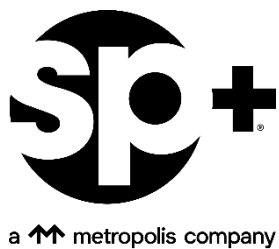


Submitted To:
Humboldt County Department of Aviation
3561 Boeing Avenue, Room #206A
McKinleyville, California 99519
Attn: John DeCoster, Decomm Aviation Consulting
RFP No. AV2023-001



PROPOSAL FOR

Airport Parking Facilities Management

AT

California Redwood Coast-
Humboldt County Airport



December 2, 2024

Mr. John DeCoster
President
Decomm Aviation Consulting
jdecoster@decommaviation.com

Proposal Sent Via Email to Above Email Address

RE: RFP No. AV2023-001

Dear Mr. DeCoster:

SP Plus Corporation (**SP+**) is pleased to present the Humboldt County Department of Aviation (County or ACV) with this comprehensive proposal to manage, operate and install/maintain access and revenue control equipment and software for the parking facilities at California Redwood Coast-Humboldt County Airport. **SP+**, authorized to do business in the State of California, hereby agrees to be bound by the requirements of the County’s request and our response. This letter is signed by Jason Finch, President – West Airports, whose signature is authorized to bind the firm to this agreement. (Please find our **Corporate Resolution** and **Signature Affidavit** immediately following this letter.)

SP+ Aviation division is a single-service provider of customized solutions with a highly flexible, scalable and agile approach to the delivery of airport parking and related landside services. Our menu of services includes:

- Parking & Valet Management
- Shuttle & Fleet Services
- Remote Management Services
- Technology Integration
- Facility Maintenance
- Interactive Marketing Services
- Yield Management/Dynamic Pricing
- Industry-leading PARCS Equipment
- Curbside/GT Management
- Pre-book/Online Reservations
- Remote Baggage Check-in Services
- Data Analytics
- Website Design & Management

SP+ is by far the most experienced parking company in the country, collecting nearly \$4 billion in revenues for our clients in 2023 – with \$2.3 billion for our airport clients. **SP+** currently serves 77 airports, successfully managing more combined parking, shuttle, valet, ground transportation and other landside operations than any other operator. **SP+** has extensive experience in providing parking and related services at airports of all sizes; notably, **SP+** has unparalleled experience in managing non-primary hub airport parking facilities like ACV, constituting almost 30 percent of our portfolio.

In May 2024, **SP+** was acquired by **Metropolis Technologies**. This combination of best-in-class service with technology now allows **SP+** to revolutionize the airport parking industry by offering an automated fee payment solution that provides a ‘checkout-free’ experience for airport parking patrons and employees. Our Computer Vision technology utilizes a combination of camera-based License Plate Recognition (LPR) hardware and Artificial Intelligence software that ensures the capture of all vehicles by license plate – and on the rare event of a license plate read failure – by additional vehicle attributes, including vehicle make, model and color. It is through this method that our system is able to accurately recognize and appropriately charge each customer based on the duration of their parking stay.

Once a first-time parking customer registers on the **Metropolis** platform by scanning QR code signage within the parking facilities, our system will recognize the customer’s vehicle each and every time the customer returns to ACV (or any **Metropolis**-enabled parking facility). The process to register for the customer is simple and takes only seconds. From that point on, customers are free to passively enter and exit ACV parking locations while their parking fee receipt is emailed/texted to them within seconds of exiting the facilities.

Our staffing plan accounts for onsite Customer Service Representatives to accommodate the minority of customers who wish to pay cash for their parking stay. An investment in a traditional parking access and

revenue control system, including cashier stations and booths, pay-on-foot machines, etc., is an investment in the status quo and passive technology.

A reservation/pre-book system integrated with the **Metropolis** platform can be deployed simultaneously and managed by our wholly-owned subsidiary, AeroParker. Customers with reservations enjoy a stress-free parking experience by paying in advance and allowing our platform to recognize the license plate. The customer simply drives in and out of the parking facility – no stopping to fumble with a QR code or reader.

Join airports like San Antonio International, Aspen-Pitkin County and Dayton International who have or will soon transform their passenger experience by deploying the **Metropolis** Computer Vision platform and set a new standard for how travelers move about the airport.

Why Choose SP+?

We are extremely confident our proposal and our team offer the best value to the County and ask you to consider the following during your evaluation process. **SP+** offers our clients:

- **Unmatched Experience.** No other operator possesses **SP+**'s depth of experience, resources and proven capabilities at non- and small-hub U.S. airports.
- **An Unrelenting Focus on Customer Service.** **SP+** is committed to transforming the passenger experience to ensure a customer-centric and expedited arrival and departure with friendly and lasting interactions.
- **A Dedicated Aviation Division.** Our Aviation division provides a tremendous amount of support from the most experienced, skilled and capable professionals in the industry.
- **An Unparalleled Toolbox of Proven Solutions.** Our technologies and services fully distinguish **SP+** from our competitors and will allow the County to enhance customer service and profitability levels.
- **Highly Innovative Solutions.** **SP+**'s technology solutions automate the travel journey and optimize the customer experience. We are on the forefront of parking facility modernization with solutions that enhance customer mobility and choice. **SP+** works endlessly to future-proof airport parking operations and facilities with revolutionary, customer-centric solutions that have come to be expected by today's travelers.
- **Quick Deployment, Remarkable and AI-driven Technology.** Perhaps most critically, [we can fully deploy our Computer Vision platform in no more than 60 days and at no cost to the Airport.](#) This gives us a distinct advantage over legacy PARCS providers that require extensive installation, programming and testing periods that would prevent ACV from efficiently and effectively capturing parking revenue from traveling patrons as soon as operationally possible. Our Computer vision is currently live and operating effectively at 1,100+ commercial and airport locations across the U.S. (Please reference **Section 4: Business Profile** of our proposal response for more information).

Our team and unparalleled toolbox of technology and resources are best suited to meet the County's goals and objectives. Our proposal highlights **SP+**'s in-depth industry expertise, innovative solutions and strategies to automate the customer journey, drive operational efficiencies and boost revenue growth. We provide levels of financial performance, product quality and service that are true to our core values – **excellence, innovation and integrity** – that are unmatched in the industry.

Thank you for your consideration of our proposal. We very much appreciate the opportunity to compete for this important business. We are confident in the added value that will be delivered by **SP+** if we are awarded this contract. Please do not hesitate to let us know if you have any questions or need additional information.

Sincerely,



Jason Finch
President – West Airports
Mobile: 786.367.2130 | Email: jfinch@spplus.com

We also acknowledge receipt / review of the following Addendum(s): Addendum 1

CERTIFICATION
OF
CORPORATE RESOLUTION

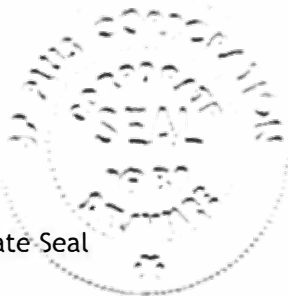
The undersigned, Erik Jarmusz, does hereby certify that he is a duly elected Assistant Secretary of SP Plus Corporation, a Delaware corporation (the "Corporation"); that the following resolution was duly adopted by the Board of Directors of the Corporation on April 24, 1998, by written consent in lieu of a meeting, and in accordance with the General Corporation Law of the State of Delaware and the By-Laws of said Corporation; that the following resolution is in full force and effect and has not been modified or altered, to-wit:

RESOLVED, that any one of the Chairman, Chief Executive Officer, President, any Executive Vice President, any Senior Vice President or any Vice President of the Corporation be, and each of them hereby is, authorized to execute and deliver any bid or proposal, lease agreement, management agreement, operating agreement or contract, or other instrument or document relating thereto, in the name of and on behalf of this Corporation, subject, however, to the approval by the Board of Directors of the terms of any agreement providing for the purchase of the total assets or the stock of another individual, partnership or corporation prior to execution of such agreement and any other document in connection therewith.

I, Erik Jarmusz, Assistant Secretary of SP Plus Corporation, having compared the foregoing resolution with the original thereof, as recorded in the minute book of said company, do certify that the same is correct and a true transcript therefrom, and of the whole of said original resolution.

I further certify that Jason Finch is a duly elected President of the Corporation.

Given under my hand and seal of the company, in the city of Chicago, state of Illinois this 6th day of August 2024.



Corporate Seal

A handwritten signature in blue ink, appearing to read "Erik Jarmusz", is written over a horizontal line.

Erik Jarmusz
Assistant Secretary & Vice President

Subscribed and Sworn to before me
this 6TH day of AUGUST 2024.



Mary Lacroix
Notary Public
My Commission expires: 4-26-27

REQUEST FOR PROPOSALS – RFP NO. AV2023-001

PROVISION OF AIRPORT PARKING FACILITIES MANAGEMENT AGREEMENT FOR THE CALIFORNIA REDWOOD COAST-HUMBOLDT COUNTY AIRPORT (ACV)


**EXHIBIT A:
RFP SIGNATURE AFFIDAVIT**
(Submit with Proposal)

REQUEST FOR PROPOSALS – NO. AV2023-001 SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	SP Plus Corporation
STREET ADDRESS:	16200 Brookpark Road, 2nd Floor
CITY, STATE, ZIP	Cleveland, Ohio 44135
CONTACT PERSON:	Jason Finch, President - West Airports
PHONE #:	786-367-2130
FAX #:	216-523-8080
EMAIL:	jfinch@spplus.com

The California Public Records Act, California Government Code Sections 6250, et seq., defines a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above-named agency and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. AV2023-001 and declares that the attached Proposal and pricing are in conformity therewith.



Signature
Jason Finch

Name

President - West Airports

Title
December 2, 2024

Date

This agency hereby acknowledges receipt / review of the following Addendum(s), if any)
Addendum # [1] Addendum # [] Addendum # [] Addendum # []

Section 1 Proposal



3. TABLE OF CONTENTS

Proposals shall include a table of contents that identifies submitted material by sections 1) through 12), and any subsections thereof, in the order listed above with sequential page numbers.

Table of Contents

1. **Introductory Letter**
Corporate Resolution
2. **Signature Affidavit**

PROPOSAL

3. **Table of Contents**
4. **Business Profile**
Company Overview
Qualifications and Experience Overview
5. **Quality Assurance Capabilities**
Description of Services
Project Understanding and Quality Control
6. **Staffing Plan**
7. **Technology and Equipment Proposal**
Operations Manuals
Equipment, Software, and Information Cut Sheets
Technology and Equipment
8. **Implementation Plan and Schedule**
9. **References**
Reference Data Sheets
Required Information
10. **Evidence of Insurability and Business Licenses**
11. **Security Bond**
12. **Performance Guarantee**
13. **Exceptions to Specifications and/or Sample Agreement**

FORMS

Attachment A: Certificate of Buy American Compliance Total Facility

Attachment B: Certificate of Buy American Compliance Manufactured Products

EXHIBIT

Exhibit 1. Proposed Transition Timeline

4. BUSINESS PROFILE

Proposals shall include a clear and concise business profile narrative including company overview, and qualifications and experience overview, that identifies the Proposer's ability to provide the Services set forth in this RFP.

Company Overview

1) The Proposer's business name, physical location, mission statement, legal business status, annual sales, and current staffing levels.

Company Name:	SP Plus Corporation
Address:	16200 Brookpark Road, 2nd Floor; Cleveland, OH 44135
Mission Statement:	<p>Make the journey remarkable.</p> <p>Over the last decade, technology has transformed nearly every aspect of our lives. From hailing rides, to seeing the doctor, to checking in at the airport. In the next ten years, AI – and specifically computer vision – will take us even further, transforming how we experience the real world around us.</p> <p>And yet – today – for the most part, our lives are hopelessly analog – riddled with wasted time. We wait in lines, in traffic, at checkout – to enter, to leave – waiting to live our lives.</p> <p>We are so conditioned to wasting time that we've convinced ourselves there's no other option – this is just the way the real world works.</p> <p>We at Metropolis firmly disagree.</p> <p>We are developing artificial intelligence to create frictionless, checkout-free experiences everywhere – enabling a speed, ease and convenience that is unparalleled, even online. We are reimagining the real world, and making the everyday experiences of living, working and playing remarkable – giving us back our most valuable asset, time.</p> <p>We are Metropolis: an artificial intelligence company for the real world.</p>
Legal Business Status:	SP Plus Corporation (SP+) is a 100% wholly-owned subsidiary of the parent company Metropolis Capital Holdings, LLC, which is 100% owned by Metropolis Technologies, Inc.
Annual Sales:	\$1.8 Billion in Annual Services Revenue
Current Staffing Levels:	20,000+

4. BUSINESS PROFILE

2) A detailed description of the Proposer's current and previous business activities, including, without limitation:

a. The history of the Proposer's business, including, without limitation, the date when the business was founded and how innovation and high-quality performance is fostered to comply with the requirements of this RFP.

b. The number of years the Proposer has been operating under the present business name, and any prior business names under which the Proposer has provided services equivalent to those set forth in this RFP.

c. The number of years the Proposer has been providing services at airports equivalent to those set forth in this RFP.

d. The total number of airports or similar commercial operations for which the Proposer has provided services equivalent to those set forth in this RFP, specifically utilizing the technology and equipment that is being proposed.

Best in Service | Best in Technology

In June 2024, Metropolis Technologies, Inc. (**Metropolis**) completed its acquisition of SP Plus Corporation (**SP+**), combining the best-in-service with the best-in-technology.

Metropolis Technologies, Inc. is an integrated technology, payments and mobility services company operating the largest parking network in North America. **Metropolis** upends the traditional parking operator and technology approach and drives unparalleled revenue outcomes for clients by delivering peak operating performance and remarkable experiences for drivers. With our innovative real-world application of Artificial Intelligence, **Metropolis** vastly transforms the speed, ease and convenience of the customer parking payment experience and creates a better revenue synergy for parking asset owners. The **Metropolis** platform is deployed across hundreds of parking assets throughout the country, and now has more than 9 million customer members. Customers drive in, drive out – that's it. A receipt is waiting in their email and text inbox before they pull back onto the road!



1,100+
Locations

50+
Markets

9 Million+
Members

As part of the **Metropolis** family, **SP+** fully supports the development and integration of **Metropolis**' industry-leading technology with best-in-class operations management and delivers mobility solutions that enable the efficient and time-sensitive movement of people, vehicles and personal travel belongings. Collectively, we are the industry leader in the aviation parking/landside management and transportation sector. Our goal is enhancing the customer experience while improving bottom-line results for our airport clients. Our depth of experience managing small- and non-primary-hub airport parking facilities is unmatched in the industry. **SP+** not only comprehends the unique challenges of the airport parking environment, we have pioneered the solutions that have become industry standards and helped to make travel



4. BUSINESS PROFILE

easier. We employ the latest technologies and marketing strategies, implementing innovative approaches to maximize the performance of our airport operations.

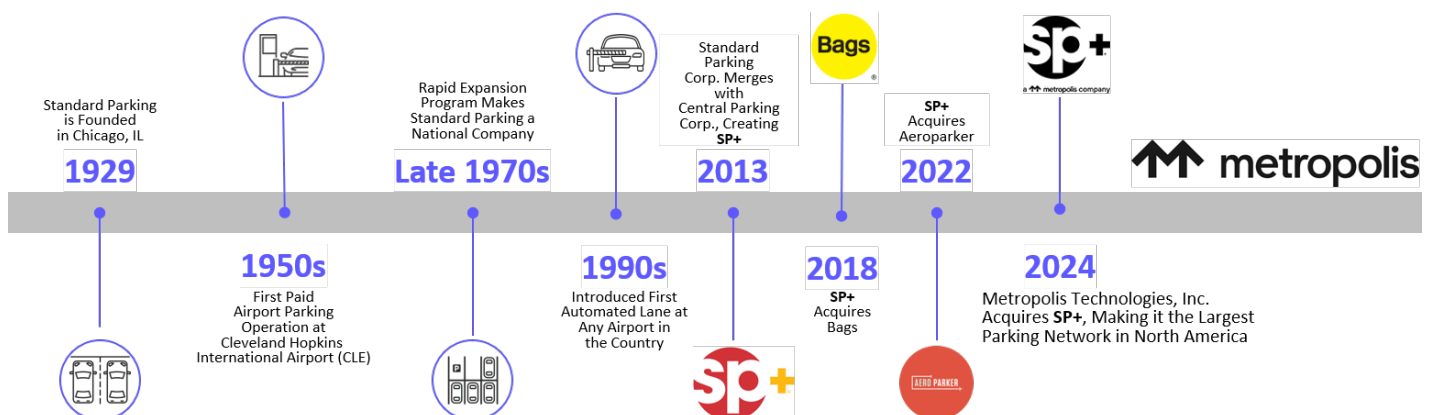
SP+, a Metropolis Company

SP Plus Corporation was founded 95 years ago in 1929, under the name of Standard Parking. Starting with one downtown parking lot in Chicago, Illinois, we soon expanded to numerous locations including hotels and medical centers. In 1951, we started the first paid airport parking operation at Cleveland Hopkins Airport (CLE) – where we continue to operate today. In the late 1970s, Standard Parking began a rapid expansion program that made it a national company, and, in the 1990s at CLE, we introduced the first automated lane at any airport in the country.

370 CITIES operating in	4 BILLION in gross receipts annually	20,000+ EMPLOYEES globally	2 MILLION parking stalls managed	3,400 FACILITIES office, hotel, retail, aviation+	1,100 SHUTTLES in operation

In 2013, Standard Parking Corporation merged with Central Parking Corporation, creating SP Plus Corporation (**SP+**), the largest full-service mobility solutions firm in North America with operations in the U.S., Puerto Rico and Canada. Our vision was to merge the talent and cultures of two highly successful organizations and to use the combined resources to better serve the industry, our clients and our customers.

Our core values are grounded in integrity, ingenuity and diversity – we are laser-focused on delivering the highest level of service to our customers and clients with state-of-the-art technology solutions. We have set the industry standard in integrating new airport-specific parking technologies, online interactive marketing programs, parking amenities and customer service programs, revenue control, financial reporting, expense containment, employee professionalism and proactive management. Our operations maximize facility profitability while at the same time making parking a first-class, enjoyable experience.

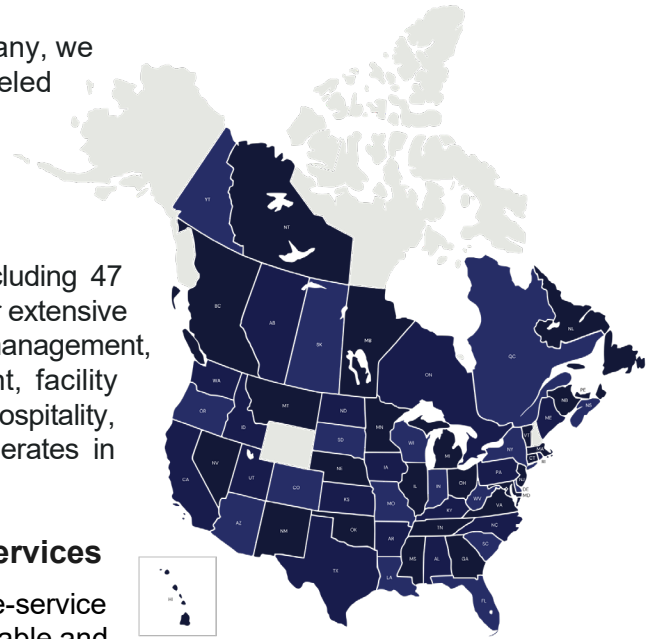


4. BUSINESS PROFILE

In 2024, **SP+** joined **Metropolis**, and as a combined company, we are poised to deliver remarkable technology, unparalleled service and innovative solutions for our aviation partners.

Global Market Presence

SP+ operates in major markets across North America, including 47 states, the District of Columbia, Puerto Rico and Canada. Our extensive range of services encompasses professional parking management, ground transportation, luggage logistics and management, facility maintenance and event logistics to aviation, commercial, hospitality, healthcare and government clients. The company also operates in Europe under the AeroParker and KMP brands.



One Company – a Full Suite of Airport-Focused Services

SP+ and our dedicated Aviation division are premier single-service providers of customized solutions with a highly flexible, scalable and agile approach to the delivery of airport parking and related services. Our menu of services includes:

- Parking & Valet Management
- Shuttle & Fleet Services
- Remote Management Services
- Technology Integration
- Facility Maintenance
- Interactive Marketing Services
- Yield Management/Dynamic Pricing
- Industry-leading PARCS Equipment
- Curbside/GT Management
- Pre-book/Online Reservations
- Remote Baggage Check-in Services
- Data Analytics
- Website Design & Management

Representing a wide cross-section of the country’s aviation parking facilities, the **SP+ Aviation** division manages nearly 570,000 parking spaces across a portfolio of 77 U.S. airports (please refer to the following **Full List of SP+ Airport Locations**). **SP+**’s dedicated Aviation division is the industry leader in the aviation parking management and transportation sector.

Throughout, we have been a leader at the forefront of parking facility modernization and customer-centric technology enhancements with investments in new technologies, innovative mobility tools and unique companies, allowing us to provide a wide range of services to transform the passenger and parking experience.

4. BUSINESS PROFILE

Full List of SP+ Airport Locations

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
Akron-Canton (CAK)	Renato Camacho Airport Director 330-499-4059 rcamacho@akroncantonairport.com	Non	4,318	Parking Public Parking Shuttle	\$4,369,479
Albuquerque International (ABQ)	Joshua Castellano-Gonzales City of Albuquerque Aviation Dept. 505-244-7730 jcastellano-gonzales@cabq.gov	Medium	1,917	CONRAC Shuttle	N/A
Appleton International (ATW)	Abe Weber Airport Director 920-832-5268 aweber@atwairport.com	Small	1,860	Parking Valet	\$6,071,572
Atlantic City International (ACY)	Tim Kroll Airport Director 609-573-4700 tkroll@acairport.com	Non	3,742	Parking Reservations Public Parking Shuttle	\$5,002,415
Austin-Bergstrom International (AUS)	Leroy Hargrove Jr. Airport Security Coord. - S. Terminal Liaison 512-530-7584 leroy.hargrove@flyaustin.com	Large	18,143	Parking Reservations Employee Parking Shuttle Public Parking Shuttle AOA Shuttle Courtesy Carts	\$73,132,686
Baltimore Washington International (BWI)	Steve Moe Manager of GT & Parking Maryland Aviation Administration 410-859-6039 smoe@bwairport.com	Large	24,674	Parking Security Services	\$85,694,501
Baton Rouge Metropolitan (BTR)	Mike Edwards Director of Aviation 225-355-0333 medwards@brla.gov	Non	2,105	Parking Concierge Services	\$3,992,102
Bellingham International (BLI)	Alexander Young Airport Operations Manager 360-715-7399 alexandery@portofbellingham.com	Non	2,348	Parking Janitorial Services (Terminal)	\$3,563,462
Billings Logan International (BIL)	Jeff Roach Director of Aviation and Transit 406-657-8495 roachj@billingsmt.gov	Non	1,215	Parking Reservations	\$3,360,117
Bishop International (FNT)	Dionne Griffin Finance Director 810-235-6560 dgriffin@bishopairport.org	Non	4,099	Parking Public Parking Shuttle	\$3,385,326
Bradley International (BDL)	Kevin Dillon Airport Director Connecticut Airport Authority 860-594-3000 kdillon@bradleyairport.com	Medium	8,866	Parking Employee Parking Shuttle Public Parking Shuttle	\$37,188,405

4. BUSINESS PROFILE

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
Buffalo Niagara International (BUF)	Lee Weitz Assistant Director of Aviation 716-630-6020 lee.weitz@nfta.com	Small	7,852	Parking Reservations Public Parking Shuttle	\$22,258,559
Canyonlands Regional (CNY)	Tammy Howland Airport Director 435-259-4120 thowland@grandcountyutah.net	Non	100	On-Demand Gateless Services (Technology Only)	\$ 38,911
Capital Region International (LAN)	Nicole Noll-Williams Airport Director 517-886-3711 nnoll-williams@craa.com	Non	1,619	Parking	\$1,274,883
Charles M. Schulz - Sonoma County (STS)	Jon Stout, AAE, CAE Airport Manager 707-565-7243 jon.stout@sonoma-county.org	Non	1,231	Parking Valet Reservations	\$3,049,802
Cherry Capital (TVC)	Kevin Klein Airport Director 231-947-2250 kevin.klein@tvcairport.com	Non	936	Parking	\$3,844,343
Chicago Rockford International (RFD)	Shelly Cassaro Deputy Director of Finance & Administration 815-969-4445 scassaro@flyrfd.com	Non	1,800	Parking Valet Reservations	\$1,318,740
Cincinnati/Northern Kentucky International (CVG)	Carlos Ruiz Director, Commercial Mgmt. - Parking, GT & Concessions 859-767-7023 cruiz@cvgairport.com	Medium	13,830	Parking Valet Reservations Employee Parking Shuttle Public Parking Shuttle	\$64,021,611
Cleveland Hopkins International (CLE)	Bill Mullins Ground Transportation Manager 216-265-6088 bmullins@clevelandairport.com	Medium	8,789	Parking Valet Reservations GT Management Security Services Employee Parking Shuttle Public Parking Shuttle Fleet Maintenance	\$43,473,359
Cleveland Hopkins International (CLE)	Joshua Blum The Hertz Corporation 847-973-4854 jblum@avisbudget.com	Medium	1,600	CONRAC Shuttle	N/A
Dallas-Fort Worth International (DFW)	Kristi Irwin Manager, Guest Services 214-682-0163 kirwin@dfwairport.com	Large	N/A	Inter-Terminal Shuttle Public Parking Shuttle Fleet Maintenance	N/A

4. BUSINESS PROFILE

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
Dallas-Fort Worth International (DFW)	Michael Coplon Regional Properties Director Avis Budget Group, Inc. 281-233-1317 michael.coplon@avisbudget.com	Large	2,400	CONRAC Shuttle	N/A
Dayton International (DAY)	Gil Turner Airport Director City of Dayton 937-902-2462 gturner@flydayton.com	Small	6,561	Parking Concierge Services Employee Parking Shuttle Public Parking Shuttle	\$7,391,941
Des Moines International (DSM)	Clint Torp, A.A.E Director of Operations 515-256-5777 crtorp@dsmairport.com	Small	5,580	Parking GT Management Public Parking Shuttle	\$23,320,877
Detroit Metropolitan Wayne County (DTW)	Matt McGowan Director of Landside Services L.C. Smith Terminal Mezzanine 734-955-8776 matt.mcgowan@wcaa.us	Large	18,328	Parking Valet	\$127,318,755
Dulles International (IAD)	William (Bill) Lanham Business Manager - Commercial Parking Metropolitan Washington Airport Authority 703-572-4625 william.lanham@mwaa.com	Large	23,069	Parking Valet Reservations Employee Parking Shuttle Public Parking Shuttle Fleet Maintenance	\$92,968,597
El Paso International (ELP)	Brenda Garcia-Olivas, MPA Airport Terminal Services Manager City of El Paso Dept. of Aviation 915-212-7303 garciab@elpasotexas.gov	Small	6,095	Parking Off Airport Valet Reservations GT Management Public Parking Shuttle	\$11,635,933
Fort Lauderdale International (FLL)	Mary Tromp Airport Manager, Parking Broward County Aviation Dept. 954-359-2251 mtromp@broward.org	Large	15,677	Parking Valet	\$65,208,495
Fort Lauderdale International (FLL)	Karolynn Willman Airport Manager Broward County Aviation Dept. 954-359-2318 kwillman@broward.org	Large	N/A	GT Management	N/A
Fresno Yosemite International (FAT)	Melissa Garza-Perry Airport Properties Manager City of Fresno Dept. of Aviation 559-621-4500 melissa.garza-perry@fresno.gov	Small	3,798	Parking	\$12,133,682

4. BUSINESS PROFILE

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
George Bush Intercontinental (IAH)	Walt Gray Director of Parking and Ground Transportation Houston Airport System 281-233-1741 walt.gray@houstontx.gov	Large	26,162	Parking Valet Reservations GT Management Security Services Concierge Services Remote Management Public Parking Shuttle Courtesy Carts	\$95,691,909
Gerald R Ford International (GRR)	Tory Richardson President & CEO Dept. of Aeronautics 616-233-6000 trichardson@grr.gov	Small	9,156	Parking Reservations Employee Parking Shuttle Public Parking Shuttle	\$36,250,572
Green Bay-Austin Straubel International (GRB)	Marty Piette Airport Director 920-498-4800 piette.m@co.brown.wi.us	Non	1,891	Parking	\$2,917,158
Hartsfield-Jackson Atlanta International (ATL)	Hughie C. Galbreath Senior Director of Parking & GT 404-867-5834 hughie.galbreath@atl.com	Large	33,739	Parking Reservations Employee Parking Shuttle Public Parking Shuttle Fleet Maintenance	\$170,235,331
Hector (Fargo) International (FAR)	Shawn Dobberstein Airport Director Hector International Airport Municipal Airport Authority 701-241-1501 shawn@fargoairport.com	Small	2,131	Parking Valet Reservations	\$6,101,492
Hilo International (ITO)	Chauncey Wong Yuen Hawaii Airports District Manager Dept. of Transportation – Hawaii 808-327-9522 chauncey.wongyuen@hawaii.gov	Small	758	Parking	\$2,821,662
Jacksonville International (JAX)	Nancy Coppen Manager - Parking and GT Jacksonville Aviation Authority 904-741-3628 nancy.coppen@flyjacksonville.com	Medium	10,006	Parking Valet GT Management Public Parking Shuttle	\$36,859,598
John Glenn Columbus International (CMH)	Marcus Elliott Sr. Manager, Parking & GT - Finance Columbus Regional Airport Authority 614-239-3082 melliott@columbusairports.com	Medium	13,358	Parking Valet	\$49,050,261
Kansas City International (MCI)	Katy Sell Manager of Parking Services 816-243-5446 katy.sell@kcmo.org	Medium	24,769	Parking Valet Off Airport Valet Off Airport Shuttle	\$67,803,757

4. BUSINESS PROFILE

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
Kona International (KOA)	Chauncey Wong Yuen Airport Director State of Hawaii – DOT Airports Division 808-327-9520, extension 222 chauncey.wongyuen@hawaii.gov	Small	1,724	Parking	\$5,440,087
La Crosse Regional (LSE)	Anderson Ott Supervisor, Operations 608-789-7466 otta@cityoflacrosse.org	Non	805	Parking Remote Management	\$693,000
Laredo International (LRD)	Manuel De Luna Jr Airport Director 956-795-2000 ext. 2823 mdeluna@ci.laredo.tx.us	Non	888	Parking Reservations Parking Guide Management	\$512,164
Lincoln (LNK)	Dave Haring Airport Director Lincoln Airport Authority 402-458-2423 dharing@lincolnairport.com	Non	1,381	Parking	\$1,250,374
Louis Armstrong New Orleans International (MSY)	Walter Krygowski Airport Director City of New Orleans, LA 504-303-7552 walterk@flymsy.com	Medium	2,875	Short Term Parking Garage Short Term Parking Lot Valet Reservations Remote Airline Check-In	\$21,958,311
Louis Armstrong New Orleans International (MSY)	Peter Brooks The Brooks Group 504-671-7666 peter@thebrooksgroupinc.com	Medium	5,100	Economy Garage Parking Long Term Garage Parking Reservations Employee Parking Shuttle Public Parking Shuttle	\$23,778,015
Louis Armstrong New Orleans International (MSY)	Jackie Agan Director, Airport Properties The Hertz Corporation 303-356-2303 jagan@hertz.com	Medium	1,800	CONRAC Shuttle Fleet Maintenance	N/A
Louisville International (SDF)	Adam Thomas Director of Properties 502-363-8508 adam.thomas@flylouisville.com	Small	5,668 62	Parking Valet Reservations Frequent Parker Program Public Parking Shuttle	\$25,835,975
MBS International (MBS)	James Canders Airport Director 989-695-5555 jcanders@mbsairport.org	Non	1,044	Parking	\$1,091,638
Miami International (MIA)	Sarah Abate Div. Director, Concessions & Business Development Miami-Dade Aviation Dept. 305-876-7732 sabate@miami-airport.com	Large	8,233	Parking Valet Employee Parking Shuttle Fleet Maintenance	\$66,200,561

4. BUSINESS PROFILE

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
Midway International - Chicago (MDW)	Charles Sweet General Manager of Airport Operations 773-838-3992 charles.sweet@cityofchicago.org	Large	11,221	Parking Reservations GT Management Security Services Booting Services	\$48,234,000
Milwaukee International - General Mitchell (MKE)	Vincent Campagna, CAPP Airport Parking Manager 414-747-5705 vcampagna@mitchellairport.com	Medium	13,064	Parking Valet Reservations Ground Transportation Public Paring Shuttle Employee Parking Shuttle	\$30,776,775
Mobile Regional (MOB)	Thomas Chris Curry, C.M President of Mobile Airport Authority 251-438-7334 chris.curry@mobairport.com	Non	1,047	Parking	\$2,121,698
Niagara Falls International (IAG)	Lee Weitz Assistant Director of Aviation 716-630-6020 lee.weitz@nfta.com	Non	1,719	Parking	\$741,650
Northwest Arkansas National (XNA)	Andrew Branch Chief Operating Officer 501-722-8784 andrew.branch@flyxna.com	Small	5,274	Parking Reservations	\$13,157,660
Oakland International (OAK)	Alma Pena Airport Parking & Business Operations Superintendent Port of Oakland 510-563-3243 apena@portoakland.com	Medium	N/A	GT Management Employee Parking Shuttle Public Parking Shuttle AOA Shuttle	N/A
Oakland International (OAK)	Joe Skelton AvAirPros Services 415-265-9452 j.skelton@avairprosservices.com	Medium	N/A	CONRAC Shuttle	N/A
O'Hare International (ORD)	Tom Stastny General Manager of Airport Ops., Landside City of Chicago Dept. of Aviation 773-894-2085 thomas.stastny@cityofchicago.org	Large	22,594	Parking Reservations GT Management Booting Services Security Services	\$149,506,284
Omaha Airport - Eppley Airfield (OMA)	Jason A. Snowden Chief Commercial Officer Omaha Airport Authority 402-661-8000 jason.snowden@flyoma.com	Medium	9,523	Parking Reservations Employee Parking Shuttle Public Parking Shuttle AOA Shuttle	\$34,532,936
Orlando International (MCO)	Eric L. McClung Greater Orlando Aviation Authority 407-825-7847 emcclung@goaa.org	Large	N/A	Employee Parking Shuttle Public Parking Shuttle AOA Shuttle	N/A

4. BUSINESS PROFILE

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
Palm Beach International (PBI)	Laura Beebe Director of Airports 561-471-7403 lmbeebe@pbia.org	Medium	10,187	Parking Public Parking Shuttle GT Management	\$19,368,853
Portland International (PDX)	Steve Koester Sr. Mgr. Landside - Business & Commercial Port of Portland 503-460-6529 steven.koester@portofportland.com	Medium	19,538	Parking Valet GT Management Remote Airline Check-In Employee Parking Shuttle Public Parking Shuttle AOA Shuttle	\$83,008,919
Portland International Jetport (PWM)	Paul Bradbury Airport Director City of Portland 207-874-8877 phb@portlandmaine.gov	Small	3,722	Parking GT Management Public Parking Shuttle	\$12,327,477
Redmond Municipal - Roberts Field (RDM)	Zachary Bass Airport Director 541-504-3496 zachary.bass@flyrdm.com	Small	1,160	Parking	\$7,287,980
Reno-Tahoe International (RNO)	Brandon Mikoleit Manager of Landside Operations Reno-Tahoe Airport Authority 775-328-6550 bmikoleit@renoairport.com	Small	300	On-Demand Gateless Services (Technology Only)	\$386,250
Richmond International (RIC)	Troy Bell Director, Marketing & Air Services Development & PIO 804-226-3022 tbell@flyrichmond.com	Medium	10,547	Parking Public Parking Shuttle	\$28,705,587
Ronald Reagan Washington National (DCA)	William (Bill) Lanham Business Manager - Commercial Parking Metropolitan Washington Airport Authority 703-572-4625 4625william.lanham@mwaa.com	Large	8,876	ParkingReservationsEmployee Parking ShuttlePublic Parking ShuttleCONRAC ShuttleFleet Maintenance	\$73,609,566
Salt Lake City International (SLC)	Cary Burnett Operations Manager - Parking Salt Lake City Dept. of Airports 801-575-2530 cary.burnett@slcgov.com	Large	18,329	Parking Reservations Concierge Services Employee Parking Shuttle Public Parking Shuttle AOA Shuttle	\$65,130,546
San Antonio International (SAT)	Michael H. Garnier, C.M Assistant Aviation Director 210-207-3557 michael.garnier@sanantonio.gov	Medium	11,008	Parking Valet Reservations GT Management Employee Parking Shuttle Public Parking Shuttle	\$27,246,218

4. BUSINESS PROFILE

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
San Diego International (SAN)	Marc Nichols Director, Ground Transportation San Diego County Regional Airport Authority 619-400-2824 mnichols@san.org	Large	6,206	Parking Valet Reservations Security Services CONRAC Shuttles Fleet Maintenance	\$50,435,942
San Francisco International (SFO)	Eugene Chang Parking Operations Mgr., Parking Mgmt. 650-821-4055 eugene.chang@fllysfo.com	Large	23,009	Parking Reservations Concierge Services Security Services Janitorial Services Courtesy Carts	\$143,775,767
San Francisco International (SFO)	Henning Nopper Grand Hyatt at SFO 650-502-6001 henning.nopper@hyatt.com	Large	170	Valet Luggage Assistance Airport Shuttle Bellhop Services	\$206,530
San Francisco International (SFO)	Abubaker Azam, IAP, NIMS, ICS Director, Landside Operation - Airport Services (650) 821-6516 abubaker.azam@fllysfo.com	Large	N/A	GT Management	N/A
San Jose - Norman Y Mineta - International (SJC)	Ian M. Hogg, C.M. Landside Manager - Airport Operations City of San Jose 408-392-3508 ihogg@sjc.org	Medium	6,256	Parking Reservations	\$32,474,541
Sarasota Bradenton International (SRQ)	Joseph Filippelli SVP, Real Estate Development & Property Sarasota Manatee Airport Authority 941- 359-2770 ext. 4214 joseph.filippelli@srq-airport.com	Small	4,341	Parking Shuttle	\$12,578,790
Seattle-Tacoma International (SEA)	Jason Berg, C.M. Aviation Real Estate & Portfolio Manager, Business Development Port of Seattle Aviation Commercial Management 206-787-7735 berg.j2@portseattle.org	Large	N/A	GT Management	N/A
Shreveport Regional (SHV)	Mark Crawford Marketing & Public Relations Manager Shreveport Airport Authority 318-673-5370 mark.crawford@shreveportla.gov	Non	992	Parking	\$3,198,797
Sioux Falls Regional (FSD)	Dan Letellier Airport Director 605-336-0762 dan.letellier@sfairport.com	Small	2,605	Parking Reservations Public Parking Shuttle	\$6,969,670

4. BUSINESS PROFILE

Airport Name	Contact	Hub Size	Number of Spaces	Scope of Services	Annual Gross Revenues
Springfield - Branson National (SGF)	Brian Weiler Airport Director 417-869-0300 bweiler@flyspringfield.com	Small	1,872	Parking	\$7,413,811
St. Louis Lambert International (STL)	Robert Salarano Airport Properties Division Manager 314-426-8178 rcsalarano@flystl.com	Medium	9,048	Parking Employee Parking Shuttle Public Parking Shuttle Fleet Maintenance	\$40,747,958
Syracuse Hancock International (SYR)	Linda Ryan Director of Business Development 315-455-3434 ryanl@syraairport.org	Small	5,121	Parking	\$20,015,704
Tri-Cities Regional (TRI)	Gene Weber Director of Finance Tri-Cities Airport Comm. 423-323-6288 gweber@triflight.com	Non	1,168	Parking	\$2,729,280
Westchester County (HPN)	April Gasparri Airport Director 914-995-4856 axgc@westchestergov.com	Small	1,292	Parking Reservations Public Parking Shuttle	\$13,868,950
Wilkes-Barre / Scranton International (AVP)	Carl Beardsley Airport Director 570-602-2000 cbeardsley@flyavp.com	Non	1,279	Parking	\$2,700,279
William P. Hobby (HOU)	Walt Gray Director of Parking and Ground Transportation 281-233-1741 walt.gray@houstontx.gov	Medium	8,085	Parking Valet Reservations Concierge Services Remote Management Remote Airline Check-In	\$30,708,019
Wilmington International (ILM)	Robert Campbell Finance Director New Hanover County Airport 910-341-4500, extension 1003 rcampbell@flyilm.com	Small	2,056	Parking	\$6,690,748

Approach and Capabilities

One primary ingredient in the recipe of our success is our collaboration with an airport to develop a thorough understanding of its goals and objectives. At each step along the way, we work hand-in-hand with airport management to face and overcome challenges. We believe that our unique combination of our best practices, credentials and qualifications will contribute to the exemplary financial and customer service performance levels that the Humboldt County Department of Aviation will come to expect.

