

LAZ FLORIDA PARKING, LLC
REFERENCES

Pounds, Michael

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

Good Afternoon,

Feel free to contact me with any questions.

RFP 2016.02MP
PERFORMANCE EVALUATION SURVEY

Reference For: LAZ Parking
Point of Contact: _____

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

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

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

Company Providing the Referral: _____ Norwalk Parking

Authority _____

Contact Name: _____ Kathryn Hebert,

Director _____

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

khebert@norwalkct.org

Date of Services: _____ 10/2003 - present _____

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

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



CITY OF CORAL GABLES

RFP 2016.02MP PERFORMANCE EVALUATION SURVEY

Reference For: CampusParc (The Ohio State University)

Point of Contact: Sarah Blouch

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

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

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

Company Providing the Referral: CampusParc LP

Contact Name: Sarah Blouch

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

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

Dollar Amount for Services: Proprietary
information.



CITY OF CORAL GABLES

RFP 2016 02MP PERFORMANCE EVALUATION SURVEY

Reference For: Harris County Parking Facilities

Point of Contact: Desiree D. Smith

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

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

Comments:

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

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

Contact Name: DESIREE D. SMITH

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

Date of Services: 10/1/2010 - PRESENT

Dollar Amount for Services: \$ 50,000



CITY OF CORAL GABLES

RFP 2016.02MP PERFORMANCE EVALUATION SURVEY

Reference For: City of South Miami

Point of Contact: Alfredo Riverol

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

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

Comments: Excellent Company and great personnel

Company Providing the Referral: City of South Miami

Contact Name: Alfredo Riverol

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

Date of Services: 2006 to present

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