art support center that provides 24/7 remote operational assistance to your patrons and monthly card holders utilizing your facilities. From a centralized command center in Hartford CT with backup support in Chicago, our program utilizes a variety of real-time communication vehicles (Camera systems, internet access, telephone/intercom/air-phone systems) to speak directly with patrons to provide customer assistance, answer questions, open entry/exit gates remotely, trouble shoot equipment malfunctions and address safety issues at all hours of the day and night.

Today, LAZ monitors over 650 parking operations in the US. It is one of the fastest growing divisions of LAZ Parking as more and more garages turn to automation and the requirement for a professional approach to handling our customer's needs exists.

- LAZ Parking has professionally operated this service at all the City of Coral Gables Garages for the last four years and we are knowledgeable with the site conditions in each facility.
- All calls to the Customer Care Center are tracked and a monthly report is generated for the client.
- The LAZ Manager for the City of Coral Gables is immediately advised of any maintenance or equipment malfunctions for quick resolution.
- Site specific instructions are prepared and approved by the client to address any situation that may come up.
- Our monitoring staff personnel are bilingual (English and Spanish), an important need, especially in the Florida market.



3) Audited Financial Statements

Provide financial statements for each of their last two (2) complete fiscal years. Such statements should include, at a minimum, balance sheets (statements of financial position) and statements of profit and loss (statement of net income). Statements shall be certified by an independent Certified Public Accountant.

Please see the following pages for copies of our financial statements from 2019-2020. As marked on the document, we consider these statements to be confidential. We are happy to provide any additional information needed for your review.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Financial Statements
and Independent Auditor's Report

December 31, 2020 and 2019



Laz Karp Associates, LLC and Subsidiaries

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Independent Auditor's Report

To Management
Laz Karp Associates, LLC

We have audited the accompanying consolidated financial statements of Laz Karp Associates, LLC and Subsidiaries (the "Company"), which comprise the consolidated balance sheets as of December 31, 2020 and 2019, and the related consolidated statements of income, changes in members' equity and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Laz Karp Associates, LLC and Subsidiaries as of December 31, 2020 and 2019, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.



Hartford, Connecticut
February 26, 2021

Laz Karp Associates, LLC and Subsidiaries

Consolidated Balance Sheets
December 31, 2020 and 2019

	<u>Assets</u>	
	<u>2020</u>	<u>2019</u>
Current assets		
Cash	\$ 13,313,956	\$ 1,831,637
Accounts receivable, net of allowance for doubtful accounts of \$1,703,542 and \$562,996, respectively	39,899,576	44,600,726
Prepaid expenses and other current assets	6,343,296	10,296,672
Current portion of other receivables	<u>2,208,997</u>	<u>2,528,566</u>
Total current assets	<u>61,765,825</u>	<u>59,257,601</u>
Property, equipment and leasehold improvements		
Leasehold improvements	3,721,701	1,300,378
Equipment	13,629,652	15,245,814
Furniture and fixtures	3,183,523	2,310,736
Vehicles	12,933,696	12,917,860
Computer equipment	2,771,295	2,333,374
Computer software	<u>5,196,727</u>	<u>5,928,704</u>
	41,436,594	40,036,866
Accumulated depreciation and amortization	<u>(25,490,285)</u>	<u>(25,532,668)</u>
	15,946,309	14,504,198
Construction in progress	<u>2,353,696</u>	<u>2,025,597</u>
Total property, equipment and leasehold improvements	<u>18,300,005</u>	<u>16,529,795</u>
Other assets		
Other receivables, net of current portion	2,416,830	4,580,655
Deposits and other assets	3,557,893	3,580,264
Goodwill	14,037,362	14,037,362
Deferred financing costs, net	382,248	448,725
Intangibles, net	<u>14,227,712</u>	<u>17,776,722</u>
Total other assets	<u>34,622,045</u>	<u>40,423,728</u>
Total assets	<u>\$ 114,687,875</u>	<u>\$ 116,211,124</u>

Laz Karp Associates, LLC and Subsidiaries

Consolidated Balance Sheets
December 31, 2020 and 2019

Liabilities and Members' Equity

	<u>2020</u>	<u>2019</u>
Current liabilities		
Accounts payable	\$ 6,052,507	\$ 10,167,803
Accrued expenses	25,925,296	32,290,865
Deferred revenue	3,634,600	6,554,326
Line of credit payable	6,959,582	-
Current portion of long-term debt and capital lease obligations	5,594,195	5,894,522
Current portion of contingent consideration	3,188,694	-
Distribution payable		7,000,000
	<u>51,354,874</u>	<u>61,907,516</u>
Total current liabilities		
Long-term liabilities		
Long-term debt and capital lease obligations, net of current portion	6,094,135	8,781,564
Contingent consideration, net of current portion	86,256	9,389,742
Self-insured claims reserve	8,638,548	7,245,507
Lease-related liabilities	5,592,495	5,112,450
Deferred payroll taxes	4,298,636	-
Deferred compensation	16,939,734	17,760,703
	<u>41,649,804</u>	<u>48,289,966</u>
Total long-term liabilities		
Total liabilities	93,004,678	110,197,482
Commitments and contingencies		
Members' equity	<u>21,683,197</u>	<u>6,013,642</u>
Total liabilities and members' equity	<u>\$ 114,687,875</u>	<u>\$ 116,211,124</u>

See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Income
Years Ended December 31, 2020 and 2019

	2020	2019
Parking services revenue		
Lease type contracts	\$ 170,223,616	\$ 250,557,055
Management type contracts	61,389,091	72,801,999
Reimbursed management contract revenue	161,891,573	221,736,518
Total parking services revenue	393,504,280	545,095,572
Cost of parking services		
Lease type contracts	158,043,601	227,501,083
Management type contracts	6,281,830	6,702,528
Reimbursed management type contract expenses	161,891,573	221,736,518
Total cost of parking services	326,217,004	455,940,129
Gross profit	67,287,276	89,155,443
Deferred compensation	(820,969)	3,912,014
Selling, general and administrative expenses	53,438,030	63,807,422
Operating income	14,670,215	21,436,007
Other (expense) income		
Dividend income	3,357	43,905
Interest expense, net	(897,274)	(523,923)
Fair value adjustment of contingent consideration	4,893,257	349,173
Total other income (expense)	3,999,340	(130,845)
Net income	\$ 18,669,555	\$ 21,305,162

See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries
Consolidated Statements of Changes in Members' Equity
Years Ended December 31, 2020 and 2019

Balance January 1, 2019	\$	10,208,480
Net income		21,305,162
Member distributions		<u>(25,500,000)</u>
Balance December 31, 2019		6,013,642
Net income		18,669,555
Member distributions		<u>(3,000,000)</u>
Balance December 31, 2020	\$	<u>21,683,197</u>

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See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2020 and 2019

	2020	2019
Cash flows from operating activities		
Net income	\$ 18,669,555	\$ 21,305,162
Adjustments to reconcile net income to net cash provided by operating activities		
Depreciation and amortization	9,965,036	9,484,367
Amortization of deferred financing costs	66,477	66,478
Bad debt expense	1,845,334	660,613
Change in fair value of contingent consideration	(4,893,257)	(349,173)
Net (gain)loss on disposal of fixed assets	152,622	(8,250)
Deferred compensation	(820,969)	3,912,014
Amortization of lease-related liabilities	33,096	547,378
Changes in operating assets and liabilities		
Accounts receivable	2,855,816	(5,996,526)
Prepaid expenses and other current assets	3,953,376	(1,752,083)
Deposits and other assets	22,371	(303,463)
Accounts payable	(4,077,248)	1,333,090
Accrued expenses	(5,599,374)	2,524,425
Lease-related liabilities	446,949	97,968
Deferred revenue	(2,919,726)	396,324
Deferred payroll taxes	4,298,636	-
Self-insured claims reserve	1,393,041	1,221,141
Net cash provided by operating activities	<u>25,391,735</u>	<u>33,139,465</u>
Cash flows from investing activities		
Capital expenditures	(6,574,602)	(3,677,337)
Acquisition of business	-	(2,500,000)
Advance of other receivables	(10,900)	(460,631)
Repayment of other receivables	3,465,967	2,795,492
Other investing activities, net	(163,555)	(120,522)
Net cash used in investing activities	<u>(3,283,090)</u>	<u>(3,962,998)</u>
Cash flows from financing activities		
Advance under lines of credit	36,959,582	-
Repayments of lines of credit	(30,000,000)	-
Repayments of long-term debt and capital lease obligations	(6,364,373)	(5,524,457)
Payment of contingent consideration	(1,221,535)	(510,595)
Cash distributions to members	(10,000,000)	(26,900,000)
Net cash used in financing activities	<u>(10,626,326)</u>	<u>(32,935,052)</u>
Net increase (decrease) in cash	11,482,319	(3,758,585)
Cash, beginning of year	<u>1,831,637</u>	<u>5,590,222</u>
Cash, end of year	<u>\$ 13,313,956</u>	<u>\$ 1,831,637</u>