We are immensely proud of our airport portfolio and our record of accountability in collecting, safeguarding and reporting revenues that are typically the largest source of non-aeronautical revenues at airports the size of ACV. We attribute our success to maintaining a steadfast adherence to rigorous

4. BUSINESS PROFILE

revenue controls, exacting service standards and meticulous oversight at all times. Please see the following table for a listing of our 21 comparably-sized non-primary hub airport operations.

SP+ Non-Primary Hub Airport Operations

Airport	Scope of Services	Contract Term	# of Spaces	Annual Gross Rev (2023)	PARCS
Akron-Canton (CAK) North Canton, OH	Parking Public Parking Shuttle	1971 – Present	4,318	\$4,369,479	Amano
Atlantic City International (ACY) Egg Harbor Township, NJ	Parking Reservations Public Parking Shuttle	10/2024 – Present	3,742	\$5,002,415	Amano Opus
Baton Rouge Metropolitan (BTR) Baton Rouge, LA	Parking Concierge Services	1961 – Present	2,105	\$3,992,102	TIBA
Bellingham International (BLI) Bellingham, WA	Parking Janitorial Services (Terminal)	1998 – Present	2,348	\$3,563,462	TIBA
Billings Logan International (BIL) Billings, MT	Parking Reservations	1964 – Present	1,215	\$3,360,117	Amano
Bishop International (FNT) Flint, MI	Parking Public Parking Shuttle	1999 – Present	4,099	\$3,385,326	Amano
Canyonlands Regional (CNY) Moab, UT	On-Demand Gateless Services (Tech Only)	2022 – Present	100	\$38,911	Sphere
Capital Region International (LAN) Lansing, MI	Parking	1970 – Present	1,619	\$1,274,883	Amano
Charles M. Schulz – Sonoma County (STS) Santa Rosa, CA	Parking Valet Reservations	2020 – Present	1,231	\$3,049,802	HUB/Dat apark
Cherry Capital (TVC) Traverse City, MI	Parking	2004 – Present	936	\$3,844,343	Amano
Chicago Rockford International (RFD) Rockford, IL	Parking Valet Reservations	2017 – Present	1,800	\$1,318,740	Amano
Green Bay-Austin Straubel International (GRB) Green Bay, WI	Parking	1968 – Present	1,891	\$2,917,158	Amano
La Crosse Regional (LSE) La Crosse, WI	Parking Remote Management	1974 – Present	805	\$693,000	Designa
Laredo International (LRD) Laredo, TX	Parking Reservations Parking Guide Management	2020 – Present	888	\$512,164	TIBA
Lincoln (LNK) Lincoln, NE	Parking	1985 – Present	1,381	\$1,250,374	WPS
MBS International (MBS) Freeland, MI	Parking	1970 – Present	1,044	\$1,091,638	Sphere
Mobile Regional (MOB) Mobile, AL	Parking	1992 – Present	1,047	\$2,121,698	Amano
Niagara Falls International (IAG) Cheektowaga, NY	Parking	2011 – Present	1,719	\$741,650	None
Shreveport Regional (SHV) Shreveport, LA	Parking	2010 – Present	992	\$3,198,797	TIBA
Tri-Cities Regional (TRI) Blountville, TN	Parking	1959 – Present	1,168	\$2,729,280	Amano
Wilkes-Barre/Scranton International (AVP) Avoca, PA	Parking	1974 – Present	1,279	\$2,700,279	Amano

4. BUSINESS PROFILE

Our goals for this opportunity are to serve as an extension of the Airport staff, provide the very best possible service to ACV customers and further attract and retain new parking patrons by providing enhanced service options and amenities. The airport environment is ever-changing for both the traveling public and the Airport operator; we focus on taking the uncertainty out of the customer journey and providing the County and its patrons with the services and solutions that *Make the Journey Remarkable*. We are eager to assist ACV in further building a plan and investments for the future that reflect its objectives and achieve what is important for California Redwood Coast-Humboldt County Airport.

Specifically, our commitment to the Humboldt County Department of Aviation entails the following:

- Deliver exceptional business performance and operational excellence.
- Provide a safe, secure and clean environment.
- Collaborate with the County to be a leader in innovation by leveraging technology to maximize operational efficiencies, enhance the customer journey and increase market share and net operating income.
- Continue to grow and maintain a true and valued partnership with the County.

SP+ will utilize its full array of local, regional and corporate subject matter experts to support its on-site Airport team and ACV staff. We believe you will find the quality and depth of the team we have assembled to be unparalleled. Most importantly, this team is designed to require minimal transition time to assume any new responsibilities. We can confidently assure the County that all required resources and team members will be provided to perform to the high financial and operational standards honed over our many years of service to the airport and aviation industry.

Excellence in Technology Solutions

Our team's technology solutions automate the travel journey and optimize the customer experience. We are on the forefront of parking facility modernization with solutions that truly enhance customer mobility and choice. With our breakthrough Metropolis Computer Vision Platform, **SP+**, a **Metropolis Company**, redefines airport parking making traditional third-party hardware and revenue control systems in the marketplace obsolete, streamlines airport parking facility entry and exit as never before and equips airports with improved real-time data and facility insights, enabling them to make better-informed decisions, prioritize tasks and ensure the highest levels of efficiency and performance.

SP+ brings the entire parking ecosystem in-house combining remarkable parking technology with Remote Airline Check-in and baggage drop services, online parking reservation systems complete with dynamic pricing and yield management and innovative marketing strategies. We work endlessly to future-proof airport parking operations with revolutionary, customer-centric solutions that have come to be expected by today's travelers.

SP+ excels in delivering technologically advanced solutions through its affiliates – our Bags® remote baggage check-in services (including Curbside Concierge) and AeroParker reservation platform (including dynamic pricing and yield management services). AeroParker is used by airports across the United States and at over 90 airports worldwide.

4. BUSINESS PROFILE

AeroParker. With a strong presence across North America and Europe, AeroParker is the industry leader in providing Online Booking Systems (OBS) for airports. AeroParker works with top airport authorities like PANYNJ, LAWA and MWAA, serving major airports such as JFK, EWR, LAX and IAD, as well as more than 60 airports throughout the U.K. and Europe. Over the past five years, AeroParker has been instrumental in launching online parking reservation systems at more than 40 U.S. airports, delivering enhanced convenience and maximizing revenue for clients. As part of broader airport management contracts, AeroParker supports parking marketing efforts at airports such as IAD, DCA, LAX and CLT, driving customer engagement through tailored digital strategies. AeroParker has benefited airports of all sizes, airports with existing reservations programs and ones launching reservations for the first time.



Bags®. Through our Bags, Inc. service line, we offer Remote Airline Check-in (RAC) services with our proprietary technology and established relationships with the TSA, airlines, cruise lines and airports. Remote Airline Check-in is a highly flexible, innovative baggage check-in service that brings the airline counter to the traveler. Our service can be located anywhere on/near the ACV property and provides the ability to check-in passengers for their flights, collect bag fees, generate bag tags and securely deliver tagged luggage to the terminal for induction, bypassing ticket counter lines at the Airport terminal. What makes Remote Airline Check-in particularly innovative is the ability to integrate this check-in process at the same time that travelers are parking their vehicles or at a common drop-off location.



a ↑↑ metropolis company

Expertise in Marketing Airport Parking Facilities. SP+'s in-house Marketing department serves our operations through a dedicated Airport Marketing Manager and numerous technical and creative personnel that provide and support the following services:

- Parking Guide Website Design and Support.
- Search Engine Optimization Expertise and Oversight.
- Social Media Campaigns/Support.
- Online [Pre-paid] Reservation Systems.
- Airport-specific Frequent Parker and Corporate Parker Programs.

Bringing the Seamless Metropolis Experience to Valet. We've launched a new valet experience to elevate operations and customer experience from drop-off to pick-up.

- **Automated check-in process.** Vehicle information is captured by our cameras on entry (or captured by attendants via a mobile device).
- **Fully digitized experience.** No more paper tickets for customers to lose.
- **Schedule and track vehicle retrieval.** Customers can request and track the status of their vehicle pickup from their phones.

<h3>Metropolis Valet</h3> <p>Metropolis Valet elevates consumer experience and staff operations from drop-off to pick-up. Consumers benefit from quicker check-ins, shorter wait times, and online pick-up scheduling. Our Valet app drives operational efficiency by automating and digitizing staff workflows.</p>	
<p>Drive revenue through visit add-ons</p> <p>Valet operators can easily charge for oversized vehicles and EV charging in the Valet app.</p>	<p>Reduce human error</p> <p>The Valet App facilitates most vehicle check-in tasks and payment processing for members. It offers valet attendants more effective key custodianship and vehicle handling, which boosts staff efficiency, minimizes vehicle wait times, and limits the need for a valet supervisor staffing expense at each facility.</p>
<p>Reduce damage claims</p> <p>In addition to digital damage tracking, our Scheduled Request feature reduces accidents by allowing valet operators to organize vehicle pickup, drop off, and throughput safely and efficiently.</p>	<p>Faster check-ins and no more paper tickets</p> <p>Vehicle and driver information are pre-populated if the vehicle is linked to one of the over 8 million registered Metropolis members.</p>

↑↑ metropolis metropolis.io

<h3>Metropolis Valet</h3> <p>Metropolis Valet elevates consumer experience and staff operations from drop-off to pick-up. Consumers benefit from quicker check-ins, shorter wait times, and online pick-up scheduling. Our Valet app drives operational efficiency by automating and digitizing staff workflows.</p>	
<p>1a. Automated check-in</p> <p>Vehicle information is captured by our cameras on entry.</p>	<p>2. Vehicle retrieval</p> <p>Consumers can request their vehicle when they're ready and track the status of their vehicle pickup from the Metropolis app. Monthly subscribers can also schedule their pickup in advance.</p>
<p>1b. Attendant check-in</p> <p>Vehicle information is captured by attendant via mobile device.</p>	<p>3. Seamless handoff</p> <p>No more lost paper tickets or misplaced keys.</p>

↑↑ metropolis metropolis.io

4. BUSINESS PROFILE

Service-centric Customer Experience. We understand the County’s goals for exemplary customer service and engagement. As such, we place a premium on those required skillsets and have proven our ability to cultivate a front-line workforce that delivers exceptional customer engagement experiences required for parking and transportation services.

We utilize a comprehensive selection process to hire employees who actively engage with customers and have a natural talent for service. Exceeding customer expectations and driving customer satisfaction are core **SP+** values.

Award Winning Training and Customer Service. At **SP+**, we realize our success lies in the empowerment and training of our employees. Through comprehensive training and reward-recognition programs, each member of our organization is given the tools to meet our high expectations – an approach that has sustained us as the industry innovator and leader. The cornerstone of our customer service is our own training programs. Through our **LearningHub**, we deliver web-based job-specific training to all levels of hourly and supervisory employees. The **LearningHub** offers over 300 training modules, from our *VISIT Behaviors for Service Excellence* to ticket-to-tape audit to harassment and diversity policies, to on-the-job safety and much more.

Growth through Unparalleled Resources and Innovative Services. As the largest parking and transportation operator in the U.S., every year a number of our existing airports are subject to a competitive request for proposal process. We are incredibly proud that we have a 92% location retention average over the last 10 years, accomplished through the relationship and results we cultivate for each of our clients.

We are also proud of our record of adding new airports to the **SP+** family (see below). These clients chose us for numerous reasons, but common threads include our proven ability to innovate the parking operations with new services and amenities, coupled with resources like AeroParker that drive material new revenues through dynamic pricing/yield management programs.

<u>Airport</u>	<u>Start Date</u>
Hartsfield-Jackson Atlanta International (ATL).....	June 2022
Omaha Eppley Airfield (OMA).....	June 2023
Palm Beach International (PBI).....	October 2023
Des Moines International (DSM).....	February 2024
San Antonio International (SAT)	June 2024
Milwaukee International (MKE)	June 2024
Hilo International (ITO).....	June 2024
San Diego International (SAN).....	July 2024
Atlantic City International (ACY).....	October 2024
Seattle-Tacoma Ground Transportation (SEA).....	November 2024
Key West International (EYW)	January 2025
Aspen/Pitkin County (ASE), Buttermilk and HHS Parking Facilities	January 2025

4. BUSINESS PROFILE

To date, we have deployed our **Metropolis** automated parking access and revenue control technology at more than 1,100 commercial and airport parking facility locations. These deployments include a combination of Vision Tech (License Plate Recognition + Artificial Intelligence) and Scan-to-Pay (parking fee payment application via the consumer's mobile device). The majority of these locations are operating live and seamlessly at commercial parking facilities all over the U.S., including at garage and surface lots of private businesses, hotels, hospitals, banks, sporting venues, universities and many more. However, some of these deployments have been on commercial airport campuses and for commercial airport partners, including:

- **Miami International Airport** – Homewood Suites, Hilton Garden Inn and Four Points Sheraton
- **Fort Lauderdale International Airport** – Marriott Courtyard
- **Hartsfield-Jackson Atlanta International Airport** – Westin
- **Philadelphia International Airport** – Sheraton Suites
- **Shreveport Regional Airport** – Economy Lot
- **Jacksonville International Airport** – Valet
- **San Antonio International Airport** – All public parking facilities (Long-Term Garage; Short-Term Garage; Green Economy Lot; Red Economy Lot)
- **Aspen/Pitkin County Airport** – All public parking facilities (Bear Lot, Elk Lot); commercial locations operated by the Airport (Buttermilk Lot; Health & Human Services Lot)



Please reference our full list of active **Metropolis** technology locations at the end of this section, starting on Page 4.37.

San Antonio International Airport

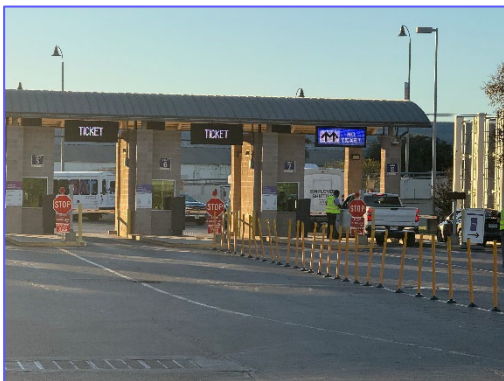
San Antonio International Airport (SAT) has launched the **Metropolis** Computer Vision platform, **making it the first airport in the U.S. to use artificial intelligence to streamline a 'check-out free' parking experience for travelers.**

This innovative system uses camera-based license plate recognition (LPR) hardware combined with advanced AI software. Once a customer registers with the platform, they can enjoy seamless entry and exit from all SAT public parking facilities.



The system not only captures the license plate data of parked vehicles, but also identifies the make, model, color and any visible defects (such as a spare tire, cracked windshield or dents). This comprehensive recognition process ensures that each vehicle is accurately identified and charged the appropriate parking fee based on its location and duration of stay.

Registering their vehicle on the **Metropolis** platform is simple. Parking customers can easily set up their accounts and place a credit card on file by scanning a QR code located on signage throughout the parking facilities. Once complete, the system automatically recognizes the vehicle, auto-vending the entry and then exit gates, and promptly sends a receipt to the customer's email or mobile device after accurately charging the customer's parking fee to their payment-on-file.



4. BUSINESS PROFILE

Upon the customer's next visit to SAT or any **Metropolis**-enabled parking facility, the entire process of parking and fee payment will be fully automated. This solution offers numerous operational and customer service benefits, including the elimination of costly maintenance for legacy Parking Access and Revenue Control (PARC) systems, as well as reducing expenses related to supplies like ticket stock, receipt paper and printer parts. Additionally, customers will enjoy a check-out free experience, eliminating the risk of losing their parking ticket and reducing the hassle of fumbling with credit card payments at exit lanes, which often causes congestion at airport parking exit plazas. Furthermore, customers will receive paper-free receipts.

HOW TO SIGN UP

As a Metropolis member, there is no need to search for cash, fumble for a credit card, or reach for a ticket machine ever again.



Option 1: Sign up before you arrive

1. Visit app.metropolis.io/sign-in
2. Follow the prompts to sign up.

Option 2: When you arrive

1. Scan QR code posted in the parking garage.
2. Follow the prompts to sign up.

SP+ is best prepared to assist the Humboldt County Department of Aviation in elevating the guest and passenger parking experience, with airport operations best practices in place at 77 airports across the country. We have management staff in the field throughout the West Coast and our corporate Aviation team is also available as an invaluable resource to ACV. Our Aviation team can assist with implementation of policies and procedures, project management, audit/loss prevention, training and development and long-term strategic planning, among other vital functions.

We respectfully invite California Redwood Coast-Humboldt County Airport to join our growing airport portfolio!

3) A detailed description of any litigation regarding the provision of services equivalent to those set forth in this RFP that has been brought by or against the Proposer, including, without limitation, the nature and result of such litigation, if applicable.

SP Plus Corporation (f/k/a Standard Parking Corporation), its parent company, and its affiliates (including Central Parking and USA Parking) operate 3,400 parking facilities throughout the United States and Canada, and employ over 20,000 employees. Given the nature of the parking business and the scope of our operations, we are inevitably involved from time to time in litigation relating primarily to property damage and so-called "slip and fall" type claims and to labor and employment related claims. While it is therefore impractical to specifically itemize all of our litigation, we don't

4. BUSINESS PROFILE

consider the litigation material to our business operations, and the litigation will not prevent SP Plus Corporation from fully performing under an agreement awarded in connection with this Request for Proposal.

4) A detailed description of any fraud convictions related to the performance of public contracts, if applicable.

SP Plus Corporation has never had any fraud convictions related to the performance of public contracts.

5) A detailed description of any current or prior debarments, suspensions or other ineligibility to participate in public contracts, if applicable.

SP Plus Corporation has no current nor prior debarment, suspensions or other ineligibility to participate in public contracts.

6) A detailed description of any violations of local, state and/or federal industry or regulatory requirements, if applicable.

Please see list of any/all citations from OSHA for the years 2020-2024 following this section.

7) A detailed description of any controlling or financial interest the Proposer has in any other firms or organizations, or whether Proposer's business is owned or controlled by any other firm or organization. If the Proposer does not hold a controlling or financial interest in any other firms or organizations, that must be stated.

SP Plus Corporation (**SP+**) is a wholly-owned subsidiary of Metropolis Capital Holdings, LLC, which is owned by Metropolis Technologies, Inc. After its acquisition, **SP+** transitioned from public ownership to a privately-held entity, now effectively operating under Metropolis' control.

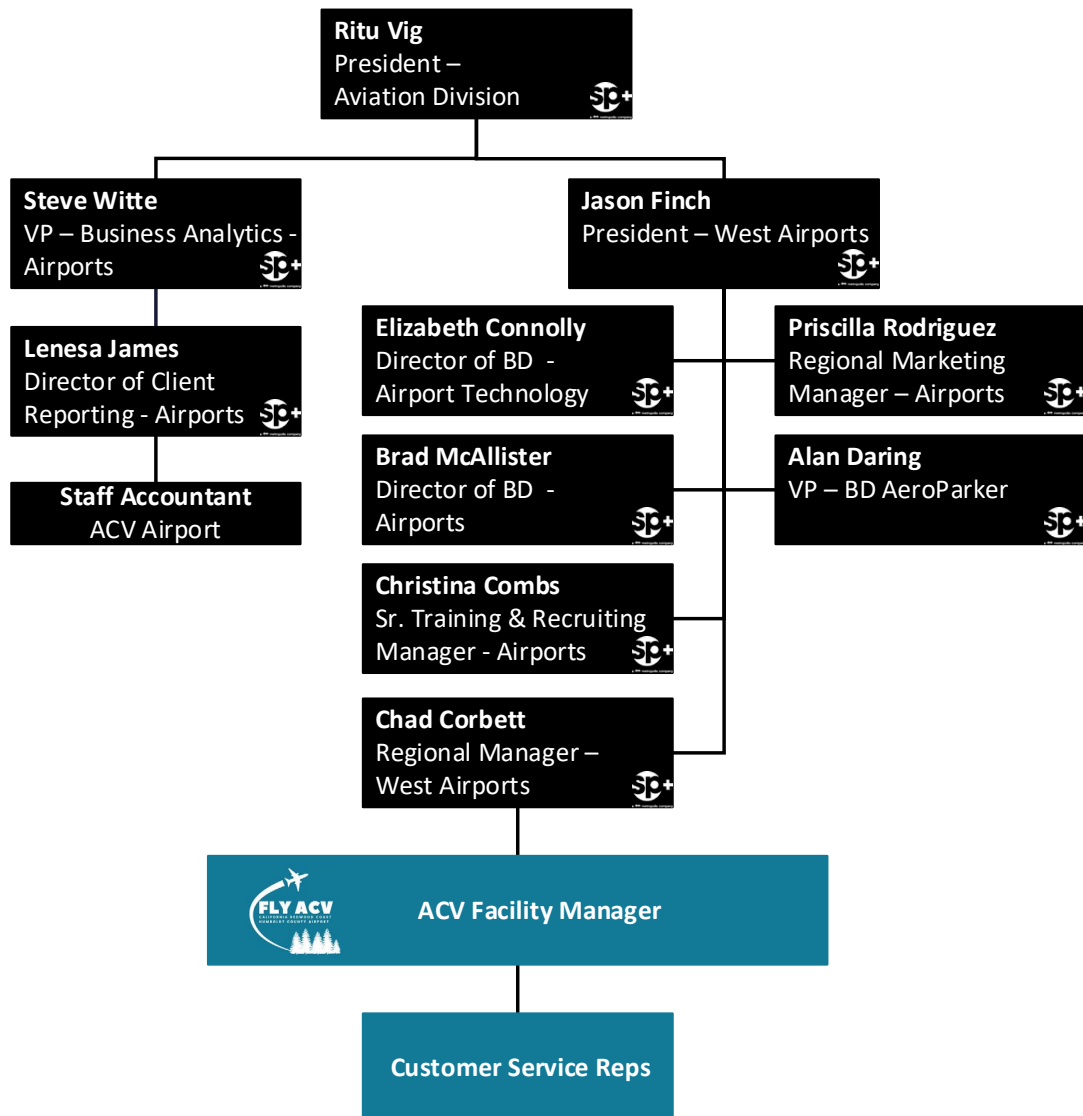
4. BUSINESS PROFILE

Qualifications and Experience Overview

The business profile must include an overview of the Project Team’s qualifications and experience regarding the provision of services equivalent to those set forth in this RFP. The overview of qualifications and experience should include, at a minimum, all the following items:

1) Identification of the Project Team, including, without limitation, an organizational chart which identifies all key personnel and subcontractors that will be responsible for providing the Services set forth in this RFP.

**Airport Parking Facilities Management for the
California Redwood Coast-Humboldt County Airport (ACV)
SP+ Corporate and Local Organizational Chart**



4. BUSINESS PROFILE

Key SP+ Regional Support

JASON FINCH, PRESIDENT – WEST AIRPORTS

Jason Finch oversees managed operations of more than 35 airports of large-, medium-, small- and non-primary hub status. Airports in his division of similar size and scope of operation to ACV include Charles M. Schulz – Sonoma County (STS), San Jose Norman Y. Mineta International (SJC) and Fresno Yosemite International (FAT).

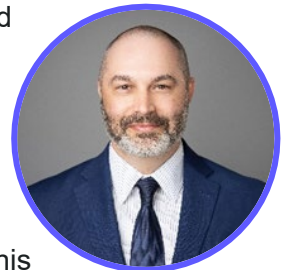
Jason has focused heavily on introducing new amenities to airports, such as pre-book advance purchase reservations, dynamic pricing/yield management and mobile car wash and dry-cleaning services.

Over the last nearly 30 years, Jason has served in leadership capacities in the Company's domestic and former international operations. Fluent in Spanish, he was previously Vice President of our South America division with operations in eight countries, including Mexico, Chile, Peru and Venezuela. In his role, Jason was deeply involved in the Company's successful bid to operate the airports in the capital cities of Santiago, Chile and Bogota, Colombia. As former Regional Manager for Florida, Jason gained airport experience with oversight responsibility of Miami International Airport.



CHAD CORBETT, REGIONAL MANAGER – WEST AIRPORTS

Chad is an experienced manager with more than 25 years in the parking industry. Based in Las Vegas, Nevada, he is responsible for several airports in the western part of the U.S. His territory specifically targets California and Hawaii allowing him to maintain a close relationship with the airports under his direction. Prior to joining the Aviation division, Chad spent numerous years in the resort parking field of the Las Vegas Strip. With direct oversight for large-scale event, sporting, arena and stadium parking, Chad was able to hone his skills in a fast-paced and demanding environment. Chad was responsible for the parking operations at several luxury and five-star rated resorts. This experience allows him to provide a unique and valuable approach to the parking process. Given his vast parking experience, Chad is a trusted resource to all of our Airport Managers and provides innovations and solutions to day-to-day issues that may arise. Chad is experienced with many major online revenue control systems in a highly automated, modern PARCS environment.



4. BUSINESS PROFILE

Key SP+ Corporate Support

RITU VIG, PRESIDENT – AVIATION

In her role as President of our Aviation division, Ritu oversees the Company's airport, transportation and **Bags**® services at 77 airports across the country through a staff of senior leaders and regional operating vice presidents assigned to specific geographic territories.

Ritu joined **SP+** in 2018 as Senior Vice President and Deputy General Counsel and was promoted in 2019 to Chief Legal Officer and Corporate Secretary. In 2022, she assumed leadership for the Company's transformation priorities and acquisition strategy in addition to leading the Company's diversity, equity and inclusion (DE&I) initiatives.

Prior to joining the Company, she served as Vice President, Associate General Counsel of SEC, M&A and Compliance for R.R. Donnelley & Sons Company, including various roles at R.R. Donnelley & Sons Company and the Wm. Wrigley Jr. Company.

In September 2022, Ritu was chosen by the National Parking Association (NPA) to receive the Women in Parking Impact Award for 2022. The award recognizes dedication to advancing women in leadership, fostering inclusion and demonstrating commitment to diversity and employee development. Ritu also serves as the executive sponsor of the **SP+** Inclusion Council, a group of senior leaders within the organization charged with driving the Company's DE&I strategy. Ritu earned her JD and BS in Finance from the University of Illinois and holds an MBA from the University of Chicago, Booth School of Business.



STEVE WITTE, VICE PRESIDENT, BUSINESS ANALYTICS – AIRPORTS

Steve began his career with **SP+** in 1997, and has held several management positions within **SP+**'s financial organization until he was promoted in 2018 to Vice President of Business Analytics for the Aviation division. In this position, he manages proposal development, analysis and accounting. He also oversees a staff of nine professionals whose responsibilities encompass all accounting functions related to payroll data input, revenue processing, accounts payable processing, P&L review, annual budgeting and financial forecasting. In his previous position as Director of Accounting, Steve was instrumental in the reorganization of **SP+**'s accounting department, which created a **separate accounting division to support and focus solely on the airport and transportation markets.**

With the new structure in place, **SP+** was able to capitalize on an already existing knowledge base and utilize its experience in the administration of airport and transportation contracts to provide a financial support staff unparalleled in the industry. Steve received his CPA Certification in 2007.



4. BUSINESS PROFILE

LENESA JAMES, DIRECTOR OF CLIENT REPORTING – AIRPORTS

Lenesa began her career with **SP+** in 1997, and is responsible for all accounting-related functions within the Aviation division. Lenesa oversees a staff of seven accounting professionals whose responsibilities include the review and preparation of client financial statements, adherence to all contractual accounting and financial requirements, budget preparation, variance analysis, account reconciliations and all month-end close functions. Lenesa is a CPA and has earned a Master's Degree in Accounting.



ELIZABETH CONNOLLY, DIRECTOR OF BUSINESS DEVELOPMENT – AIRPORT TECHNOLOGY

Elizabeth brings 20+ years of market experience working with equipment and technology manufacturers for multiple industries, including the WPS revenue and access control equipment brand. She has extensive experience increasing brand awareness and partnering with internal team members to drive new sales through strategic planning and market research. Elizabeth graduated from the University of South Florida with a Bachelor's Degree in Communications and minor in Economics.



PRISCILLA RODRIGUEZ, REGIONAL MARKETING MANAGER – AIRPORTS

To support our thriving **SP+** Aviation division, Priscilla joined the team serving as Marketing Manager. With over 12 years of diverse marketing experience, her background spans various industries, including radio, construction, music and local independent businesses.

Her qualifications include a Bachelor's degree in Entertainment Business from Full Sail University. Throughout her career, she has helped businesses increase brand awareness, drive sales and improve customer engagement through well-planned marketing strategies. She honed her skills in the fast-paced world of radio as a Digital Content Director, overseeing the digital department of a prominent radio network in Los Angeles. This experience provided her with a profound understanding of audience engagement, customer retention and the intricacies of digital marketing strategies.



BRAD MCALLISTER, DIRECTOR OF BUSINESS DEVELOPMENT – AIRPORTS

Brad joined **SP+** in June 2018, as Regional Manager III, overseeing operations at several airports in the Western U.S., including Austin-Bergstrom International, Kansas City International, San Jose International and Hollywood Burbank. In 2022, Brad was promoted to Director of Business Development for **SP+**'s Aviation division.

Brad has worked in the airport industry for more than 15 years, spending his first 5 years as a key part of the editorial production of the industry trade publication, *Airport Business* magazine. In 2013, he was hired as Director of Marketing for Air-Transport IT Services, Inc. (AirIT, now Amadeus), an airport technology and systems integration firm.



4. BUSINESS PROFILE

ALAN DARING, VICE PRESIDENT, BUSINESS DEVELOPMENT – AEROPARKER

Alan led the development of the AeroParker reservation system product globally for nine years, working with all clients to deliver both custom and roadmap functionality, as well as helping shape their e-commerce strategy. In addition to leading the product development team, Alan has been on the implementation team for every one of our airport clients, from those with no previous reservation system, to those migrating from one system to another, and has unrivaled knowledge of the AeroParker system and its applications to increase revenues and improve passenger experience. More recently, he has worked closely with the revenue management and marketing teams to provide tools, strategy and resources to help drive the parking programs on our commercial management contracts.



CHRISTINA COMBS, SENIOR TRAINING AND RECRUITING MANAGER – AIRPORTS

Christina has a Bachelor's degree in Economics from the University of Florida and brings over 30 years of hospitality experience to our team. She has an extensive background in hospitality operations, with a focus on the valet and parking departments, having spent 15 years with the award-winning Ritz-Carlton Hotel Company. She dedicated over half of her tenure within Ritz-Carlton to leading the company's quality and training efforts. Christina is a graduate of the Disney Institute and was a certified facilitator for The Ritz-Carlton Leadership Center, presenting and educating across the country for The Ritz-Carlton brand.



Christina joined **SP+** in 2011 as Vice President of Training and Quality, directing training and supporting ongoing operations and new location openings. As part of the **SP+** Training team, Christina was key to driving the development of training programs focusing on customer engagement for the **LearningHub** (formerly **SP+ University™**). In 2015, Christina joined the Aviation team, where she focuses on business development and supports marketing and other special initiatives. Christina is available exclusively to our Aviation division clients to facilitate targeted customer service programs to meet the needs of each location.

2) The number of staff members employed by the Proposer, and each subcontractor included in the Project Team, that are currently providing services equivalent to those set forth in this RFP.

Please refer to the **organizational chart** provided earlier in this section, along with the **Staffing Plan** chart found in **Section 6. Staffing Plan** for information on the project team members employed by **SP+** who will be providing services for this project.

4. BUSINESS PROFILE

3) A detailed description of the Proposer's overall experience in providing services equivalent to those set forth in this RFP.

SP+ is Unmatched in Non-primary Hub Airport Expertise

Unlike large-hub operations, smaller airports must operate more efficiently, with limited staff to manage a variety of day-to-day landside operations. At **SP+**, we take great pride in integrating ourselves as an extension of staff, providing meaningful information and solutions to meet the needs of the Airport and the traveling public.

Continuing to be an engaged and active partner while proactively providing solutions and recommendations is critical. More than ever, we strive to deliver practical solutions to all clients, but in particular to our non-primary hub and small-hub airports, to help achieve cost savings, new revenue income and an overall improved guest experience.

Although **SP+** operates at airports of all sizes and operations, we specifically operate 21 non-primary U.S. hub airport parking facilities, as designated by the FAA, (see list of **SP+ Non-primary Hub Airport Operations** earlier in this section), with most including at a minimum a similar scope of services as proposed in the RFP for Humboldt County Department of Aviation. Simply put, no other operator matches **SP+**'s depth of experience, resources and proven ability at non-primary hub size airport locations, where **SP+** has helped to improve efficiency, optimize landside capabilities and provide an enhanced travel experience for airport passengers.

Following are several accounts of the ways in which we have helped small- and non-primary hub airports with limited resources elevate their parking programs:

Laredo International Airport (LRD)

In October 2020, **SP+** began operations at the Laredo International Airport (LRD) in Laredo, Texas, privatizing a previously city-run parking operation. Prior to our tenure, the PARCS system consisted of a critically outdated Federal APD PARCS for which proper service and/or replacement parts were difficult, if not impossible, to find. **SP+** immediately set out to replace the entire PARCS system and upgrade the entire parking experience. A state-of-the-art TIBA system was installed that now interfaces with multiple lines of our own proprietary suite of airport parking technology solutions.



The operational and customer experience improvements implemented within our first two years of service include:

- **Parking Guide:** **SP+** developed and currently manages the Laredo International Airport Parking Guide with the look and feel of the Airport's own website. This guide provides access to all information regarding parking, including access to book parking reservations, parking rates, directions, maps, FAQs and access to a Parking Survey so that customers can provide direct feedback on their parking experience. Due to the high percentage of Spanish-speaking customers in the Laredo market, the LRD Parking Guide was customized to alternate between English and Spanish language at the touch of a button.

4. BUSINESS PROFILE

- **Pay-by-Phone:** Allows customers a touch-free method using only their smartphone, bypassing the traditional PARCS equipment interaction and vending the barrier gates for easy ingress and egress from the LRD facilities.
- **Remote Management:** SP+'s 24-hour call center located in Austin, Texas, allows customer interaction to highly trained agents to provide full customer support (at either entrance or exit lanes) should a guest experience any issue at an automated lane or if they have lost their parking ticket. This additional support is critical for smaller operations where a lone cashier may be involved in assisting other guests.
- **Modern License Plate Inventory System:** SP+ invested in a new modernized license plate inventory (LPI) system that allows our parking attendants to function as LPI clerks to complete the critical license plate inventory function (collecting license plate data such as number, state and location in the lot) with hand-held mobile devices and uploading the information daily to a designated PC).
- **Pre-paid Parking Reservations:** Even in those facilities where parking spaces are often plentiful, allowing guests to reserve their parking in advance is a simple way to eliminate any unnecessary stress in one of the steps of their travel journey.

Hector (Fargo) International Airport (FAR)

In recent years, SP+ has assisted the Airport in transitioning to the FlashParking access and revenue control platform. This included implementing a pre-book reservation system and a dynamic pricing/yield management program, resulting in increased parking revenue by attracting long-term parkers who previously didn't use the Airport's parking facilities due to the fixed daily parking rate.



Additionally, SP+ conducts a transportation study twice a year to address the challenges of the growing airport and offer proactive solutions to meet these challenges. This involves an onsite survey of departing customers, questioning their travel habits, such as their mode of arrival (parked, dropped off, Uber, etc.), purpose of travel (business or pleasure) and their home location. This data yields valuable insights into what percentage of FAR's departing passengers are parking at the Airport versus using alternative transportation methods such as Uber and Lyft.

Sioux Falls Regional Airport (FSD)

SP+ helped FSD transition to the FlashParking access and revenue control equipment and in September 2023, a pre-book reservation system went live at the Airport's Economy Lot using our AeroParker platform. In addition, over the past ten years, SP+ has helped FSD navigate exceptional growth in their parking needs with numerous surface parking lot additions, implementation of a parking shuttle and most recently provided valuable insight into the design and construction of a new 4-level parking structure. As a small-hub airport, parking revenue is extremely important to their business and SP+ has demonstrated proficiency in incorporating and practicing diligent accounting and management of the nearly \$6 million in parking revenue FSD produces each year.



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Charles M. Schulz Sonoma County Airport (STS)

SP+ assumed operations at Charles M. Schulz-Sonoma County Airport in January 2020. Since then, we have demonstrated the extensive services and capabilities we offer to our clients. Right away, we made several aesthetic improvements, including repainting the cashier booth, refreshing adjacent curbs and bollards and thoroughly cleaning the parking lots – simple enhancements that the previous vendor had overlooked.



Shortly after taking over, **SP+** introduced a pre-booking and reservation system that allowed customers to purchase retail items, such as mugs and t-shirts. We also implemented an automated license plate inventory system and provided pay-with-phone and pay-via-text payment options for both Lot A and Lot B. Additionally, we offered remote management services to complement our on-site staff and ensure 24-hour customer service for our 18-hour/day operation.

As demand for parking drastically increased, we met the challenge of maximizing capacity in several ways. Our in-house traffic engineer revised CAD drawings to develop a new design layout, that added 10% more parking spaces in STS's most popular lot. We introduced our pay-with-phone and pay-via-text gateless technology to collect parking payments on the streets surrounding the Airport, which had previously been *free*. With about 72 hours' notice, we launched a valet parking program. Starting on a Friday afternoon, we collaborated with County staff over the weekend to finalize an agreement; arranged for necessary equipment and had staff onsite by Monday to begin operations.

When STS staff encountered difficulties with their security vendor and needed to terminate their contract for cause, **SP+** stepped up once again to support our client. On short notice, we took over as their Airport security contractor until a new RFP could be issued and a permanent provider could begin operations. During that year-plus period, we handled all aspects of airport security including curb management, routine patrols, SIDA gate and door checks and emergency response. Had we chosen to pursue the opportunity to become the permanent security provider at STS, we are confident we would have been selected based on our strong performance.

Meeting our client's operational needs is very important; however, we also assisted the Airport in fulfilling some of their mandates by providing an electric vehicle for their fleet. Additionally, our ACDBE participation more than doubles the goals set for STS.

Ellison Onizuka Kona International Airport at Keahole (KOA)

SP+ assumed operations at KOA on September 1, 2016, when the Big Island was struck with back-to-back Hurricanes Lester and Madeline. Our team was very prepared and brought in additional resources to ensure normal operations occurred or, in the event of an airport closure, prompt resumption of service.

On transition night, we detected the prior operator failed to properly program the revenue control equipment to reflect a \$2 increase in the daily maximum rate that had been mandated 10 months earlier. This correction, in addition to tightening of other revenue controls and strict audit compliance, caused revenues to increase by over \$700,000 during our first year of tenure.

Opening New Commuter Parking Lot: Located a short distance from the main passenger terminal at KOA, the Airport operates a commuter terminal servicing an intra-island small carrier. The facility has an approximate 100-space parking lot that was uncontrolled and used by employees and

4. BUSINESS PROFILE

passengers avoiding parking charges in the main and employee parking lots. Our team presented a comprehensive solution that included **SP+** absorbing the cost to purchase and install a stand-alone pay-by-license plate unit for revenue collection. Currently, the parking lot generates almost \$110,000 of annual parking revenue. As Hawaii District Manager Chauncey Wong Yuen remarked,

“The results are stellar. SP+ has moved mountains to close parking loopholes.”

New Parking Access and Revenue Control Equipment: As part of a 2023 five-year contract extension, **SP+** expended at least \$600,000 to purchase a new TIBA parking access and revenue control system, canopies for existing ingress and egress lanes and other revenue enhancements. The investment included additional automated pay-in-lane devices so all egress lanes can accept payment and employees can exit faster through multiple lanes.

New Relevant, Detailed Client Reporting: **SP+** fully understands the critical importance parking revenues are to a small or regional airport, often representing the largest source of non-aeronautical revenue for the airport. We operate with full transparency to provide the Airport with multiple reports that reflect and support all operating revenue – reports that KOA was not receiving with the prior operator. The frequency of reports depends on the type of information, but at a minimum, all information is reported at least monthly. Examples of reports include: *Monthly Gross Revenue Report, Minimum Annual Guarantee versus Percentage Rent Calculation Report, General Ledger Report, Revenue Summary by Day Report, ACDBE Compliance and Calculation Report, Exit Lane/Ticket Count Reconciliation Report* and others that provide the Airport with a full understanding of the operating conditions and revenue trends occurring in the parking lot.

ACDBE Participation: Prior to **SP+**'s arrival, the prior operator had no ACDBE participation. Although it was not a contractual requirement, **SP+** has partnered with our long-time ACDBE partner, Global Parking Systems, to provide certain personnel required of the operation.

4) A detailed description of the Proposer's overall knowledge of the requirements pertaining to the provision of services equivalent to those set forth in this RFP.

SP+ utilizes the most rigorous industry standards and benchmarks to guide its management approach and operational practices. We offer Humboldt County the highest levels of expertise in airport parking management and related services. Our policies and practices for ACV will maximize financial return, deliver the most efficient facility management with unparalleled controls, provide superior technology and achieve the ultimate customer-centric experience. **SP+** is highly eager for the opportunity to work in partnership with the County to achieve Airport operational requirements and additional best-in-class objectives.

SP+ sets the standard for operational excellence. We look forward to ensuring that all aspects of our facility operations exceed customer expectations at ACV. We truly believe in the importance of consistently delivering the services and products we promise. Our methods are comprehensive and will focus on achieving the County's goals and objectives. We provide the most thorough, round-the-

4. BUSINESS PROFILE

clock management and operating services for airport parking and related operations across the parking industry.

SP+ will provide all personnel, equipment and organizational support necessary to manage, operate and maintain the ACV parking facilities in a first-class manner and condition. Our detailed parking operations plan encompasses day-to-day operations, customer service, revenue control, accounting and audit, quality assurance, facility maintenance, safety and security, marketing and promotion, technology integration and much more.

We offer to provide a check-out and cashless-free experience for parking customers at ACV with our Computer Vision parking access and revenue control technology. For customers who wish to continue to pay for their parking stay with a credit card or cash, we have built a staffing plan to allow for these customers to be assisted with exit lane ‘Ambassadors’ who can collect parking fee payments using a hand-held tablet device.

As a full-service airport parking management operator, **SP+** has established the industry standard for:

- Customer Service Programs
- Financial Reporting
- Proactive Management
- Data Analytics
- Operational Efficiency
- Employee Training & Professionalism
- Online Reservation Systems
- Advanced Mobility Technologies
- Digital Marketing Programs
- Revenue Collections & Control

All elements of the County’s RFP are firmly within our primary service capabilities and utilize the core strengths and expertise of **SP+** and our Aviation-specific dedicated team of associates and subject matter experts as summarized below.

Management of Revenue Collection/Reporting: We follow detailed revenue and record control procedures for each transaction beginning with the customer’s initial entry into the facility. From this point, we ensure a continuous chain of accountability for proper processing and recording of revenue from the facility level to corporate accounting and final verification of bank deposits.

Metropolis Computer Vision Technology: Our advanced technology and world-class operations will make parking remarkable for customers parking at ACV. Our Computer Vision platform will enable a seamless ingress/egress for customers using the facilities. Users will enjoy a simple and single online signup linking their license plate to their credit card and phone number. They can manage their own account and vehicle updates as needed.

Metropolis provides our airport clients with an unparalleled set of data insights into daily utilization patterns and financial performance. All real-time data is available from an online client dashboard.

License Plate Inventory (LPI) Control: By implementing our Computer Vision platform, the Airport is also taking advantage of our camera-based license plate recognition technology to facilitate the daily LPI function of each parking facility. This means on-site labor is optimized to assist customers where they need assistance while the technology monitors space and license plate inventory campus-wide.

Valet Parking: **SP+** has been providing first-class valet parking services for well over 40 years, and currently manages hundreds of valet operations of various types, sizes and complexities at airports, hotels, medical centers and other high-traffic public venues. **SP+** operates more valet operations at

4. BUSINESS PROFILE

U.S. airports of every hub size and provides customized solutions to deliver the desired operating and customer service level expectations. We develop and implement detailed operating plans specific to the needs and conditions of each location we serve. We would be happy to discuss the prospect of bringing a valet program to customers at ACV.

Management of Parking Programs/Systems: SP+ supports a variety of airport parking loyalty programs, online reservation systems, yield management and pricing strategies, GPS monitoring technologies and ground transportation dispatch applications at U.S. airports of all sizes and scope. We consider ourselves parking 'systems integrators' and look forward to further enhancing the programs and systems in place today at ACV.

Airport Employee Parking Program: Our specific internal accounting systems for airport employee parking programs are designed to support all typical employee parking management functions, including the ability to issue, manage and recover employee parking permits, and invoice/bill and collect applicable parking fees.

Marketing Plan: SP+ has made a significant investment in resources to support marketing efforts on behalf of our clients, including the full support of an internal marketing department as well as the marketing professionals of our AeroParker affiliate. These team members have multiple years of experience developing and implementing digital and traditional marketing programs. With an understanding of how current passenger behavior has resulted in a significant shift in consumers searching for information online, SP+ has implemented a number of creative digital marketing programs at airports across the nation. These marketing campaigns are designed to drive additional revenue for clients and enhance the customer experience.

Janitorial and Facility Maintenance: We take great pride in ensuring comprehensive maintenance and standards of facility cleanliness are implemented and strictly enforced at all Airport locations where we have operations. We incorporate our rigorous custodial/maintenance standards into our detailed daily inspection checklists customized to the specific requirements of each parking facility, and ensure our subcontracted maintenance staff are highly capable and aligned in our approach to meeting our clients' high expectations for facility appearance and cleanliness.

4. BUSINESS PROFILE

5) A detailed description of the qualifications and experience of each Project Team member regarding the provision of services equivalent to those set forth in this RFP, including, without limitation, job titles, responsibilities, special training, licenses, certifications and résumés of all key personnel that will be responsible for providing the Services set forth in this RFP.

Resumes

JASON FINCH **PRESIDENT – WEST AIRPORTS**

Experienced executive with decades of relevant experience in roles of increasing responsibility across various types of parking installations, including oversight for certain domestic and former international Company operations. Currently serving as President – West Airports in the Company's Aviation division. Creative problem solver and self-starter with nearly 32 years of experience in parking and transportation management. Proven ability in a wide range of functions, including decisive leadership, performance measurement and EBITDA growth.

PROFESSIONAL EXPERIENCE

President – West Airports

SP Plus Corporation

January 2023 – Present

- Develops and executes Corporate and Client growth strategies.
- Serves as a leader or member on several corporate committees and initiatives.
- Develops deployment strategy to execute Metropolis technology across Aviation division.

Senior Vice President – West Airports

SP Plus Corporation

June 2014 – January 2023

- Performed oversight of Company's 35 airports in West Division.
- Served as primary liaison for new business opportunities and client relationships.
- Developed pro forma and identified innovative solutions and strategies to secure business.
- Maintained excellent client relations with Airport Directors and Executives.
- Motivated and inspired 4 VP/Regional Manager direct reports and 22 Airport Managers.

General Manager – San Francisco International Airport

Vice President – Western Airport Group

New South Parking

February 2011 – June 2014

- Performed oversight of approximately 20,000 public parking spaces, including self-parking, valet and employee parking.
- Performed oversight of approximately \$80 million of Annual Revenue at SFO.
- Managed 235 employees and \$6 million of Annual Payroll at SFO.
- Negotiated and managed 4 separate collective bargaining agreements.

4. BUSINESS PROFILE

Vice President & Regional Manager – Southeast Region

Central Parking System, Atlanta, GA

December 2008 – February 2011

- Performed oversight of Company's Georgia, Florida, North and South Carolina, Alabama and Puerto Rico operations.
- Supervised 8 General Managers that managed or leased approximately 200 parking installations with over 96,000 spaces.
- Established city plans and set strategic goals for each property; ensured plans were reviewed monthly and worked continuously.
- Was responsible for client and vendor relationships, contract review and renewal to ensure best service and appropriate margins or cost-effective price; effectively managed a regional annual budget that generated EBITDA in excess of \$6 million with a 2011 plan that showed a 25% increase.
- Streamlined administrative staff through a reorganization process that generated stabilized annual savings in excess of \$300,000.
- Developed and published with a colleague a "Renewal Playbook" that is used by General Managers to follow timing and frequency of business-critical tasks that improve contract renewal probability.

Regional Manager – Latin America

Central Parking System, Miami, FL

August 2000 – December 2008

- Performed oversight of Company's Latin American operations in Chile, Colombia, Dominican Republic, Mexico, Peru, Puerto Rico and Venezuela.
- Supervised 8 General Managers that managed or leased approximately 185 parking installations consisting of over 140,000 spaces.
- Reviewed country expansion opportunities and helped identify and select local equity partners as well as legal and accounting external providers.
- Was responsible for generation, tracking and spend of operating and capital budgets.
- Was accountable for all budgeting and management of operating costs.
- Negotiated with local country counsel and final approval of each Spanish-denominated operating contract; identified and negotiated sales contracts in accordance with Company's strategic plan to exit international operations.
- Met or exceeded the minimum, Company-established sale multiple for each country.

Regional Manager – Florida

Central Parking System, Miami, FL

November 1999 – August 2000

Performed oversight of Company's Florida operations in Miami, Fort Lauderdale, Key West, Orlando, Tampa, Jacksonville and West Palm Beach.

Senior General Manager – Miami

Central Parking System, Miami, FL

November 1998 – November 1999

General Manager – Puerto Rico

Central Parking System, San Juan, PR

April 1996 – November 1998

General Manager – El Paso

Central Parking System, El Paso, TX

November 1994 – April 1996

4. BUSINESS PROFILE

**Area Manager – Phoenix
Central Parking System, Phoenix, AZ**

December 1992 –November 1994

EDUCATION, SPECIAL TRAINING AND SPECIAL SKILLS

- Arizona State University, Bachelor of Science – December 1991.
- Fully Bilingual, Spanish and English
- Proficient in various software applications, including Excel, Word, PowerPoint.
- Former Marketer of the Year, CPS 1999: Proven strength in human relations/people management and coaching skills

4. BUSINESS PROFILE

CHAD CORBETT REGIONAL MANAGER – WEST AIRPORTS

Experienced parking executive with expertise in hospitality, resort and airport parking. Brings over two decades worth of direct relevant experience. Proven ability to understand the needs of employees, guests and clients. Excels at relationship building and operational excellence. Served in various direct parking roles progressing from front line to senior leadership. Currently serving as a Regional Manager – West Airports in the Company's Aviation division.

PROFESSIONAL EXPERIENCE

Regional Manager – West Airports SP Plus Corporation

February 2023 – Present

- Oversight of 8 airports including large, medium, small and non-hub locations.
- Facilitator of innovation, potential revenue enhancement and improved guest experience through technology, data analysis and improved processes.
- Aids in budget development, forecasting and contract compliance.
- Corporate support for each airport's chosen manager.

Senior Manager – Parking Services

ARIA Resort & Casino, VDARA Hotel & Spa

July 2020 – February 2023

- Oversaw all parking operations including valet, self-parking and event parking. Maintained hiring, training, payroll, audit and compliance.
- Ensured proper execution of claims, revenue control and group planning.
- Responsible for budgets, P&L and forecasting.
- Aided in planning for special events at properties and local arenas/events centers.
- Committee member for relaunch of paid parking for all MGM Resorts Las Vegas properties.
- Member of committee for union CBA negotiations.

Director – Parking Operations

ARIA Resort & Casino, VDARA Hotel & Spa, Excalibur Hotel & Casino

January 2020 – June 2020

- Oversaw all parking departments at three Las Vegas resorts. Maintained oversight for all aspects of the departments including hiring, training, payroll, audit and compliance.
- Ensured proper execution of claims, revenue control and group planning.
- Developed process for high-end groups to customize parking experience on property.
- Aided in planning for special events at properties and local arenas/events centers.
- Committee member for all traffic and parking-related items for 12 Las Vegas strip properties.
- Managed 175 employees including oversight of all associated payroll and scheduling.
- Responsible for budgets, P&L and forecasting.

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Parking Manager

ARIA Resort & Casino, VDARA Hotel & Spa

October 2016 – January 2020

- Managed a department of over 100 employees.
- Oversaw all aspects of the department including hiring, training, payroll and compliance.
- Managed claims, revenue control, budgeting, P&L and group planning.
- Developed guest interaction program to drive genuine engagement.
- Ensured luxury guest standards were met through rigorous Forbes 5 Star training.

Parking Manager

Bellagio Hotel & Casino

March 2016 – October 2016

- Led the launch and implementation of paid parking at the property.
- Managed a department of 85 employees.
- Oversaw all aspects of the department including hiring, training, payroll and compliance.
- Managed claims, revenue control, budgeting, P&L and group planning.
- Partnered and led regular AAA 5 Diamond training to ensure luxury hospitality standards were met.

Operations Supervisor – Valet

Bellagio Hotel & Casino

April 2006 – March 2016

EDUCATION, SPECIAL TRAINING AND SPECIAL SKILLS

- Bonanza High School, Las Vegas, NV – High Honors Diploma.
- Proficient in various software applications, including Excel, Word, PowerPoint.
- Committee Chair – ARIA Resort & Spa employee growth and development program.

4. BUSINESS PROFILE

Full List of Metropolis Technology Locations

Account Name	City	ST
MWC Valet		
Al. Theater Lot	Birmingham	AL
Citizens Lot	Birmingham	AL
Methodist 2 Lot	Birmingham	AL
Redmount Lot	Birmingham	AL
344 East Beach Blvd	Gulf Shores	AL
Las Palmas Resort	Gulf Shores	AL
Crestwood Medical Center - Huntsville	Huntsville	AL
(P) Hgi Chandler Sphere Plus	Chandler	AZ
83101 - (P) Serrano'S Mexican Restaurant-Sphere	Chandler	AZ
Westgate Medical	Glendale	AZ
(P) Masonic Temple Lot	Phoenix	AZ
(P) Roosevelt Row Lot	Phoenix	AZ
64677 - (P) PHOENIX PLAZA SPHERE ON-DEMAND	Phoenix	AZ
7Th & Lincoln	Phoenix	AZ
Alameda Health	Alameda	CA
Alameda Health	Alameda	CA
64687 - (P) CARPARK6 - CITY OF ANAHEIM-ON DEMAND	Anaheim	CA
83093 - (P) SPHERE ON DEMAND - CITY OF ANAHEIM	Anaheim	CA
140 S Doheny	Beverly Hills	CA
9301 Wilshire Blvd.	Beverly Hills	CA
9320 Wilshire Blvd	Beverly Hills	CA
2901 W Alameda Ave	Burbank	CA
3425 W Olive Ave	Burbank	CA
8770 Washington Blvd	Culver City	CA
1960 on Grand	El Segundo	CA
Camden Glendale	Glendale	CA
Hermosa Pavilion	Hermosa Beach	CA
133 Promenade Walk	Long Beach	CA
210 Third Lofts	Long Beach	CA
Courthouse Garage	Long Beach	CA
HUBB / Redwood Urban - 100 W Broadway	Long Beach	CA
THE PARK AT HARBOR VIEW	Long Beach	CA
11th and South Olive (M4)	Los Angeles	CA
12th and South Olive (M8)	Los Angeles	CA
12th and South Olive (M8)	Los Angeles	CA
3000 S Robertson Blvd	Los Angeles	CA
3335 S. Figueroa Street	Los Angeles	CA
353 N La Cienega, West Hollywood	Los Angeles	CA

Account Name	City	ST
6725 Sunset	Los Angeles	CA
6725 Sunset	Los Angeles	CA
7060 Hollywood	Los Angeles	CA
7107 Hollywood	Los Angeles	CA
915 La Brea	Los Angeles	CA
9618 W Pico	Los Angeles	CA
Abbot Kinney	Los Angeles	CA
AVA Little Tokyo	Los Angeles	CA
Brunswig Square	Los Angeles	CA
Valley Country Market Lot	Los Angeles	CA
Westwood Marketplace	Los Angeles	CA
11TH & JEFFERSON	Oakland	CA
75 W Walnut	Pasadena	CA
2020 L STREET (ARB)	Sacramento	CA
2901 K Street Sutter Plaza	Sacramento	CA
700 L Street	Sacramento	CA
800 J LOFTS	Sacramento	CA
Alhambra	Sacramento	CA
MT Lot	Sacramento	CA
UC Davis Midtown	Sacramento	CA
Mission City	San Diego	CA
Mission City	San Diego	CA
1340 BUSH (BUSH GARAGE)	San Francisco	CA
333 BUSH GARAGE	San Francisco	CA
50 COSMO PLACE	San Francisco	CA
55 Francisco	San Francisco	CA
71 STEVENSON	San Francisco	CA
80 Francisco Street	San Francisco	CA
LE COLONIAL	San Francisco	CA
PARNASSUS HEIGHTS	San Francisco	CA
PIER 19 1/2	San Francisco	CA
PIER 29 1/2	San Francisco	CA
SEAWALL LOT 301 - TRIANGLE LOT	San Francisco	CA
SEAWALL LOT 314	San Francisco	CA
Seawall Lot 321/Big Triangle	San Francisco	CA
SEAWALL LOT 323-324/AQUA LOT	San Francisco	CA
101 S Ellsworth	San Mateo	CA
Bowers Museum	Santa Ana	CA
Griffin Towers	Santa Ana	CA
Telephone Building	Santa Monica	CA
Telephone Building	Santa Monica	CA
Flight at Tustin	Tustin	CA
1333 N. California Blvd	Walnut Creek	CA
2999 Oak	Walnut Creek	CA
3003 Oak Rd- Ridge Captial	Walnut Creek	CA
Growers Square	Walnut Creek	CA
W Hotel Aspen	Aspen	CO
UCHealth Leprino Garage	Aurora	CO

Account Name	City	ST
10th & Walnut Garage (St. Julien)	Boulder	CO
COB - 11th & Spruce (Spruce)	Boulder	CO
COB - 11th & Walnut (Randolph)	Boulder	CO
COB - 14th & Walnut (RTD)	Boulder	CO
COB - 15th & Pearl (Pearl)	Boulder	CO
Unico: 15th & Spruce Building	Boulder	CO
25 NORTH CASCADE	Colorado Springs	CO
6 S. TEJON	Colorado Springs	CO
93908 - (P) Weber Lot-Sphere	Colorado Springs	CO
ALAMO CORPORATE CENTER	Colorado Springs	CO
COLORADO SQUARE	Colorado Springs	CO
PIKES PEAK LOT	Colorado Springs	CO
Sun Plaza	Colorado Springs	CO
VCOS Visitor Center	Colorado Springs	CO
(P) Champa Lot Sb	Denver	CO
1320 GLENARM STREET	Denver	CO
1480 Wewetta Street	Denver	CO
1501-7 Blake (Joe)	Denver	CO
1615 Welton (Temple)	Denver	CO
1632 Welton (Sunrise)	Denver	CO
1660 Lincoln Square	Denver	CO
16TH & PEARL	Denver	CO
1730 Blake St	Denver	CO
1740-58 Glenarm Pl (Brandy)	Denver	CO
1755 Blake Street	Denver	CO
1826 Welton	Denver	CO
1875 Lawrence Garage	Denver	CO
2631 Larimer	Denver	CO
2nd & Josephine Garage	Denver	CO
303 EAST 17TH AVENUE	Denver	CO
44 cook Garage	Denver	CO
55 Madison Garage	Denver	CO
93706 - (P) 720 PARK AVE- SPHERE	Denver	CO
972 N. Broadway	Denver	CO
Atrium Garage	Denver	CO
Avanti Denver	Denver	CO
AVIS RECLASSIFIED FROM 090-0015 LEASE	Denver	CO
Block 162 Lot	Denver	CO
DIAMOND HILL	Denver	CO
Judo Lot	Denver	CO
RESIDENCE INN DENVER REIT	Denver	CO

4. BUSINESS PROFILE

Account Name	City	ST
SHERMAN (CO)	Denver	CO
Soda Lot	Denver	CO
Poudre Valley Hospital	Fort Collins	CO
UCHealth - Harmony Campus	Fort Collins	CO
UCHealth Greeley Hospital	Greeley	CO
UC Health: Highlands Ranch Hospital	Highlands Ranch	CO
(P) 702 MANITOU AVENUE	Manitou Springs	CO
(P) 20 MILE CENTRAL	Parker	CO
(P) PARKER STATION BANK LOT	Parker	CO
1101 K St	Washington	DC
1601 K Street	Washington	DC
4451 Jenifer	Washington	DC
801 17th Street	Washington	DC
Georgetown Park	Washington	DC
One Hill South	Washington	DC
1015 18TH ST	Washington	DC
1100 4TH ST., SW	Washington	DC
1101 4TH ST., SW	Washington	DC
1101 VERMONT AVE	Washington	DC
1403 WISCONSIN AVE NW	Washington	DC
4817 U St., Nw	Washington	DC
AMERICA'S SQUARE	Washington	DC
One Metro Center Garage	Washington	DC
PARK HYATT	Washington	DC
PORTALS	Washington	DC
WASHINGTON SQUARE	Washington	DC
10 K	Washington	DC
(P) STAYBRIDGE SUITES	Wilmington	DE
Orlando Health South Lake	Clermont	FL
(P) COURTYARD FORT LAUDERDALE AIRPORT	Dania Beach	FL
Hilton Garden Inn FLL	Dania Beach	FL
Davie MOB	Davie	FL
Davie University	Davie	FL
Fairfield Inn FLL	Fort Lauderdale	FL
Homewood Suites FLL	Fort Lauderdale	FL
(P) 935-939 THIRD STREET	Fort Myers Beach	FL
La Playa	Fort Myers Beach	FL
Jacksonville Airport Valet	Jacksonville	FL
Southbank Hotel Jax	Jacksonville	FL
Orlando Health South Seminole	Longwood	FL
1221 BRICKELL	Miami	FL
1450 Brickell - VALET	Miami	FL

Account Name	City	ST
Cindy Lot	Miami	FL
D East Garage	Miami	FL
DOWNTOWN DADELAND	Miami	FL
ELEMENT HOTEL	Miami	FL
FOUR POINTS MIAMI AIRPORT WEST	Miami	FL
HILTON GARDENS INN MIAMI AIRPORTWEST	Miami	FL
HOMEWOOD SUITES MIAMI AIRPORT WEST	Miami	FL
Kendall Regional Medical	Miami	FL
Link at Douglas	Miami	FL
Mercy Hospital	Miami	FL
Mercy Hospital	Miami	FL
Mercy Hospital	Miami	FL
Miami Worldcenter Block H	Miami	FL
ParkLine Miami Residences	Miami	FL
Vizcayne	Miami	FL
THE RALEIGH MIAMI BEACH	Miami Beach	FL
AC MARRIOTT ORLANDO	Orlando	FL
B RESORT ORLANDO	Orlando	FL
Orlando Health - Arnold Palmer Hospital	Orlando	FL
Orlando Health Cancer Institute	Orlando	FL
Orlando Health Dr Phillips Hospital	Orlando	FL
Orlando Health Heart Institute	Orlando	FL
Orlando Health Jewett Hospital	Orlando	FL
Orlando Health Neuroscience Building	Orlando	FL
Orlando Health ORMC	Orlando	FL
Orlando Health W. Copeland MOB	Orlando	FL
Orlando Health Winnie Palmer	Orlando	FL
THE MALL AT MILLENIA	Orlando	FL
ST PETE COLLEGE	St. Petersburg	FL
601 Whiting	Tampa	FL
Ashley Plaza Garage	Tampa	FL
123 Marietta - Carell Atl	Atlanta	GA
218 Peachtree	Atlanta	GA
304 W Peachtree St	Atlanta	GA
305 Spring St	Atlanta	GA
StudioPlex - Customer Stalls	Atlanta	GA
StudioPlex Parking	Atlanta	GA
The Edge Garage - Atlanta	Atlanta	GA
WESTIN ATL AIRPORT	Atlanta	GA

Account Name	City	ST
Cartersville Medical Center	Cartersville	GA
110 E Trinity Place	Decatur	GA
125 East Trinity Place	Decatur	GA
235 E Ponce De Leon	Decatur	GA
308 CLAIREMONT	Decatur	GA
320 Church Street	Decatur	GA
River Lot	Savannah	GA
930 HALE KAHEKA	Honolulu	HI
BANYAN TREE PLAZA	Honolulu	HI
KAHEKA PROFESSIONAL CENTER	Honolulu	HI
KING CENTER	Honolulu	HI
LIBERTY BUILDING	Honolulu	HI
Pucks Mauka	Honolulu	HI
VARSITY BUILDING	Honolulu	HI
(P) ALSIP BOAT LAUNCH	Alsip	IL
220 West Chicago	Chicago	IL
305 W. Ontario	Chicago	IL
600 W RANDOLPH LOT	Chicago	IL
640 WASHINGTON	Chicago	IL
801 S Wabash	Chicago	IL
835 S WABASH	Chicago	IL
901 - 1001 S. Wabash Parking Lot	Chicago	IL
Astoria Tower	Chicago	IL
FLAIR TOWER	Chicago	IL
Insight Hospital Chicago	Chicago	IL
Lincoln Park Center Lot	Chicago	IL
Nobu Restaurant	Chicago	IL
Village Market	Chicago	IL
E2 Apartments Garage	Evanston	IL
Metra Medinah Station	Medinah	IL
1133 Garage	Oak Park	IL
(P) WORTH BOAT LAUNCH	Worth	IL
Dupont FWOH Valet	Fort Wayne	IN
Lutheran Hospital Downtown	Fort Wayne	IN
Lutheran Hospital Ft. Wayne	Fort Wayne	IN
Ossip Optometry Lot	Indianapolis	IN
Rising Star Casino - Ferry Service	Rising Sun	IN
339 SHORT STREET	Lexington	KY
First Presbyterian Lot	Lexington	KY
GOVERNMENT LOT	Lexington	KY
Lower South Hill Lot	Lexington	KY
MARKET LOT	Lexington	KY
Residents of South Hill	Lexington	KY
Strand Properties	Lexington	KY

4. BUSINESS PROFILE

Account Name	City	ST
Kentucky One Heart Hospital	Louisville	KY
KentuckyOne/Jewish Hospital	Louisville	KY
KentuckyOne/Jewish Hospital	Louisville	KY
(P) 101 Water Street	Baton Rouge	LA
185 West State Street	Baton Rouge	LA
232 Lafayette	Baton Rouge	LA
255 Laurel Street Lot	Baton Rouge	LA
Far Lot	Baton Rouge	LA
Hat Lot	Baton Rouge	LA
Colvin Lot	Gretna	LA
1001 Gravier Street	New Orleans	LA
431 Poydras Lot	New Orleans	LA
CITY HALL ANNEX GARAGE	New Orleans	LA
Family Lot	New Orleans	LA
Gordon	New Orleans	LA
Heal Garage	New Orleans	LA
Mother's	New Orleans	LA
SOLARIS'S PARKING GARAGE	New Orleans	LA
The Bartpark Lot	New Orleans	LA
Shreveport Regional Airport Economy Lot	Shreveport	LA
1 Devonshire Place Garage	Boston	MA
CHANNELSIDE	Boston	MA
GILLETTE A STREET	Boston	MA
MASSPORT PARCEL H	Boston	MA
PARCEL 3 LOT (UBIT)	Boston	MA
1010 MASS (UBIT)	Cambridge	MA
117 WAVERLY (UBIT)	Cambridge	MA
12 EMILY (UBIT)	Cambridge	MA
128 SIDNEY (UBIT)	Cambridge	MA
130 BROOKLINE (UBIT)	Cambridge	MA
135 SIDNEY (UBIT)	Cambridge	MA
148 SIDNEY (UBIT)	Cambridge	MA
149 SIDNEY (UBIT)	Cambridge	MA
17 TUDOR (UBIT)	Cambridge	MA
295 ALBANY (UBIT)	Cambridge	MA
351 VASSAR (UBIT)	Cambridge	MA
424 MASS (UBIT)	Cambridge	MA
57 ERIE (UBIT)	Cambridge	MA
620 MEMORIAL (UBIT)	Cambridge	MA
730 - 750 MAIN STREET (UBIT)	Cambridge	MA
782 MAIN (UBIT)	Cambridge	MA
ONE BROADWAY (UBIT)	Cambridge	MA
93825 - (P) Clippership Public Parking	East Boston	MA
255 Washington Street	Newton	MA
Calumet	Roxbury	MA
10 Mechanic Street	Worcester	MA
Mercantile Center	Worcester	MA

Account Name	City	ST
60 West St - Annapolis	Annapolis	MD
GOTT'S COURT PARKING GARAGE	Annapolis	MD
KNIGHTON GARAGE	Annapolis	MD
PARK PLACE GARAGE	Annapolis	MD
36 S CHARLES STREET GARAGE	Baltimore	MD
520 NORTH CHARLES LOT	Baltimore	MD
BROWN'S ARCADE	Baltimore	MD
CHARLES PLAZA GARAGE	Baltimore	MD
CHARLES PLAZA LOT	Baltimore	MD
Harbor Point - Allied Garage	Baltimore	MD
Harbor Point - Central Plaza Garage	Baltimore	MD
Harbor Point - Constellation Lower Garage	Baltimore	MD
Harbor Point - Constellation Upper Garage	Baltimore	MD
Harbor Point - Purple Lot	Baltimore	MD
Harbor Point - Wills Park Garage (07)	Baltimore	MD
Harbor Point - Wills Park Garage (08)	Baltimore	MD
MT. VERNON LOT	Baltimore	MD
WATER STREET GARAGE	Baltimore	MD
7735 OLD GEORGETOWN RD	Bethesda	MD
83368 - VIRGINIA TOWERS	Towson	MD
1320 Michigan Ave	Detroit	MI
1426 Bagley	Detroit	MI
2326 Russell St. Lot	Detroit	MI
2950 Grand Ave.	Detroit	MI
3456 Cass Lot	Detroit	MI
400 Macomb Lot	Detroit	MI
525 Shelby Lot	Detroit	MI
615 - Khan 2408	Detroit	MI
627 E Milwaukee	Detroit	MI
7310 Woodward Lot	Detroit	MI
818 West Milwaukee Avenue	Detroit	MI
Adelina Detroit	Detroit	MI
Bedrock: 1001 Woodward Garage	Detroit	MI
Bedrock: 124 Alfred	Detroit	MI
Bedrock: 124 Alfred STP (Zone)	Detroit	MI
Bedrock: 1401 Beaubien Lot	Detroit	MI
Bedrock: 1401 First Street Garage	Detroit	MI
Bedrock: 440 Alfred	Detroit	MI
Bedrock: 440 Alfred STP (Zone)	Detroit	MI
Bedrock: Albert Executive Garage	Detroit	MI
Bedrock: Albert Lot	Detroit	MI

Account Name	City	ST
Bedrock: Book Tower Valet	Detroit	MI
Bedrock: Bricktown Garage	Detroit	MI
Bedrock: Buhl Garage	Detroit	MI
Bedrock: Cass Garage	Detroit	MI
Bedrock: City Modern Enforcement Lots	Detroit	MI
Bedrock: Financial District Garage	Detroit	MI
Bedrock: First National Garage	Detroit	MI
Bedrock: Greektown Garage	Detroit	MI
Bedrock: One Campus Martius Garage	Detroit	MI
Bedrock: One Detroit Garage	Detroit	MI
Bedrock: One Woodward Valet	Detroit	MI
Bedrock: River Place Garage	Detroit	MI
Bedrock: The Assembly Garage	Detroit	MI
Bedrock: The Assembly Underground Garage	Detroit	MI
Bedrock: The Z Garage	Detroit	MI
Bedrock: Two Detroit Garage	Detroit	MI
City Club Garage	Detroit	MI
District Seventy8 Valet	Detroit	MI
DMC Kresge Eye Institute	Detroit	MI
Exchange Detroit	Detroit	MI
Farbman New Center Lot 4	Detroit	MI
Farman Valet at New Center One	Detroit	MI
Millennium Garage	Detroit	MI
New Center One Garage	Detroit	MI
Peterboro Lot	Detroit	MI
PJ's Lager House Lot	Detroit	MI
Shelby and Larned	Detroit	MI
Sugar Hill Garage	Detroit	MI
The Residences Water Square	Detroit	MI
200 EAST HENNEPIN	Minneapolis	MN
EMBASSY SUITES GARAGE AND VALET	Minneapolis	MN
FIRE BARN RAMP	Minneapolis	MN
Northstar Ramp	Minneapolis	MN
RIVERPLACE NE GARAGE	Minneapolis	MN
RIVERPLACE SE GARAGE	Minneapolis	MN
RSM PLAZA RAMP	Minneapolis	MN
Steelman Exchange	Minneapolis	MN
Kellogg Square Garage	Saint Paul	MN

4. BUSINESS PROFILE

Account Name	City	ST
Grand Place Garage	St Paul	MN
(P) Bshu Lot	Kansas City	MO
1401 Oak	Kansas City	MO
1620 Main Street	Kansas City	MO
1626 WALNUT	Kansas City	MO
1700-1710 Main Street	Kansas City	MO
18th and McGee	Kansas City	MO
215 E 20th St // McKay and Byerly lot	Kansas City	MO
420 W. 42nd Lot	Kansas City	MO
Block 112	Kansas City	MO
Board Of Education Garage	Kansas City	MO
Corrigan Station Lot	Kansas City	MO
Jamestown Square Apartments	Kansas City	MO
Penway Point Lot	Kansas City	MO
Price Lot	Kansas City	MO
Superior Lot	Kansas City	MO
Ten Oak	Kansas City	MO
Ten Oak - 412 East 14Th Street	Kansas City	MO
Ten Oak - 918 Oak Street	Kansas City	MO
641 SOUTH BROADWAY LOT	St. Louis	MO
83330 - 7TH & CERRE LOT	St. Louis	MO
1000 Clark lot	St. Louis	MO
1010 Convention Plaza	St. Louis	MO
1101 Washington Lot	St. Louis	MO
11th & Clark Lot	St. Louis	MO
Shoe	St. Louis	MO
Stan the Man Lot	St. Louis	MO
The Foundry - STL	St. Louis	MO
(P) THE GOODWIN ENTERPRISE GROUP	Jackson	MS
FAC II	Jackson	MS
FAC IV	Jackson	MS
PASCAGOULA	Jackson	MS
3Y Garage	Kansas City	MT
Lightwell Garage	Kansas City	MT
Autopark Garage	St. Louis	MT
Cardinal Lot	St. Louis	MT
Delmar Lot	St. Louis	MT
Library Lot	St. Louis	MT
MLK Lot	St. Louis	MT
Thing Lot	St. Louis	MT
YMCA Lot	St. Louis	MT
Apex Southpark	Charlotte	NC
CLT Cedar Yards	Charlotte	NC
CLT Cedar Yards	Charlotte	NC
CLT Cedar Yards	Charlotte	NC
Kingston - Charlotte	Charlotte	NC
Optimist Hall	Charlotte	NC
STAR DOG LOT - EVENT PARKING	Charlotte	NC
EMBASSY SUITES - CONCORD NC EVENTS	Concord	NC

Account Name	City	ST
Horseshoe at HUB Garage - Vision	Durham	NC
Frye Reg. Med. Center	Hickory	NC
One West Fourth Street Deck	Winston Salem	NC
FAR - Fargo/Hector Intl Valet	Fargo	ND
Salvage Lot	Omaha	NE
5Th & Market St.	Camden	NJ
Hudson Lights Valet	Fort Lee	NJ
East Hampton Garage	Jersey City	NJ
Ellipse Garage	Jersey City	NJ
Lincoln Lot	Jersey City	NJ
Parkside Garage	Jersey City	NJ
River Market Garage	Jersey City	NJ
Riverside Garage	Jersey City	NJ
South Garage (LeFrak)	Jersey City	NJ
The Bisby	Jersey City	NJ
Town Square Garage (LeFrak)	Jersey City	NJ
Waterside Garage	Jersey City	NJ
ST PETER'S HOSPITAL VALET	New Brunswick	NJ
08714 - 38 Orchard Street	Newark	NJ
93757 - WESTFIELD VALET AND PREMIUM	Paramus	NJ
(P) DOUBLETREE HILTON ABQ	Albuquerque	NM
One Central	Albuquerque	NM
(P) GOLDEN NUGGET LAS VEGAS	Las Vegas	NV
(P) Siegel Convention Lot	Las Vegas	NV
AVISON YOUNG LOT	Las Vegas	NV
CIRCUS CIRCUS EAST LOT	Las Vegas	NV
COURTYARD BY MARRIOTT	Las Vegas	NV
FAIRFIELD INN	Las Vegas	NV
HOLIDAY INN EXPRESS	Las Vegas	NV
HOME 2 & TOWNPLACE SUITES LV	Las Vegas	NV
OYO Hotel And Casino Las Vegas	Las Vegas	NV
POWDER COATING PLUS INC	Las Vegas	NV
RESIDENCE INN	Las Vegas	NV
Showcase 4 Lot	Las Vegas	NV
Showcase Mall Garage	Las Vegas	NV
TOWN SQUARE LAS VEGAS	Las Vegas	NV
111 Montgomery	Brooklyn	NY
142 N 6Th	Brooklyn	NY
215 FLATBUSH AVENUE	Brooklyn	NY
351 Jay Street (One Metrotech Center)	Brooklyn	NY
351 Jay Street (One Metrotech Center)	Brooklyn	NY