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2020 and 2019

	2020	2019
Supplemental disclosure of cash flow information		
Interest paid	\$ 830,797	\$ 457,445
Supplemental disclosure of noncash investing and financing activities		
Total property and equipment additions	\$ 8,979,547	\$ 5,558,000
Amounts financed through notes payable	(140,459)	(222,087)
Amounts financed through capital leases	(2,264,486)	(1,658,576)
Total cash paid for capital expenditures	\$ 6,574,602	\$ 3,677,337
Total cash paid for other intangible asset additions (included within other investing activities, net)	\$ 275,855	\$ 172,781
Total other receivables advanced	\$ 982,573	\$ 3,845,367
Amounts related to capital lease financing	(971,673)	(3,384,736)
Total cash advanced for other receivables	\$ 10,900	\$ 460,631
Total distributions	\$ 3,000,000	\$ 25,500,000
Changes in distributions payable	7,000,000	1,400,000
Total cash distributions	\$ 10,000,000	\$ 26,900,000
Purchase price	\$ -	\$ 4,842,676
Contingent consideration	-	(2,342,676)
Cash paid for business acquisition	\$ -	\$ 2,500,000

See Notes to Consolidated Financial Statements.

(ii) For Key Personnel

Provide a summary of the qualifications, copy of applicable licenses/certifications, and experience of all proposed key personnel. Include resumes (listing experience, education, licenses/certifications) for your proposed key personnel and specify the role and responsibilities of each team member in providing the services outlined in the RFP. Provide an organizational chart of all key personnel that will be used. For each key team member, please describe the experience in providing the services solicited herein.

Please see the following pages for information on the unique support the City of Coral Gables will receive. This includes local key personnel and corporate support staff – whose resumes are included here – as well as unmatched resources from our national and regional headquarters.

As you will notice in the biographies below and listed under item 7 many our team members are college graduates and many have specific parking industry professional certifications. The CAPP designation Certified Administrator of Public Parking is earned through the IPI (International Parking Institute) and the CPP, Certified Parking Professional is earned through the NPA (National Parking Association). We also have a certified RPA (Real Property Administrator) earned through BOMA (Building Owner and Managers Association). LAZ Florida Parking has Five (5) parking professionals and a real estate management person who are involved the management of your parking operations *No other local parking organization can offer the City of Coral Gables this degree of education and industry training experience.*

Proposed Key Personnel

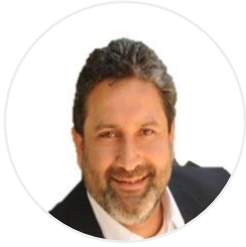
CHRISTOPHER WALSH, REGIONAL VICE-PRESIDENT, FLORIDA



Christopher has been a leader in the parking industry since 1996 and started his career with LAZ Parking as a Regional Vice President who successfully expanded our Mid-Atlantic presence. He has worked in markets located in Georgia, Maryland, North Carolina, Pennsylvania, South Carolina, Virginia and Washington, D.C. He is currently based in Miami and responsible for premier Florida properties in Miami, Fort Lauderdale, Tampa, Jacksonville, Orlando, Daytona, St. Augustine, and Naples. His

vast experience in business development activities and operational management encompasses Class A office buildings, hospitals, municipalities, hotels, stadiums and airports. He also has conducted due diligence activities for numerous acquisitions and privatization deals. Chris managed Miami International Airport for 3 years. Christopher graduated from LaGrange College with a degree in business administration. Mr. Walsh has regional oversight of this account and meets with the City at least semi-annually or more often as needed.

LUIS MACEDO, REGIONAL GENERAL MANAGER, FLORIDA



Luis has served as our Regional General Manager for the Florida region for over 15 years and has been in the parking business for more than twenty-five years. Luis fully understands all parking operations both locally and nationally, which include hotels, office buildings, municipal organizations, special events, valet and institutional parking operations. He has assisted in municipal parking for the City of Miami Beach and Fort Myers previously and currently is responsible for the municipal operations in Coral Gables, South Miami, Surfside, and University of Miami. He also assisted with parking operations for Jackson Memorial Hospital, City of Daytona Beach and Miami International Airport. Luis is a graduate of Florida International University. Mr. Macedo has direct supervision of all management and administrative support personnel working at the City of Coral Gables account.

DAVID ZELL, RPA, DIRECTOR OF BUSINESS DEVELOPMENT, FLORIDA



David Zell is the Director of Business Development with LAZ Parking. He has over 30 years of combined experience in the parking industry and commercial real estate field. He is a graduate of Youngstown State University. David's career began with a large parking company, and he held senior management positions with several other parking operators prior to joining the LAZ family. Mr. Zell earned his RPA designation through BOMA (Building Owners & Managers Association) and has managed commercial real estate assets more than 3 million square feet. He has operated over 180 different parking facilities from large mix-use developments and office buildings to high-end valet services for hotels and high-rise condominiums. In his career, He has directed municipal parking operations for the cities of Louisville, KY, Coral Gables, South Miami and Miami Beach in Florida. David attained his Eagle Scout Award and Order of the Arrow honor through Boy Scouts of America. David is the point of contact for the City of Coral Gables and the business community.