Account Name	City	ST
75 Henry St	Brooklyn	NY
Cadman Plaza	Brooklyn	NY
93805 - 445 GRAND AVENUE	Brooklyn	NY
Hub Brooklyn	Brooklyn	NY
RESTORATION PLAZA GARAGE	Brooklyn	NY
30-56 WHITESTONE EXPRESSWAY	Flushing	NY
FLUSHING COMMONS	Flushing	NY
FLUSHING COMMONS SOUTH GARAGE	Flushing	NY
STANTON GARAGE	Flushing	NY
168-35 ROCKAWAY BOULEVARD	Jamaica	NY
22-22 JACKSON AVENUE	Long Island City	NY
LAGUARDIA COLLEGE LOT	Long Island City	NY
133 W. 22Nd St.	Manhattan	NY
139 East 33Rd Street	Manhattan	NY
140 W. 51St Street	Manhattan	NY
170 E. 83RD ST.	Manhattan	NY
18 Morton St.	Manhattan	NY
189 West 89Th St Garage	Manhattan	NY
2 Lincoln Square	Manhattan	NY
20 E. 16Th Union Sq West	Manhattan	NY
20 West 13Th St.	Manhattan	NY
200 E 26TH ST.	Manhattan	NY
200 E 61St	Manhattan	NY
215 EAST 80TH STREET GARAGE	Manhattan	NY
21St Street	Manhattan	NY
222 E. 65Th St.	Manhattan	NY
23-25 West 55Th (Gotham)	Manhattan	NY
240 East 47Th Street	Manhattan	NY
270 Greenwich Street	Manhattan	NY
28 10Th Avenue	Manhattan	NY
301 East 66Th Street	Manhattan	NY
340 East 80Th Street	Manhattan	NY
345 W 58Th St	Manhattan	NY
38 West 46Th St.	Manhattan	NY
400 E. 54Th Street Garage	Manhattan	NY
405 East 63Rd Street	Manhattan	NY
4055 10TH AVENUE	Manhattan	NY
45 E. End Ave	Manhattan	NY
555 West 57Th St. (Bmw Garage)	Manhattan	NY
711 WESTEND AVENUE	Manhattan	NY
800 Sixth Ave	Manhattan	NY
ASTOR TERRACE	Manhattan	NY
Biltmore Garage	Manhattan	NY
Carnegie House	Manhattan	NY

4. BUSINESS PROFILE

Account Name	City	ST
Cbs/Deutsche Bank	Manhattan	NY
CONTINENTAL GARAGE -AKA TOWER 111 GARAGE	Manhattan	NY
Drucker Lot	Manhattan	NY
East River Plaza Garage	Manhattan	NY
Foley Square	Manhattan	NY
LASKER	Manhattan	NY
Lincoln Center Valet Garage	Manhattan	NY
Park Lane Garage	Manhattan	NY
Rivercourt Garage	Manhattan	NY
Seagrams	Manhattan	NY
SFG	Manhattan	NY
SKYPORT	Manhattan	NY
Sutton Terrace Garage	Manhattan	NY
Tower 31 Garage	Manhattan	NY
Vanger	Manhattan	NY
Westin Grand Central Hotel	Manhattan	NY
110 EAST END AVENUE GARAGE	New York	NY
225 EAST 26TH ST	New York	NY
251 Pearl Street	New York	NY
ASTEN HOUSE ON EAST 79TH	New York	NY
58-04 Hoffman Drive	Queens	NY
Station Yards Retail	Ronkonkoma	NY
325 ST. MARKS PLACE	Staten Island	NY
Federal Lot	Syracuse	NY
2500 JOHNSON AVENUE	The Bronx	NY
54612 - (Pa) Parkchester - 2040 E Tremont Ave	The Bronx	NY
54613 - (Pa) Parkchester - 1900 Archer St	The Bronx	NY
54614 - (Pa) Parkchester - 1500 Unionport Rd	The Bronx	NY
1200 ELM (MUSIC HALL)	Cincinnati	OH
3RD & RACE	Cincinnati	OH
580 WALNUT GARAGE	Cincinnati	OH
5Th & Plum Lot	Cincinnati	OH
6TH & MAIN	Cincinnati	OH
93791 - (P) Eastside Animal Hospital	Cincinnati	OH
9TH & BOWEN	Cincinnati	OH
Cheapside Lot	Cincinnati	OH
HILTON NETHERLAND PLAZA	Cincinnati	OH
Hyde Park	Cincinnati	OH
Masonic Lot	Cincinnati	OH
Riverfront Lot A	Cincinnati	OH
RiverFront Lot B	Cincinnati	OH
Riverfront Lot E	Cincinnati	OH
SEC 8TH & VINE (T BONE)	Cincinnati	OH
WALNUT	Cincinnati	OH
1020 Bolivar	Cleveland	OH

Account Name	City	ST
1020 Bolivar	Cleveland	OH
1180 Lakeside Garage	Cleveland	OH
CWRU 1A	Cleveland	OH
CWRU 42	Cleveland	OH
CWRU 47	Cleveland	OH
CWRU 48	Cleveland	OH
CWRU 52A	Cleveland	OH
CWRU 56	Cleveland	OH
CWRU 56 D	Cleveland	OH
CWRU 63 (VIC)	Cleveland	OH
CWRU 66B	Cleveland	OH
CWRU 79	Cleveland	OH
CWRU 81 (101st)	Cleveland	OH
CWRU 82 (Maltz)	Cleveland	OH
CWRU 83	Cleveland	OH
CWRU 89	Cleveland	OH
CWRU 90	Cleveland	OH
Euclid Grand Apartments	Cleveland	OH
Firth Third Center Garage	Cleveland	OH
Metropolitan at the 9	Cleveland	OH
Metropolitan at the 9	Cleveland	OH
08842 - SCHIFF GARAGE	Columbus	OH
107 GARAGE	Columbus	OH
151 E State St	Columbus	OH
161 N HIGH ST	Columbus	OH
167 Mckee Alley Lot	Columbus	OH
182 E Long St	Columbus	OH
250 E Town St	Columbus	OH
3Rd And Gay-Bank One	Columbus	OH
3RD AND SPRING	Columbus	OH
4Th & Long	Columbus	OH
4Th & Main	Columbus	OH
75 E MAIN (MISTY)	Columbus	OH
93764 - Young And Spring Lot	Columbus	OH
93904 - 533 Franklin	Columbus	OH
BICENTENNIAL LOT	Columbus	OH
Brewery District Lot	Columbus	OH
COURTYARD MARRIOTT HOTEL - COLUMBUS	Columbus	OH
FIFTH THIRD GARAGE	Columbus	OH
LEVEQUE TOWER GARAGE - UBIT	Columbus	OH
SWC LONG & GRANT (MIKE)	Columbus	OH
The Eye Center Valet	Columbus	OH
Bricktown Okc	Oklahoma City	OK
OKC OUTLETS	Oklahoma City	OK
St. Anthony Hospital	Oklahoma City	OK
St. Anthony Hospital - Shawnee	Oklahoma City	OK
LOT -A-	Tulsa	OK
LOT D	Tulsa	OK
LOT E	Tulsa	OK
LOT J (OK)	Tulsa	OK
LOT L	Tulsa	OK
LOT M	Tulsa	OK

Account Name	City	ST
Union Bank Of California (R/C From City)	Portland	OR
Amtrak - Lancaster	Lancaster	PA
08774 - 417 S Broad	Philadelphia	PA
10TH & SOUTH ST	Philadelphia	PA
2107 SANSOM STREET	Philadelphia	PA
22Nd & Walden	Philadelphia	PA
411-419 North 13th Street	Philadelphia	PA
8Th & Market	Philadelphia	PA
Amtrak- Short Term/Metered	Philadelphia	PA
BROAD AND VINE	Philadelphia	PA
Eakins Oval	Philadelphia	PA
MARRIOTT OLD CITY	Philadelphia	PA
Sheraton Suites Philadelphia Airport	Philadelphia	PA
University Square	Philadelphia	PA
SSW - Furnace Garage	Pittsburgh	PA
SSW - Hot Metal Garage 1	Pittsburgh	PA
SSW - Ingot Garage	Pittsburgh	PA
SSW - Ladle Garage	Pittsburgh	PA
SSW - Open Hearth Garage	Pittsburgh	PA
THE PENNSYLVANIAN - LOWER LOT	Pittsburgh	PA
THE PENNSYLVANIAN - UPPER LOT	Pittsburgh	PA
U.S. STEEL	Pittsburgh	PA
EPB Garage	Chattanooga	TN
103 Jefferson Street Lot	Clarksville	TN
107 Jefferson Street Lot	Clarksville	TN
301 Main Street Lot	Clarksville	TN
303 2nd Street Lower Lot	Clarksville	TN
303 N 2nd Ave Upper Deck	Clarksville	TN
305 Main Street Lot	Clarksville	TN
321 N Spring Street Lot	Clarksville	TN
415 N Second Ave Lot	Clarksville	TN
First Presbyterian Church Lot	Clarksville	TN
Shelby Trio Lot #1	Clarksville	TN
Strawberry Alley Lot	Clarksville	TN
Mulberry Mill	Dickson	TN
ALLEGORY LOT	Gatlinburg	TN
BEAR LOT	Gatlinburg	TN
CHEROKEE LOT	Gatlinburg	TN
08721 - CENTRAL LOT	Knoxville	TN
08792 - PORTER LOT	Knoxville	TN
08835 - MAGNOLIA LOT	Knoxville	TN
2018 Davenport	Knoxville	TN
512 Cafego Lot	Knoxville	TN
Baconator Lot	Knoxville	TN
BLACK LOT	Knoxville	TN



4. BUSINESS PROFILE

Account Name	City	ST
BRIGHTON LOT	Knoxville	TN
Capital Lot	Knoxville	TN
DIXIE LOT	Knoxville	TN
FBC LOT	Knoxville	TN
First Horizon Plaza Garage	Knoxville	TN
Flagship Kerns	Knoxville	TN
HAWKEYE CORNER	Knoxville	TN
Hilton Garage	Knoxville	TN
Huff Lot	Knoxville	TN
Ijams Nature Center	Knoxville	TN
JACKSON LOT	Knoxville	TN
LOCUST LOT	Knoxville	TN
MARKET ALLEY	Knoxville	TN
Masonic Temple Lower Lot	Knoxville	TN
Masonic Temple Upper Lot	Knoxville	TN
MCGHEE LOT	Knoxville	TN
North Knoxville Medical Center	Knoxville	TN
OFO Lot	Knoxville	TN
PHOENIX LOT	Knoxville	TN
Platinum Lot	Knoxville	TN
Promenade	Knoxville	TN
Scruffy Lot	Knoxville	TN
SQUARE LOT	Knoxville	TN
St. Johns Cathedral - Knoxville	Knoxville	TN
SUMMIT LOT	Knoxville	TN
TEABERRY	Knoxville	TN
Tonic Lot	Knoxville	TN
Turkey Creek Medical Center Valet	Knoxville	TN
VINE & CENTRAL (VINE)	Knoxville	TN
2192 Central	Memphis	TN
Billy Lot	Memphis	TN
Brewery Garage	Memphis	TN
First Tennessee Garage	Memphis	TN
Gibson Lot	Memphis	TN
Hope Garage	Memphis	TN
ONE MEMPHIS PLACE - SURFACE LOT	Memphis	TN
0 11th Lot	Nashville	TN
1 Music Circle North	Nashville	TN
1000 Woodland	Nashville	TN
1010 18th Ave N Lot	Nashville	TN
1010 4TH AVENUE NORTH	Nashville	TN
10th & Commerce Lot (LifeWay Campus)	Nashville	TN
1201 Baptist World Center Lot	Nashville	TN
1212 9th Ave N	Nashville	TN
12th & Division	Nashville	TN
12th & Division	Nashville	TN
1320 5th Avenue N Lot	Nashville	TN
1500 Demonbruen	Nashville	TN
1520 16th Avenue S Lot	Nashville	TN

Account Name	City	ST
17th & Grand	Nashville	TN
1801 West End Garage	Nashville	TN
1905 Jefferson Lot / DJW Lot	Nashville	TN
1911 church street	Nashville	TN
2007 Belmont	Nashville	TN
2020 Research Lot	Nashville	TN
211 Commerce	Nashville	TN
222 2nd Ave. Garage	Nashville	TN
2525 West End	Nashville	TN
2nd & Church	Nashville	TN
2nd and Lea Lot	Nashville	TN
3/4 Broadway Lot	Nashville	TN
3/4 Broadway Lot	Nashville	TN
300 JRP	Nashville	TN
3200 West End Garage	Nashville	TN
3rd & Jefferson	Nashville	TN
440 Humphreys Lot	Nashville	TN
478 CRAIGHEAD	Nashville	TN
49MSW Garage	Nashville	TN
520 Lea Ave	Nashville	TN
530 3rd Ave.	Nashville	TN
5th & Broadway - Office	Nashville	TN
5th & Broadway - Retail	Nashville	TN
600 3rd Ave.	Nashville	TN
800 Main East Nashville	Nashville	TN
810 Jefferson Street Lot	Nashville	TN
823 Woodland	Nashville	TN
8th and Division	Nashville	TN
908 Division	Nashville	TN
Acklen Lot	Nashville	TN
Alley Lot	Nashville	TN
Amazon Tower 1	Nashville	TN
Attic/Main Lot	Nashville	TN
Axe lot	Nashville	TN
Backfield in Motion	Nashville	TN
Bailey Lot	Nashville	TN
Bastion Lot	Nashville	TN
Battle Lot	Nashville	TN
Beaman Lot	Nashville	TN
Behind the Hill Lot	Nashville	TN
Belmont Church Yoga Lot	Nashville	TN
Bill Lot	Nashville	TN
Blakemore Lot	Nashville	TN
BNA North Lot	Nashville	TN
BNA South Lot	Nashville	TN
Bode	Nashville	TN
Body Shop Lot	Nashville	TN
Bohan Lot (Marketstreet)	Nashville	TN
Bonding - 518 3rd Ave.	Nashville	TN
Book Lot	Nashville	TN
BOWTRUSS LOT	Nashville	TN
Bridgestone Arena Garage	Nashville	TN
Briley	Nashville	TN

Account Name	City	ST
BTE Lot	Nashville	TN
BUCHANAN LOT	Nashville	TN
Buffalo lot	Nashville	TN
BULLPEN LOT	Nashville	TN
C Haynes Lot	Nashville	TN
CAMERA LOT	Nashville	TN
Castner Knott Garage	Nashville	TN
Center Lot	Nashville	TN
Coffee Lot	Nashville	TN
COMMERCE GARAGE	Nashville	TN
Contractors Lot (Marketstreet)	Nashville	TN
Council Lot	Nashville	TN
Crye Leike	Nashville	TN
Cummins Sign Lot	Nashville	TN
Data Lot (MarketStreet)	Nashville	TN
Douglas / Zanie's Lot	Nashville	TN
Downtown Dental Alley Spaces	Nashville	TN
DUGOUT LOT	Nashville	TN
Ellis Lot (22nd & State)	Nashville	TN
Elliston Place Garage	Nashville	TN
ENDZONE 1	Nashville	TN
ENDZONE 2	Nashville	TN
Fannie Battle	Nashville	TN
Fat Belly	Nashville	TN
First Bank Midtown	Nashville	TN
First Baptist Church Lot A	Nashville	TN
First Baptist Church Lot B	Nashville	TN
First Baptist Church Lot C	Nashville	TN
Five Points Lot	Nashville	TN
Four Seasons Garage (Congress Group)	Nashville	TN
Four Seasons Garage (Congress Group)	Nashville	TN
FOURNIER LOT	Nashville	TN
Friendship Baptist Church Lot	Nashville	TN
Goodwin Lot	Nashville	TN
Gulch Crossing Garage (Marketstreet)	Nashville	TN
Halls Nashville LLC	Nashville	TN
Harvey - 514 Church	Nashville	TN
HOPS LOT	Nashville	TN
Hume Fogg	Nashville	TN
Hyatt Caption Garage	Nashville	TN
Hyatt Centric Garage	Nashville	TN
Hyve Lower	Nashville	TN
Ice Lot	Nashville	TN
ICON Garage (Marketstreet)	Nashville	TN
Jacobs Cohen Lot	Nashville	TN
Javanco Lot (Marketstreet)	Nashville	TN

4. BUSINESS PROFILE

Account Name	City	ST
Jed's Lot	Nashville	TN
Jericho - 215 Church	Nashville	TN
Keeper Lot	Nashville	TN
KENECT Garage	Nashville	TN
Kensington Garage	Nashville	TN
Kitch Lot	Nashville	TN
L&C Garage	Nashville	TN
Lafayette lot	Nashville	TN
Lakeside Lounge	Nashville	TN
Laurel Lot (Marketstreet)	Nashville	TN
Laurel Lot (Marketstreet)	Nashville	TN
Leach Lot	Nashville	TN
Lotus Lot	Nashville	TN
Magazine lot	Nashville	TN
Main St. Lot	Nashville	TN
McKendree Garage	Nashville	TN
Med Supply Lot	Nashville	TN
Millennium Music Row	Nashville	TN
Modera - Gulch	Nashville	TN
Modera Riverview	Nashville	TN
Moore Building (opening 2023)	Nashville	TN
Motif Nashville	Nashville	TN
Municipal - 601 3rd Ave.	Nashville	TN
Muse Garage	Nashville	TN
Muse Garage	Nashville	TN
Nashville MTA Garage	Nashville	TN
NCC	Nashville	TN
NCC	Nashville	TN
NCC	Nashville	TN
Novel Edgehill Garage	Nashville	TN
One Nashville Place Annex	Nashville	TN
One Nashville Place Garage	Nashville	TN
ONE2ZONE	Nashville	TN
Opry Lots Self Park	Nashville	TN
Orbison Building Lot	Nashville	TN
Ozzie Lot	Nashville	TN
Park Commons	Nashville	TN
Parkway Tower	Nashville	TN
Paseo III	Nashville	TN
Pasta Lot	Nashville	TN
Patel/Platinum Lot	Nashville	TN
Pesca Lot / TrailWest	Nashville	TN
Pine Street Flats Garage (Marketstreet)	Nashville	TN
Placemakr - WeHo	Nashville	TN
Post Lot	Nashville	TN
Prima	Nashville	TN
Public Square Garage	Nashville	TN
QUEENS WEHO GARAGE	Nashville	TN
Ragland Lot	Nashville	TN
Rebel Lot	Nashville	TN
Rhythm Lot	Nashville	TN

Account Name	City	ST
Riggins Lot	Nashville	TN
Ruths Chris Nashville	Nashville	TN
Salon FX	Nashville	TN
Salon FX	Nashville	TN
Schulman's Parking Lot	Nashville	TN
Central Nashville	Nashville	TN
Shoes Lot	Nashville	TN
SOD Lot	Nashville	TN
Spring Lot	Nashville	TN
St. Mary's Church Lot	Nashville	TN
Standard Assembly	Nashville	TN
State Lot East	Nashville	TN
Stem Lot	Nashville	TN
Studio Smile Lot	Nashville	TN
Sylvan Street Baptist Church	Nashville	TN
Sylvan Supply	Nashville	TN
Sylvan Supply Annex Garage	Nashville	TN
Sylvan Supply Breakfast Lot	Nashville	TN
Sylvan Supply Retail Lot	Nashville	TN
Tailgate Lot	Nashville	TN
Tattoo	Nashville	TN
Taylor Place	Nashville	TN
TBS	Nashville	TN
TEA Lot	Nashville	TN
Templeton Lot	Nashville	TN
Tennessee Lot - 123 7th Ave.	Nashville	TN
Terrazzo Garage	Nashville	TN
The Gossett on Church	Nashville	TN
The Hill Lot	Nashville	TN
The River House Nashville	Nashville	TN
The Starling	Nashville	TN
The Tennessean Lot	Nashville	TN
TMFM Lot	Nashville	TN
Tooth Lot	Nashville	TN
Treasure Lot	Nashville	TN
Trio Music	Nashville	TN
Tulane - 714 Church	Nashville	TN
Turnip Truck	Nashville	TN
VCR Lot	Nashville	TN
Velocity Garage	Nashville	TN
Viridian	Nashville	TN
Vision Lot	Nashville	TN
Voorhees Lot	Nashville	TN
Wabash/Fluffo	Nashville	TN
Warehouse Garage	Nashville	TN
Wellspire North	Nashville	TN
Wellspire South	Nashville	TN
Whiskey Kitchen Lot	Nashville	TN
White Lot #1	Nashville	TN
White Lot #2	Nashville	TN
Wolf Lot	Nashville	TN
WOODLAND LOT	Nashville	TN
Med City Arlington	Arlington	TX
1109 East 6th Lot	Austin	TX

Account Name	City	ST
1121 Alley Lot (Zone)	Austin	TX
1121 East 7th Lot (Formerly Any Baby Can)	Austin	TX
1121 East 7th Lot (Formerly Any Baby Can)	Austin	TX
1301 S Lamar	Austin	TX
300 W. 6th	Austin	TX
508 W Live Oak	Austin	TX
600 Sabine Lot	Austin	TX
7 Rio	Austin	TX
70 Rainey	Austin	TX
705 West 6th St Lot	Austin	TX
Big Cowboy Lot	Austin	TX
Bouldin Creek	Austin	TX
Camden Rainey Street Garage	Austin	TX
Canopy by Hilton Hotel	Austin	TX
Cole Apartments	Austin	TX
Elle West Ave	Austin	TX
Frost Bank Tower	Austin	TX
HOTEL INDIGO AUSTIN	Austin	TX
Hyatt House Austin Valet	Austin	TX
Lavaca Plaza	Austin	TX
Lavaca Plaza	Austin	TX
Little Cowboy Lot	Austin	TX
Miller on 7th	Austin	TX
Mueller McBee Garage	Austin	TX
Mueller Simond Garage	Austin	TX
Seaholm Garage	Austin	TX
Simms Lot	Austin	TX
St. David's Episcopal Church	Austin	TX
St. David's Episcopal Church	Austin	TX
St. Vincent Lot	Austin	TX
The Block Yard	Austin	TX
The Callaway House	Austin	TX
The Grove ATX	Austin	TX
Third & Shoal	Austin	TX
TXOGA Lot	Austin	TX
Urban Vet Lot	Austin	TX
Whitis Lot	Austin	TX
HCA Healthcare North Cypress - Valet	Cypress	TX
HCA Healthcare North Cypress - Valet	Cypress	TX
(P) Harvest Lofts	Dallas	TX
2525 Mckinnon	Dallas	TX
2700 Mckinney Lots - Endeavour	Dallas	TX
411 Akard Garage	Dallas	TX
6080 NCX - Vision	Dallas	TX
Dallas High School	Dallas	TX
Farmers Market	Dallas	TX
Gary Lot Management	Dallas	TX
Medical City Dallas	Dallas	TX

4. BUSINESS PROFILE

Account Name	City	ST
Medical City Dallas	Dallas	TX
Ross Avenue Garage	Dallas	TX
Shed Lot	Dallas	TX
Spurgeon Harris Garage	Dallas	TX
THIRD RAIL LOFTS	Dallas	TX
YMCA Dallas	Dallas	TX
811 LAMAR STREET	Fort Worth	TX
ADOBE STOCKYARD LOT	Fort Worth	TX
F Kent - 301 Main Street	Fort Worth	TX
F Kent - 308 Main Street	Fort Worth	TX
F Kent Magnolia	Fort Worth	TX
FIRST ON 7TH GARAGE	Fort Worth	TX
Heritage Museum	Fort Worth	TX
Medical City Ft Worth (Plaza Med)	Fort Worth	TX
TAYLOR STREET GARAGE	Fort Worth	TX
USPS LOT	Fort Worth	TX
Medical City of Frisco	Frisco	TX
KEMPNER LOT	Galveston	TX
MARINE LOT	Galveston	TX
OGS LOT	Galveston	TX
STARBUCKS LOT	Galveston	TX
103 N Jackson St.	Houston	TX
1102 Preston(NOT PRESTON GARAGE)	Houston	TX
1310 Congress	Houston	TX
1400 Travis (Church)	Houston	TX
1401 Prairie (Bat 1)	Houston	TX
1801 Binz	Houston	TX
400 Main	Houston	TX
415 San Jacinto	Houston	TX
714 Yale St Lot	Houston	TX
718 W 18th St Lot	Houston	TX
777 Clay Wedge Garage	Houston	TX
809 W. Alabama Lot	Houston	TX
912 Bell St (Bobby)	Houston	TX
915 Commerce (Bayou)	Houston	TX
934 Wakefield lot	Houston	TX
949 Wakefield Lot	Houston	TX
Allen's Landing Garage	Houston	TX
Aquarium-Downtown	Houston	TX
Block 320 wedge	Houston	TX
Cadillac Lot	Houston	TX
Dooley	Houston	TX
Filly Lot	Houston	TX
HCA Houston - 1313 Hermann	Houston	TX
HCA Houston - 1313 Hermann	Houston	TX
HCA Surgicare Valet - Clearlake	Houston	TX
Heights Marketplace	Houston	TX
Joe Lot	Houston	TX

Account Name	City	ST
Lot 95	Houston	TX
Lot 97	Houston	TX
Morton Steak House Valet	Houston	TX
Museum Medical Garage	Houston	TX
One Allen Center	Houston	TX
One Fannin Garage	Houston	TX
Preston Garage	Houston	TX
Saks	Houston	TX
Sign Lot	Houston	TX
SJMC Garages	Houston	TX
Space Center Houston	Houston	TX
The Woman's Hospital of Texas	Houston	TX
The Woman's Hospital of Texas	Houston	TX
The Woman's Hospital of Texas	Houston	TX
Vic & Anthony's Steakhouse	Houston	TX
Wedge Int Tower Garage (1415)	Houston	TX
YMCA Downtown Houston	Houston	TX
511 John Carpenter - Crescent	Irving	TX
Healthcare Realty Trust Inc	Jersey Village	TX
Atomic Lot	Lubbock	TX
Raider Park Garage	Lubbock	TX
Medical City McKinney (McKinney, TX)	McKinney	TX
Medical City McKinney MOB	McKinney	TX
Medical City Plano (Plano, TX)	Plano	TX
(P) Wyndham Garden Hotel San Antonio	San Antonio	TX
1303 Avenue B	San Antonio	TX
217 S Presa Lot	San Antonio	TX
718 BROADWAY	San Antonio	TX
815 Avenue B	San Antonio	TX
Aqua Lot	San Antonio	TX
B. SCOTT LOT	San Antonio	TX
Brake And Clutch	San Antonio	TX
CARRIAGE LOT	San Antonio	TX
Cavender Showroom Lot	San Antonio	TX
D. SCOTT LOT RECLASS FROM LEASE 494-0711	San Antonio	TX
Dollar Lot	San Antonio	TX
Down on Grayson Lot	San Antonio	TX
INSPIRE DOWNTOWN	San Antonio	TX
La Cantera Valet Only	San Antonio	TX
NORTH STAR MALL - Courtyard and Fairfield	San Antonio	TX
Old Cell Phone Lot	San Antonio	TX
Point Lot	San Antonio	TX
Red Extension Lot	San Antonio	TX

Account Name	City	ST
San Antonio International Airport - Green Economy Lot	San Antonio	TX
San Antonio International Airport - Long Term Garage	San Antonio	TX
San Antonio International Airport - Red Economy Lot	San Antonio	TX
San Antonio International Airport - Short Term Garage	San Antonio	TX
Tract C Lot	San Antonio	TX
Travis Lot II	San Antonio	TX
Western Lot II	San Antonio	TX
Yellow Lot	San Antonio	TX
RESTAURANT ROW VALET	The Woodlands	TX
CHRISTUS Trinity Mother Frances Hospital	Tyler	TX
UT Clearlake Valet	Webster	TX
Black Desert Resort	Ivins	UT
257 Tower	Salt Lake City	UT
515 Tower	Salt Lake City	UT
83220 - (PA) SECOND AND STATE SURFACE LOT	Salt Lake City	UT
CICERO GARAGE	Salt Lake City	UT
City Centre	Salt Lake City	UT
City Centre	Salt Lake City	UT
Salt Lake Hardware Building	Salt Lake City	UT
Tower 250	Salt Lake City	UT
2200 Main St. - Dakota Pacific	South Salt Lake	UT
Crystal Clark	Arlington	VA
Presidential Tower	Arlington	VA
VIRGINIA SQUARE PLAZA	Arlington	VA
230-232 49TH ST (ROSE)	Newport News	VA
231 48TH ST (MITCH)	Newport News	VA
320-2 37TH STREET (KELLY)	Newport News	VA
320-36 36TH ST (FENCE)	Newport News	VA
3600-6 HUNTINGTON (CASEY)	Newport News	VA
3800 HUNTINGTON AV (PHIL)	Newport News	VA
4900 WASHINGTON AV (NORTH)	Newport News	VA
MARTHA	Newport News	VA
Dominion Plaza	Norfolk	VA
110 N. 7TH ST	Richmond	VA
801 E. CARY ST. LOT	Richmond	VA
REYNOLDS LOT	Richmond	VA
RICHMOND AMTRAK	Richmond	VA
VALENTINE MUSEUM LOT	Richmond	VA
LewisGale Medical Center	Salem	VA

4. BUSINESS PROFILE

Account Name	City	ST
801 N QUINCY	Washington DC	VA
Avalon Towers Bellevue	Bellevue	WA
La Mar Valet	Bellevue	WA
Rite Aid Lot - Bellevue	Bellevue	WA
The Plaza Buildings	Bellevue	WA
The Plaza Buildings	Bellevue	WA
TIC Bellevue Lot	Bellevue	WA
Southport on Lake Washington	Renton	WA
1201 Eastlake STP	Seattle	WA
1818 6Th Ave Lot	Seattle	WA
1825 7Th Ave - Lot	Seattle	WA
330 Dexter	Seattle	WA
400 Aurora	Seattle	WA
500 Olive Way - Lot	Seattle	WA
600 Broadway Garage	Seattle	WA
600 Olive Garage	Seattle	WA
7Th & Pike	Seattle	WA
BLOCK 18	Seattle	WA
Block 79	Seattle	WA
BOZOTRONICS LOT	Seattle	WA
CITY HARDWARE LOT	Seattle	WA
Cypress	Seattle	WA
DISCOVERY CENTER LOT	Seattle	WA
GLAZERS CAMERA LOT	Seattle	WA
Home Plate Center	Seattle	WA
KEXP Lot	Seattle	WA
LAKE UNION PIERS 82809	Seattle	WA
LAKE UNION PIERS 82810	Seattle	WA
Madison Garage	Seattle	WA
Marion & Minor Garage	Seattle	WA
MURATA LOT	Seattle	WA
PREMIERE ON PINE	Seattle	WA
RADIUS APARTMENTS	Seattle	WA
REXLAND LOT	Seattle	WA
SITKA APARTMENT	Seattle	WA
TRICK & MURRAY LOT	Seattle	WA
Unico: Stone34	Seattle	WA
West Lake Union Center	Seattle	WA
1214 N. Water St.	Milwaukee	WI
300 VAN BUREN	Milwaukee	WI
417 East Chicago	Milwaukee	WI
Brix408	Milwaukee	WI
Chase Tower Surface Lot	Milwaukee	WI
TWO-FIFTY	Milwaukee	WI
Church Lot	Charleston	WV
United Center (WV)	Charleston	WV
United Center Lot	Charleston	WV

The following is a listing of all/any citations from OSHA for the years 2020-2024

3/10/2021 Michigan-OSHA Detroit Metropolitan Wayne County Airport (DTW)

The inspection was initiated based on an employee complaint. At the conclusion of the inspection, one violations were identified resulting in a fine of \$2,100.00

Citation 1 Item 1a: Serious: Rule 5(2) EMERGENCY RULES - CORONAVIRUS DISEASE 2019 (COVID-19) [REF MCL 24.248] The employer shall require workers who are sick to not report to work or work in an isolated location.

10/15/2021 California-OSHA LA-DOT

The inspection was initiated after an employee injury. At the conclusion of the inspection, three violations were identified resulting in a fine of \$3,600.00

Citation 1 Item 1: Regulatory: T8CCR §342. Reporting Work-Connected Fatalities and Serious Injuries. Employer failed to immediately report to the Division the serious injury of an employee that occurred on or about 6/18/2021.

Citation 1 Item 2: General: T8CCR §3203(a) – Injury and Illness Prevention Program. Prior to and during the course of the inspection, including but not limited to, on October 14, 2021, the employer had not established, implemented and maintained a written IIPP that included all the required elements including but not limited to:

(4) Include procedures for identifying and evaluating work place hazards including scheduled periodic inspections to identify unsafe conditions and work practices. Inspections shall be made to identify and evaluate hazards: (B) Whenever new substances, processes, procedures, or equipment are introduced to the workplace that represent a new occupational safety and health hazard; and(C) Whenever the employer is made aware of a new or previously unrecognized hazard.

(7) Provide training and instruction: (F) For supervisors to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control may be exposed.

(8) Allow employee access to the Program.

Citation 1 Item 3: General: T8CCR §3395(i) – Heat Illness Prevention in Outdoor Places of Employment. Prior to and during the course of this investigation including but not limited to, on October 14, 2021, the employer had not established, implemented and maintained an effective heat illness prevention plan that included all the required elements including but not limited to:

(2) The high heat procedures referred to in subsection (e)(3).

(3) The emergency response procedures in accordance with subsection (f)(3)

10/31/2021 California-OSHA SoFi Stadium

The inspection was initiated after an SP+ operated golf cart at SoFi Stadium overturned, injuring five employees. At the conclusion of the inspection, three violations were identified resulting in a fine of \$5,750.00.

Citation 1 Item 1: Regulatory: T8CCR §342. Reporting Work-Connected Fatalities and Serious Injuries. Employer failed to immediately report to the Division the serious injury of an employee that occurred on or about 10/31/2021.

Citation 1 Item 2: Regulatory: T8CCR §3203 (b)(2) Injury and Illness Prevention Program. Prior to and during the course of the inspection, the employer's documentation of safety and health training did not include the training providers.

Citation 1 Item 3: Regulatory: T8CCR §3203 (a) Injury and Illness Prevention Program. Prior to and during the course of the inspection, the employer had not provided effective training and instruction on safe operation of the EZGO Express vehicle to all employees assigned to operate and/or utilize the vehicle at SoFi Stadium.

9/12/2022 California-OSHA 1150/1440 Pacific Coast Highway

The inspection was initiated after an SP+ employee suffered a heat related illness. At the conclusion of the inspection, three violations were identified resulting in a fine of \$13,375.

Citation 1 Item 1: Repeat Regulatory: T8CCR §3 42(a) Reporting Work-Connected Fatalities and Serious Injuries. The employer did not immediately report to the Division of Occupational Safety and Health the serious illness of an employee that occurred on or about 9/3/2022

Citation 1 Item 2: General: T8CCR § 3395(i) Heat Illness Prevention in Outdoor Places of Employment. Prior to and during the course of the inspection, including, but not limited to, 9/12/2022, the employer did not establish, implement and maintain an effective Heat Illness Prevention Plan (HIPP) in accordance with this section. Their written HIPP was not available to the representative of the division who requested it on 9/12/2022 at this worksite.

Citation 2 Item 1: Serious: T8CCR § 3395(h) Heat Illness Prevention in Outdoor Places of Employment. Prior to and during the course of the inspection, including, but not limited to, September 3 2022, the employer had not effectively trained their supervisory and non-supervisory employees on all of the elements required in the standard.

1/4/2024

State of Washington Department of Labor and Industries

An inspection at was initiated at SeaTac Airport as part of a complaint against Alaska Airlines alleged by an Alaska Airlines employee. The State of Washington Department of Labor and Industries involved BAGS/SP Plus as part of the inspection due to the our employees performing the same basic functions for Alaska Airlines at the Alaska Airlines ticket counter. At the conclusion of the inspection, two violations were identified resulting in no fines (\$0.00).

Citation 1 Item 1: General: WAC 296-800-14005(1) You must develop a formal accident prevention program that is outlined in writing. The program must be tailored to the needs of your particular workplace or operation and to the types of hazards involved.

Citation 1 Item 2: General: WAC 296-800-16005 Do a hazard assessment for PPE. You must look for and identify hazards or potential hazards in your workplace and determine if PPE is necessary on the job.

5. QUALITY ASSURANCE CAPABILITIES

Description of Services

Proposals shall include an overview of how the services provided by the Proposer will comply with the requirements set forth in this RFP. The description of services portion of the Proposal should include, at a minimum, all the following items:

1) A description of each Project Team member's role and responsibilities regarding the provision of the Services set forth in this RFP.

Please refer to the **Qualifications and Experience Overview** sub-section of **Section 4. Business Profile** for detailed information on the roles and responsibilities of our team members with regard to the provision of the Services set forth in the RFP.

2) A detailed description of any Services set forth in this RFP that will not be included in the services provided by the Project Team and the reason for the exclusion of such Services.

A stand-alone pay-on-foot machine will not be provided in the Airport Terminal.

This piece of hardware is not necessary as a part of the **Metropolis** Computer Vision system. To optimize the experience provided by the Vision system, patrons are encouraged to pay through our platform and not at traditional pay-on-foot devices.

Our Vision technology utilizes a combination of camera-based License Plate Recognition (LPR) hardware and Artificial Intelligence software at the entry and exit lane locations of each parking facility. This ensures we are capturing all parking customer vehicles by license plate – and on the rare event of a license plate read failure – by additional vehicle attributes, including vehicle make, model and color. It is through this method that our system is able to accurately recognize and appropriately charge each customer based on their vehicle stay duration in the parking facilities.

Once a parking customer registers on the **Metropolis** platform by scanning QR code signage within the parking lots, they can easily store a payment method on their profile. Our system will then recognize the customer's vehicle each time they return to ACV or any other **Metropolis**-enabled parking facility. The registration process is simple and takes less than a minute.

However, for customers that would like to continue to pay for their parking stay at ACV with cash or credit card payment, these payment options are offered in our on-site staffing plan via Customer Service Representatives (CSRs) that will monitor and assist customers at the exit lanes of each customer parking lot.

To ensure immediate customer assistance and labor efficiency, we have also proposed a Remote Management System (RMS) utilizing in-lane intercom technology that will allow our staff to communicate effectively with each other and parking customers to ensure any fee payment issues are addressed in a timely manner.

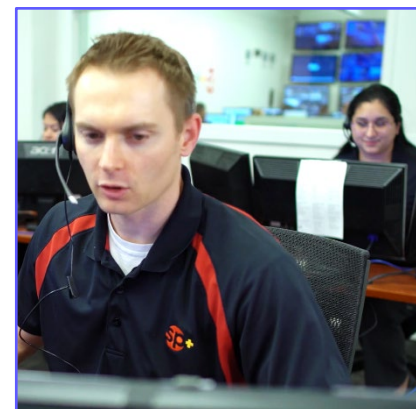
5. QUALITY ASSURANCE CAPABILITIES

3) A description of any and all procedural techniques that the Project Team will utilize in order to add value to the Services set forth in this RFP.

Quality Assurance

A critical element in measuring and ensuring the delivery of excellence in customer service is the ongoing review of employee service execution, consistent recognition of high performance and providing corrective feedback and retraining where gaps in performance exist. **SP+** has incorporated all of the below listed quality control measurement practices at our airports.

- **Monitoring Employee Performance:** We augment our employee training program with a multi-faceted monitoring system designed to ensure satisfactory on-the-job performance. **SP+**'s reputation for excellence in on-site management and support office functions is built on a comprehensive, award-winning training methodology which identifies and develops the skills necessary to enable all of our staff, from frontline to support office employees, to exceed our already rigorous expectations. **SP+** is dedicated to the value and significance of employee training and realizes its positive correlation to professionalism and excellent customer-centric service.
- **Feedback on Daily Operations:** One of the best ways we motivate and maintain our standard on performance at these locations is through consistent and effective observation and communications programs that provide our team members key information that will help enable them to succeed in their current roles. Supervisors and managers perform timely service, facility and safety inspections throughout the day to assure all areas of the operation are running smoothly and areas requiring attention are prioritized, with schedules adjusted and adapted accordingly. This process has evolved over time and has settled into a routine that makes for the least amount of disruption for travelers and employees.
- **Disciplinary Action Leading to Demotion or Dismissal:** When an employee fails to perform work duties to established standards of performance or behaves improperly, it is necessary to take actions to correct the problem. For some violations; including but not limited to absenteeism, poor work quality or disobeying a work regulation or rule; improper conduct may be addressed progressively through verbal warning, written warning, suspension and ultimately termination. An employee may be suspended pending investigation until further information is gathered.
- **Annual Review Process:** During the employee performance review process, the supervisor is required to review the employee's prior year's performance, discuss their career development objectives for the upcoming year and recommend internal resources to advance those objectives. The supervisor is required to discuss with the employee performance issues which may impede advancement and recommend internal resources to rectify the specific issues identified by both supervisor and employee.
- **Direct Customer Feedback:** Direct customer feedback whether verbal, via phone or email can provide useful information to determine how well we are managing our properties and to make informed decisions about our facilities. The feedback we obtain from customers can be on a variety of topics.



5. QUALITY ASSURANCE CAPABILITIES

- **Mystery Shop Program:** Many **SP+** airports have chosen to contract with an independent firm to perform “Mystery Shopping” at airport facilities. The mystery shoppers follow the pattern of a normal parking customer and are instructed to observe specific operational procedures and employee behaviors. Immediately upon exiting the facility, the mystery shopper completes a series of questions designed to determine if customer service and revenue control procedures were followed according to Company standards.

The results of each mystery shop are provided to **SP+** for review and follow-up with staff. Kudos are delivered to employees who provide exceptional performance in customer service and policy execution. Constructive feedback and re-training are applied when gaps in procedures or service are identified.

Project Understanding and Quality Control

Proposals shall include an overview of the Proposer’s policies and procedures regarding quality control. The quality control overview should include, at a minimum, all the following items:

1) A detailed description of the Proposer’s understanding of the requirements applicable to the provision of the Services set forth in this RFP.

SP+ provides the most comprehensive round-the-clock management and operating services for airport parking services. We offer an expansive range of operational capabilities and technology platforms designed to deliver end-to-end mobility and a frictionless customer experience to the patrons of ACV. Our core objectives are speed, flexibility, convenience, safety and always a dedicated focus on the delivery of exemplary customer service with AAA Five Diamond standards rooted in superior hospitality.

Our Aviation division has pioneered the solutions that have become aviation industry standards and have made customer travel more convenient. Not only do we provide exceptional market-based expertise, we utilize the latest in advanced technologies and have taken innovative approaches supporting revenue management to maximize the performance of our clients’ businesses. Further, our touchless, digitally focused technologies, including online reservations, contactless payment, online parking guides and remote baggage service offerings provide added customer safety, convenience and efficiency.

SP+ has developed and implemented detailed operational procedures specific to the needs and conditions of 77 airports across the country providing guidance on policies, practices and procedures covering all aspects of airport parking management and operation. Our management approach builds on **SP+**’s strong history of comprehensive operating standards and our methods to maintain and enhance service quality.

We propose to outfit all customer ingress and egress lanes at all parking lots at ACV, including the **Primary** and separate **Supplemental** lot near the north end of the Terminal, as well as if desired, the **Employee** parking lot. We understand the County’s decision to implement a single rate structure for each parking lot at ACV, and commit to employing tried and true operational efficiency measures coupled with the most advanced airport parking access control and fee payment technology to ensure an optimal customer parking experience while improving the Airport’s net operating income.

5. QUALITY ASSURANCE CAPABILITIES

2) A detailed description of the management strategies that will be utilized by the Proposer in order to achieve the performance specifications of the Proposal in an efficient and effective manner.

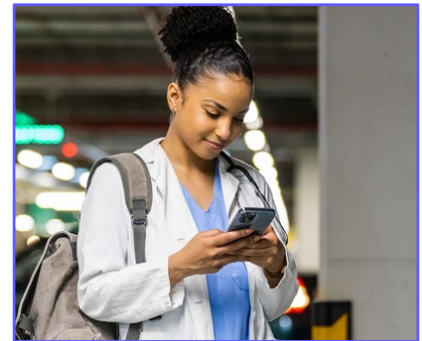
Customer Service Plan

Throughout our numerous years of serving America's airports, **SP+** has pursued an unwavering philosophy to **provide excellent customer service!** This goal permeates and drives our culture. It is our mission and the root of our success.

Superior service and corresponding customer satisfaction are attained through the confluence of coordinated policies, programs and plans. Furthermore, superior customer service also requires the identification and application of objectively measurable and realistically attainable service performance standards.

Proactive Customer Feedback Initiatives

Collecting feedback through multiple sources, from direct communication to electronic surveys, is an important part of how **SP+** monitors customer satisfaction. **Improving the customer experience is a continuous cycle** of gathering high-volume, reliable feedback and acting on these insights. Technology allows **SP+** to tap into multiple resources, which provide feedback from our valued customers.



- **QR Codes:** Customer surveys are one of the most effective ways to determine how to improve the Airport customer experience. We found that customers are often too busy to give feedback, especially while traveling, so **SP+** has migrated the dated concept of the mail-in customer surveys to a technology-based QR code survey. Images of QR codes linked to an on-line survey are easy to produce and can be placed in multiple high-interaction areas of the Airport experience. Customers can use their mobile device to share feedback instantly and easily while the experience is still fresh in their mind.
- **Web-based:** Many travelers utilize airport websites for research in travel pre-planning and/or post-travel to provide feedback. Hosting a customer feedback survey on each airport-specific website increases the volume of customer survey responses, and volume in feedback is critical to determine trends for improving the customer experience.
- **Email Blast:** Frequent Parker Programs (FPP) offer the ability to communicate directly with program members via email to solicit feedback. Once a customer has enrolled in the FPP program and has authorized email communication, recurring customer feedback surveys can be routed via email. These recurring email patterns allow the Airport to collect feedback, but also allow the ability to change or modify survey questions targeting specific areas needing customer review. With prepaid parking reservations implemented, email addresses are also obtained allowing for additional opportunities to solicit feedback.
- **Screen-based Kiosks:** Collecting customer feedback via methods such as tap/touch buttons makes it quick and easy for travelers to share feedback. Tapping a button to give the feedback on a kiosk takes less than a few seconds and most travelers find it easy to understand.

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Analysis of these various sources of data will determine patterns and allow **SP+** to share insights on areas for improvement or adjustment. Once data has been reviewed, we can clearly see which processes work and which don't. Then we can act to optimize operations and ensure best practices for increased customer satisfaction.

SP+ will ensure each guest commendation or concern from our customer feedback programs – received via on-line survey, QR code, email or by other means of communication – is documented and addressed. Each complaint/concern/commendation is taken seriously and will be logged on a *Monthly Guest Communication Log*. Information including the date, time, employee and issue/comment will be documented. All correspondence, inquiry and comment or concern will be personally addressed; the customer will receive a telephone call within 24 hours and a written response within two business days.

Customer Online Survey Tool

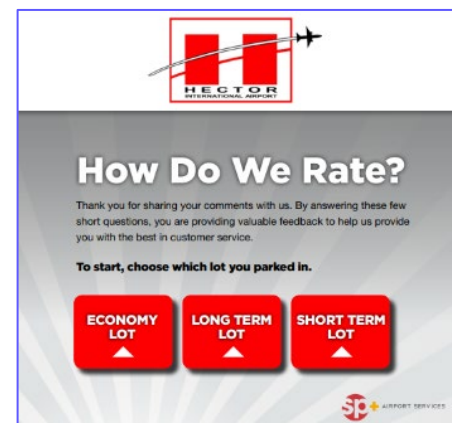
SP+ is dedicated to continually upgrading its operating systems, management procedures and customer service programs. **SP+**, along with our marketing partner, R Solutions, Ltd., can develop a web-based survey inviting the valued ACV customers to provide feedback on their overall parking experience (see example of Fargo Hector International Airport's survey webpage to the right).

Signage can be displayed at prominent locations within the terminal and cashier booth windows. ACV personnel will have access to the website; guest comments and the information received will be reviewed during meetings with airport staff.

Responding to Customer Concerns

SP+ is dedicated to providing the best service at all times. Unfortunately, there will be situations when the customer's experience is not satisfactory. There are many reasons why a customer may have a complaint about their parking experience, including their parking fees were higher than expected; damage occurred to their vehicle while parked in our facility; they had difficulty working with technology; or an employee was unprofessional in either attitude or communication. Any of these experiences can leave a poor impression on the customer, resulting in them looking for alternate options on their next trip. Thus, it is imperative that concerns are addressed quickly and investigated fully.

While some final resolutions may take longer than expected, such as in repairing vehicle damage due to a gate arm malfunction, all complaints are addressed by local senior management within 24 hours, either by phone or in writing. Employees, customers and witnesses, if any, are interviewed to ensure that as much information as possible is gathered during the investigation stage. Once the fact-finding stage is completed, the customer is personally contacted with the details of the final resolution. While it may not always be possible to settle every complaint in the manner in which the customer wishes (for instance, refunds or payment on certain damage claims), customers are often satisfied in just knowing that someone in authority was genuinely listening and that some action was taken to address the situation.



5. QUALITY ASSURANCE CAPABILITIES

Comments are forwarded to the Airport for review. Complaints that are deemed more serious in nature (vandalism, theft, suspicious items, etc.) are reported as occurred or within 24 hours of **SP+**'s knowledge thereof.

SP+ works with each airport client to develop a site-specific policy for the most common customer service issues, based on both our corporate philosophy and the Client's vision, without compromising controls and fundamentals. These may include, but are not limited to:

- Parking rates.
- Damage claims.
- Delayed flights.
- Exit Plaza queues.
- Technology/equipment malfunctions.
- Customer service complaints.

3) A detailed description of the Proposer's ability to implement "industry best practices" approaches, including innovative management methods and techniques and identify opportunities for the use of such methods and techniques.

Management and Operation of Airport Parking Facilities

SP+ is the leading airport parking operator, having continuously served U.S. airports since 1951. With more than 70 years of aviation-industry experience, nearly 55% of our aviation portfolio consists of small- and non-primary-hub airports.

From small-hub airports like Louisville Muhammad Ali International to the largest airport operations in the United States, including Hartsfield-Jackson Atlanta International and Chicago O'Hare International Airports, we proudly work with each operation to proactively deploy our unparalleled resources and toolbox to provide innovative and effective operations management solution. We have maintained an average of 92% contract retention rate over the last ten years through our proven ability to professionally manage airport installations of every size; we offer meaningful solutions that achieve operational and/or financial synergies or generate new revenues.

Throughout our 73 years of serving America's airports, **SP+** has pursued the objective of providing excellent customer service, which drives all of our customer transactions and our service culture. Our goal is to transform the passenger experience through engaged and efficient guest interactions, not simply just processing a parking transaction. Some of the many variables in achieving successful customer interactions include the following:

- Providing fast/courteous service.
- Offering parking options and innovative service features that optimize convenience.
- Providing adequate signage/way-finding.
- Providing sufficient instruction and customer support for use of automated equipment.
- Offering touchless technology solutions, including an easy-to-use online parking reservation system.
- Maintaining a secure/clean environment, that is compliant with CDC and state COVID requirements and protocols

5. QUALITY ASSURANCE CAPABILITIES

Superior service and corresponding customer satisfaction are attained through the confluence of coordinated policies, programs and most importantly, through comprehensive front-line employee training. Our customer service training courses are key modules of our base training curriculum for customer interactions.

We are often encouraged and employed by our airport client partners to identify opportunities for further improvement in operational efficiency, customer service and convenience, and use of new industry innovations to ensure optimal management of airport parking facilities and associated landside services.

Transition to New or Expanded Facilities

Over the years, many of our airport contracts have grown in scope as a result of airport construction and improvement projects. **SP+** offers the proven capabilities, hands-on experience and responsiveness to provide a broad range of services to support the needs of ACV's future parking expansion programs.

The following are examples of typical services we have performed during garage/terminal expansion or construction: project management, proactive planning, staging and coordination; recommendations for traffic ingress/egress; patron assistance; temporary signage; sectioning off work areas for project implementation and much more. Through strategic planning and constant monitoring, no matter the project scale, we will facilitate the safest and fastest means for supporting the customer pedestrian journey to and from the parking facilities and the passenger terminal at ACV.

Our extensive experience includes numerous high impact projects of various size and scope as detailed below:

Salt Lake City International Airport (SLC): Larger transitions include the 120 employee, 40-shuttle bus AOA Hardstand Shuttle Operation at the new Salt Lake City International Airport terminal facility. SLC is undergoing a \$3.4 billion Terminal Redevelopment Program (TRP) that includes the construction of a new terminal, new parking garage and rental car facilities. The first construction phase expanded the Economy Lot to accommodate the rental car facilities. **SP+** was highly involved in the planning and implementation phases of construction and traffic changes, which impacts shuttle routing and service levels. In October 2020, and as part of the ongoing TRP, **SP+** was tasked with implementing an AOA Shuttle Hardstand operation to transport passengers to and from the terminal to their airplane. **SP+** dedicated an incredible amount of local, regional and corporate resources to sufficiently hire, onboard and train nearly 100 employees during the height of the COVID-19 pandemic. Senior leadership from the Company's Aviation and Transportation divisions were very involved and assisted SLC with strategic planning and budgeting that resulted in a smooth transition and satisfied airline partners and key stakeholders.

Louis Armstrong New Orleans International Airport (MSY): In 2018, **SP+** developed and executed a phased program for MSY to transition from existing garages to the new North Terminal garages and surface lot expanding operations by 5,625 additional spaces. The transition required temporary shuttle services to transport passengers to/from the old and new facilities. In addition, **SP+** implemented a new permanent shuttle service from the Rental Car Center located adjacent to the old terminal to the new terminal and provided Remote Airline Check-in services at the RAC through our Bags division so customers can check luggage prior to boarding a bus.

5. QUALITY ASSURANCE CAPABILITIES

Cincinnati/Northern Kentucky International Airport (CVG): With the extraordinary growth in passenger traffic at CVG came expansion and renovation of the entire Airport campus. **SP+** worked with the Kenton County Airport Board (KCAB) to manage the parking operations through various construction projects, namely the relocation of the garage exit plaza, the opening of the Economy Lot operation (first as overflow and then as a permanent operation) and the re-routing of roadways into/out of the Airport along with reallocation of various parking facilities. Through it all, our staff has demonstrated an unwavering commitment to serve both the traveling public and KCAB.

Gerald R. Ford International Airport (GRR): **SP+** has effectively supported a number of high-profile projects at GRR. We are extremely proud of these operations and the outstanding service provided – particularly the resourcefulness and flexibility we demonstrated during garage construction, utilizing several makeshift valet holding lots and successfully handling a 200% increase in Economy Lot traffic. We added Customer Service Representatives to assist passengers and additional vehicles to transport hikers to/from remote valet parking areas. We developed smart passenger shuttle-loading techniques and provided bumper-to-bumper service for more than 10,000 vehicles per month at the Economy Lot, mitigating any inconvenience to the traveling public from the loss of close-in parking during construction.

William P. Hobby Airport (HOU): **SP+** successfully managed the parking facilities at HOU during construction of the new international terminal and parking garage, which added more than 3,300 spaces. We were active participants in the parking design and construction phases of the new garage, which is equipped with energy-efficient LED lighting and a state-of-the-art parking guidance system.

Portland International Jetport (PWM): **SP+** successfully partnered with PWM on multiple large-scale projects, including the parking office expansion; phase II garage and terminal expansion; orso-grill panel re-coating; and coordination of off-site employee parking accommodation during events and expansion projects.

Fresno Yosemite International Airport (FAT): **SP+** assisted FAT with conceptual design and construction of a new parking office and exit plaza canopy. While this challenging project was underway, our highly adaptive staff was always eager and willing to make the necessary accommodations to keep the operation running smoothly while maintaining an excellent customer experience during construction.

Infrastructure Improvement Services

Further, we are able to further offer ACV the services of **SP+**'s Technology Integration Group (TIG) team by providing consulting and advisory services for all aspects of the parking operation. **SP+** has assisted airports with implementing infrastructure improvement programs for more than 70 years. We offer the capability to provide any of the following services related to planning and designing infrastructure improvements:

- **Functional Design:** Schematic plan development (or review) reflecting vehicular ingress and egress; circulation plans (required ramping); locations and sizes of parking spaces; drive aisles; column, stair and elevator placement; and entry and exit lanes.
- **Parking Layout Optimization:** Parking design maximizes capacity and optimizes functionality and user comfort. Design addresses specific city code requirements such as landscaping, lighting, etc.

5. QUALITY ASSURANCE CAPABILITIES

- **Graphics (WayFinding):** Signage and technology recommendations are defined by type, location, quantity, size, wording and appearance. Recommendations for proposed signs provide a comprehensive wayfinding system to ensure comfort, safety and convenience of the parking user.
- **Revenue Control System Design:** Analysis of parking and transportation operations to define requirements for proposed and existing systems:
 - Develop and implement unique solutions for unique operations.
 - Comprehensive assessment of facility needs.
 - Extensive recommended technology specifications.
- **Project Management and Installation:** Through the project management process, we ensure the purchased solution is delivered to the expectations of **SP+** and the Client:
 - Internal control of projects to ensure they stay on budget.
 - Regular status calls and written reports to communicate status and resolve open issues.
 - Final walkthrough to ensure all required capabilities are delivered per contract.
- **Feasibility Studies and Site Selection:** Feasibility study includes developing pricing models to set proper parking rates for a garage, schematic design of a garage to assist designer and projection of maintenance and operational expense of a garage.
- **Planning and Demand Analysis:** Analysis of parking supply and demand. Analytical models of space utilization are used to determine the appropriate quantity and location of parking facilities to meet project needs.
- **Technical Capabilities:** Professional staff with extensive knowledge and experience with technology, providing the most innovative and effective parking and transportation solutions for our clients. Our technical staff has full AutoCAD capability.

Standard Operating Procedures Manual

SP+ has extensive experience preparing Standard Operating Procedures (SOP) manuals and implementing SOP best practices for our airport operations. Our SOP manuals are specific to the needs and conditions of each of our airport locations, providing basic guidance on policies, practices and procedures covering all aspects of facility management and operation. The manuals also provide information needed or desirable for employee education on their duties and responsibilities.

SP+ views the airport parking SOP manual as a living document that will be designed and customized based on the ACV Parking Lot Management Services program. The SOP manual for ACV will be frequently reviewed, fine-tuned and updated as operating plans, industry technology and parking operational best practices change and evolve over time. Our SOP

A typical SP+ SOP manual includes:

- General Operating and Management Policies
- Procedures for Cash Control, Accounting & Auditing
- Procedures for Analysis of Computer-Generated Reports
- Procedures for Handling Property Damage Claims
- Personnel Staff Schedules and Job Descriptions
- Workforce Management and Training Policies
- Maintenance and Repair Schedules
- Personnel Performance and Quality Assurance Standards
- Emergency Procedures
- Customer Service Standards
- Operator Home Office Support
- Company Personnel Policies
- Back-Up Revenue Control Procedures
- Risk Management and Safety Controls
- Records and Document Management

5. QUALITY ASSURANCE CAPABILITIES

manuals detail the latest operational procedures currently in place for airport parking operations in clear, concise and understandable language.

Cash Control and Management Plan

The **SP+ Aviation** division provides the most comprehensive round-the-clock management and operating services for airport parking. We offer an expansive range of operational capabilities and technology platforms designed to deliver end-to-end mobility and a frictionless customer experience to the patrons of California Redwood Coast-Humboldt County Airport (ACV). Our core objectives are speed, flexibility, convenience, safety and **always a dedicated focus on the delivery of exemplary customer service with AAA Five Diamond standards rooted in superior hospitality.**



Our Aviation division has pioneered the solutions that have become aviation industry standards and have made customer travel more convenient. Not only do we provide exceptional market-based expertise, we utilize the latest in advanced technologies and have taken innovative approaches supporting revenue management to maximize the performance of our clients' businesses. Further, our touchless, digitally focused technologies, including online reservations, contactless payment, online parking guides and remote baggage service offerings provide added customer safety, convenience and efficiency.

SP+ has developed and implemented detailed operational procedures specific to the needs and conditions of more than 75 airports across the country providing guidance on policies, practices and procedures covering all aspects of facility management and operation. Our management approach builds on **SP+**'s strong history of comprehensive operating standards and our methods to maintain and enhance service quality.

Revenue Control and Cash Collections

To ensure the proper management of the airport parking operations at ACV, it is extremely important that the accounting, auditing and overall information systems are up to the task. Our responsibility for revenue control begins when the customer enters the facility. From this point, we ensure a continuous chain of accountability for proper processing and recording of revenue from the facility level to corporate accounting and final verification of bank deposits. Our industry-leading award-winning systems will ensure the accurate revenue collection and reporting to the Airport.



SP+'s computer-based accounting system integrates revenue, payroll, accounts payable, property management, contract management and client reporting. In short, our network serves as a key resource for field and corporate management in the monitoring and reporting of all parking activity. The **SP+** field operations staff is supported by much more than just information systems. Highly qualified corporate professionals with expertise in the areas of accounting, human resources, legal and other key disciplines play a key role in the support of our field operations.

5. QUALITY ASSURANCE CAPABILITIES

Financial and Accounting Procedures and Controls

SP+ utilizes a multi-layered accounting and audit plan to ensure revenue integrity and compliance with operational standards. Revenue control begins, first and foremost, at the location level through implementation and enforcement of detailed policies and procedures. In addition to the detailed daily revenue control procedures we will perform at ACV – including 100% auditing of every dollar collected by each customer service ambassador (CSR), automated device or future online reservation transaction – **SP+** will provide a significant level of support and operational oversight from regional and corporate offices.



SP+ will furnish a *Certified Monthly Statement* to the Airport which will summarize all gross receipts by revenue type, disbursements for operating expenses, operating fee and net profit for the preceding calendar month and on a year-to-date basis. The statement will include the budgeted amounts and variances between the actual and budgeted expenses for each facility separately and combined as a total. The *Certified Monthly Statement* also includes the following reports in both printed and electronic file format:

- Revenue Statement with Daily Revenue Breakdown
- Schedule of Credit Card Fees, Discounts and Chargebacks
- Documentation of Wire Transfers
- Airport-Approved Refund

SP+ offers ACV online access to operating statements through a secure website. Our ClientView™ program allows the Airport to view the revenue history each month and provides a variety of reports and analyses that serve as useful tools in forecasting, budgeting and planning.

Dedicated Aviation Financial Accounting Personnel

SP+ will provide ACV a personal, Aviation-dedicated accountant who will work in concert with its on-site personnel to prepare all financial statements and to ensure that all revenue and expenses are reported accurately. Parking transaction activity is entered daily into **SP+**'s information network at the local office level. The accounting professionals at **SP+** have the ability to review, compare and audit the daily transaction activity of any field office or specific location. This additional level of corporate audit capability is another benefit of **SP+**'s advanced information systems technology.

Proposed Handling of Daily and Monthly Reconciliation Reports

SP+ prepares numerous administrative reports utilized for reporting of revenues and statistical information at its airport operations. Reports are compiled at the location by shift, day, week and month. Daily reports are entered into our accounting platform and information is updated continuously to generate monthly and year-to-date revenue summaries. An individual *Daily CSR Report* is printed at the end of each shift. The report summarizes all activity in a given lane during a CSR's shift.

An individual *Lane Report* will be printed at the end of the business day for the single CSR booth and all automated lanes at each facility exit plaza. For traditional CSR operations, the *Lane Report* is a summary of all *Daily CSR Reports* for the CSR booth. The report summarizes the activity of each CSR shift separately and in total. Once the *Lane Report* is printed, the fee computer is "prepared" to begin the next day's activity.

5. QUALITY ASSURANCE CAPABILITIES

The *Daily Master Report* is used to combine all *CSR Shift Reports* for a 24-hour period and summarize revenue for each lot. Information to complete the *Daily Master Report* is pulled from *CSR Shift Reports*, *CSR Reports* and *Lane Activity Reports*. The *Daily Master Report* is also used to record adjustments, break down revenue by type and calculate revenue overages and shortages. Information on the completed *Master Report* is then transferred to the *Daily Revenue Summary Report*.



The *Daily Revenue Summary Report*, or *PT-70*, summarizes the daily activity recorded on the *Daily Master Report* for each lot. Information recorded on the *PT-70* includes revenue collected by type, deposit amount and vehicle counts and calculations. Information reported on the *PT-70* is entered by day into **SP+**'s accounting system. The information recorded on the *Daily Revenue Summary Report* and entered into the accounting system is then "rolled-up" into a monthly

report provided to the Airport along with the monthly financial statements. These monthly reports are audited annually by an independent audit firm comprised of certified public accountants.

Cashiering Operations

SP+ takes the responsibility for cash handling very seriously and takes multiple measures to ensure proper collection of parking revenues. Since the Customer Service Representative (CSR) is held responsible for all revenue they collect, it is imperative that each CSR has a thorough knowledge of the CSR processes. This training is not just conducted upon hiring a new employee, but is reinforced with training and documentation, and providing the proper tools required to perform duties. A detailed *CSR Procedures Manual* will be kept in the CSR lane, and in the Manager's office. Every exception transaction that is processed by a CSR is audited and both cash (over-short) and operational findings are addressed promptly.

Collecting Payments

A CSR should remain courteous and helpful even under difficult situations. A cheerful greeting and thank you, along with regret for delays or problems is expected to be expressed to the customer. Under unusual situations and customer dissatisfaction, a manager must always be notified.

CSRs must adhere to the following procedures during shift operations:

- Greet each customer and process their fees as required.
- Politely inform each customer of the parking fee, tender the correct change while repeating the change amount to the customer and thank the customer before closing the cash drawer and opening the gate.
- Notify a supervisor when the drawer limit is reached. The supervisor and CSR then prepare an interim deposit noting time and amount on the *CSR Shift Report* and verified with each person's initials. The cash is then placed in the facility safe until deposited.



5. QUALITY ASSURANCE CAPABILITIES

Cash Handling

Upon reporting to work, CSRs are issued a change bank. The CSR will begin and end their own shift by using an identifying number (ID) and secret code. The CSR will perform a *Partial End of Shift* to allow another CSR (relief CSR) to work the lane during breaks.

Regular transactions, credit card transactions and validation transactions are to be kept separate in individual bundles. CSRs are held accountable for all transactions they process. Keeping a running tally of transactions are violations of CSR procedures. Any unaccountable shortage will be the responsibility of the CSR once it is assessed. CSR accuracy is necessary for maximum standard performance in completing ticket transactions and cash handling.

Non-standard Transactions

SP+ operates in tandem with each client to determine the location's specific policy with respect to irregular transactions. All non-standard transactions must be pre-approved in writing by the Airport.

Procedures for Prevention and Handling of Employee Theft

SP+ will exercise its right as detailed in the *Company Regulations and Disciplinary Policy* to summarily dismiss employees for stealing, misrepresentation of collections and receipts and for unsatisfactorily explained repeated errors in parking fee collections.

SP+ will verbally notify the Airport staff and the Airport police immediately of any lost, stolen or unaccounted for gross receipts, followed by a written notice within 24 hours. **SP+** will use its own funds to replace any lost, stolen or unaccounted for gross receipts within 24 hours of discovery.

Location managers are required to perform a random *Surprise Cash Count* on a minimum of one cashier per day. Without prior notice, the manager enters a cashier booth during the shift, temporarily shuts down the lane and completes a *Surprise Cash Count*. The manager takes a subtotal report on the cashier terminal and counts all money in the cashier drawer (in the presence of the cashier).

The manager records totals on a *Surprise Cash Count Form* and compares subtotals with cash in drawer, plus skims, minus starting bank. Any serious discrepancies are reported immediately to the facility manager for follow-up disciplinary action.

General Ledger Maintenance and Reconciliation

SP+'s finance, accounting and internal audit departments are structured to ensure that the revenue generated by our parking operations is collected, protected, reported and delivered to our clients in accordance with the strictest and most reliable standards. **SP+** will reconcile all general ledger accounts on a regular basis and complete monthly reconciliations by the monthly due date.

Our cash and revenue control procedures accurately identify daily transactions and sales and protect and safeguard parking revenues. Some of these procedures are summarized as follows.

Revenue Collection

Our *Segregation of Duties* protocol ensures that cash collected and credit card transactions processed are reconciled for each cashier and shift to control totals generated automatically by facility fee computers.

5. QUALITY ASSURANCE CAPABILITIES

Accounts Payable

We review and approve each invoice prior to payment to verify the receipt of the goods or services and that the expenditure is within the approved budget. All checks are signed by a corporate officer, providing not only an additional measure of protection and review, but also serving an important function in keeping the officer informed as to the parking facility's ongoing financial performance.

Treasury Reconciliation

We are the only major parking operator that uses an automated system to accomplish this important task to protect against theft and embezzlement. Our automated *Daily Bank Deposit Reconciliation Program (T-Recs)* eliminates the need to wait for monthly bank statements to reconcile bank and facility deposit data.

The system uncovers bank errors and detects missing deposits, shortages, overages and late deposits within two to five days rather than the 30- to 45-day period for traditional manual deposit reconciliation. In addition to promptly discovering inconsistencies, the system's increased efficiency reduces back-office costs for our clients' benefit.

SP+ provides our clients with the most stringent payment card controls than anyone else in the industry. We process and reconcile millions of dollars in payment card revenues each month. All payment card transactions comply with *Payment Card Industry* and *Cardholder Information Security Program* regulations.

The revenue control system is designed to limit the handling of customer payment cards by employees. This minimizes opportunities for fraudulent activity on the part of any non-authorized personnel.

Payment Card Industry Data Security Standards (PCI-DSS) Compliance

Credit card information is regulated by the PCI-DSS, which is a set of data security requirements that applies to all employees, merchants, vendors, service providers, contractors and business partners who store, process or transmit sensitive cardholder data. These security requirements also apply to all system components included in or connected to the cardholder data environment.

As part of an effort to ensure the security of customer credit card information throughout our organization, **SP+**'s internal audit department has built the infrastructure and has created specific policies and procedures related to Payment Card Industry (PCI) compliance. Those policies and procedures are included as part of our internal audit program and our auditors along with our regional management staff check for PCI compliance at every airport location we operate.



SP+ has adopted a comprehensive policy to ensure Company-wide compliance with all requirements of the PCI-DSS. It is the policy of **SP+** to use all reasonably practicable measures to ensure that:

- **SP+**'s Information assets are protected against unauthorized use, disclosure, transfer or modifications and destruction, whether accidental or intentional.
- Confidentiality of information is assured.
- Network security is established and maintained.

5. QUALITY ASSURANCE CAPABILITIES

- Integrity of the information is maintained.
- Regulatory and legislative requirements are met.
- Information assets are protected against the denial of availability of these assets or business processes to authorized users.

In addition to the technical hardware and software solutions, education and awareness are key tools in the arsenal for increasing security and protecting customer information. **SP+** provides awareness training and educates its employees on data security best practices for effectively safeguarding and protecting customers' payment card information.

The goal is to create informed employees who can make better data protection decisions, are aware of their responsibilities and can operate in a manner which will ensure adherence to our Company's security and compliance policies. Every employee of **SP+** is required to successfully complete the PCI Compliance course within the **LearningHub** within the first 14 days of starting employment with **SP+** and annually thereafter.

PCI Training

The purpose of our PCI training is to safeguard the confidentiality, integrity and availability of **SP+**'s systems and information and to identify risks related to external parties. Identification of potential risks and efforts to minimize them must take place prior to establishing a third-party network to access **SP+** information resources. Third-party physical access to **SP+**-managed facilities must be monitored and controlled by local operations staff to prevent unauthorized access to confidential information or systems.

SP+ information assets must be stored securely with appropriate retention schedules established as defined in the **SP+** documented data retention policy. Information must be stored according to its classification and disposed of according to data retention guidelines. Employees must ensure that cardholder data is always securely protected.

All computer users of **SP+**'s information assets and field personnel that handle credit cards must take the annual security awareness training course from the **LearningHub** to make them aware of the security policies of the Company and help identify their responsibility towards protection of confidential data, including cardholder data, and provide guidance for ensuring compliance with **SP+** policies.

The **LearningHub** PCI training course discusses the importance of the Company's adherence to Payment Card Industry Security. Information in this course details cardholder data and the benefits of abiding by the PCI-DSS compliance controls. This course must be completed by any employee with access to customer credit card information or the Company's cybersecurity network. By the end of this course, staff will be able to:

- Describe elements of the Payment Card Industry Data Security Standard (PCI-DSS).
- Identify the importance of PCI-DSS compliance.
- Discuss elements of cardholder data.
- Describe the Fair and Accurate Credit Transactions Act (FACTA).

5. QUALITY ASSURANCE CAPABILITIES

Internal Controls

SP+ monitors daily parking activity through a series of checks and balances designed to ensure accurate recording of all transactions. While advanced systems provide us with significant tools to work with, these systems must be properly administered and procedures must be employed to ensure system monitoring associated with day-to-day operations. These Internal Controls are thoroughly tested and reported upon by an Independent Auditing Firm (SOC-1 Report).

Shift Audits and Recaps

Shift audits consist of breaking down revenue by lot and by type. Revenue is counted and all “no-charges” are verified and categorized. Our staff performs a 100% audit of all exception transactions.

Shift totals are crosschecked and validated with the *General Totals* report, which contains linked data for all revenue broken down by rate type, exit counts, checks, cash and short money transactions. Management utilizes the following sources of data to complete each daily audit:

- Individual Lane Shift Reports
- Yearly Sub-total Report
- Transaction Report
- Daily Deposit Sheet
- Fee Computer Shift Reports
- General Totals Report
- Daily Summary Sheet

While **SP+** is no longer required to be registered with the SEC, we still comply with all applicable Sarbanes-Oxley requirements. The Internal Audit department is responsible for the Company’s internal controls certification process required by the Sarbanes-Oxley Act. This work includes the documentation of all business processes, control design analysis, key control identification and ongoing testing of controls for operating effectiveness.

SP+ has gone to extraordinary measures to comply with these stringent requirements, that are not mandated for non-publicly traded parking operators. This should give reasonable assurance to ACV that our internal controls are effective in protecting their parking operation revenues.

Supplemental Auditing and Quality Assurance

As is our current practice, **SP+** will provide supplemental auditing and quality assurance programs including corporate security audits, operations field surveys and mystery shopper programs. We fully understand the importance of revenue control and auditing and have invested in an Internal Audit department comprised of employees located throughout the country responsible for performing field audits, reviewing revenue controls and investigating fraudulent activity. The depth and scope of the **SP+** auditing program with dedicated staff and comprehensive evaluation criteria is unmatched in the industry, further setting us apart from our competitors.

Janitorial and Facility Maintenance

SP+ takes great pride in ensuring that comprehensive maintenance and high standards of facility cleanliness are implemented and strictly enforced. We incorporate our rigorous custodial and maintenance standards into detailed daily inspection checklists, tailored to meet the specific requirements of each parking facility or lot. We embrace the opportunity to elevate the cleanliness and appearance of all parking facilities at ACV, paying particular attention to detail and meticulously maintaining all areas at all times.

5. QUALITY ASSURANCE CAPABILITIES



SP+ is committed to maintaining clean and professional-looking parking facilities at ACV. Our staff is dedicated to meeting and exceeding the County's goals in this area. We have established strict maintenance standards, which we implement through a thorough and strictly enforced monitoring system. These standards are detailed in customized inspection checklists tailored to the specific needs of each parking facility and are included in the SOP manual developed for ACV.

Further, **SP+** has implemented improved safety and cleaning protocols, which include sanitizing stations to clean touchpoints, deep cleaning of common areas, and thorough disinfection of surfaces. **SP+** will provide the necessary personnel, supplies and equipment to ensure the ongoing maintenance and cleanliness of the Airport parking facilities and other designated assigned, including pedestrian footways and vehicular areas.

SP+ will deploy all personnel to continuously monitor the facilities for litter and perform basic janitorial duties. Employees are required to complete a *Maintenance Checklist* periodically to evaluate the condition of the facilities. This checklist serves as a guideline for daily, weekly and annual maintenance tasks, and it also documents the completion of these tasks. Management personnel will conduct tours of the facilities to ensure that scheduled maintenance duties have been completed and that the work performed meets satisfactory standards. These maintenance tours are incorporated into the daily facility inspections.

Our personnel are not only responsible for custodial duties, but they are also trained to carry out routine maintenance and repairs. They are prepared to respond to maintenance-related emergencies as well. Additionally, our staff assist customers in need and are trained to identify and report potential safety hazards and security risks.

4) A detailed description of the expected communication channels between the Proposer and HCDA to ensure that the Services set forth in this RFP will be performed to HCDA's satisfaction, including, without limitation, how problems will be resolved.

On-Site Leadership

HCDA can expect a robust and communicative relationship with our on-site location manager. One of the main responsibilities of the Facility Manager is to serve as the primary liaison between the Airport and on-site management and the local operation and corporate offices in Chicago and Nashville.

Problems will be addressed, in part, through regular meetings. These can be weekly or bi-weekly gatherings with HCDA to report on issues in the field, finances, operations and on-going projects/strategies. Immediate or emergency concerns will be facilitated by our on-site manager and the wealth of corporate support they will enjoy in conjunction with continuous communication to Airport leadership.

SP+ believes in having a healthy and cooperative relationship with Airport personnel and leaders. This relationship will be cultivated by our Facility Manager.

5. QUALITY ASSURANCE CAPABILITIES

Corporate Support

Throughout our tenure, **SP+** will invest in the oversight of the ACV operation through regular visits by **SP+** leadership, including by Regional Manager Chad Corbett. Quarterly visits ensure our onsite staff receive the needed support and oversight and a higher-level understanding of the Airport's priorities.

Our Regional Manager oversees a healthy portfolio of CA airports. With that, comes the ability to visit the location more often if necessary and leverage a knowledge of items and criteria unique to the Golden State.

SP+ also believes the relationship between the Regional Manager and Airport Leadership is another key avenue of communication. HCDA should expect Chad to be available to both the Facility Manager and the Department of Aviation. Our Regional Managers regularly attend virtual meetings and strive to build a rapport with the Airport.

ACDBE Plan

At ACV, we commit to fulfilling the Airport's ACDBE participation goal through the purchase of employee uniforms and safety apparel from our long-time supply partner, Flying Leap, Inc.

About Flying Leap

Business Name:	Flying Leap, Inc.	
Owner/Founder:	Anita Leopold, President	
Address:	2854 North Hills Drive NE Atlanta, GA 30305	
Telephone:	404-234-5474	
Website:	https://www.flyingleapnow.com/	
Email:	anita@flyingleapnow.com	

Flying Leap, Inc. is an ACDBE-certified and woman-owned company specializing in airport retail concessions and as a supplier of uniforms for airport related companies. The owner, Anita Leopold, has worked with U.S. Airports since 1998. Flying Leap, provides uniforms to **SP+** at multiple airports around the country, including Lincoln Airport, Buffalo-Niagara International Airport, Charlotte and Portland International Airport.

In addition to purchasing uniforms for our managers and customer service representatives, **SP+** will also source Flying Leap for concession-related services such as the printing of marketing materials.

Please see the following ACDBE Certification for Flying Leap, Inc.