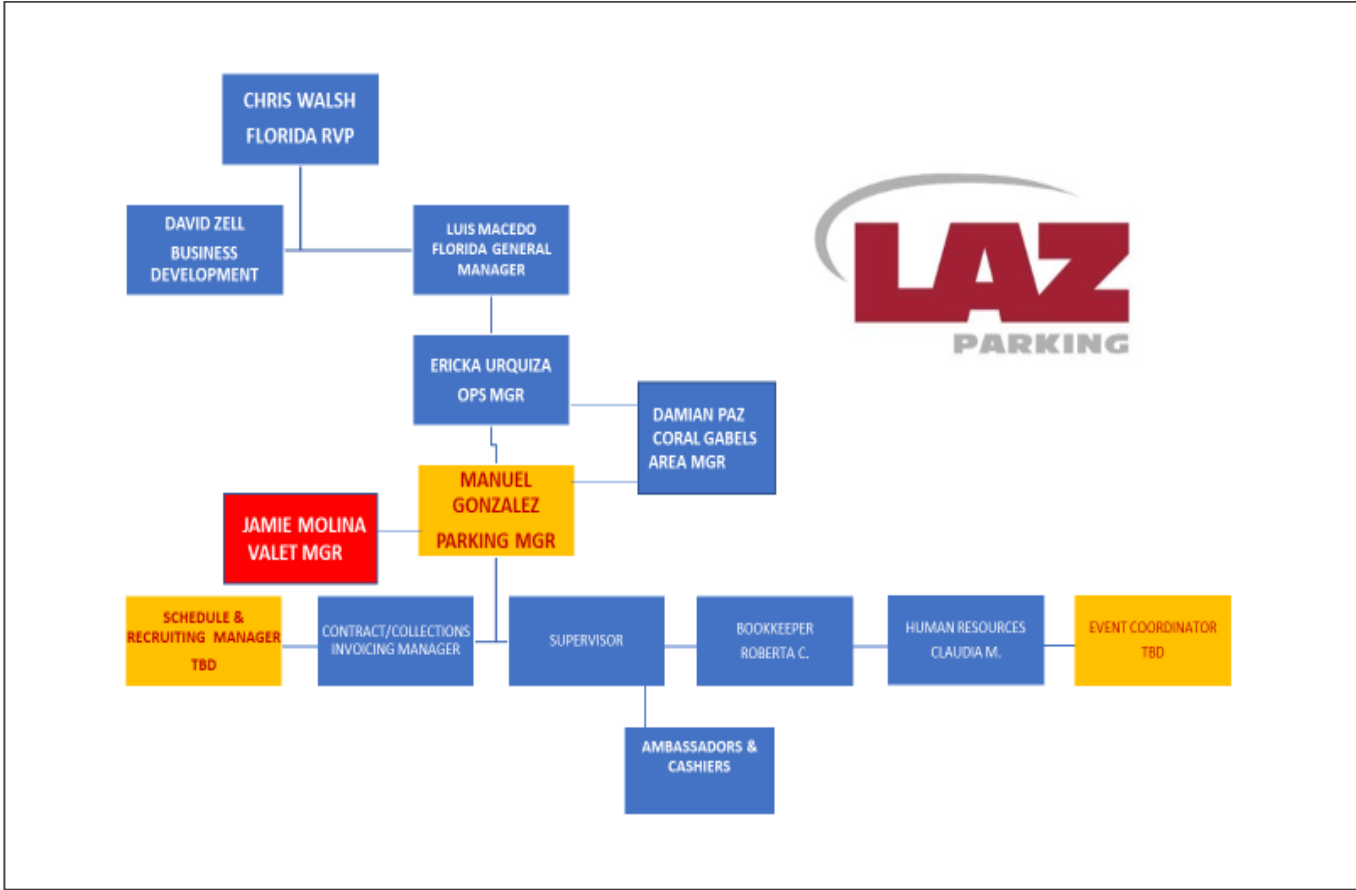
CLAUDIA MAJDAK, HR BUSINESS PARTNER, FLORIDA



Claudia comes to LAZ Parking with over seven years of human resources experience. Prior to joining our family, she was employed by another parking company in a similar role. Her specialty is in the areas of recruiting and hiring new employees. With LAZ she is also involved in areas of background screening and training staff in the "LAZ Way" Claudia is a member in good standing of SHRM (Society for Human Resource Management) since 2010. She is bi-lingual (English and Spanish), speak, read and write. Claudia will be an instrumental member of our team as we hire, onboard and train all staff who will be working for the City of Coral Gables contract.

You can view letters of recommendation and appreciation received on LAZ Parking City of Coral Gables current staff in [ATTACHMENTS](#) at the end of this proposal.

ORGANIZATIONAL CHART





SUBMITTAL - SECTION III: PROJECT APPROACH AND METHODOLOGY

LAZ Parking has the knowledge, resources and experience to continue to provide the City of Coral Gables with a reliable and integrated parking management system. In this section, we have addressed our understanding and approach to the scope of services in this RFP, including requirements, implementation plan and communications.

1) Unique Approach to Services

LAZ Parking has been the parking service provider for the City of City of Coral Gables since March of 2017. During that time, our team has demonstrated a total commitment to the City, its residents, business owners and visitors. LAZ Parking leadership meets with Parking Department personnel to stay abreast of any critical issues, involving operations, personnel, or upcoming events.

We have a thorough understanding of the vision for the Parking Department as it moves forward with many of the innovative technologies being offered in the Parking Industry. LAZ is an industry leader with cutting edge technology, and we pledge to use our knowledge and experience to assist the City of Coral Gables with its modernization plans for its existing and future parking operations including:

- Smart parking guidance systems to help parkers easily find available spaces in the garage
- Automated garage controls utilizing AVI (automatic vehicle identification) and LPR (license plate recognition) Technologies
- Gateless parking operations
- Touchless payment options for Parking Equipment
- Integration with 3rd party payment apps and national parking aggregators to increase payment options and drive revenue growth
- Valet Parking hardware and software for superior revenue, and expense controls along with premium customer service features.
- EV Car Charging Stations to improve the parking patron's experience and promote green initiatives for the City of Coral Gables.

At LAZ Parking we understand it is our people, our family cultural, which differentiates us from all other parking operators. We teach all our staff members to take a "retailers' approach" that being, the customer is always right! How do we do it?

HIRING PROCESS:

LAZ Parking has a comprehensive pre-employment screening program in place to make sure that only the most qualified candidates are chosen for employment. Pre-employment screening is an effective risk-management tool that promotes a safe and efficient workplace by helping to limit the uncertainty inherent

in the hiring process. Our pre-screening techniques significantly reduce potential theft, violence, financial loss, sexual harassment and other workplace problems. It is the policy of LAZ Parking that accident prevention and situational awareness shall be considered of primary importance in all phases of operations and administration. This prevention starts with the pre-employment process and continues throughout the team members' employment with LAZ Parking.

PRE-EMPLOYMENT BACKGROUND CHECKS AND SCREENING

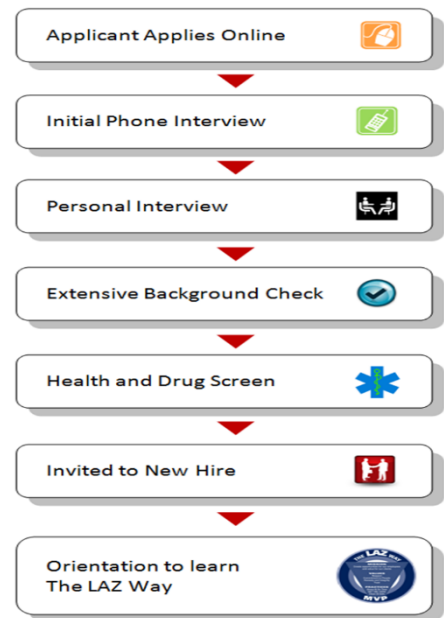
Preliminary Pre-Interview Screening: At the front-end of the process, LAZ Parking pre-screens candidates before they are invited in for formal interviews. Hiring managers are trained in how to narrow down the potential pool of applicants to qualified individuals, and how to thoroughly check employment and personal references.

Employment Verification: Each potential employee has his/her last 2 jobs verified by their previous supervisor. Dates of employment, job title, and performance are rated and confirmed.

Criminal Background Checks: All new hires will be required to have a Dade County background check in addition to having their social security number run through the Department of Homeland Security database using E-Verify to verify eligibility to work in the United States. Below are some of the additional checks our employees will undergo if selected:

Where applicable, we utilize ADP Screening and Selection Services to perform background checks (including criminal record searches, credit history and motor vehicle record searches) on all prospective entry-level and management candidates.

- Screening of all management-level candidates, including supervisors, specifically covers criminal records, motor vehicle driving infractions (if the positions involve driving), educational credentials and prior employment.
- Candidates for non-management positions that involve driving are screened for criminal and motor vehicle driving infractions. If the position does not involve driving, the candidate is screened for a criminal record.
- Pre-employment Drug Tests require all candidates seeking employment with LAZ Parking. Employees are required to take a 5-panel drug/alcohol test before working with LAZ Parking Service. This test screens past exposure to marijuana metabolites, cocaine metabolites, opiates, amphetamines, and phencyclidine.



SCREENING REDUCES TURNOVER AND IMPROVES CUSTOMER RELATIONS:

Our hiring and pre-screening process helps us retain qualified employees for the long-term, which, in addition to reducing turnover costs, gives our clients and parking customers the opportunity to establish the personal relationships and trust that facilitates a successful and profitable parking operation.

LAZ will make every effort to ensure that the employees who will wear the LAZ Florida uniform are selected from only the best, most qualified candidates to fill the positions.

TRAINING:

LAZ Parking believes that first impressions are lasting impressions. We believe people make the key difference in the service sector and have developed the following training-intensive program to help advance our employees into the best in the industry. All new employees have a training session with either their HR Manager or the Regional Vice President to go over important aspects of the job, (i.e. uniform policy, review process, pay scales, policies and procedures on missed days, etc.), and customer relations. Most importantly, all new employees are introduced to LAZ Parking's "Think like an Owner" philosophy. At the front-line employee level, this translates into providing service to and solving problems for the customer. Employees are encouraged to demonstrate initiative and make common sense decisions in order to satisfy specific needs of the customer. As employees progress through our training regimen, they earn the ability to advance within the company. LAZ has partnered with the National Parking Association to certify those individuals who have successfully completed the highest level of our internal training as Certified Parking Professional (CPP).

CUSTOMER SERVICE REPRESENTATIVE (PARKING AMBASSADORS)

CLIENT & CUSTOMER RELATIONS

Customer Service is at the core of everything that LAZ does. It is in our DNA. LAZ Parking has developed specific training programs and performance standards centered on customer service and public relations. The following highlights some of the core training and performance standards that all our employees receive.