Certified ProfileCLOSE WINDOW [Print](#)**Business & Contact Information**

BUSINESS NAME	Flying Leap, Inc., DBA FLYING LEAP, INC.
OWNER	Ms. Anita Leopold
ADDRESS	2660 Peachtree Road NW Unit 6H Alanta, GA 30305-3676 [map]
PHONE	404-234-5474
EMAIL	anita@flyingleapnow.com
WEBSITE	http://www.flyingleapnow.com
ETHNICITY	Caucasian
GENDER	Female
COUNTY	Fulton (GA)

Certification Information

CERTIFYING AGENCY	California Department of Transportation
CERTIFICATION TYPE	ACDBE - Airport Concessionaire Disadvantaged Business Enterprise
CERTIFIED BUSINESS DESCRIPTION	All Other General Merchandise Retailers Book Retailers and News Dealers Gift, Novelty, and Souvenir Retailers Administrative Management and General Management Consulting Services Public Relations Media Representatives Linen Supply Industrial launderers (More)

Commodity Codes

Code	Description
CA WCC F5130	APPAREL, PIECE GOODS, & NOTIONS
CA WCC F5132	UNIFORMS
CA WCC F5910	DRUG STORES & PROPRIETARY STORES

NAICS 455219	All Other General Merchandise Retailers
NAICS 459210	Book Retailers and News Dealers
NAICS 459420	Gift, Novelty, and Souvenir Retailers
NAICS 541611	Administrative Management and General Management Consulting Services
NAICS 541820	Public relations agencies
NAICS 541840	Media Representatives
NAICS 812331	Linen Supply
NAICS 812332	Industrial launderers

Additional Information

WORK DISTRICTS/REGIONS	All work districts/regions
CUCP PUBLIC DIRECTORY CERTIFICATION NUMBER	36940

This profile was generated on 12/2/2024

6. STAFFING PLAN

A detailed outline of the staffing plan, the use of technology being proposed to meet the customer service standards and hours of operation to meet the performance requirements as outlined in this RFP. Complete proposals must provide detailed staffing structure including the number of traditional labor staffing and position titles, responsibilities, benefits offered, corporate support, recruitment plan and timeline, and employee training. Proposals must also provide sufficient detail of how technology will minimize dependency on traditional labor staffing.

Proposed Staffing Plan

SP+ is committed to providing ACV with all the necessary resources to maintain adequate staffing levels and manager oversight at all times. We prioritize customer demand and peak travel periods when creating employee work schedules. **SP+** continuously monitors and evaluates these schedules, recommending adjustments to maximize efficiency and achieve cost savings through the optimal use of our advanced automated Computer Vision technology.

ACV parking operations can be enhanced with computer vision.

Our Computer Vision platform will provide seamless ingress/egress for customers using the facilities. Users will benefit from a straightforward, one-time online signup that links their license plate to their credit card and phone number. Customers will also have the ability to manage their accounts and update vehicle information as needed.



We offer our airport clients an unparalleled set of data insights into daily utilization patterns and financial performance. All real-time data is accessible through an online client dashboard. We engineer and operate advanced technology to enhance the parking experience.

We combine artificial intelligence with world-class operations, making parking remarkable by alleviating the challenges of parking management and delivering seamless first- and last-touch experiences for our customers.

6. STAFFING PLAN

Computer Vision Automated Parking Access and Revenue Control

SP+ offers the implementation of our computer vision technology for all ACV parking facilities. Our Computer Vision platform automates the start and end of the parking session with the license plate read. The technology also controls restricted access within employee-only and nested areas. The platform allows for real-time compliance visibility of each vehicle and access group.

Metropolis will prevent revenue loss caused by issues such as traditional parking revenue system outages, broken gates, tailgating, credential sharing, intercom vending problems, ticket jams and credit card issues. ACV customers will be able to simply drive in and drive out seamlessly using a credit card linked to their license plate and phone number. This setup ensures that repeat customers are already registered in the network, requiring no additional actions on-site. A text receipt will be sent to them upon exiting.

A simple registration process for first-time users will be implemented by scanning a QR code displayed on signs throughout the facilities. Our system will replace ACV's previous PARCS system, providing an all-digital frictionless experience. This transition has been shown to reduce expenses and significantly enhance the customer experience.

Our proprietary Orion computer vision algorithms and machine learning datasets enable us to detect and interpret 500,000 vehicles each week in the field. We use this data to continuously improve the Orion system and update our deployed technologies. Our hardware stack is also proprietary, low-cost and upgradable. We can integrate enhancements in imaging technology with limited lift, and our dedicated tech-ops team handles the installation and maintenance of our hardware. Orion is context-aware; it can track multiple vehicles and their directions, supporting both indoor and outdoor operations.



<p>1. Drive in</p>	
<p>2. Join once</p>	
<p>3. Drive out Payment is seamless</p>	

Our staffing plan for ACV is focused on leveraging automated parking fee payment technology to transform the current Cashier position into a Customer Service Representative (CSR) or Service Ambassador role.

The CSRs will be critical in assisting customers with entering and exiting the facility in a ticket-free seamless and passive manner, and will work with customers to familiarize themselves with the pay-by-phone functionality of our state-of-the-art Computer Vision and Machine-Learning parking access and revenue control platform.

All CSR positions will be overseen and managed by an onsite Facility Manager.

6. STAFFING PLAN

Staffing Approach

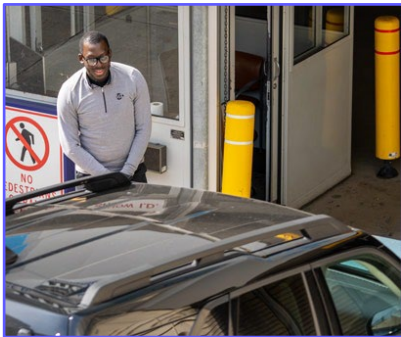
While staffing levels for the exit lanes are typically determined by exiting traffic volume, we plan to staff all exit areas during peak hours and constantly monitor all lanes for proper operation. To provide exiting customers the best possible parking service, on-site management staff will maintain constant communication with Airport operations to prepare for unanticipated changes in traffic patterns, including possible flight delays, to maintain the highest levels of customer service at all times. Through our extensive staffing plan encompassing ingress and egress of traffic flow, **SP+** will maintain constant supervision of the operation and all of the parking personnel.



Back-Up Staffing, Employee Breaks and Shift Changes

Using a mix of full-time and part-time personnel, we will provide ACV operations with the necessary back-up staffing to accommodate vacations, holidays, open shifts and peak periods throughout the year. As shifts become available, we will fill open shifts with part-time employees. During peak periods, temporary shifts will be added to the regular staffing schedules. Those temporary shifts will also be filled by the part-time employees. Once the peak period has passed, the temporary shifts will be discontinued and the part-time employees will revert back to their normal schedules.

During peak periods throughout each year, such as Spring Break, Thanksgiving and Christmas, **SP+** will enhance customer service representative (CSR) coverage by utilizing part-time employees and local management staff. All personnel will receive cross-training to perform various operational functions as needed. This approach will help meet service demands and ensure proper maintenance and cleanliness standards for the lots during less busy times of the day.



Exit Plaza Staffing/Parking Validations and Credit Card/Cash Payment

During all Airport operating hours, especially during flight arrivals, at least one CSR or location manager will monitor the exit of customers from ACV's parking lot exit lanes.

This important position will ensure the smooth flow of exiting traffic, assisting customers with the pay-by-phone functionality of the **Metropolis** Computer Vision system and collecting payments from customers who prefer to use a physical credit card or pay with cash for their parking fees.

Our management staff will report directly to the Airport staff for all Airport activities.

Supervisory and hourly personnel will be cross-trained to assist customers at pay stations or exit plaza payment terminals, janitorial and porter responsibilities and the license plate inventory function. Based on our review of the operation and experience at airports of similar size and scope, we propose the following schedule:

6. STAFFING PLAN

Proposed Parking Staffing Schedule (Weekly)

Position	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Facility Manager	9:00a-5:00p	9:00a-5:00p	9:00a-5:00p	9:00a-5:00p	9:00a-5:00p		
CSR			5:00p-12:00a	5:00p-12:00a	5:00p-12:00a		
CSR	5:00p-12:00a	5:00p-12:00a				5:00a-9:00a	5:00a-9:00a
CSR						5:00p-12:00a	5:00p-12:00a
CSR	5:00a-9:00a	5:00a-9:00a	5:00a-9:00a	5:00a-9:00a	5:00a-9:00a		
CSR						9:00a-5:00p	9:00a-5:00p

*Facility Manager is available by phone 24 hours a day, 7 days a week.

Staff Position Descriptions and Roles

Facility Manager

Manages operations, employee relations and customer service to ensure the successful day-to-day operations of airport parking facilities.

Main Responsibilities

- Directs, manages and coordinates the activities of staff contract personnel and to ensure proper facility operation.
- Prepares annual expense operating budget and ensures that the facility is operating within budget perimeters and takes appropriate remedial action on negative variance.
- Reviews and approves bi-monthly expense reimbursement report.
- Ensures that proper parking, security, revenue control and customer service procedures are being followed by all employees.
- Evaluates staff performance, serves disciplinary notices and handles first-step grievances.
- Acts as primary contact between the union(s) that represents the various classifications of employees (if applicable to Airport operation).
- Inspects grounds, facilities and equipment to ensure safe and proper working conditions and to determine necessity of repairs or maintenance; initiates corrective actions as needed.
- Serves as the primary liaison between the Airport and on-site management and the local operation and Corporate offices in Chicago and Nashville.
- Leads weekly phone calls/meetings with client to report on finances, operations and on-going projects/strategies.
- Coordinates and manages routine maintenance projects as well as special projects related to facility improvements.
- Supervises the work of subcontractors to ensure that work is done properly and per the contract.

6. STAFFING PLAN

- Coordinates facility openings/closings and determines staffing requirements to accommodate work being done while ensuring desired service levels.
- Interacts with customers as needed to answer questions, investigate complaints/violations and resolve problems.
- Monitors office audits of daily cashier reports to ensure that proper sales totals are reported and recorded on time and to maintain security vigilance over possible employee theft and/or inefficiencies.
- Monitors and reviews all damage claims in order to assign responsibility for damages; recommends and implements plans or programs to improve safety of operations to prevent the occurrence or reoccurrence of similar claims.

The aforementioned are the essential functions of this job and are subject to possible modification. Employees occupying this position may be required to perform other duties.

Minimum Qualifications

Required Education: Bachelor's Degree strongly preferred.

Work Experience: A minimum of two years management experience, preferably at a large, dynamic parking installation. Previous airport, customer service and union experience are highly recommended.

Computer Skills: Position requires basic working knowledge of Microsoft Office applications.

Equipment Used: Personal computers, monitoring cameras, telephones, two-way radios, printers and copiers, automobile, golf cart.

Driver's License: Required to have and maintain a valid state-issued driver's license with a current address and an acceptable driving record; ability to drive a vehicle with a manual transmission (stick shift) may be required depending on the location.

Other Requirements: All employees must be able to obtain and maintain an Airport-issued (FBI clearance) badge.

Key Skills: Must be able to interact constructively with employees, management, clients and vendors; evaluate situations; set priorities; and respond to issues in a timely manner. The incumbent must be able to handle a variety of tasks in a fast-paced environment and manage tasks to established deadlines. Position requires strong attention to detail.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to travel (i.e. up to 50% of time) between and within various facilities at the Airport to respond to employee, equipment and customer issues in a timely manner; however, the majority of tasks will be performed in an office setting from a sitting position. Resolving equipment issues may involve bending, stretching and some manual dexterity. The employee will be expected to frequently lift objects weighing up to 10 pounds and may occasionally have to lift/move objects weighing up to 25 pounds.

6. STAFFING PLAN

Incumbent must be able to communicate verbally to dispatch personnel as required, provide instruction to direct reports and subcontracts, as well as resolve customer issues.

Customer Service Representative

The Customer Service Representative position will work directly with the Facility Manager in all aspects related to customer service, fee payment assistance and processing, parking validation verification and lot maintenance and upkeep. This position is responsible for handling all customer service inquiries such as complaints and service fee discrepancies and disputes.

Main Responsibilities

- Communicates with customers via phone, email, letter or in person.
- Assists customers with parking fee payment issues and parking system pay-by-phone functionality.
- Forwards requests for refunds/reimbursements to management staff.
- Logs customer concerns/complaints/requests/compliments in monthly *Customer Service Report*.
- Accepts credit card and cash payment at the exit plaza.
- Aids in parking area cleanliness and returning of any luggage carts or similar items.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: High school diploma or equivalent and preference of at least six months of related experience or training; or equivalent combination of education and experience.

Driver's License: Required to have and maintain a valid state-issued driver's license with a current address and an acceptable driving record; ability to drive a vehicle with a manual transmission (stick shift) may be required depending on the location.

Oral Communication: Speaks clearly; listens and gets clarification; responds well to questions.

Written Communication: Writes clearly and informatively; able to read and interpret written information.

Customer Service: Maintains positive attitude; responds to requests for service and assistance professionally and courteously.

Adaptability: Adapts to changes in the work environment; able to deal with change, delays or unexpected events.

Judgment: Exhibits sound and accurate judgment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to travel (i.e. up to 50% of time) between and within various facilities at the Airport to respond to employee, equipment and customer issues in a timely manner; however, the majority of tasks will be performed in an office

6. STAFFING PLAN

setting from a sitting position. Resolving equipment issues may involve bending, stretching and some manual dexterity. The employee will be expected to frequently lift objects weighing up to 10 pounds and may occasionally have to lift/move objects weighing up to 25 pounds.

Employee Benefits Program

SP+ believes that providing a comprehensive benefits package including medical, dental, life and long-term disability insurance, short-term disability, paid vacation and sick days, Flexible Spending Accounts and a 401(k) savings plan aids in **quality employee recruitment and retention**. The size of our Company and expertise in the area of employee benefits allows us to offer a flexible benefits package, at highly competitive costs, tailored to meet the unique needs at each location we manage. The following information summarizes the various benefit plans currently offered to non-union employees of **SP+**.

Holiday Pay

After completion of a 90-day probationary period, all employees are eligible for the following holidays (10 total):

- New Year's Day
- Labor Day
- Independence Day
- Memorial Day
- Thanksgiving Day
- Christmas Day
- Personal Days (2)
- Mental Health Days (2)

Employees working a holiday are entitled to holiday pay equal to the straight time for all hours worked.

Vacation Benefits

Vacation pay for full-time employees is based on cumulative service and is determined as follows:

First full year of employment.....	5 days
Calendar years of employment two through five years	10 days
Calendar years six through fourteen years	15 days
Over fifteen calendar years of employment	20 days

Health Coverage

SP+ is fully compliant with all aspects of the Affordable Care Act and Union Agreement, including offering health insurance to full- and part-time employees that meet the minimum hours worked requirement. **SP+** contracts with Blue Cross/Blue Shield for coverage, utilizing their vast network of physicians. Full-time employees are eligible for benefits the first of the month following 30 days of service. Any current employee that is hired by **SP+** will have the option immediately to elect one of the two aforementioned plans.

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Life Insurance

Each salaried employee receives 1x salary as a company-paid life insurance benefit. Employees are eligible on the first of the month following 30 days of service. On the first of the month following six (6) months of service, hourly employees become eligible for Life Insurance benefits equal to \$10,000.

Supplemental Life Insurance

Salaried employees are eligible after 30 days of service. Employees may elect one- or two-times salary in additional life insurance benefits. The cost is based on age and is the responsibility of the employee.

Long-Term Disability

Salaried employees are eligible after 90 days of service for this company-paid benefit. The benefit pays 60% of salary up to a maximum of \$10,000 per month. There is a 90-day waiting period before the long-term disability benefits are paid.

401(k) Plan

All employees are eligible to enroll in the **SP+** Employee Savings & Retirement Trust and Plan on the first of the quarter following one year of employment in which the employee has worked at least 1,000 hours. Employees may elect to contribute, via payroll deduction, up to 15% of their salary (pre-tax) on which the first 4% will be matched \$0.50 per \$1.00 by the Company. This money will then be invested in various funds of the employees' choice. Open enrollment periods are January, April, July and October.

Paid Sick Leave

Full-time employees are eligible for up to three sick days per year which accrues at 1/4 days per month beginning with the first full month of employment.

SP+ Benefits – With a Focus on You

Focusing on our employees' health and financial wellness, **SP+** Benefits presents articles on topics we hope will educate and interest while keeping in mind our core values of integrity, ingenuity and diversity.

Learning and Development Programs

Our employees are offered a comprehensive range of resources to broaden their professional expertise, hone skills specific to organizational needs and ensure they meet compliance fundamentals. Please see more about our training programs later in this section.

Recognizing Tenure and Excellence

SP+ also provides an opportunity to recognize employees' accomplishments for such things as years of service and management recognition for performing their duties above and beyond expectations. When an **SP+** employee reaches a milestone anniversary, they are eligible to select from a brochure of gift items to offer a more personalized message of gratitude from **SP+** for their dedicated service. When an employee is identified as delivering exceptional service in an "above and beyond" fashion, the management team uses various methods of recognition to celebrate the employee and recognize outstanding service delivery.

6. STAFFING PLAN

Guusto

Guusto is our online platform for company-wide employee recognition. Through Guusto, managers can recognize employees via non-monetary “shout-outs” and a marketplace of options in rewards ranging from custom rewards (such as lunch with the manager or a Zoom call with a leader) to charity donations, flexible gift cards and more.

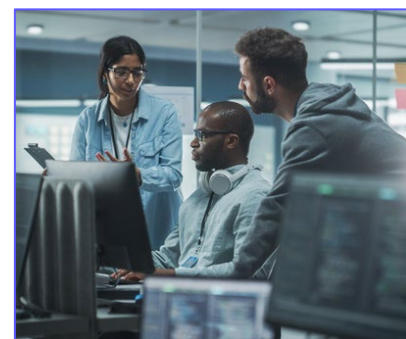
Additionally, Guusto provides a platform for communication about our initiatives with our core values. Dashboards show real-time recognition activity and offer an engaging environment for all employees and leaders to see how their teams are recognized.



Corporate Support

SP+ believes that in order to consistently deliver the services and products we promise our clients, we have an obligation internally to support our employees both nationally and locally. The Chicago Support Office (CSO) and Nashville Support Office (NSO) have long realized the best way to improve our operations is to solicit and listen to those closest to our product – the field employees.

We support performance through our own investment in the training department by providing the communications programs, career development opportunities and measurement tools across the organization. The close relationship between our corporate and local offices ensures that our local parking staff provide exemplary customer service and operate the parking facilities in the most efficient and cost-effective manner possible. Corporate support services from our Chicago Support Office (CSO) include:



- **Claims:** Handles all corporate insurance and leasing issues.
- **Finance:** Separate Accounts Payable, Accounting, Internal Audit, Payroll and Treasury departments work together to provide billing, accounting and payroll functions for our field offices.
- **Human Resources:** Addresses union issues and relationships, employee benefits and employee hiring and discharge issues.
- **Legal:** Provides parking managers with litigation, contract maintenance, government reporting and management/employment agreements assistance.
- **Marketing:** Assists in the development and production of promotional and marketing materials.
- **MIS:** Provides technical support for PCs used at parking facilities throughout the company.
- **Operations:** Senior management for operations ensures consistency and uniform application of parking management policies.
- **Purchasing:** Implements national purchasing policies for utilization at field locations across the country.
- **Training and Recruitment:** Develops corporate-wide recruitment and training programs for management and non-supervisory personnel.

6. STAFFING PLAN

Employee Recruiting

The most important aspect in a successful transition is employee retention, recruiting and training. Employee selection, hiring and finalization of staffing schedules will be completed in Phase I of our transition plan. The first step will be to notify the current employees that **SP+** has been selected and to reassure them they will be given an opportunity to continue their employment at the Airport, including the parking management staff, should the Airport desire to retain the current onsite Facility Manager.

The Notification should be given as soon as possible upon award of the contract to maintain continuity of operations and to minimize customer service issues. Transitions can be an unsettling time for existing employees. An effective, professional plan minimizes the anxiety and **SP+** goes to great lengths to establish frequent and convenient meeting times and alternate means to communicate with us to alleviate employee concerns.

If selected, **SP+** will interview all current employees interested in continuing their employment at the Airport. We find that early recruitment, information releases and orientation of current employees and new hires result in reduced stress and high morale levels of the operation's staff. We will complete background checks and make employment offers three (3) weeks prior to commencement and complete company orientation and training the two (2) weeks before takeover.

SP+ utilizes the iCIMS onboarding system for recruitment and hiring. iCIMS powers our automated online application process and provides access to a broad pool of qualified candidates in a centralized database. Applicants are able to apply 24/7 via Internet access and their applications are stored in a centralized database immediately accessible by our local hiring managers. Mandating electronic storage of candidate data in a single web-based system streamlines our recruiting and hiring processes.



iCIMS also is integrated with a third-party job posting delivery service which enables us to post current job openings to multiple free and paid external job boards in a single transaction. This process greatly enhances the quality of hiring decisions and compliance with employment regulations.

At **SP+**, we recognize the unique talent of our employees is our competitive advantage. Our frontline employees interact with customers daily and create a positive, memorable customer experience. We value our team and create an atmosphere of service, integrity and respect. It is important we start new team members off on the right foot and they understand the Company expectations of their position as well as our customer service philosophy. **SP+** has created training programs to ensure every employee will be properly prepared to produce their required tasks effectively and deliver each with service excellence for their position. Lastly, the employee is in a stand-alone work environment, allowing the employee to work independently and to bring forth any additional questions or training gaps they may have with regard to the training.

Extent of Background Investigations

All **SP+** management personnel receive extensive training on utilization of recruiting resources, application screening and interviewing techniques. In addition, we complete mandatory pre-employment testing on every prospective new-hire prior to final selection.

6. STAFFING PLAN

Every applicant fills out an employment application used to screen and select candidates for interviewing. The applicant's qualifications as shown on the employment application are compared to the job guidelines established by **SP+**.

After applications are screened, the local Facility Manager interviews each potential candidate in person. An extensive interview process is performed as detailed in the **SP+** Hiring Guide and management training programs.

Every candidate for employment must receive and successfully complete a criminal background check and pre-employment drug test prior to receiving an offer of employment.

Criminal Background Checks

SP+ contracts with General Information Services (GIS), an outside criminal background service, to perform background checks (including criminal record searches, credit history, motor vehicle record searches, education verification, employment verification and drug screening) on all prospective entry level and management candidates. Results are accessed via the Internet or faxed directly to the requestor, within 72-96 hours of submitting a request.

SP+ has determined the following checks to be appropriate based on the position being offered.

Non-Management Candidates

- Criminal record
- Motor vehicle record

Management and Supervisory Candidates

- Criminal record
- Credit history
- Motor vehicle record (if position could involve driving)
- Education verification
- Employment history verification

Pre-Employment Drug Tests

SP+ requires pre-employment drug testing of all candidates as the final step in the hiring process. Client approval may be required at some locations. The test consists of a standard 5-panel drug screen. General Information Services is also the vendor for pre-employment drug testing.

Employee Training

We recognize the unique talent of our employees is our competitive advantage. Our frontline employees interact with customers daily and create a positive, memorable, customer experience. We value our team and create an atmosphere of service, integrity and respect. It is important we start new team members off on the right foot and they understand the Company's expectations of their position as well as our customer service philosophy.

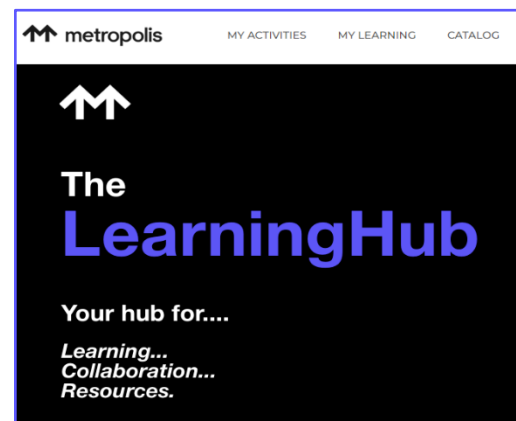
Our team has created position-specific training programs to ensure every ACV parking associate will be properly prepared to perform their required tasks effectively and deliver each with service

6. STAFFING PLAN

excellence. Specific training programs for each employee category will vary based upon the scope of work.

Our Training Infrastructure

The **LearningHub** is the face of our learning management system, which not only houses and tracks our training content and users, it also allows us to set up job-specific curricula. This provides the employee a definitive learning path to not only master their current position, but to also provide them with the path necessary to advance within the Company. The **LearningHub** is available to our employees 24/7 so they are able to get the training they need, when they need it. The platform's robust reporting features allow managers the ability to view the status of all completed training initiatives and respective evaluation scores as well as those courses currently in progress by the employee.



Our Training Programs

Along with job-specific curricula, **SP+** will offer several programs as required study for all of our ACV employees including *Customer Service 101*, *Delivering World Class Customer Service* and more. Our dedication to excellence in customer service is a Company-wide initiative created to ensure our frontline staff as well as our supporting office employees appreciate the importance of exceptional customer service and consistently demonstrate extraordinary customer service skills.

Customer Service Training

Our employees are required to continually update their customer service knowledge, skills and techniques by completing at least one refresher customer service training course per year to ensure their skillset is continually enhanced. The *Delivering World Class Customer Service Training Program* and *Customer Service 101* and *102* are some examples of the annual customer service fundamentals training courses offered either via face-to-face training sessions with our Aviation Training Manager or on-line in the **LearningHub**.

At **SP+**, we realize our successful delivery of engaging customer service is contingent upon the selection, empowerment and training of our management and frontline staff to deliver the best experience possible to the valued ACV customers. From making the right hiring decisions through comprehensive training and reward-recognition programs, each member of our organization is given the tools to meet our high expectations – an approach which has sustained us as the industry innovator and leader.

SP+ VISIT Behaviors for Service Excellence

Customer service begins on day one with our **SP+ VISIT Behaviors for Service Excellence** training program. This course emphasizes facility and employee appearance, constructive customer relations and positive resolution of customer inquiries and issues. *VISIT Behaviors for Service Excellence* is a fundamental basic of customer service at **SP+**. Using the *VISIT* model, our employees will learn the basics of making sure a customer's experience is world-class versus great. It is not enough to attract customers to a location; we seek lasting retention and a bonded relationship to achieve and retain successful business.

6. STAFFING PLAN

- **Vigilance:** Employees learn the importance of readiness and maintaining a professional appearance both personally and within the facility or office.
- **Introductions:** Introductions and Greetings. *VISIT* enforces the importance of warmly greeting customers, introducing oneself and how to communicate in a polite and professional manner.
- **Safety:** Safety at all times. Reviewing the need to reduce risk and prevent hazards in your work area before they occur.
- **Identify:** Identification of additional needs. Employees who interact with parking customers are encouraged to think about each customer's needs and to provide anticipatory service ensuring all interactions always proceed smoothly.
- **Thank You:** After every interaction, employees learn to always say "Thank You!" The importance of saying good-bye with a sincere thank you and request to come again is reinforced.



When employees demonstrate the **SP+ VISIT** behaviors, they create an exceptional customer experience for airport travelers and deliver a "Wow!" factor to create a lasting impression with airport patrons.

Training Schedule

Our training period for newly hired team members is ongoing but may vary based upon their position. The first week encompasses a general orientation to our Company, the Airport and to our service culture. Additionally, each employee is exposed to the specific tasks they are responsible for in their role at the Airport. We review required tasks with each new employee using the *Tell, Show, Do and Review* method for maximum learning retention. Secondly, new employees progress from job-shadowing their trainer to practicing direct service delivery with internal and external customers. Our team tests new employees on their job-specific task checklist to ensure they have successfully mastered each area. The employee continues to complete assigned **LearningHub** training courses in tandem with this face-to-face site-specific training.



Next, the employees are reverse-shadowed by an assigned co-worker with multiple years' experience. The veteran employee observes the new hire for customer service delivery, accuracy in processes and procedures and general completion of responsibilities. At the end of the training, the new hire completes

any final testing requirements for their position. Lastly, the employee is in a stand-alone work environment, allowing the employee to work independently and to bring forth any additional questions or training gaps they may have with regard to their training.

Training Certification

At the end of this training period, the trainer and manager provide feedback to the employee on their performance over the first 30 days of employment. At times, a new employee may still be struggling with mastering certain task requirements. If this situation arises, our team determines if re-training is needed or if progressive discipline should be applied for performance improvement. Following are examples of new hire onboarding required coursework on the **LearningHub** platform:

6. STAFFING PLAN

Annual Requirements	Job-Specific Training	
<ul style="list-style-type: none"> • Code of Business Conduct • Information Security Awareness • Bloodborne Pathogens • Safety Orientation & Environmental • Preventing Workplace Harassment • Hazard Communications 	<ul style="list-style-type: none"> • Proper Lifting Techniques • Motor Vehicle Safety • Building High Performance Teams • Reporting Payroll • Safety Overview • Vehicle Theft Protection • Calming Upset Customers • Supervisors Training 	<ul style="list-style-type: none"> • Conflict Intervention • Directing Traffic • Properly Greeting Customers • Communication & Collaboration • Motivating Employees • Organizing Your Workstation

Ongoing Training Program

Our reputation for excellence in on-site management and support office functions is built on a comprehensive training methodology, which identifies and develops the skills necessary to enable all of our staff from frontline to support office employees to exceed our already rigorous expectations. We are dedicated to the value and significance of employee training and development and realize its positive correlation to professionalism and excellent customer-centric service.

Throughout the year, all employees with customer-facing job functions, regardless of length of employment, undergo between four (4) and eight (8) classroom trainings to learn new skills, sharpen existing skills and are educated on updates to operations, policies and procedures.

Following is an example of our ongoing training and annual refresher courses:

Operations	Safety	Employee Relations
<ul style="list-style-type: none"> • Supervisors Training • Customer Service Representatives Training • The Environmental Programs Manual • Leading the Way: Environmental Protection • Discipline Policies & Procedures • Reporting Payroll • Facility Manager Job Plan • Interviewing Skills • Location Opening Job Aid • Organizing Your Work Station 	<ul style="list-style-type: none"> • Name That Hazard! • Robbery Procedures • Handling of Hazardous Waste Materials • OSHA • Spill Response Training • 1st Observer Computer-Based Training • Introduction to Safety for Non-Drivers 	<ul style="list-style-type: none"> • Bloodborne Pathogens Training • Heat Illness Prevention Training • Hazard Communication • Proper Lifting • Safety Checklist • Directing Traffic • Motor Vehicle Safety • Common Bug Bites • Ergonomics • Emergency Response • Know Safety = No Accidents
		<ul style="list-style-type: none"> • New Hire Orientation Video • Code of Business Conduct • Non-Harassment & Diversity • Sexual Harassment Prevention

6. STAFFING PLAN

Customer Service Refresher Training

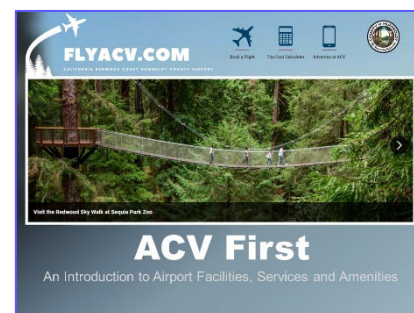
Our employees are required to continually update their customer service knowledge, skills and techniques by completing at least one refresher customer service training course per year to ensure their skillset is continually enhanced. The *Delivering World Class Customer Service Training Program* and *Customer Service 101* and *102* are just a few examples of the annual customer service fundamentals training courses offered either via face-to-face training sessions with our Aviation division Training Manager or in the **LearningHub**.

ACV First Training Program

SP+ recognizes each of our employees is not just an employee of a parking operator, but also a representative of the Airport who impacts each guest experience at ACV. Our service delivery is designed to be a seamless representation of ACV's service from a passenger perspective. We look for ways to energize our staff – to proactively assist passengers with comprehensive needs, to enhance the Airport service experience and to increase customer engagement.

We benchmarked several of our airport locations searching for creative ways to enhance the passenger experience and take our training to the next level.

Our training team developed a site-specific training program called **AIRPORT First**, modeled after our **Houston Friendly** training program used across the Houston Airports System (HAS). **ACV First** not only teaches staff about parking options and services, but also provides education about other amenities and service offerings at the Airport. Course content encompasses the Terminal, concessions, shopping and dining outlets, art exhibits and entertainment, passenger services, Airport history and directions to local venues. Our staff is able to share information about the entire Airport campus and engage passengers about various aspects of the ACV travel experience. The **ACV First** trainings are also great employee engagement tools, as knowledge contributes to a sense of pride in one's workplace and further enhances staff ability to provide patrons with information about the Airport campus.



7. TECHNOLOGY AND EQUIPMENT PROPOSAL

1) An outline of the proposed interim and final operations manuals. Complete proposals must include all topic areas.

Standard Operating Procedures Manual

SP+ has extensive experience preparing Standard Operating Procedures (SOP) manuals and implementing SOP best practices for our airport operations. Our SOP manuals are specific to the needs and conditions of each of our airport locations, providing basic guidance on policies, practices and procedures covering all aspects of facility management and operation. The manuals also provide information needed or desirable for employee education on their duties and responsibilities.

SP+ views the airport parking SOP manual as a living document that will be designed and customized based on the ACV Parking Lot Management Services program. The SOP manual for ACV will be frequently reviewed, fine-tuned and updated as operating plans, industry technology and parking operational best practices change and evolve over time. Our SOP manuals detail the latest operational procedures currently in place for airport parking operations in clear, concise and understandable language.

A typical SP+ SOP manual includes:

- General Operating and Management Policies
- Procedures for Cash Control, Accounting & Auditing
- Procedures for Analysis of Computer-Generated Reports
- Procedures for Handling Property Damage Claims
- Personnel Staff Schedules and Job Descriptions
- Workforce Management and Training Policies
- Maintenance and Repair Schedules
- Personnel Performance and Quality Assurance Standards
- Emergency Procedures
- Customer Service Standards
- Operator Home Office Support
- Company Personnel Policies
- Back-Up Revenue Control Procedures
- Risk Management and Safety Controls
- Records and Document Management

2) Cut sheets for the equipment, software, and information requested in the RFP.

Equipment, Software and Information Cut Sheets

Please refer to the data sheets that follow.

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Metropolis Vision System Hardware Data and Specifications

Vehicle Parking Barrier Gate P2500/P3000/P3500

Overview

The P2500/P3000/P3500 Vehicle parking access barrier gate series was designed for one reason only – to provide a product that is reliable, rich in functionality, and flexible. Our Parking Barrier Gate provides all the features and durability necessary to withstand the harsh vehicle access environment while allowing the installer functional flexibility and simplified setup.



Technical

The combination of a brushless DC servo motor and sinusoidal lever system allows for a smooth travel of the gate arm with no bounce in the end position. This technology will not only provide an aesthetically pleasing look and operation, but also a reliable and durable product.

All parking barriers come with the following:

- Multifunction Controller
- 24VDC Brushless Servo Motor with Planetary Gear
- 100% Duty Cycle
- 88-264V 47-63Hz Power Input
- Operating Temperature Range -22°F up to 158°F
- MTBF 10 Million Cycles
- 3 Loop Detectors
- Auto Reverse Feature in Case an Object Has Been Hit
- IP54 Housing Made from Corrosion-Proof Aluminum with Powder Coating
- Efficient Space Available Inside Housing for Additional Components
- 24-Month Warranty
- Includes Packaging
- Includes Gate Arm with Protective Edge
- Nylon Bolts for Breakaway
- Traffic Light Logic Built into the Controller
- 6 Programmable Output Relays
- 6 Programmable Inputs
- Directional Logic for Loops
- Programmable “Up” Position Adjustment

Options:

- Automatic Opening on Power Failure
- Green/Red LED Lights for Arms
- Sonic Alert

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Vehicle Parking Barriers and Gates Features

Our parking barrier products provide you with the solution needed to run your parking operation effectively. The barrier is a small part of the system and it simply needs to work so you can focus on the important aspect of a parking system.

Our barrier does just that, by providing you with a reliable, functional and maintenance-free solution.

The DC brushless servo motor used in the barrier combined with a strong planetary gear as well as the multifunctional controller will provide the longevity required to run small operations up to large high-volume facilities without any issues.

The flexible design and scalability of the product provides you with the functionality you need for any project, small or large.

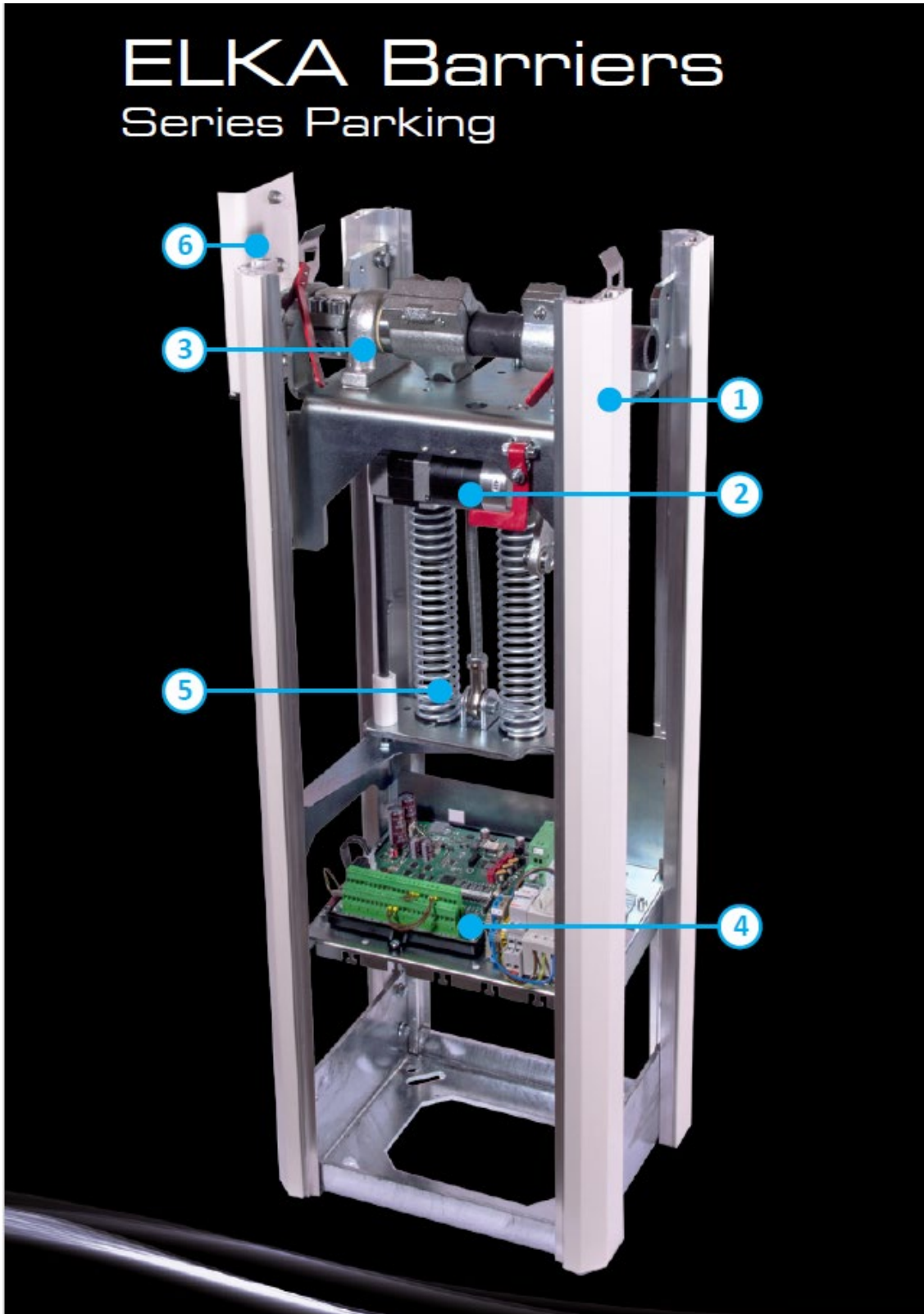
Our solution excels by providing the key characteristics needed to control vehicular traffic, which are:

- Reliability
- Functionality
- Connectivity
- Serviceability
- Flexibility
- Safety
- Environmentally Friendly

7. TECHNOLOGY AND EQUIPMENT PROPOSAL



7. TECHNOLOGY AND EQUIPMENT PROPOSAL



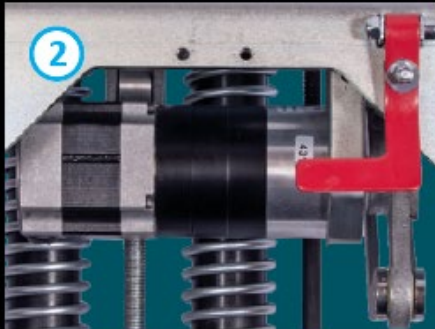
7. TECHNOLOGY AND EQUIPMENT PROPOSAL

ELKA Barriers Series Parking



Barrier housing

- » Housing made of aluminium, IP54, with clamping technology, patent pending
- » Powder coated, RAL 5012 / 9010
- » Custom colours upon request



Motor / Gearbox

- » Energy-saving concept with powerful 24V BLDC-motor
- » Planetary gear, multistage

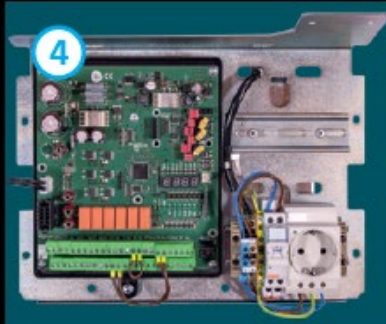


Robust mechanics

- » Mechanics for intensive use up to 100% duty cycle
- » Components made of die-cast and lasered steel

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

ELKA Barriers Series Parking



Perfect running performance

- » Precise barrier boom movement through electronic rotation speed control by the controller
- » Fast, quiet, smooth



Automatic opening

- » Automatic opening by additional module (optional) in case of power failure
- » Adjustable via pressure springs

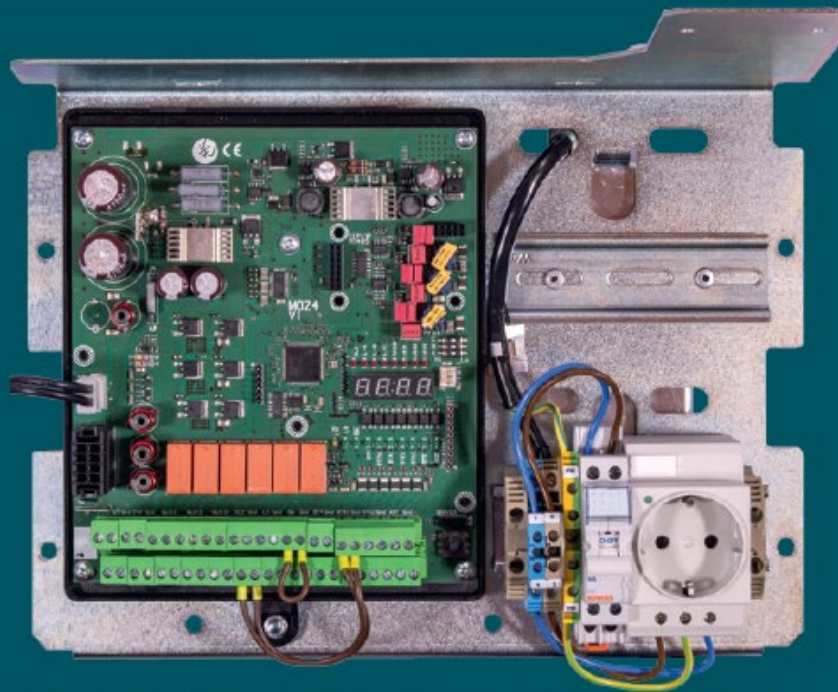


Left / right

- » Boom connector usable left / right without alteration
- » Boom connector for rectangular and round booms

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Pure intelligence . The controller MO 24



In the 21st. century the best mechanics is only as good as the electronic is intelligent. The controller MO 24 features everything you always wanted from a barrier.

Basic features

- » The same controller for all barriers
- » Three speeds
- » Three loop detectors
- » Rotation speed control, electronic, for perfect running performance
- » End position detection without limit switches
- » Opening angle adjustable in 5° steps, starting with 55°
- » Six multi-functional relays, potential-free, max. 24V / 1A

Options

- » Module automatic opening in case of power failure
- » Module radio remote control receiver
- » Module TCP/IP or RS485 for network operation
- » Easy control "Configurator" to configure the barrier via Windows-PC
- » Easy control "Operator" to control and monitor the barrier via Windows-PC

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Technical data:

Model	P 2500	P 3000	P 3500	P 4000	P 5000
Barrier controller	MO 24				
Boom length (mm)	2,500	3,000	3,500	4,000	5,000
Effective boom length (mm)	2,280	2,780	3,280	3,780	4,780
Running time, selectable, approx. (s)	0.9 / 1.3 / 1.8	1.3 / 1.8 / 2.5	1.8 / 2.5 / 3.8	2.8 / 3.8 / 4.5	3.8 / 4.5 / 5.5
Duty cycle	100%				
Housing L/W/H (mm)	360 x 300 x 1,100				
Boom connector	Left / right usable				
Boom dimensions H/W	100 x 25				100 x 50
Round boom	Optional ø 60mm				No
Temperature range	-30°C to +70°C				
IP degree of protection	IP54				
Supply voltage	88V - 264V, 47Hz - 63Hz				
Power consumption max. (W)	180 / 55 / 45	85 / 80 / 70	80 / 60 / 65	75 / 85 / 70	195 / 165 / 175
Barrier weight, approx. (kg)	57	58	58	59	60
Boom weight, approx. (kg)	3.8	4.5	5.0	5.8	10.0
Power reversal	Selectable				
Swinging support or fixed support	No			Optional	Mandatory
Articulation kit	Optional				No
Standard colours	Hood RAL 5012 (blue), bottom part RAL 9010 (white), custom colours optional				

We reserve the right to make technical alterations

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Drive Unit

The drive unit mechanism consists of powerful 24V BLDC-motor with a strong planetary gear, synchronized with a unique lever system that provides a smooth and controlled movement of the traffic arm. The construction is made of galvanized steel to provide the durability needed as well as protect from the environment.

Housing

The housing was designed to withstand the harshest environments. The high-grade aluminum used combined with a patent-pending clamping technology not only provides physical strength, but also an effective protection against corrosion. Furthermore, the housing is powder-coated to add to the corrosion protection.

Key Barrier Features:

- Multifunction Controller
- 24VDC Brushless Servo Motor with Planetary Gear
- 88-264VAC 47-63Hz
- 100% Duty Cycle
- UL/ETL/CAN/CSA 325 Certified
- CE Certified
- Speed 1.3 Sec Up to 2.5 Sec Depending on the Settings
- 3 Loop Detectors
- Adjustable “Gate Open” Position for Low Ceilings or Obstructions
- LED Light Interface Logic
- Non-Corrosive Housing Made of Powder-Coated Aluminum
- Easy Installation and Service (Prewired Terminal Row, Power Outlet Inside the Barrier)
- Vandalism Protection to Prevent Damage and Reduce Cost for Repair
- Left-Handed and Right-Handed Version Setup in the Field within Minutes
- Traffic Light Logic
- Auto Reverse Feature in Case an Object Has Been Hit
- Manual Emergency Release
- Efficient Space Available Inside Housing for Additional Components
- Operating Temperature Range -22°F Up to 158°F
- 24-Month Warranty
- Includes Gate Arm with Protective Edge



7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Technical Data

Model	P2500	P3000	P3500
Controller	Multifunction MO24	Multifunction MO24	Multifunction MO24
Gate arm Length	8FT (2.5 Meter)	10 FT (3.0 Meter)	12 FT (3.5 Meter)
Speed in one direction	Adjustable 0.9/1.3/1.8sec.	Adjustable 1.3/1.8/2.5sec.	Adjustable 1.8/2.5/3.8sec.
Duty Cycle	100%	100%	100%
Housing L/W/H	14"/12"/43" (360mmx300mmx1100mm)	14"/12"/43" (360mmx300mmx1100mm)	14"/12"/43" (360mmx300mmx1100mm)
Traffic arm position	Left or Right	Left or Right	Left or Right
Operating Temperature	-22°F – 158°F (-30°C – 70°C)	-22°F – 158°F (-30°C – 70°C)	-22°F – 158°F (-30°C – 70°C)
Supply Voltage	88VAC-264VAC, 47Hz-63Hz	88VAC-264VAC, 47Hz-63Hz	88VAC-264VAC, 47Hz-63Hz
Power consumption Max. (W)	Speed 0.9 sec.180W/Speed 1.3 sec. 55W/Speed 1.8sec. 70W	Speed 1.3 sec.85W/Speed 1.8 sec. 80W/Speed 2.5sec. 70W	Speed 1.8 sec.80W/Speed 2.5sec. 60W/Speed 3.8sec. 65W
Weight	Approx. 128lbs (57kg)	Approx. 128lbs (57kg)	Approx. 128lbs (57kg)
Gate arm weight	Approx. 13lbs (3.8kg)	Approx. 14lbs (3.8kg)	Approx. 15lbs (3.8kg)
Color	Standard: <ul style="list-style-type: none"> • RAL5010 white base and door with RAL5012 blue top • RAL5010 white base and door with RAL5010 white top • Optional: Custom colors 	Standard: <ul style="list-style-type: none"> • RAL5010 white base and door with RAL5022 blue top • RAL5010 white base and door with RAL5010 white top • Optional: Custom colors 	Standard: <ul style="list-style-type: none"> • RAL5010 white base and door with RAL5012 blue top • RAL5010 white base and door with RAL5010 white top • Optional: Custom colors

7. TECHNOLOGY AND EQUIPMENT PROPOSAL



NC-H1 Box PC

A fan less ARM based PC solution for Intelligent city

NC-H1 is the fastest, most power-efficient embedded AI computing device. It is an ARM-based system that integrates the NVIDIA® Jetson™ Tegra X2 system-level module processor and provides 256 CUDA® cores on the NVIDIA® Pascal™-family GPU architecture. The system features 8GB LPDDR4 memory, 32GB eMMC, 4K video decoding/encoding, 1 RJ45, 1 POE and SD Card storage. Designed for brings true AI computing at the edge applications, it supports low power consumption and a small size. Wall-mounted brackets and fan less design make it easy to install in indoor and outdoor environments.

Key Features

- 1 IEEE 802.3af POE(PD input)
- Linux OS with BSP
- Support Deep Learning trained models
- Wide operation temperature
- For AI Edge computing design
- Fanless design
- Nvidia Jetson Tegra X2
- SD Card



SPECIFICATION

Item	Description
CPU	NVIDIA Jetson Tegra X2
Storage/Memory	32GB eMMC/8GB LPDDR4
Ethernet	1 x 802.3af (PD Power Max 30.0 W In) with Gigabit Ethernet(POE)
Camera	1 x Gigabit Ethernet(RJ45)
I/O	1 x USB 2.0 OTG Micro-AB 1 x Micro HDMI
Button/Key	1 x Reset button 1 x Recovery button 1 x Power button
Storage	1 x SD Card (Optional)
Temperature	Operation : -20~ 60 °C
Dimensions	90(W) x 118(D) x 69(H) mm
Weight	485g
Operating System	Linux 4.4/ Ubuntu 16.04

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

MikroTik CRS112-8P-4S-IN

Specifications

Product code	CRS112-8P-4S-IN
CPU nominal frequency	QCA8511
Size of RAM	128 MB
Storage type	Flash
Storage size	16 MB
10/100/1000 Ethernet ports	8
SFP ports	4
Serial port	RJ45
PoE out	Yes, 802.3af/at
Supported input voltage	18 V - 57 V
Dimensions	200 x 142 x 44 mm
Operating system	RouterOS, level 5 license
Max power consumption	160 W
Max power consumption without attachments	10 W



Power adapter
28 V 3.4 A

Rackmount ears

Power cord

Screws

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

UNV **DATASHEET**

5MP SD Card Mini Fixed Bullet Network Camera

IPC2125SR3-ADPF28(40)M-F



Key Features

- Ultra H.265
- WDR
- Smart IR
- ILC
- Edge Storage
- Built-In Mic
- IP 67
- POE

Optics

- Day/night functionality
- Smart IR, up to 30m (98ft) IR distance
- Optical glass window with higher light transmittance
- IR anti-reflection window to increase the infrared transmittance
- 2D/3D DNR (Digital Noise Reduction)
- SD Card

Compression

- Ultra 265, H.265, H.264, MJPEG
- ROI (Region of Interest)

Network

- ONVIF Conformance

Structure

- Wide temperature range: -30°C ~ 60°C (-22°F ~ 140°F)
- Wide voltage range of ±25%

7. TECHNOLOGY AND EQUIPMENT PROPOSAL



- IP67
- 3-Axis


Specifications

	IPC2125SR3-ADPF28M-F	IPC2125SR3-ADPF40M-F			
Camera					
Sensor	1/2.7", 5.0 megapixel, progressive scan, CMOS				
Lens	2.8mm@F2.0		4.0mm@F2.0		
DORI Distance	Lens (mm)	Detect (m)	Observe (m)	Recognize (m)	Identify (m)
	2.8	63.1	25.2	12.6	6.3
	4.0	90.1	36.0	18.0	9.0
Angle of View (H)	105.6°		80.0°		
Angle of View (V)	69.9°		52.2°		
Angle of View (D)	137.3°		98.4°		
Adjustment angle	Pan: 0° ~ 360°		Tilt: 0° ~ 90°		Rotate: 0° ~ 360°
Shutter	Auto/Manual, 1 ~ 1/100000s				
Minimum Illumination	Colour: 0.01Lux (F2.0, AGC ON) 0Lux with IR on				
Digital noise reduction	2D/3D DNR				
Day/Night	IR-cut filter with auto switch (ICR)				
S/N	>56dB				
IR Range	Up to 30m (98 ft) IR range				
Wavelength	850nm				
IR On/Off Control	Auto/Manual				
Defog	Digital Defog				
WDR	120dB				
Video					
Video Compression	Ultra 265, H.265, H.264, MJPEG				
H.264 code profile	Baseline profile, Main Profile				
Frame Rate	Main Stream: 5MP (2592*1944), Max 20fps; 4MP (2560*1440), Max 30fps; 3MP (2304*1296), Max 30fps; 1080P (1920*1080), Max 30fps; Sub Stream: 4CIF (704*576), Max 30fps; Third Stream: CIF (352*288), Max 30fps				
Video Bit Rate	128 Kbps~16 Mbps				
OSD	Up to 4 OSDs				
Privacy Mask	Up to 4 areas				
ROI	Up to 2 areas				
Motion Detection	Up to 4 areas				
Image					
White Balance	Auto/Outdoor/Fine Tune/Sodium Lamp/Locked/Auto2				
Digital noise reduction	2D/3D DNR				
Smart IR	Support				
Flip	Normal/Vertical/Horizontal/180°				

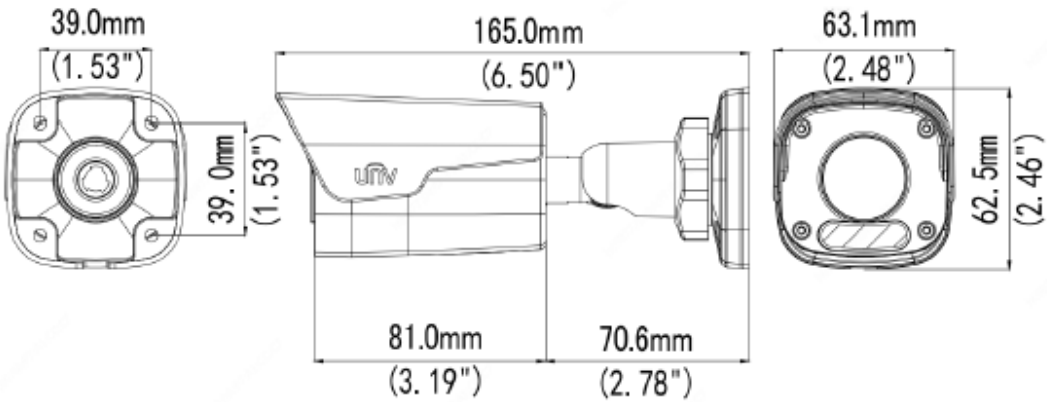
7. TECHNOLOGY AND EQUIPMENT PROPOSAL

UNV		DATASHEET
Dewarping	NA	
HLC	Supported	
BLC	Supported	
Audio		
Audio Compression	G.711	
Suppression	Supported	
Sampling Rate	8KHZ	
Storage		
Edge Storage	Micro SD, up to 256GB	
Network Storage	ANR	
Network		
Protocols	IPv4, IGMP, ICMP, ARP, TCP, UDP, DHCP, RTP, RTSP, RTCP, DNS, DDNS, NTP, FTP, UPnP, HTTP, HTTPS, SMTP, SSL	
Compatible Integration	ONVIF (Profile S, Profile G, Profile T), API	
Client	EZStation EZView EZLive	
Web Browser	Plug-in required live view: IE9+, Chrome 41 and below, Firefox 52 and below Plug-in free live view: Chrome 57.0+, Firefox 58.0+, Edge 16+, Safari 11+	
Interface		
Network	1 RJ45 10M/100M Base-TX Ethernet	
Built-in Mic	Supported	
Certifications		
Certifications	CE: EN 60950-1 UL: UL60950-1 FCC: FCC Part 15	
General		
Power	DC 12V±25%, PoE (IEEE 802.3af) Power consumption: Max 6.4W	
Dimensions (L x W x H)	165 x 63.1 x 62.5mm (6.5" x 2.5" x 2.5")	
Net Weight	0.45kg (0.99lb)	
Material	Metal	
Working Environment	-30°C ~ 60°C (-22°F ~ 140°F), Humidity: ≤95% RH (non-condensing)	
Storage Environment	-30°C ~ 60°C (-22°F ~ 140°F), Humidity: ≤95% RH (non-condensing)	
Surge Protection	2KV	
Ingress Protection	IP67	

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

DATASHEET

Dimensions




Technical drawing of a camera lens assembly showing three views: front, side, and rear. Dimensions are provided in millimeters and inches.


View	Dimension	Value (mm)	Value (inches)
Front View	Width	39.0	1.53
Front View	Depth	39.0	1.53
Side View	Total Length	165.0	6.50
Side View	Front Section Length	81.0	3.19
Side View	Rear Section Length	70.6	2.78
Rear View	Width	63.1	2.48
Rear View	Height	62.5	2.46

Accessories


TR-UP06-B-IN




TR-JB05-A-IN



TR-UP06-C-IN



TR-A01-IN



7. TECHNOLOGY AND EQUIPMENT PROPOSAL

uniview

4MP Full Color Motorized Bullet Camera

HIC2641-WH@Z80-VF



Specification

Item	Spec
Sensor	1/1.8" 4MP CMOS Image Sensor
Lens	8~32mm, Motorized
Iris	F1.6
Shutter	Auto/Manual, Shutter Time: 1~1/100000s
Min. Illumination	0.002lux(F1.6, AGC ON, Color), 0.0002lux(F1.6, AGC ON, B/W)
S/N	>56dB
WDR	120dB
HLC	Support
Light Distance	White LED, 30m
Day/Night	Auto, Manual
Video	Spec
Video Compression	H.265, H.264, MJPEG
Encoding	2688*1520@30fps
Stream	Main: 2688*1520, 2560*1440, 1920*1080, 1280*720, 720*576, 640*360; Sub: 1920*1080, 1280*720, 720*576, 640*360; Third: 720*576, 640*360, 704*288, 352*288;
Bit rate	128Kbps~16Mbps
OSD	Support
ROI	Support
Privacy Mask	4 areas
Snapshot	Support
Audio	Spec
Encoding	AAC-LC, G.711A, G.711U
Sample rate	AAC-LC: 8KHz, 16KHz, 48KHz, G.711A/G.711U: 8KHz
Deep learning AI	Spec
Face detection	Up to 40 faces at the same time
Perimeter protection	Cross-line/Intrusion/Enter area/Leave area Human/Vehicle classification
Event	Spec
Alert	Motion, Tampering, Audio detection, Alarm in, Alarm out
Network	Spec
Protocol	L2TP, IPv4, IGMP, ICMP, ARP, TCP, UDP, DHCP, PPPoE, RTP, RTSP, DNS, DDNS, NTP, FTP, UPnP, HTTP, SNMP, SIP, 802.1X, HTTPS, RTMP

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

uniview

Compatibility	ONVIF, GB/T 28181, IMOS, GA/T 1400, API
SNR	Support
Interface	Spec
Storage Interface	1* Micro SD card Slot, up to 256GB
Audio i/o	1/1
Alarm i/o	2/1
Serial Port	1*RS485
Ethernet Port	1*RJ45 10M/100M
Video output	1*BNC
General	Spec
Power Supply	DC12V (-10%~+25%), AC24V±25%, PoE (IEEE802.3at) ; Power consumption: 20W Max;
Dimensions(LxWxH)	203mmx105mmx98mm
Weight	1.39kg
Operation environment	-30℃~60℃, ≤95%RH
Protection	IP67

Dimensions

Technical drawings of the camera showing dimensions:


- Top view: 105mm (4.1") width, 98mm (3.9") height.
- Front view: 203mm (8.0") width.
- Side view: 39mm (1.5") height, 30mm (1.2") depth.
- Mounting holes: 2*1/4-20UNC (top view), 1/4-20UNC (side view).

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

uniview

4MP Full Color Motorized Bullet Camera

IPC-E244-WH@PEK-Z-VF



The image shows a white and black bullet-style camera with a lens, four small buttons, and the UNV logo on the side.

Specification

Camera	Spec
Sensor	1/1.8" 4MP CMOS Image Sensor
Lens	2.8~12mm, Motorized
Iris	F1.2
Shutter	Auto/Manual, Shutter Time: 1~1/100000s
Min. Illumination	0.0005lux(F1.2, AGC ON, Color), 0.0001lux(F1.2, AGC ON, B/W)
S/N	>56dB
WDR	120dB
HLC	Support
Light Distance	White LED, 30m
Day/Night	Auto, Manual
Video	Spec
Video Compression	H.265, H.264, MIPEG
Encoding	2688*1520@30fps
Stream	Main: 2688*1520, 2560*1440, 1920*1080, 1280*720, 720*576, 640*360; Sub: 1920*1080, 1280*720, 720*576, 640*360; Third: 720*576, 640*360, 704*288, 352*288;
Bit rate	128Kbps~16Mbps
OSD	Support
ROI	Support
Privacy Mask	4 areas
Snapshot	Support
Audio	Spec
Encoding	AAC-LC, G.711A, G.711U
Sample rate	AAC-LC: 8KHz, 16KHz, 48KHz, G.711A/G.711U: 8KHz
Deep learning AI	Spec
Face detection	Up to 40 faces at the same time
Perimeter protection	Cross-line/Intrusion/Enter area/Leave area Human/Vehicle classification
Event	Spec
Alert	Motion, Tampering, Audio detection, Alarm in, Alarm out
Network	Spec
Protocol	L2TP, IPv4, IGMP, ICMP, ARP, TCP, UDP, DHCP, PPPoE, RTP, RTSP, DNS, DDNS, NTP, FTP, UPnP, HTTP, SNMP, SIP, 802.1X, HTTPS, RTMP


7. TECHNOLOGY AND EQUIPMENT PROPOSAL

uniview

Compatibility	ONVIF、GB/T 28181、IMOS、GA/T 1400、API
SNR	Support
Interface	Spec
Storage Interface	1* Micro SD card Slot, up to 256GB
Audio i/o	1/1
Alarm i/o	2/1
Serial Port	1*RS485
Ethernet Port	1*RJ45 10M/100M
Video output	1*BNC
General	Spec
Power Supply	DC12V (-10%~+25%) , AC24V±25%, PoE (IEEE802.3at) ; Power consumption: 20W Max;
Dimensions(LxWxH)	203mmx105mmx98mm
Weight	1.36kg
Operation environment	-30℃~60℃, ≤95%RH
Protection	IP67

Dimensions

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

		<p>M19B Omni MIMO 2 x 4G LTE CBRS 5G NR Antenna MIMO 2 x Cellular 4G LTE CBRS 5G NR / WiFi 2.4GHz Omni Directional / L-Bracket Mount / Outside or Inside Use <u>*Optional J-Pipe Mount</u></p>
<p>M19B MIMO 2 x Cellular 4G LTE CBRS 5G NR Omni Directional Antenna w/L-Bracket Mount Multi-Carrier MIMO 2 x Cellular 4G LTE CBRS 5G NR / WiFi 2.4GHz</p>		
<p>Multi-Carrier / Multi-Technology 4G LTE CBRS 5G NR Compliant</p>	<p>Verizon 4G 5G (DSS) Bands: <i>B2 B4 B5 B13 B46 B48 B66</i> T-Mobile 4G 5G Bands: <i>B2 B4 B5 B12 B25 B26 B41 B66 B71 n25 n41 n66 n71</i> AT&T 4G 5G Bands: <i>B2 B4 B5 B12 B14 B17 B29 B30 B66 n5</i> CBRS Band: <i>B48</i> / 5G NR Bands: <i>n77 n78 n79</i></p>	
<p>4G 5G Frequency Range WiFi Frequency Range</p>	<p>617-960MHz / 1710-6000MHz 2.4-2.5GHz</p>	
<p>4G 5G Avg. Peak Gain: Isotropic WiFi Avg. Peak Gain: Isotropic</p>	<p>(5dBi) 617-960MHz / (6dBi) 1710-6000MHz / (6dBi) CBRS 3.5GHz (8dBi) 2.4-2.5GHz</p>	
<p>Horizontal Half Power Beamwidth</p>	<p>360° / 360°</p>	
<p>Vertical Half Power Beamwidth</p>	<p>70° / 35°</p>	
<p>VSWR</p>	<p>≤2.0 / ≤2.0</p>	
<p>Impedance</p>	<p>50 Ohms</p>	
<p>Polarization</p>	<p>MIMO 2 x Vertical Omni Directional</p>	
<p>Max. Power</p>	<p>50W</p>	
<p>Dimensions</p>	<p>Height: 8.6" / 218mm - Diameter: 2.4" / 60mm</p>	
<p>Radome</p>	<p>High Impact Polycarbonate</p>	
<p>Operating Temperature</p>	<p>-40° to 158° (°F)</p>	
<p>Wind Velocity</p>	<p>120 MPH</p>	
<p>Ingress Protection</p>	<p>IP67</p>	
<p>Mounting Mast Diameter</p>	<p>1.5"~2" / 40mm~50mm</p>	
<p>Net Weight</p>	<p>1.5bs / 0.7kg Includes mounting hardware</p>	
<p>Mount Type</p>	<p>Includes Mounting Hardware L-Bracket Mount + 2 x U-Bolt Sets</p>	
<p>Configuration Options</p>	<p>M19B-16-SM: <i>MIMO Antenna w/2 x 16ft CFD195 Coax Cables – 2 x SMA Male</i> M19B-1-NF: <i>MIMO Antenna w/2 x 1ft CFD195 Coax Cables – 2 x N Female</i></p>	

7. TECHNOLOGY AND EQUIPMENT PROPOSAL



M19B Omni MIMO 2 x 4G LTE CBRS 5G NR Omni Antenna
MIMO 2 x Cellular 4G LTE CBRS 5G NR / WiFi 2.4GHz
Omni Directional / L-Bracket Mount / Outside / Inside Use
[*Optional J-Pipe Mount](#)

M19B-16-SM
60mm
2.4"

218mm
8.6"

Includes
2 x 16ft Coax Cables
2 x SMA Male Connectors

M19B-1-NF

Includes
2 x 1ft Coax Cables
2 x NF Connectors

Includes
L-Bracket Mount
2 x U-Bolt Sets



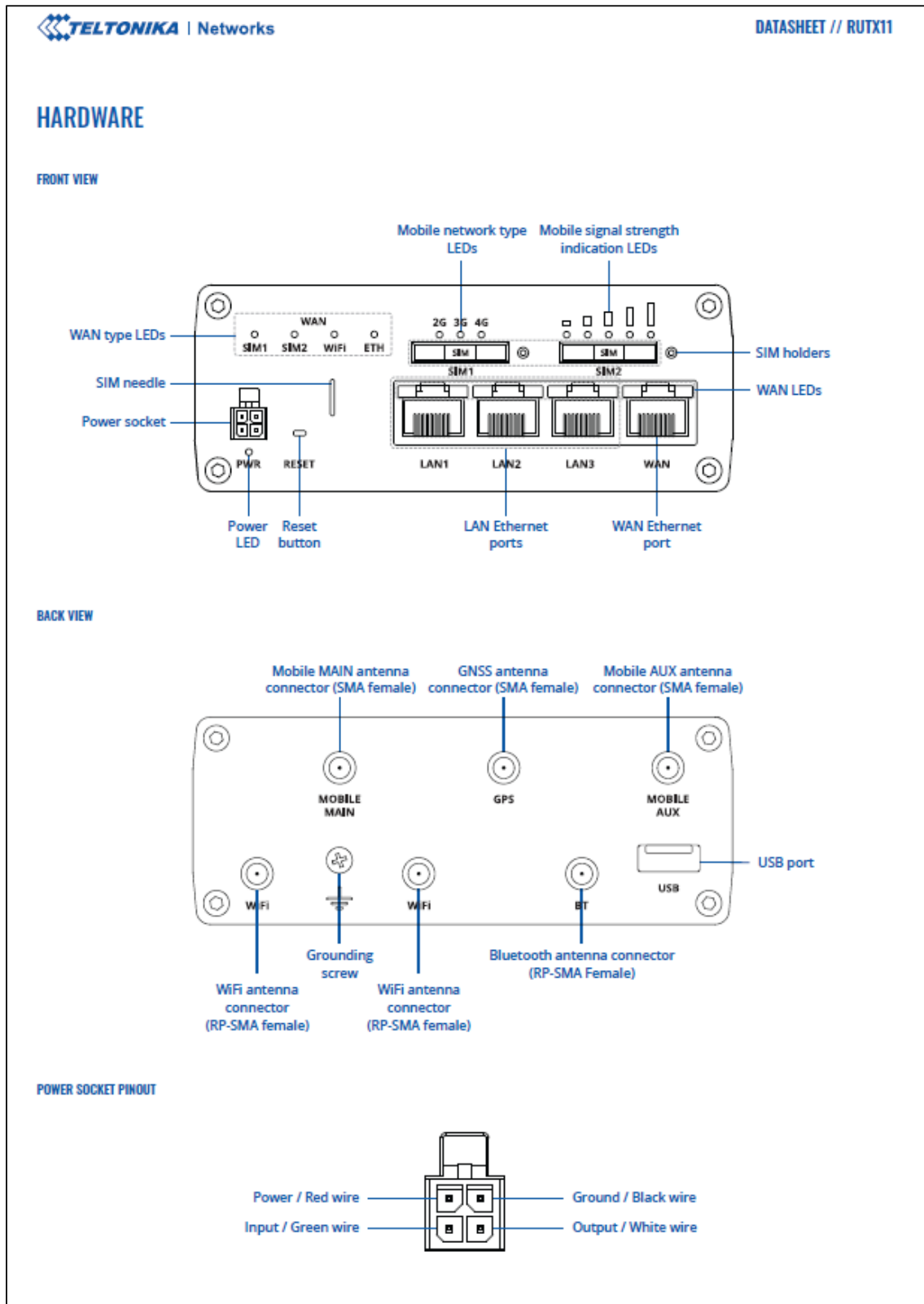
7. TECHNOLOGY AND EQUIPMENT PROPOSAL

 **TELTONIKA** | Networks


RUTX11




7. TECHNOLOGY AND EQUIPMENT PROPOSAL




7. TECHNOLOGY AND EQUIPMENT PROPOSAL

 DATASHEET // RUTX11	
FEATURES	
MOBILE	
Mobile module	4G (LTE) – Cat 6 up to 300 Mbps, 3G – Up to 42 Mbps
SIM switch	2 SIM cards, auto-switch cases: weak signal, data limit, SMS limit, roaming, no network, network denied, data connection fail, SIM idle protection
Status	Signal strength (RSSI), SINR, RSRP, RSRQ, EC/IO, RSCP, Bytes sent/received, connected band, IMSI, ICCID, Carrier aggregation
SMS	SMS status, SMS configuration, send/read SMS via HTTP POST/GET, EMAIL to SMS, SMS to EMAIL, SMS to HTTP, SMS to SMS, scheduled SMS, SMS autoreply, SMPP
USSD	Supports sending and reading Unstructured Supplementary Service Data messages
Black/White list	Operator black/white list
Multiple PDN	Possibility to use different PDNs for multiple network access and services
SIM idle protection service	When working with devices with two SIM slots, the one not currently in use will remain idle until the device switches to it, meaning that no data is used on the card until then
Band management	Band lock, Used band status display
APN	Auto APN
Bridge	Direct connection (bridge) between mobile ISP and device on LAN
Passthrough	Router assigns its mobile WAN IP address to another device on LAN
WIRELESS	
Wireless mode	802.11 b/g/n/ac Wave 2 (WiFi 5) with data transmission rates up to 867 Mbps (Dual Band, MU-MIMO), 802.11r fast transition, Access Point (AP), Station (STA)
Wi-Fi security	WPA2-Enterprise - PEAP, WPA2-PSK, WEP, WPA-EAP, WPA-PSK; AES-CCMP, TKIP, Auto Cipher modes, client separation
SSID/ESSID	ESSID stealth mode
Wi-Fi users	up to 150 simultaneous connections
Wireless Hotspot	Captive portal (Hotspot), Internal/external Radius server, SMS authorization, internal/external landing page, walled garden, user scripts, URL parameters, user groups, individual user or group limitations, user management, 9 default customizable themes
Wireless Connectivity Features	Wireless mesh (802.11s), fast roaming (802.11r), Relayd
Wireless MAC filter	Whitelist, blacklist
Wireless QR code generator	Once scanned, a user will automatically enter your network without needing to input login information
BLUETOOTH	
Bluetooth 4.0	Bluetooth low energy (LE) for short range communication
ETHERNET	
WAN	1 x WAN port 10/100/1000 Mbps, compliance with IEEE 802.3, IEEE 802.3u, 802.3az standards, supports auto MDI/MDIX crossover
LAN	3 x LAN ports, 10/100/1000 Mbps, compliance with IEEE 802.3, IEEE 802.3u, 802.3az standards, supports auto MDI/MDIX crossover
NETWORK	
Routing	Static routing, Dynamic routing (BGP, OSPF v2, RIP v1/v2, EIGRP, NHRP), Policy based routing
Network protocols	TCP, UDP, IPv4, IPv6, ICMP, NTP, DNS, HTTP, HTTPS, SFTP, FTP, SMTP, SSL/TLS, ARP, VRRP, PPP, PPPoE, UPNP, SSH, DHCP, Telnet, SMPP, SMNP, MQTT, Wake On Lan (WOL)
VoIP passthrough support	H.323 and SIP-alg protocol NAT helpers, allowing proper routing of VoIP packets
Connection monitoring	Ping Reboot, Wget Reboot, Periodic Reboot, LCP and ICMP for link inspection
Firewall	Port forward, traffic rules, custom rules
Firewall status page	View all your Firewall statistics, rules, and rule counters
Ports management	View device ports, enable and disable each of them, turn auto-configuration on or off, change their transmission speed, and so on
Network topology	Visual representation of your network, showing which devices are connected to which other devices
Hotspot	Captive portal (Hotspot), Internal/external Radius server, SMS authorization, internal/external landing page, walled garden, user scripts, URL parameters, user groups, individual user or group limitations, user management, 9 default customizable themes and option to upload and download customised hotspot themes
DHCP	Static and dynamic IP allocation, DHCP Relay
QoS / Smart Queue Management (SQM)	Traffic priority queuing by source/destination, service, protocol or port, WMM, 802.11e
DDNS	Supported >25 service providers, others can be configured manually
Network backup	Wi-Fi WAN, Mobile, VRRP, Wired options, each of which can be used as an automatic Failover
Load balancing	Balance Internet traffic over multiple WAN connections
SSHFS	Possibility to mount remote file system via SSH protocol


7. TECHNOLOGY AND EQUIPMENT PROPOSAL

 DATASHEET // RUTX11	
SECURITY	
Authentication	Pre-shared key, digital certificates, X.509 certificates, TACACS+, Radius, IP & Login attempts block
Firewall	Pre-configured firewall rules can be enabled via WebUI, unlimited firewall configuration via CLI; DMZ; NAT; NAT-T
Attack prevention	DDoS prevention (SYN flood protection, SSH attack prevention, HTTP/HTTPS attack prevention), port scan prevention (SYN-FIN, SYN-RST, X-mas, NULL flags, FIN scan attacks)
VLAN	Port and tag-based VLAN separation
Mobile quota control	Mobile data limit, customizable period, start time, warning limit, phone number
WEB filter	Blacklist for blocking out unwanted websites, Whitelist for specifying allowed sites only
Access control	Flexible access control of TCP, UDP, ICMP packets, MAC address filter
VPN	
OpenVPN	Multiple clients and a server can run simultaneously, 27 encryption methods
OpenVPN Encryption	DES-CBC 64, RC2-CBC 128, DES-EDE-CBC 128, DES-EDE3-CBC 192, DESX-CBC 192, BF-CBC 128, RC2-40-CBC 40, CAST5-CBC 128, RC2-64-CBC 64, AES-128-CBC 128, AES-128-CFB 128, AES-128-CFB1 128, AES-128-CFB8 128, AES-128-OFB 128, AES-128-GCM 128, AES-192-CFB 192, AES-192-CFB1 192, AES-192-CFB8 192, AES-192-OFB 192, AES-192-CBC 192, AES-192-GCM 192, AES-256-GCM 256, AES-256-CFB 256, AES-256-CFB1 256, AES-256-CFB8 256, AES-256-OFB 256, AES-256-CBC 256
IPsec	IKEv1, IKEv2, with 14 encryption methods for IPsec (3DES, DES, AES128, AES192, AES256, AES128GCM8, AES192GCM8, AES256GCM8, AES128GCM12, AES192GCM12, AES256GCM12, AES128GCM16, AES192GCM16, AES256GCM16)
GRE	GRE tunnel, GRE tunnel over IPsec support
PPTP, L2TP	Client/Server instances can run simultaneously, L2TPv3, L2TP over IPsec support
Stunnel	Proxy designed to add TLS encryption functionality to existing clients and servers without any changes in the program's code
DMVPN	Method of building scalable IPsec VPNs
SSTP	SSTP client instance support
ZeroTier	ZeroTier VPN client support
WireGuard	WireGuard VPN client and server support
Tinc	Tinc offers encryption, authentication and compression in its tunnels. Client and server support
MODBUS TCP SLAVE	
ID range	Respond to one ID in range [1;255] or any
Allow Remote Access	Allow access through WAN
Custom registers	MODBUS TCP custom register block requests, which read/write to a file inside the router, and can be used to extend MODBUS TCP Slave functionality
MODBUS TCP MASTER	
Supported functions	01, 02, 03, 04, 05, 06, 15, 16
Supported data formats	8-bit: INT, UINT; 16-bit: INT, UINT (MSB or LSB first); 32-bit: float, INT, UINT (ABCD (big-endian), DCBA (little-endian), CDAB, BADC)
DATA TO SERVER	
Protocol	HTTP(S), MQTT, Azure MQTT, Kinesis
Data to server	Extract parameters from multiple sources and different protocols, and send them all to a single server
MQTT GATEWAY	
MQTT Gateway	Allows sending commands and receiving data from MODBUS Master through MQTT broker
DNP3	
Supported modes	TCP Master, DNP3 Outstation
DLMS	
DLMS Support	DLMS - standard protocol for utility meter data exchange
MONITORING & MANAGEMENT	
WEB UI	HTTP/HTTPS, status, configuration, FW update, CLI, troubleshoot, event log, system log, kernel log
FOTA	Firmware update from server, automatic notification
SSH	SSH (v1, v2)
SMS	SMS status, SMS configuration, send/read SMS via HTTP POST/GET
Call	Reboot, Status, Mobile data on/off, Output on/off, answer/hang-up with a timer, Wi-Fi on/off
TR-069	OpenACS, EasyCwmp, ACSLite, tGem, LibreACS, GenieACS, FreeACS, LibCWMP, Friendly tech, AVSystem
MQTT	MQTT Broker, MQTT publisher
SNMP	SNMP (v1, v2, v3), SNMP Trap
JSON-RPC	Management API over HTTP/HTTPS
MODBUS	MODBUS TCP status/control
RMS	Teltonika Remote Management System (RMS)