- Client & Customer Service
- Client Customer Service Panel
- Making an Exceptional First Impression
- Greeting Customers
- Diffusing Difficult Situations
- Service: The Client Perspective
- Manager Conversation: Measuring Service Metrics
- Implement: A Daily Service Checklist

ORIENTATION

All of the LAZ employees working at the parking facility will undergo a comprehensive orientation program. This includes reviewing the building policies and procedures, security etc. and access through and around the parking system. All our employees will also receive the LAZ Employee Handbook during orientation. In addition, the employee will be presented with information concerning their positions' responsibilities, details concerning the parking systems operations, as well as any specific requirements and expectations the TIAA-CREF may have now or in the future.

ON THE JOB TRAINING - MENTOR SHADOWING

New employees are scheduled to work with an experienced trainer in the same job category 16 to 24 hours, based on manager and mentor evaluations. Mentors review important procedures within the cashier/valet training guide. This major step assists new employees in adjusting to the specific work environment and gives the new employee an example of acceptable work habits and teamwork. Mentors are chosen from the field of veteran employees based on their performance.

POST-EMPLOYMENT EDUCATION

LAZ Parking also has a "Post Employment Education" program which instructs line level employees and managers on developing skills necessary for advancement within the company. Formal classroom setting courses are offered, and employees must accumulate course credits in order to be considered for promotion. Examples of some of the courses that we offer:

- GET 100" (Greet, Engage & Thank 100% of the time)
- "How to Become a Better Manager"
- "Motivating Your Employees"
- "Communicating With Employees"
- "Loss Prevention"

Great attitudes, quick smiles, and enthusiastic responses are some of the tools for accomplishing our target goal of excellence in customer service that are stressed in our training sessions. We empower our employees to share their smiles and eagerness to assist patrons by providing them with maps of the hospital campuses, local area restaurants, and hotels for distribution to customers. We supply stickers, lollipops or candy to give to those individuals that seem to need a smile. Several parking specific amenity programs are available to our clients and can be easily adapted to the City's parking operation. Many of these programs are very cost-efficient, easily managed and immensely enjoyed by customers and employees as well.

WEB TRAINING

Through our LAZ University program, we conduct daily and weekly web-based training sessions throughout the country to achieve employee training compliance and operational excellence. From basic mathematics to technical equipment repair and maintenance, the dedicated LAZ Parking training team performs structured "webinars" to ensure a consistent workforce.

CUSTOMER SERVICE

At LAZ, we firmly believe that "You never get a second chance to make a good first impression" and how we handle those first impressions sets the tone for our entire relationship with each customer. Our employees are taught that each interaction that we have with a patron, tourist, and resident is one of those "moments of truth" where impressions are formed and remembered.

In every aspect of our business, LAZ Parking has the highest levels of customer service and professionalism. LAZ managers and personnel understand and appreciate the fact that they represent not only LAZ, but the client location they work in. Key to ensuring that these principles are delivered consistently and throughout all of our operations is a framework of performance monitoring and accountability that is embedded into our employee training and development regimen.

Employee evaluations will be performed by the Supervisors and reviewed by the Project Manager. The frequency will be for a new employee at 90 days and then every twelve months. All employee performance is evaluated every twelve months at a minimum and every six months at specific high service level locations. Areas of strength and development are discussed with each employee and may include additional training if needed which will be provided with assistance from the Project Manager. In order to strengthen LAZ's corporate culture, and to promote a consistent sense of teamwork across our national presence with over 13,500 employees, LAZ developed the MVP Program. MVP stands for Mission, Values and Practices. We believe that our company's success is grounded on living the Mission.

OUR MISSION IS OUR MOTTO

"Create opportunities for our employees and value for our clients"

CREATE OPPORTUNITIES FOR EMPLOYEES

We are not only providing a job for our employees, we provide opportunities to grow personally and professionally with the ability to advance within the organization. LAZ is proud of our employees' achievements and their commitment to the company. Many of our staff spend their entire careers within our organization. Our company founders and the majority of our executive team all started as parking attendants.

CREATE VALUE FOR OUR CLIENTS

We know that our clients can select from a variety of companies to manage their parking and service needs. Likewise, our customers have many choices about where to park their cars. We want to create value for clients and customers so that the choice to select LAZ is an easy one. We can create value by giving honest and dependable service, providing clean, efficient and well-maintained systems, and maximizing the profitability of every location. We encourage our employees to "think like an owner" and we manage all of our locations as if it were our own.

LAZ PARKING POLICIES:

LAZ Parking prides itself on our employee policy and procedures. Below is a short outline from our Employee Handbook. A copy of our handbook may be provided upon request.

Employment Policies	Personnel Policies
Equal Opportunity Harassment, Sexual Harassment & Discrimination Workplace Threats & Violence Policy Your Personnel Records Introductory Period Job Performance Promotions and Transfers	Safety Emergency Procedures Accidents Substance Abuse Drug Testing Solicitation and Distribution Smoking Tips and Gratuities Cash & Money Handling Procedures Dress Code Personal Appearance

	Personal Visits, Telephone Calls and Mail Computers, Electronic Mail and Internet Voice Mail Security Internet
Work Schedule and Pay Practices	General Rules of Conduct
Work Schedule Meal and Break Periods Time Records Attendance and Punctuality	Overview Disciplinary Policy Voluntary Termination Confidentiality Policy

Great attitudes, quick smiles, and enthusiastic responses are what are needed in accomplishing our target goal of excellence in customer service that is stressed in our training sessions. We empower our employees to share their smiles and eagerness to assist patrons by providing them with maps of the local area restaurants, highways and hotels for distribution to customers. We supply stickers, lollipops or candy to give to those individuals that seem to need a smile. Several parking specific amenity programs are available to our clients and can be easily adapted to any type of operation. Many of these programs are very cost-efficient, easily managed and immensely enjoyed by customers and employees as well. LAZ Parking is dedicated to integrity, growth, professionalism, value, leadership and to providing quality service to customers and clients.

WEB TRAINING

As noted above, LAZ Parking conducts daily and weekly web-based training sessions throughout the country to achieve employee training compliance and operational excellence. From basic mathematics to technical equipment repair and maintenance, the dedicated LAZ Parking training team performs structured “webinars” to ensure a consistent workforce. In the South Florida market, Korin Adamites is the regional human resource and training manager.

EMPLOYEE RETENTION

During the employee screening process, LAZ Parking tries to identify any employee who may have the potential to leave prematurely or who may pose a termination risk. As a whole, LAZ Parking’s turnover ratio is the lowest in the parking industry. LAZ employees stay with the company an average of 7 years. Our ability to retain employees is a function of (i) maintaining a positive and supportive work environment;

(ii) providing qualified employees' meaningful career advancement opportunities. and (iii) providing a quality benefits program. We believe in taking care of our employees to the best of our ability.

EMPLOYEE EVALUATION

LAZ Parking is 100% committed to creating opportunities for our employee. We hire only the best candidates, train extensively, and demand nothing short of excellence from each team member. In concert with our demanding expectations, we maintain a regimented program designed to evaluate the performance of our team.

Initial Feedback - An employee's first 10 days are carefully monitored by the Management team. The employee is shown an initial review, which addresses work habits, appearance, paperwork, customer contact and on-the-job performance.

90-day Performance Appraisal - All new employees are given a comprehensive evaluation after 90 days.

Six Month Appraisal - LAZ Parking believes in consistent evaluation of employees. If standards are not established and communicated, an employee cannot be expected to meet those standards. The Company's managers are trained to give effective reviews and let the employee know where he or she stands with LAZ Parking.

Annual Review - Once the employee passes the 90-day and six-month review periods, he or she is reviewed annually. A written evaluation is done during this process. LAZ Parking makes every possible effort to identify, screen and hire the best employees. Because of these efforts our customer service excels, our employee turnover is the lowest in the parking industry, and our bottom-line profits benefit.

COVID-19 PROTOCOLS:

The health and safety of our customers, clients, and employees across all our locations is, and always has been, our highest priority. We believe it is our responsibility to do everything within our power to mitigate the spread of COVID-19 within the communities we serve. We have developed stringent safety guidelines for all of our operations following the guidance from the U.S. Centers for Disease Control and Prevention (CDC), as well as state and local health officials around the country, and we will rely on their recommendations and expertise to inform the City of Coral Gables on COVID-19 decisions with regard to the City's parking program



LAZ Parking COVID-19 Services for Municipal Agencies



Employee/Public Safety – Our top priority is keeping our employees and the public safe. Face coverings and masks will be issued to all employees, physical distancing will be maintained at all times. Signage, pavement markings, and physical barriers will be installed where necessary.



Health Screening – Our ambassadors can help with pre-screening and temperature checks at key points of ingress, either within parking facilities or at the entrance of public buildings.

Facility Cleaning and Disinfecting – Custom cleaning and disinfecting schedules will be developed for each facility. At a minimum, we will disinfect all customer touch points at a minimum of every 2 hours.



Crowd Control – Our trained special event security personnel can provide critical public safety support, by encouraging social distancing and enforcing local crowd restrictions at beaches, parks, and recreational facilities.



On-Street Operations – All parking meters will be thoroughly disinfected before and after any employee contact. This includes any time the meter is serviced for maintenance or collections. We can also help with enhanced signage to encourage touchless payment options.



Shuttle Service – As you begin to reopen, there may be changes in facility designation or customer drive patterns that require the enhanced transit options. LAZ can provide a variety of mobility solutions to support your operations.

Touchless Payments – The use of touchless payment technology (LAZgo) should be encouraged at all locations. LAZgo text and app payments will be an integral part of operations, allowing customers to pay from their phones without touching a machine or interacting with staff.



www.lazparking.com

For more information contact Rob Maroney,
Vice President, Government Services
at rmaroney@lazparking.com

Describe in detail your approach to perform the services solicited herein. Include detailed information, as applicable, which addresses, but need not be limited to: understanding of the RFP scope and requirements, implementation plan and communication with City staff and Consultants. Indicate how the Proposer intends to positively and innovatively work with the City in providing the services outlined in this RFP.

THE VALET PARKING OPERATIONAL PLAN FOR THE CITY OF CORAL GABLES INCLUDES

We propose to incorporate 4 (four) Valet stands in total covering Miracle Mile at its highest volume, highest vehicle rotation points with three (3) stands on the north side of the Mile and one of the south side. We have operated valet services in the Coral Gables CBD and have over 18 years of experience to justify our initial recommendations.

North Side of Miracle Mile

On the North side of the Mile are the major establishments that will take advantage of valet service and alleviate the vast volume of traffic entering the Miracle Mile from the east, we would recommend valet stands at:

Gramercy	65 Miracle Mile
John Martin	253 Miracle Mile
Red Koi Thai	317 Miracle Mile

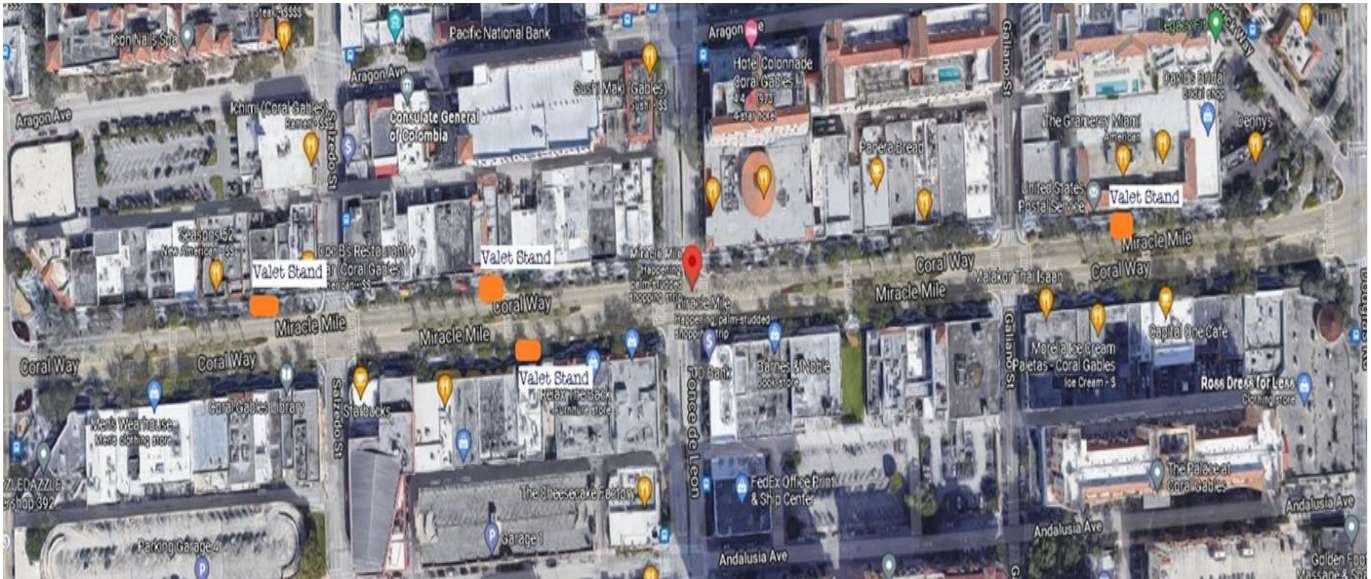
South Side of Miracle Mile

The South side of the Miracle, between Ponce de Leon Blvd and Salzedo Street, should have one stand initially to service the volume of vehicles on that side of Miracle Mile. We would recommend a valet stand at:

Benihana	242 Miracle Mile
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As soon as demand for more stands on the South Side becomes evident, additional station(s) can be added to the operation with the approval of the City of Coral Gables.

Location of Valet Stands



2) Relevant Projects

a. Provide a detailed description of the service, including but not limited to: a. Recent, current, and projected workload of the Proposer and key personnel and how the potential contract will fit into the Proposer's workload. For each current and projected engagement, please indicate the following: Client name, Current and/or projected workload, Personnel assigned

LAZ is the largest parking operator in the Coral Gables / South Miami submarket. In fact, LAZ manages 18 locations within a 5 mile radius of downtown Coral Gables. This affords us a tremendous talent pool of high-quality management, administrative and staff to support the Coral Gables municipal parking operations. In the matrix below we outline the resources our Coral Gables Parking Manager and the City have at their disposal for support.

Neighboring LAZ Managed Parking Operations

(These facilities have their own assigned personnel and do not negatively impact Coral Gables)

The Plaza

396 Alhambra

Alhambra Plaza

Gables Grand Plaza

Columbus Center

Red Road Commons

2800 Ponce de Leon

CocoWalk

One 7000 Garage

Plaza 57

Coral Gables Medical Plaza

Sunset Station Plaza

2990 Ponce de Leon

Douglas Centre

Shops at Sunset

Datran Center I and II

City of South Miami

2601 S. Bayshore Dr.

Responsibility Matrix				
City of Coral Gables, FL				
Position	Person	Roll	Primary	% Dedicated to Coral Gables
Title	Assigned	Function	Location	Account
Facilities Manager	Manny Gonzalez	Account Manger	Coral Gables	100%
Operations Manager - Dade	Erica Urquiza, CPP	Purchasing oversight	Regional Office (Miami Beach)	5%
Parking Service Mgr. - Gables	Damian Paz, CPP	Account support	Coral Gables	10%
General Manager	Luis Maceo	Mgmt and Admin Support	Regional Office (Miami Beach)	4%
HR Business Partner	Claudia Majdak	Hiring & training	Regional Office (Miami Beach)	5%
Business Development Dir.	David Zell	City Liaison	Regional Office (Miami Beach)	5%
Regional Auditor	Adrian Bistolfi, CPP	Bi-annual Audits	Regional Office (Miami Beach)	2%
Municipal Parking Director	Carlos Marengo	Account support	South Miami	5%
Florida Regional VP	Chris Walsh	Executive account support	Regional Office (Miami Beach)	2%
VP Government Services	Rob Maroney	Corporate account support	Home Office (Hartford CT)	2%

Valet Parking Experience

b. Proposer's experience with similar projects. Operation of parking facilities and valet parking services.

LAZ Parking operates hundreds of valet parking operations across the country and many properties right here in Miami-Dade County including five-star hotels, high-end residential properties, and class A office buildings. For example: The Faena District (Forbes 5 star), One Hotel & Homes, Ritz Carlton Hotel and Starwood Capitals corporate headquarters in Miami Beach and over 250 High-end hotels across the country.



PROPOSED VALET PARTNER AMERICAN PARKING SYSTEMS

LAZ Parking proposes to partner with long-time Coral Gables based valet company, American Parking Systems. For the City of Coral Gables valet parking services, LAZ believes partnering with a long time locally based valet company would provide the best of both worlds for the City and community. LAZ will provide customer service training, technology support and oversight. American Parking Systems - Coral Gables will provide the staffing requirements and supervision for the valet operations.



Since 2015, American Parking Systems - Coral Gables has been a successful locally owned valet parking business. Currently in Coral Gables central business district, American Parking Systems provides the valet services for 8 fine dining restaurants including Ruth's Chris, Portosole, Mesamar, Graziano's, Gramercy, Vialetto, Forte and Flemings. APSCG also provides valet for Mt Sinai Medical Center and events at La Jolla Ballroom and the Club of Knights. APSCG will use social media platforms that speak to the customers and readily available such as Twitter, Instagram Tic Tok and Facebook to promote the City of Coral Gables centralized valet services. LAZ Parking will highlight the history, culture of the City, share our experiences in other restaurants and drive business to local businesses and the community.

Our tipped employees are making \$ 7.50 hourly rate, when adding that to the tips they receive their average hourly rate is between \$14.00 and \$15.00, which is already way above the projected gradually increase for September 2022 by the State.

Our On-site Supervisors are making \$10.00 hourly rate plus a daily bonus at the end of their shift which increase their hourly rate to an average of \$ 16.00 to \$17.00 which is also beyond the projected gradually increase for September 2022 by the State.



Once the Centralized Valet takes its course, all employees will receive an increment in their hourly rate which will benefit them and will put them way beyond and above any State Regulation concerning wages.

LAZ Parking will add the City’s valet sites to our website, www.lazparking.com to help patrons find the sites where they drop off their vehicles near a restaurant where they are dining.

We understand the City is looking to introduce technology into the unified valet services to include acceptance of credit card and validation payments, text messaging to retrieve vehicles (from multiple drop off / pick up areas) & customer feedback reporting. LAZ Parking works with most of the major suppliers of valet parking management software including: CVPS, Flash Parking, HUB Valet and

SMS.

LAZ Parking has attached 3 letters of recommendation on the high-level of customer experience that American Parking Systems offers. These can be viewed at the end of this proposal in [Attachments](#).



The City is currently evaluating software providers to determine the best solution for their needs. LAZ Parking and American Parking Systems – Coral Gables will incorporate the use of the system the City of Coral Gables decides, and we have budgeted these costs in our projections. Below is one example of the many features this type of technology will bring to the valet parking program for the City of Coral Gables,

3) Operational Plan

Provide Proposer's operational plan having significant community and business involvement for automated self-park facilities and valet parking operation services.

MAINTENANCE GENERAL RESPONSIBILITIES:

- Must be in full uniform (including name tag) ready for work before clocking in.
- Radio is fully operational. Must always carry radio and Laz phone.
- Check for keys and access card.
- Check that the stations have enough tickets/ receipts to last until the ambassador arrives and check there are no jams.
- Check Intercoms (audio and visual) on each station. Notify LAZ supervisor in case they are not working.
- Check the gates for missing screws and malfunctions.
- Check the elevators and make sure they are fully operational. Otherwise, notify LAZ supervisor.
- Notify Laz supervisor at least a day in advance, if any cleaning supply is needed to complete their daily cleaning activities. (It is their responsibility to ask for needed supplies in advance)
- Must check the stations every time you replace a paper roll, and air spray the unit if shredded paper or debris are found.
- Must fill out the Change Ticket Log located inside the machine every time they change a ticket roll.
- Inform any incident or machine malfunction immediately to LAZ supervisor. File a LAZ report.
- Be always ready to assist customers while cleaning.
- Must perform an empty space count around 12:00 pm and provide that information to Ambassador on site.
- Must fill a detailed daily work report (Weekend person must fill a report that includes all facilities)

MACHINERY AND TOOLS USED (PROVIDED BY CITY AS PER OUR REQUEST):

- Leave blowers
- Electrical sweeper
- Propane sweeper
- Pressure cleaning equipment
- Spray pumps (for weed killer applications)
- Paint supplies
- Dusters, brooms, mops, carts to carry supplies
- Manual gum remover, propane gum remover

OTHER CLEANING SUPPLIES :

- Graffiti Remover
- Stainless steel cleaner
- Bleach
- Degreaser
- Gloves
- Liquid soap
- Toilet paper
- Sanitizing wipes and hand sanitizes
- Magic sponges for paint stains removal



SUBMITTAL – SECTION IV: PAST PERFORMANCE AND REFERENCES



1) Similar Experience

Provide a minimum of three (3) references (but no more than five (5) from for which Proposer has performed similar scope of services in the past five (5) years. Please include: (1) client name, (2) address, (3) contact name, (4) contact telephone number, (5) contact email address, (6) term of contract (start and end date), (7) contract amount, (8) services provided.

We can confidently propose to continue our services to the City of Coral Gables because we have decades of experience reliably meeting the needs of similar partners and communities. We invite you to contact the municipal references included in the following pages and are happy to provide additional information upon request.

Norwalk Parking Authority

 Contact James Emery Assistant Director of Parking City of Norwalk	 Address 275 Wilson Ave Norwalk, CT 06854	 Phone / Email (858) 568-7648 jemery@norwalkct.org	 Contract Amount \$6M
 Service Type On- & Off-Street Parking	 Total Spaces 4,000	 Years Served 2004 – Current	 Payment Solutions App, Permit, Phone, Plate, Meter









City of Long Beach, California

 Contact Jorge Godinez Contracts and Grants Officer	 Address 411 W. Ocean Blvd, 5th Floor Long Beach, CA 90802	 Phone / Email (562) 570-6444 jorge.godinez@longbeach.gov	 Contract Amount 13.9M
 Service Type On- & Off-Street Smart Parking	 Total Spaces 10,300	 Years Served 2017 – Current	 Payment Solutions App, Permit, Phone, Plate, Meter

City of New Rochelle, New York

 Contact Adam Salgado Deputy Commissioner Department of Development	 Address 515 North Avenue New Rochelle, NY 10801	 Phone / Email (914) 654-2083 asalgado@newrochelleny.com	 Contract Amount \$1.65M
 Service Type Garages, Surface Lots, On-Street Metered Parking	 Total Spaces 6,000	 Years Served 2011 – Current	 Payment Solutions App, Permit, Phone, Meter

Volusia County, Florida

 Contact Tim Riddle Director	 Address 101 North Atlantic Ave Daytona Beach, FL 32118	 Phone / Email (386) 254-4514 triddle@oceancentre.com	 Contract Amount \$558K
 Service Type Garages, Surface Lots,	 Total Spaces 1,550	 Years Served 2018 – Current	 Payment Solutions Tiba PARCS

2) Municipal and Government Client Discontinuation

Provide a list with contact information of public sector clients, if any, that have discontinued use of Proposer's services within the past two (2) years and indicate the reasons for the same. The City reserves the right to contact any reference as part of the evaluation process.

LAZ Parking is one of the nation's premier operators specializing in parking services for municipalities and government agencies. Our team has an unmatched track record operating municipal parking systems and on-street programs currently managing more than 455,000 parking spaces for over 100 government agencies, (primarily cities and counties). In the last two years LAZ Parking has discontinued services with three municipal accounts.

1. The City of Miami Beach, FL – LAZ was responsible for the cash collection and depositing of all on-street parking meter revenues. During the Covid-19 Pandemic, the Miami Beach made the decision to no longer accept cash payments and opted for the use of the "ParkMobile" app for its on-street parking meters. Although we were disappointed with the loss of business for LAZ, we understood it moved the City of Miami Beach in the right direction and was a safer and more convenient method for their patrons. Many cities have gone in this direction.
 - a. Contact: Rocia Alba Parking@miamibeachfl.gov
2. The City of Hollywood, FL – LAZ Parking supplied parking attendants for their garages. About 2 years ago, the City of Hollywood automated its two municipal garages and did away with the outsourced labor for their two garages.
 - a. Contact Janice English jenglish@hollywood.org
3. The City of Daytona Beach – LAZ fulfilled all its contractual duties through its term with the City of Dayton Beach but was not the low bidder for the last RFP.
 - a. Contact Kirk Zimmerman ZimmermanKirk@COBD.US

3) Legal Proceedings

Please identify each incident within the last five (5) years where (a) a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Proposer's rights, remedies or duties under a contract for the same or similar type services to be provided under this RFP (See Affidavit D).

LAZ Karp Associates, LLC is the parent company of all of the state and regional LAZ Parking entities throughout the United States. LAZ Parking operates in over 3,200 locations in 438 cities in 38 states and the District of Columbia throughout the US and employs approximately 14,000 people. As a result of the operations and the number of employees it is inevitable that LAZ is often named in litigation regarding personal injury matters, property damage claims and employment issues. LAZ Parking maintains

insurance which covers the vast majority of these cases and LAZ works with a 3rd party claims adjustor, which hires investigators and attorneys, who together determine liability and responsible parties.

*The first item on this list, MBTA, was disclosed and vetted by the City of Coral Gable’s Legal Department four years ago prior to LAZ Parking being awarded the bid covered under **RFP 2016.02MP***

Within the last five years the following is a list of material litigation:

<u>Title/Identification Number</u>	<u>Jurisdiction</u>	<u>Description/Outcome</u>
Johana Diaz v. LAZ Parking California, Los Angeles LLC BC615849	Los Angeles County	Action for wrongful termination filed in 2016. The claims were denied and ultimately an out of court settlement was reached in 2017 whereby the plaintiff a was paid \$34,250.00 in full settlement.
Alexander Duarte v. LAZ Parking California, LLC and LAZ Karp Partners BC646274	Los Angeles County	Action filed in 2017 as a class action LAZ alleging violations of California Wage and Hour Laws. The class action claims have been combined with the class action claims in the Watts v. LAZ Parking California, LLC matter set for the below. The parties agreed to a settlement which was approved by the court. Judgement entered on April 18, 2019 in the amount of \$1,500,000 which has been fully paid and satisfied.
Sharif Fahim v. LAZ Parking California, LLC BCS630927	Los Angeles County	Action was filed in 2016 claiming discrimination, harassment, hostile work environment, infliction of emotional distress, negligent supervision, false imprisonment, and violations of a California labor code. The allegations a were denied. Arbitration concluded and on January 30, 2020 the arbitrator ruled in favor of the defendant on all counts.
Smith-Mendoza v. LAZ Parking Limited, LLC 2015-3691-BLS1	Suffolk County MA	Action was filed in 2015 as a class action claiming a violation of Tip Pooling Law and Failure to Pay Minimum Wages. The allegations have been denied and the case is being vigorously defended. There has been no class certification and the case has settled for \$75,000 which has been paid and satisfied.

<u>Title/Identification Number</u>	<u>Jurisdiction</u>	<u>Description/Outcome</u>
Massachusetts Bay Transportation Authority v. LAZ Parking Limited, LLC 1376-BLS2	Suffolk County MA	Action was filed in 2017 claiming a breach of a management agreement, 17- a breach of implied covenant of good faith and fair dealing and unfair and deceptive conduct, all arising out of a theft by a small group of employees. LAZ accepted responsibility for the theft and the MBTA was fully reimbursed for its losses in a settlement of \$4,500,000 in 2017.
Day v. LAZ Parking Ltd., LLC 3:17-cv-01545	US District Court	Action filed in 2017 as a FLSA Collective Action claiming failure to pay overtime wages. The allegations of the claim were denied and a stipulated judgment entered on January 7, 2021 as follows: Anthony Barone \$7,500 plus \$8,151.57 for attorneys fees; Benjamin Lhota \$5,500 plus \$5,977.82 for attorneys fees; and Mahbub Ali \$6,407.00 plus \$6,963.61 for attorneys fees. The judgment has been satisfied.
Watts v. LAZ Parking California, LLC Superior Court – California 17CV316088	Santa Clara County	Action filed in 2017 as a class action claiming, inter alia, violation of California Wage and Hour Laws. The Wage and Hour claims in this action which are similar to the wage and hour claims in Duarte v. LAZ Parking California, LLC set forth above have been combined. The parties have reached a settlement of these claims which is pending court approval. The additional claims of violations of the Fair Credit Reporting Act and Racial Discrimination. The allegations are denied and the case is being vigorously defended. The matter has been transferred to Los Angeles County and is being assigned to the same judge as I is handling the Duarte matter. This case settled for \$35,000.00.

Theurer v. LAZ Parking California, LLC 37-2017-00041035-CU-OE-CTL	San Diego County Superior Court	Action filed in 2017 as a class action claiming violation of California Wage and Hour Laws. This case has settled for \$50,000.
Mazzei v. LAZ Parking California, LLC BC 702298	Los Angeles Superior Court	Action filed 5/4/2018 claiming wage and hour claims similar to those claimed in Duarte v. LAZ Parking California, LLC, Watts v. LAZ Parking California, LLC, and Theurer v. LAZ Parking California, LLC. The settlement in Duarte and Watts should resolve the vast majority of the claims in this matter. Any remaining claims will be subject to individual arbitration. Case settled for \$1,500.00.
Gorman v. LAZ Parking Ltd., LLC 3:18-cv-01612-JBA	US District Court District of Connecticut	Action filed in 2018 claiming wrongful termination and violation of ADA. The case has been dismissed for failure to prosecute.
Matthew Clark and Rhonda Brown v. LAZ Parking Northwest, LLC C19-0076-JCC	US District Court District of Washington At Seattle	ADA Complaint filed in 2019 alleging violations in parking facilities managed by LAZ Parking Northwest, LLC. The violations were remedied by the owners in general. Case dismissed with Prejudice on 4/8/2020.
Mark Callender v. LAZ Florida Parking, LLC and Frank Zwick 2018-032281-CQ-01	Circuit Court Eleventh Judicial Circuit, Miami County	In 2018 the Plaintiff filed a complaint alleging Race Discrimination, Breach of Contract, Quantum Meruit, Promissory Estoppel, Negligent Misrepresentation, and Tortious Interference with At-Will Employment. Defendant disputed all of the allegations. Case settled for \$22,500 and has been dismissed March 24, 2020.

As far as contractual disputes, other than the above, and mediation or arbitration relative to employee issues, there have been no significant or material matters within the last five years.

During the last five years and beyond, although contracts have terminated in the normal course of events, LAZ Parking has not been terminated by any client based upon a default of failure to perform pursuant to the terms of its contract.



SUBMITTAL – SECTION V: AGREEMENT COMMENTS/EXCEPTIONS

Please follow the instructions as outlined in Section 1.6 Agreement Execution. The acceptance of or any exceptions taken to the terms and conditions of the City's Agreement shall be considered a part of a Proposer's submittal and will be considered by the Evaluation Committee.

LAZ Parking has read Section 1.6 (Agreement Section) and we offer no exceptions to the City's Agreement provided in the RFP.



SUBMITTAL – SECTION VI: PROPOSAL PRICE PROPOSAL

1) Price Proposal

Addendum 3_Attachment 2

REVISED Proposal Pricing Sheet_Dated 1/19/2022

REVISED (1/19/2022) PROPOSAL PRICING SHEET

SOLICITATION # RFP 2021-037 PARKING FACILITIES AND CENTRALIZED VALET PARKING OPERATIONS

SOLICITATION CLOSING DATE: MONDAY, JANUARY 24, 2022 AT 2:00 PM

This solicitation will be awarded to the highest ranked responsive and responsible proposer(s), based on the criteria outlined in this solicitation. Proposers must provide pricing on all line items. Failure to do so will deem you as non-responsive. The City in it's sole discretion will determine if the pricing received is reasonable and if it is in the best interest of the City to move forward with the award.

VENDOR: LAZ Florida, LLC FEIN: 26-1172679

Parking Facilities			
Position	Estimated hours	Hourly Rate	Annual Cost (Estimated Hours x Hourly Rate)
Ambassador	8,372	\$ 25.85	\$ 216,416.20
Attendant	7,436	\$ 25.85	\$ 192,220.60
Supervisor	2,080	\$ 31.73	\$ 65,998.40
Remote Monitoring	8,760	\$ 1.95	\$ 17,082.00
Total			\$ 491,717.20

Centralized Valet Parking	
Description	Unit Price
Proposed Valet Parking Cost Per Vehicle To Customers	\$ 12.00

NOTE: Pricing shall include, but not be limited to, full compensation for labor, supervision, personnel, materials, any and all tools and equipment used, travel and related expenses and any and all other costs to the Proposer. The City will not pay and/or reimburse any additional costs including, but not limited to, travel, mileage, lodging, meals, and other travel and subsistence expenses. Prices shall remain fixed and firm for the term of the contract, including renewal options.

Coral Gables Buy American Preference Acknowledgement. Please acknowledge if you are asserting you qualify. Yes Please refer to Procurement Code Sec. 2-699(Ord. No. 2016-30, § 2(2-780), 5-24-2016) Documentation supporting the assertion that a product is American manufactured, assembled or produced must be provided with your bid submittal.

Authorized Signature: Christopher Walsh Digitally signed by Christopher Walsh Date: 2022.01.22 12:02:20 -05'00' Title: Regional Vice President

Print/Type Name: Christopher Walsh Phone: 305-913-4882

E-mail: cwalsh@lazparking.com Fax: _____

Address: 404 Washington Ave, Suite 640 City: Miami Beach State: FL

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF THE BIDDER TO BE BOUND BY THE TERMS OF ITS BID. FAILURE TO SIGN THIS BID PRICE FORM WHERE INDICATED ABOVE BY AN AUTHORIZED REPRESENTATIVE OR PROVIDE THE FORM AS PRESENTED MAY RENDER THE BIDDER NON-RESPONSIVE.



1) ATTACHMENTS




Throughout our proposal, LAZ Parking has referenced a variety of supplemental attachments and documentation. These are summarized below and included in the following pages.

Contents

1.	City of Coral Gables Local Business License 2021-2022	LAZ Parking is a registered business within the City of Coral Gables	84
2.	Letters of Recommendation	Letters of recommendation for American Parking Systems valet services	85-87
3.	Letters of Recommendation and Appreciation	Letters of recommendation and appreciation for LAZ Parking staff and management in the City of Coral Gables, FL	88-91



 **CITY OF CORAL GABLES, FLORIDA**
LOCAL BUSINESS TAX RECEIPT

CUST. NO. 203317
RECEIPT NO.
BT-0025009801

2021-2022

THIS IS NOT A BILL-DO NOT PAY

BUSINESS NAME: LAZ FLORIDA PARKING LLC **LOCATION:** 2320 SALZEDO ST
DBA NAME: PARKING GARAGE PARKING GARAGE

CLASSIFICATION:	NO. OF UNITS	UNIT DESCRIPTION	AMOUNT PAID: \$
1 Valet Parking	3	PERSONS	340.50
2			
3			
4			
5			
6			

BUSINESS TAX RECPT RENEWAL VALID ONLY AT LOCATION ABOVE.
RECEIPT EXPIRES 09/30/2022

** This receipt does not constitute authority to begin operating at this location without a Certificate of Use and Inspection Approval **



January 19, 2022

To Whom it May Concern:

I am pleased to recommend the services of American Parking Systems. Since our doors opened in 2020, American Parking System has provided outstanding services to our guests as well as our business partners and employees. The professionalism, care, attentiveness, and attention to details have been key to the success of our business.

I am certain that American Parking Systems will be an asset to any business, and we look forward to continuing working together.

Sincerely,

Teresita Ascanio
Business Manager
Portosole Italian Restaurant
2530 Ponce de Leon Blvd,
Coral Gables, FL 33134



To Whom it May Concern:

We are very delighted to endorse the services of American Parking Systems, they have provided an outstanding service in a professional respectful and polite approach.

We appreciate their attention to detail and their constant communication to better serve our clientele

We hope we can keep this association for years to come.

Sincerely,

Timothy Cunningham

General Manager

Forte by Chef Adrienne

45 Miracle Mile, Coral Gables, FL 33143



Caffe Abbracci

January 19, 2022

To Whom It May Concern:

I am pleased to recommend the services of American Parking Systems and the entire crew and C.E.O. Jaime Molina.

American Parking Systems has provided its services and they have excelled in providing our customers exceptional service in a highly professional and courteous manner.

We appreciate their customer focus and attention to detail.

Sincerely,

Loris Curzio

- T. 305.441.0700 F. 305.442.0061
- 318 Aragon Avenue
- Coral Gables, Florida 33134

- caffeeabbracci@comcast.net
- visit & follow us on:  
- www.caffeeabbracci.com

Attachment-05: Letter of Recommendation from City of Coral Gables Parking Department About Our Manager And His Staff



Gentlemen,

I want to take this opportunity to congratulate your staff on a successful operation. The Coral Gables LAZ Parking Staff performed exceptionally during this important event. I want to single out **Manuel Gonzalez** for the service he rendered this past week. He went above and beyond our expectations before and during this event. He planned and executed a schedule that provided our team with the ability to service our customers in a manner appropriate for The City Beautiful. I would like to mention that he also took care of securing and placement of the signage that helped to direct patrons to our facilities. In addition, he worked beyond his scheduled times to make sure the operations ran smoothly. I can also say the rest of the staff performed exceptionally. We had circumstances that required much of the staff to work beyond their regularly scheduled hours, and they obliged without any cajoling (that I am aware of). Lastly, I would be remiss if I didn't mention Jordan Cedeno by name. Although my interaction with him this past weekend was limited, I was told he performed admirably.

Please let your staff and Manuel know that we appreciate their hard work and commitment to the City of Coral Gables Parking Department.

Thank you all,

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

Attachment-06: Letter of Appreciation for Gabriel Paz From A Coral Gables Parking Patron



From: Maya lacayo <mayalacayo@gmail.com>

Sent: Thursday, March 25, 2021 4:04 PM

To: Alex Garcia <ALGarcia@lazparking.com>; Claudia Majdak <CMajdak@lazparking.com>; Manuel Gonzalez-Quintana <MGonzalezQuintana@lazparking.com>; parking@coralgables.com

Cc: Maya lacayo <mayalacayo@gmail.com>; Jessica Menendez <Junjas143@gmail.com>

Subject: Employee feedback - Gabriel Paz

Good afternoon,

I hope this message finds you well. My name is Maya Lacayo, a pleasure to virtually meet you. My reason for this message is a positive one. I need to inform you about the exceptional, above and beyond and empathetic assistance your employee, Gabriel Paz (Coral Gables, FL – parking garage) has bestowed upon me and my friends on the evening of March 21, 2021.

When they say “not all superheros wear capes” they were referring to Gabriel. While waiting in line at the pay station, my friend sitting in my car became severely sick.

Gabriel was assisting the patron ahead of me who was having trouble with the form of payment, running back and forth between the line of cars trying to exit the garage, and us at the pay station. My turn to pay came up and he graciously helped me as well. I was parked in the spot across the pay station. As I approached my vehicle, I noticed my friend had become terribly sick. Gabriel came up to us, assessed the situation and quickly jumped into action. Not only did he bring my friend bottled water and hand sanitizer, but he also held my friend's hair as she continued to become sick. He talked to her as she profusely apologized for the inconvenience and mess she had made. He comforted her and reassured her not to worry. Nobody asked him for help; it came naturally to him and all the while performing his job. He was still attending the parking garage patrons running back forth, ensuring everyone was having a problem free experience.

I didn't dare drive off since any sudden movement my friend made heightened her nausea. So, I naturally decided to continue to wait and started to chat with Gabriel, learning a bit more about him. He has aspirations about continuing his education and share his interests in the Foreign Exchange market. He is a very transparent and nice individual with potential for more.

I can confidently say that you have an exceptional employee and that you should be proud to have someone like Gabriel working for you. His core values are very much aligned to what any company desires to have; responsibility, adaptability, honesty and most importantly kindness. His kindness and willingness to help compelled me to write you this email message because more often than not, greatness goes unnoticed. In addition, I know it is more impactful when employers receive actual measurable statements and thus my lengthy message. I hope my

testament of Gabriel's character will afford him some form of promotion, recognition, raise, etc. All I can do for him is recognize his efforts and ensure his superiors and leadership are aware of the exceptional employee they have working for them. I believe that when you have employees that truly care as much as he; you must do whatever is in your power to keep them.

I am happy to speak with anyone from your company should you have any questions.

Thank you in advance for your assistance with this matter.

Sincerely,

Maya Lacayo

Gabriel was honored by the City of Coral Gables and LAZ Parking for his excellent performance.

Attachment 07: Letter of Appreciation About Ana Martinez, The LAZ Employee Mentioned In This Email From A Coral Gables Parking Patron

From: Tanda Ramirez <tandacoupons07@gmail.com>

Sent: Thursday, December 2, 2021 5:18 PM

To: Mckinney, Amira <amckinney@coralgables.com>

Cc: Batic, Stefan <sbatic@coralgables.com>

Subject: Re: Promise to Pay

CAUTION: External email. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you so much for voiding the promise to pay, I was not expecting that.

On another note, please file a commendation for the parking attendant. Throughout us trying to figure out what was happening to the machines she kept her cool and tried to assist me in any way possible. She kept her cool while dealing with impatient people trying to leave the garage and other people also having credit card issues with the machines. Unfortunately, I do not remember her name and it's illegible on my copy of the Promise Note. But I did want to commend her actions and assistance,

Have a safe and happy holiday season!