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

 DATASHEET // RUTX11	
IOT PLATFORMS	
Cloud of Things	Allows monitoring of: Device data, Mobile data, Network info, Availability
ThingWorx	Allows monitoring of: WAN Type, WAN IP, Mobile Operator Name, Mobile Signal Strength, Mobile Network Type
Cumulocity	Allows monitoring of: Device Model, Revision and Serial Number, WAN Type and IP, Mobile Cell ID, ICCID, IMEI, Connection Type, Operator, Signal Strength
Azure IoT Hub	Can send device IP, Number of bytes send/received, Temperature, PIN count to Azure IoT Hub server, Mobile connection state, Network link state, IMEI, ICCID, Model, Manufacturer, Serial, Revision, IMSI, SIM State, PIN state, GSM signal, WCDMA RSCP, WCDMA EC/IO, LTE RSRP, LTE SINR, LTE RSRQ, CELL ID, Operator, Operator number, Connection type
SYSTEM CHARACTERISTICS	
CPU	Quad-core ARM Cortex A7, 717 MHz
RAM	256 MB, DDR3
FLASH storage	256 MB, SPI Flash
FIRMWARE / CONFIGURATION	
WEB UI	Update FW from file, check FW on server, configuration profiles, configuration backup
FOTA	Update FW
RMS	Update FW/configuration for multiple devices at once
Keep settings	Update FW without losing current configuration
FIRMWARE CUSTOMIZATION	
Operating system	RutOS (OpenWrt based Linux OS)
Supported languages	Busybox shell, Lua, C, C++, and Python, java in Package manager
Development tools	SDK package with build environment provided
GPL customization	You can now create your own custom firmware and web page application, with some examples to make the creation process easier; and brand our firmware by changing colours, logos, and so on to fit your or your clients' needs
LOCATION TRACKING	
GNSS	GPS, GLONASS, BeiDou, Galileo and QZSS
Coordinates	GNSS coordinates via WebUI, SMS, TAVL, RMS
NMEA	NMEA 0183
NTRIP	NTRIP protocol (Networked Transport of RTCM via Internet Protocol)
Server software	Supported server software TAVL, RMS
Geofencing	Configurable multiple geofence zones
USB	
Data rate	USB 2.0
Applications	Samba share, USB-to-serial
External devices	Possibility to connect external HDD, flash drive, additional modem, printer
Storage formats	FAT, FAT32, exFAT, NTFS (read-only), ext2, ext3, ext4
INPUT / OUTPUT	
Input	1 x Digital Input, 0 - 6 V detected as logic low, 8 - 30 V detected as logic high
Output	1 x Digital Output, Open collector output, max output 30 V, 300 mA
Events	Email, RMS, SMS
I/O juggler	Allows to set certain I/O conditions to initiate event
POWER	
Connector	4-pin industrial DC power socket
Input voltage range	9 - 50 VDC, reverse polarity protection, voltage surge/transient protection 24 - 36 VDC for railway version of the code RUTX11 020G00
PoE (passive)	Possibility to power up through LAN1 port, not compatible with IEEE802.3af, 802.3at and 802.3bt standards, Mode B, 9 - 30 VDC
Power consumption	16 W Max
PHYSICAL INTERFACES	
Ethernet	4 x RJ45 ports, 10/100/1000 Mbps
I/O's	1 x Digital Input, 1 x Digital Output on 4-pin power connector
Status LEDs	4 x WAN type LEDs, 2 x Mobile connection type, 5 x Mobile connection strength, 8 x LAN status, 1 x Power, 2 x 2.4G and 5G Wi-Fi
SIM	2 x SIM slots (Mini SIM - 2FF), 1.8 V/3 V, external SIM holders
Power	1 x 4-pin power connector
Antennas	2 x SMA for LTE, 2 x RP-SMA for Wi-Fi, 1 x RP-SMA for Bluetooth, 1 x SMA for GNSS
USB	1 x USB A port for external devices
Reset	Reboot/User default reset/Factory reset button
Other	1 x Grounding screw

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

		DATASHEET // RUTX11
PHYSICAL SPECIFICATION		
Casing material	Aluminum housing	
Dimensions (W x H x D)	115 x 44.2 x 95.1 mm	
Weight	456 g	
Mounting options	DIN rail, flat surface placement	
OPERATING ENVIRONMENT		
Operating temperature	-40 °C to 75 °C	
Operating humidity	10% to 90% non-condensing	
Ingress Protection Rating	IP30	
REGULATORY & TYPE APPROVALS		
Regulatory	CE/RED, UKCA, CB, EAC, RoHS, REACH, Railway [EN 50155, EN 50121], UCRF, C/TC, ICASA, ANRT, RCM, SIRIM, IMDA, ETA-WPC, NTC, , FCC, IC (ISED), PTCRB, UL/CSA, NOM	
Operator	AT&T, Verizon, T-Mobile, Deutsche Telekom	
EMI IMMUNITY		
Standards	EN 55032:2015, EN 55035:2017, Draft ETSI EN 301 489-1 V2.2.1, ETSI EN 301 489-3 V2.1.1, Draft ETSI EN 301 489-17 V3.2.0	
ESD	EN 61000-4-2:2009	
RS	EN 61000-4-3:2006 + A1:2008 + A2:2010	
EFT	EN 61000-4-4:2012	
Surge protection	EN 61000-4-5:2014	
CS	EN 61000-4-6:2014	
DIP	EN 61000-4-11:2004	
RF		
Standards	ETSI EN 300 328 V2.1.1, ETSI EN 301 893 V2.1.1, ETSI EN 300 440 V2.1.1	
SAFETY		
Standards	IEC 62368-1:2014 (Second Edition) EN 62368-1:2014+A11:2017 EN 50385:2017 EN 62232:2017	

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

WHAT'S IN THE BOX?

STANDARD PACKAGE CONTAINS*

- Router RUTX11
- 18 W PSU
- 2 x LTE antennas (swivel, SMA male)
- 2 x WiFi antennas (swivel, RP-SMA male)
- 1 x GNSS antenna (adhesive, SMA male, 3 m cable)
- 1 x Bluetooth antenna (magnetic mount, RP-SMA male, 1.5 m cable)
- Ethernet cable (1.5 m)
- SIM Adapter kit
- QSG (Quick Start Guide)
- Packaging box

 <p>ROUTER RUTX11</p>	 <p>18 W PSU</p>	 <p>2 X LTE ANTENNAS (SWIVEL, SMA MALE)</p>
 <p>2 X WIFI ANTENNAS (SWIVEL, RP-SMA MALE)</p>	 <p>1 X GNSS ANTENNA (ADHESIVE, SMA MALE, 3 M CABLE)</p>	 <p>1 X BLUETOOTH ANTENNA (MAGNETIC MOUNT, RP-SMA MALE, 1.5 M CABLE)</p>
 <p>ETHERNET CABLE (1.5 M)</p>	 <p>SIM ADAPTER KIT</p>	

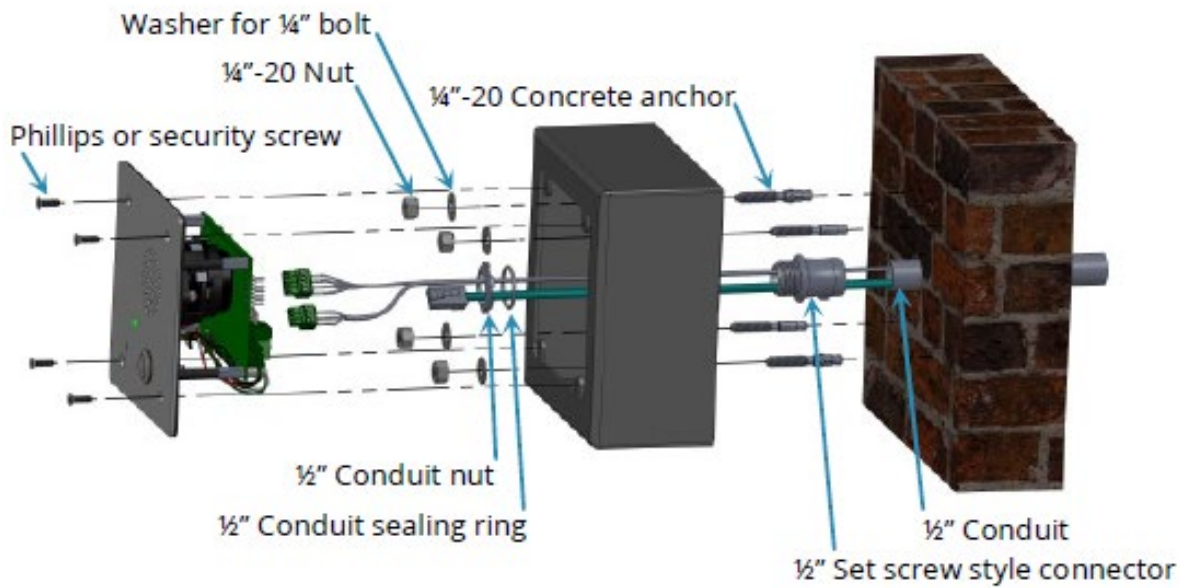
* For all standard order codes standard package contents are the same, except for PSU.

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

TELTONIKA Networks			DATA SHEET // RUTX11
STANDARD ORDER CODES			
PRODUCT CODE	HS CODE	HTS CODE	PACKAGE CONTAINS
RUTX11000000	851762	8517.62.00	Standard package with EU PSU
RUTX11100400	851762	8517.62.00	Standard package with US PSU
For more information on all available packaging options – please contact us directly.			
AVAILABLE VERSIONS			
PRODUCT CODE	REGION (OPERATOR)	FREQUENCY	
RUTX11 0*****	Europe ³ , The Middle East, Africa, Australia, APAC ² , Brazil, Malaysia	<ul style="list-style-type: none"> ▪ 4G (LTE-FDD): B1, B3, B5, B7, B8, B20, B28, B32¹ ▪ 4G (LTE-TDD): B38, B40, B41 ▪ 3G: B1, B3, B5, B8 	
RUTX11 020G00 Railway version	Europe ³ , The Middle East, Africa, Australia, APAC ² , Brazil, Malaysia	<ul style="list-style-type: none"> ▪ 4G (LTE-FDD): B1, B3, B5, B7, B8, B20, B28, B32¹ ▪ 4G (LTE-TDD): B38, B40, B41 ▪ 3G: B1, B3, B5, B8 	
RUTX11 1*****	North America ³	<ul style="list-style-type: none"> ▪ 4G (LTE-FDD): B2, B4, B5, B7, B12, B13, B25, B26, B29¹, B30, B66 ▪ 3G: B2, B4, B5 	
The price and lead-times for region (operator) specific versions may vary. For more information please contact us.			
1 - LTE-FDD B29 and B32 support ftx only, and in 2xCA it is only for secondary component carrier.			
2 - Excluding Japan and CMCC			
3 - Regional availability - excluding Russia & Belarus.			
4 - For more detailed information about certified carriers, visit our Wiki page			

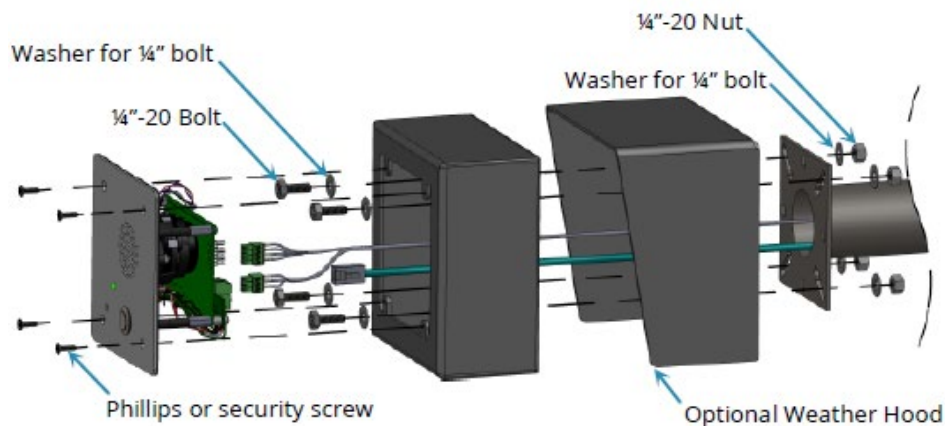
7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Wall Mount Installation



7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Pedestal Mount Installation



EIKA Gate Equipment

Elka Gate Equipment to serve as the barrier to entry and exit. These gates are simply barriers that are governed by the Metropolis platform. Replacement gate arms (1 per lane) will be purchased and stocked onsite by Metropolis. Metropolis is responsible for the R&M of the gates and equipment.

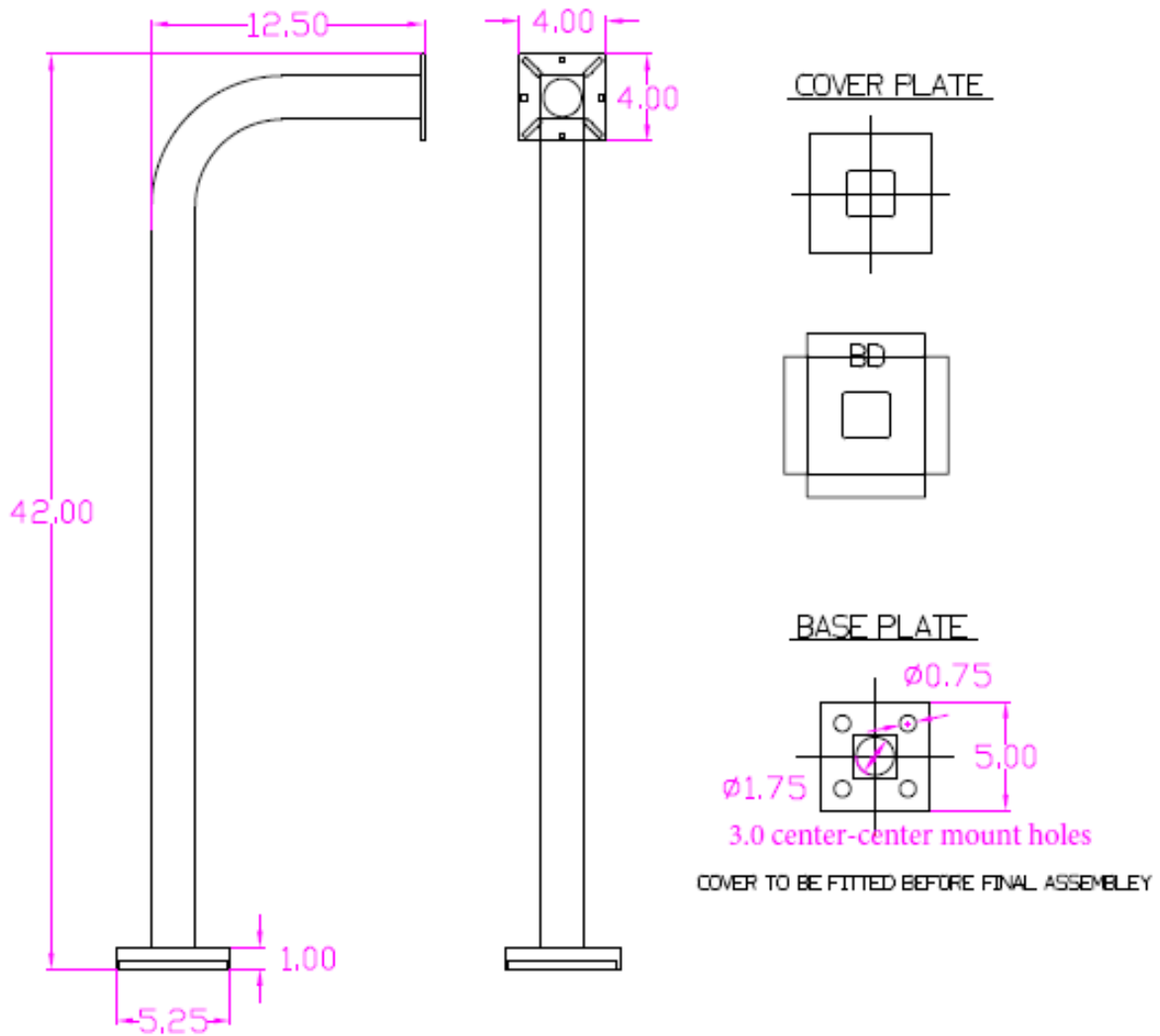
Umojo VOIP Intercoms

Umojo VOIP intercoms will serve as our communication method to the parkers in the lanes to assist patrons and ensure smooth operations.

Computer Vision Cameras

Computer Vision Cameras in lane on entry and exit are designed to enable the frictionless use of Metropolis for all parkers on, and off of the platform. Computer Vision AI welcomes guests into the facility, facilitates payment on exit and lets the parker out of the garage.

7. TECHNOLOGY AND EQUIPMENT PROPOSAL



7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Standards Compliant

The outdoor SIP intercom meets or exceeds the following RF emissions standards.

- FCC 47 CFR Part 15 Subpart B
- Industry Canada ICES-003 Issue 5
- Cet appareil numérique de la classe A est conforme à la norme ICES-003 du Canada.

This product is designed & manufactured in the USA.

- ISO 9001:2008 certified factory
- ROHS Compliant
- Industrial Temperature -40C +85C.

The SIP access control intercom is designed for an outdoor IP-65 rating.



7. TECHNOLOGY AND EQUIPMENT PROPOSAL

3) A detailed technology and equipment proposal. Complete proposals must include the quantities and type of equipment proposed, geographical location of equipment, utility requirements, itemized initial start-up purchase costs and itemized ongoing equipment costs, required software and licensing costs and two (2) years of support, and supporting technical information such as the use of a centralized call center located off-site to support the operation. Complete proposals must include projected delivery time and the time required for installation. This shall include a two (2) year maintenance agreement as a separate line item. The HCDA reserves the right to adjust the equipment and/or maintenance agreement at its sole discretion.

Proposed Technology Solution

SP+, a Metropolis Company, proposes the implementation of our Computer Vision technology for the California Redwood Coast-Humboldt County Airport (ACV) customer parking facilities, and if desired in the future, the employee parking facilities as well. Our Computer Vision platform automates the start and end of the parking session with the license plate read. The technology also controls restricted access within employee-only and nested areas. The platform allows for real-time compliance visibility of each vehicle and access group.



We will prevent revenue loss from traditional parking revenue system outages, broken gates, tailgating, credential sharing, intercom vending, ticket jams and credit card issues. ACV customers will simply drive in and drive out with a credit card paired to their license plate and phone number. This means that any repeat customers will already be registered in the network without having to do anything on-site, and a text receipt will be sent to them upon exit.

A simple registration process for first-time users will be enabled through the scan of a QR code sign throughout the facilities. Our system will be an all-digital frictionless experience, proven to reduce expenses and significantly improve the customer experience.

Most importantly, [we can implement and go-live with our Computer Vision platform in no more than 60 days](#). This gives us a distinct advantage over operators that may offer a traditional legacy Parking Access and Revenue Control System (PARCS), which typically require extensive installation, programming, and testing timelines that would prevent ACV from efficiently and effectively capturing parking revenue from traveling patrons as soon as operationally possible.

Value of Metropolis Computer Vision

- \$0 capital expense to ACV.
- \$0 annual maintenance costs.
- Reduced staffing expenses through advanced data analytics and efficiencies associated with automation.
- No third-party technology support delays and mark-up costs – a single point of contact and responsibility for technology and management support.

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

- Elimination of equipment down-time and server outages.
- Reduction of risks associated with PCI compliance.
- Elimination of cost for repairs and maintenance, consumables, software updates and upgrades, warranties and updates.
- Simplified user experience with no more lines at the gates.
- Real-time occupancy visibility of each section of each facility, vehicle ingress/egress monitoring and recording, utilization patterns by hour/day/month and revenue analytics by hour and day of week.
- Full integration capabilities with our AeroParker online parking reservation service.
- Our proposed system includes replacement of all entrance and exit gates with brand new magnetic gates and housings and all required signage throughout the facilities.



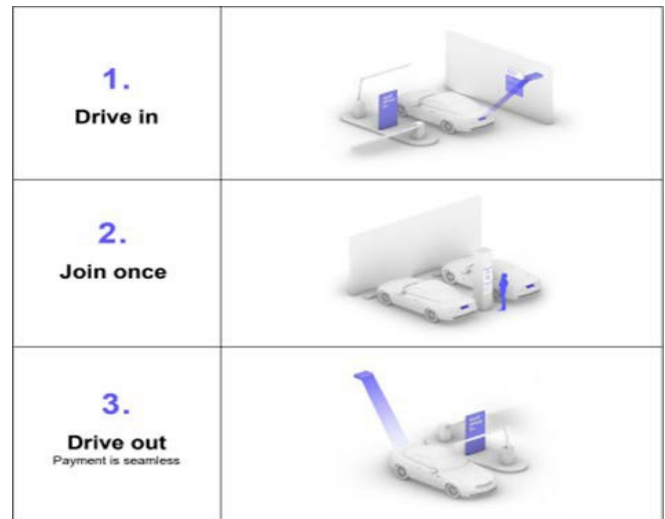
ACV parking operations will be enhanced with Computer Vision.

Our Computer Vision platform will enable a seamless ingress/egress for customers using the facilities. Users will enjoy a simple and single online signup linking their license plate to their credit card and phone number. Customers can manage their own account and vehicle updates as needed.

We provide our airport clients with an unparalleled set of data insights into daily utilization patterns and financial performance. All real-time data is available from an online client dashboard.

We engineer and operate advanced technology to make parking better.

We pair artificial intelligence with world-class operations, making parking remarkable by removing the headaches



from parking management and delivering seamless first- and last-touch moments for ACV customers.

The **Metropolis** Computer Vision platform is transformative technology that is redefining parking and provides a “checkout-free” customer experience that is a seamless, simple, cost-effective answer to high-priced legacy Parking Access Control Systems (PARCS). The Computer Vision platform is a ticketless entry and exit system with the vehicle’s license plate (and other specific vehicular identifications) serving as the entry

and exit credential. New barrier gates, entry terminals with intercom communication at each ingress and egress lane and new cameras and hardware will be installed to support the Vision platform.



7. TECHNOLOGY AND EQUIPMENT PROPOSAL

No Capital Expense

All hardware and installation costs associated with the **Metropolis** Computer Vision platform will be borne by **SP+**. Our launch team, consisting of network engineers and technicians, will personally oversee hardware procurement and installation, ensuring a smooth transition from the current PARCS provider.

Enhanced County Resources

ACV Maintenance and IT staff will no longer be responsible for maintaining, upgrading and monitoring the PARCS, allowing them to concentrate on their core aviation business. Our solution is turnkey, providing everything required to operate and maintain our product. Our support team, along with our on-site staff, will handle all maintenance and system upgrades.

How Does it Work from an Economic Standpoint?

SaaS Fee: **SP+** will negotiate a monthly Software as a Service (SaaS) fee that is embedded within our Management Fee. This fee is how we pay for system hardware and ongoing support.

Transaction Fees: Consumers will be charged a transaction fee each time they use the system. This fee is retained by **SP+** as our return for our product, the investment, R&D and other ongoing costs to support the system.

What is the Metropolis Computer Vision System?

We call it Orion. Orion is our proprietary and patented computer vision platform that captures images of vehicles and extracts their license plate and vehicle information.

Orion is trained on a comprehensive, proprietary and constantly expanding dataset to recognize vehicles, vehicle characteristics and license plates.

Our computer vision platform is separate and distinct from LPR products offered in the market today.

- Orion delivers a higher performing vehicle identification solution when compared to commercial LPR products, which is realized by our over 9 million registered users and the fact that 100,000 new registered users are added every week.
- Orion is creating and tracking a multitude of vehicle characteristics, of which the license plate is just one data label. LPR itself is not a commercially viable solution in a parking environment.
- Orion is context aware. It can track multiple vehicles and their directions, supporting both indoor and outdoor operations.



Every License Plate Is Captured When Entering and Exiting the Parking Facilities

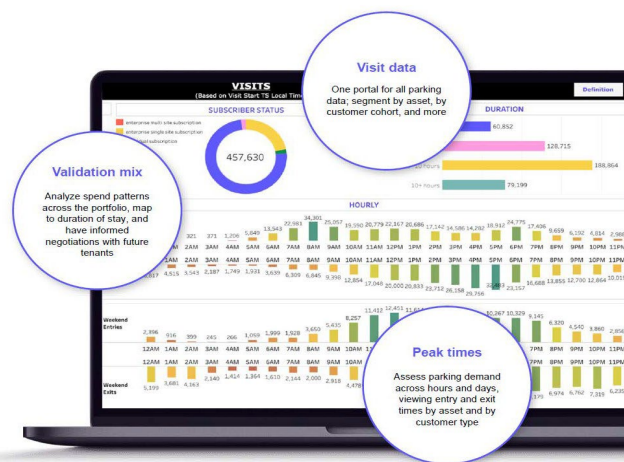
Our local personnel have access and continuously monitor a mobile version of the **Metropolis** Specialist App. This includes a real-time history of every vehicle that enters and exits each section of

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

the parking facility, the duration of the visit and the payment amount (if applicable). This can show in real time open/closed parking sessions and parking facility occupancy with point in time accuracy.

Our team can correct any current or past visits on-site, remotely control gates and parking sessions and have direct access to our central control center to resolve any site-related issues immediately. We experience no delays or fees with third-party services.

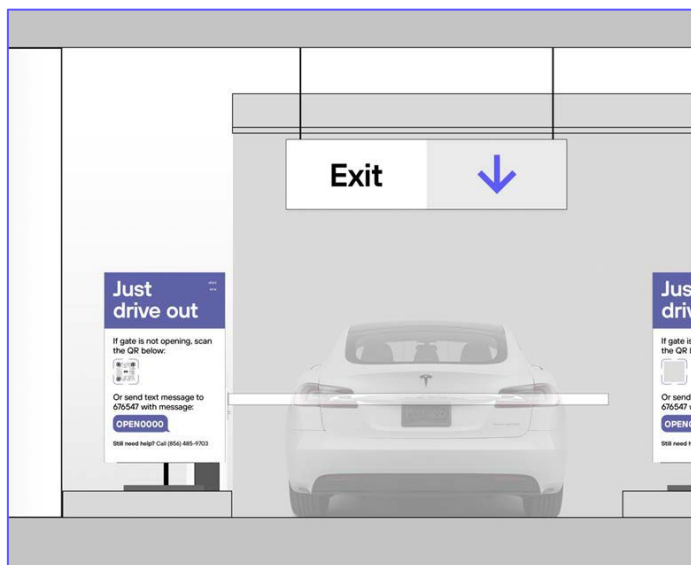
Access can be limited to specific access groups within designated facilities. Credential sharing or violation of permits are proactively prevented within the technology suite. All activities are monitored and stored for one year, thereby improving the security of the facility.



Metropolis' Advanced Analytics Inform Staffing and Marketing Plans

Available to all **Metropolis** clients, our data dashboard enables smarter pricing and business development strategies. We optimize revenue based on actual facility utilization and demand. Examples include hourly rate changes based on day of the week and hour of the day, as well as differing validation rates depending on occupancy. We provide standardized monthly reporting and a suite of data analytics including:

- Real-time insights into parking asset financial performance by location, by market and nationally;
- Segment revenue data by type and by facility;
- Analysis of average daily revenue, occupancy utilization, average ticket price and more to maximize yield of individual parking spaces; and
- Visualize validation use and opportunity cost of free and discounted parking.



ACV's parking would be managed by our staff through our proprietary digital admin application. From this application pricing is set, on-site technology is monitored and all location-specific data is accessible to our launch, operations and field teams. This allows for 99.999% uptime of technology, revenue compliance analysis, real-time price adjustments and feature updates that are relevant for ACV's parking operations.

Metropolis Signage Systems Example

Metropolis will offer a comprehensive signage package to California Redwood Coast-Humboldt County Airport, including co-branding and color customization.

Available to all **Metropolis** clients, our data dashboard enables smarter pricing and business development

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

strategies. **Metropolis** optimizes revenue based on actual facility utilization and demand. Examples include hourly rate changes based on day of the week and hour of the day, as well as differing validation rates depending on occupancy. **Metropolis** provides standardized monthly reporting and a suite of data analytics including:

Funding Plan: Partner with Metropolis and Save in Upfront Capex

\$0	\$0	\$0
Upfront Capital Cost	Technology Warranty	Legacy Equipment Fees
Metropolis fully covers the computer-vision platform hardware and installation at zero cost to Humboldt County	Throughout Metropolis' deployment, Metropolis bears responsibility for maintaining all onsite Metropolis hardware, replacing equipment as needed at zero cost to Humboldt County	From Day 1, all legacy equipment is overridden with related maintenance costs and licensing fees immediately eliminated

Metropolis rejects the cost-plus model and instead leverages a Software as a Service (SaaS) model and payment-related fees to drive asset-level performance, increase transparency and reduce operating expense for our clients. We recover cost in two ways: a SaaS Fee to the Airport and a direct consumer fee.

Implementation will be nearly hands-off for ACV staff.

Metropolis will support the launch with local, regional and national leadership, in addition to a cross-functional task force to monitor performance remotely.

Staffing Success

- **Regional Task Force:** We will have a Task Force Manager to oversee mobility specialist performance, as well as additional cross-functional stakeholders on-site (tech, partner management, etc.).
- **Entry/Exit:** All entrances and exits will be staffed with mobility specialists to interact with customers and assist with payment as needed.
- **Floating Manager:** Management will be floating throughout the facilities to check in and gauge any concerns or feedback.
- **Additional Leaders:** Leadership will be on-site for launch to support as needed.

Technical Success

- **Metropolis** system will be pre-set to turn on at a designated time.
- **Connectivity:** Internet connectivity is verified prior to launch.
- **Tech Monitoring:** Technical operations will be monitoring all transactions remotely on Day 1 to ensure maximum auto-pairing rates and consistency.
- **Ops Monitoring:** On-site and remote monitoring of compliance rates and customer experience.

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Risk Management

- **Parker Engagement: Metropolis** will engage with every parker that pulls into a facility to ensure that they are comfortable with the process and are able to seamlessly pay.
- **Leadership Alignment: Metropolis** Leadership will be in constant communication with Airport management and the County to gather and act upon feedback.
- **Performance Reporting: Metropolis** will share a *Daily Summary* with leadership for the first week to identify successes and opportunities for improvement.

Approval				Day 30
Preparation	Installation	Enrollment	Go-Live	
Property Review Metropolis meets with property managers to fully review location capabilities	Site Survey Metropolis launch team conducts detailed site surveys with your property management and site engineering teams	Client Communication Metropolis provides communication templates to share with all clients and relevant stakeholders notifying them of the transition to Metropolis parking operations	Signage Installation Branded signage installed in the parking lot/garage	
Operations Deep Dive Metropolis operations team deploys to understand customer experience with Metropolis compared to current operations	Technology Installation Plan Metropolis launch team identifies locations for camera installation and electrical and submits to your team for review and final approval	Training & FAQs Training provided as needed with detailed FAQs shared digitally	Location Goes Live Upon completion of client and partner onboarding, location goes live on the Metropolis platform with all access and payment provisioned through Metropolis	
Client Onboarding Prep Metropolis provides templates for property managers to provide all client validation information and current pricing (e.g. monthly rates for client A versus client B)	On-Site Installation Covered and managed by Metropolis and insured vendors. COIs provided prior to installation	Enrollment Clients, enterprises, and validation partners enrolled on a per-site basis. In-app instructions provided for all monthly & transient customers	Customer Support Fully managed by Metropolis through in-app and email, as well as on-site staff	
			Monthly Reporting Detailed financial and operations reports are provided monthly	
				*Ownership Support Required

The **Metropolis** Computer Vision system includes the procurement and installation of all hardware requirements and spare parts for each ingress and egress lane at ACV's Primary and Supplemental customer parking lots. For more specific equipment details, please refer to **hardware information sheets included earlier in this section.**

Spare Equipment

Our Management Fee includes the cost for all spare equipment needed for our Computer Vision system as well as any additional equipment replacement required due to any type of equipment failure throughout the term of our agreement.



7. TECHNOLOGY AND EQUIPMENT PROPOSAL

Remote Management Services

To further enhance our ability to provide prompt customer service to ACV patrons, **SP+** proposes to utilize our Remote Management Services (RMS) command center. RMS is a tool that allows us to deliver parking management services more efficiently while moving ACV operations to a higher level of financial performance. Onsite automation satisfies the customer's expectation of independence and ease of use. Remote support enhances the experience by providing 24/7 customer service and assistance for any exceptions in the automated process. Highly trained specialists monitor, identify and handle any situation remotely, ensuring efficient operations and optimal facility performance, while delivering consistent customer service levels.



Helpdesk Support

Our US-based Metropolis 24/7/365 Call Center (not outsourced) will answer any questions and assist customers whenever needed. You can have peace of mind that our agents are specialists in our technology and systems, motivated to retain your revenues and not a third party working for numerous operators with significant delays. The Help Desk is the main point of contact for all IT support related questions and requests. A tracking ticket with a unique number will be provided. If the Help Desk is unable to resolve a specialized problem, the ticket will be escalated to the appropriate IT team for processing. Note: Critical issues should be called into the Help Desk and the agent informed of the criticality.

Metropolis is prepared to take on responsibility for all technical services and repairs onsite. We will maintain the gates and their operation, repair any broken gates through our internal repair team and anything outside of our expertise, we will contract with CPC to fix. All R&M costs as they relate to Parking Equipment and **Metropolis** will be the cost of **Metropolis** through the length of the contract. This includes after-hours and weekend support.



Proposed Financial Compensation Package

We are proposing to charge a management fee to cover all expenses related to the location. The Airport will be billed a flat management fee based on the totals represented in our Management Fee Budget. Below are some explanations of **SP+**'s expected costs and how we developed them with our financial structure and fees.

The SaaS Fee covers the hosting, maintenance, updates and customer support for the **Metropolis** Computer Vision platform. The SaaS Fee replaces the preventative maintenance costs typically charged to airports by the traditional legacy PARCS providers/operators.

The Computer Vision platform offers numerous advantages to the Airport, Including:

- Provisioning of the **Metropolis** hardware and software platform, including Computer Vision revenue management system.
- No further investment in PARCS or PARCS replacement for the term of our base contract plus any option years.

7. TECHNOLOGY AND EQUIPMENT PROPOSAL

- Routine software updates.
- **Metropolis** access control, enterprise and subscription management.
- Enhanced and frictionless customer parking experience.
- 24/7 Customer Support.
- Full digital and payment and validation systems.

Software and equipment will scale easily with ACV growth and potential future parking facilities.

- Integrated third-party reservation systems.
- Data dashboard and analytics.
- Labor savings or redeployment of cashiers to more customer-centric roles.
- Improved operational efficiency due to less PARCS parts to malfunction and downtime.
- Enhanced guest experience, including prompt texting of parking receipt and ability to access historical parking activity and receipts.

8. IMPLEMENTATION PLAN AND SCHEDULE

All proposals must include a detailed implementation plan and schedule for commencement of the service included in the proposal. The plan shall include, at a minimum, the following:

1) The overall action plan to include the process and timeline for the respective steps to be implemented prior to commencement.

Proposed Transition Plan

SP+ places significant importance on transitioning operating responsibilities and the preparedness of our employees to launch parking operations on Day One. We utilize a milestone tracking system and monitor each and every task in the most effective, seamless and orderly manner.

The transition to a new parking operator at an airport sets the performance bar for the client, airport employees and customers. **SP+** is a highly experienced operator with an extensive record of successfully transitioning airport parking operations and demonstrating professionalism and a commitment to quality with each operation.



SP+ has developed a comprehensive phased plan to transitioning new airport operations. Our methods involve the assignment of key operating personnel within our Aviation division to critical processes specific to their area of focus. Documenting the plan with stakeholder assignments and date-specific deadlines provides a transparent plan by which each transition team member can execute. No other parking company can assemble a more experienced, knowledgeable team of experts.

For the transition of ACV operations, we have developed a detailed project schedule, with key milestones and dates, which specify steps to be taken by **SP+** prior to, the day of and the period following the transition date. Our plan for ACV, designed to provide a seamless transition that will go unnoticed by customers, will address the following:

Milestones

Recognizing each facility is unique, **SP+** approaches transitions on a need-specific basis. Each phase of the transition will be assigned milestone completion dates that are pre-determined to assure smooth transition.

- Pre-Transition (45 Days Prior – Start-up Date)
- Transition (The First 60 Days of Operation)
- Post-Transition (Ongoing Support)

8. IMPLEMENTATION PLAN AND SCHEDULE

The following shall serve to delineate specific tasks and objectives for each of the transition components.

Phase I, Pre-Transition

While all phases of the transition are important, the major focus will be placed on the pre-transition period, as the 45 days leading up to the actual transition are the most critical. During the pre-transition phase, our team members will work closely with the Airport staff to accomplish a wide array of objectives. **Phase 1, Pre-Transition** objectives include the following:



Coordinate Communications with Airport Staff

Establishing and maintaining ongoing communications between lead transition team members and Airport staff is paramount to ensuring a smooth transition. The following represents some of the key items requiring communication:

- Provide Airport staff with names, titles, roles, schedules and contact information for transition team members.
- Introduce key transition team members, including representatives from first-tier subcontractors, to the Airport staff.
- Establish transition meeting dates and agendas.
- Review accounting and reporting procedures and provide Airport staff with sample monthly statements and online ClientView™ applications.
- Execute final operating agreement and submittal of required bonds and insurance certificates.
- Review and finalize operating budget including confirmation of staffing plan and wage and benefit packages.
- Consult and brief the Airport staff on proposed on-site management staff.
- Prepare and submit a detailed plan of suggested ongoing maintenance.
- Work with Airport staff to complete initial draft of the Standard Operating Procedures (SOP) Manual.

Initiate Hiring and Staffing Plan

The most important aspect in a successful transition is employee retention, recruiting and training. Employee selection, hiring and finalization of staffing schedules will be completed in Phase I of our transition plan. The first step will be to notify the current employees that **SP+** has been selected and to reassure them they will be given an opportunity to continue their employment at the Airport. Notification should be given as soon as possible upon award of the contract to maintain continuity of operations and to minimize customer service issues. Transitions can be an unsettling time for existing employees. An effective, professional plan minimizes the anxiety and **SP+** goes to great lengths to establish frequent and convenient meeting times and alternate means to communicate with us to alleviate employee concerns.

If selected, **SP+** will first interview all current employees interested in continuing their employment at the Airport. We find that the recruitment, information releases and orientation of current employees and new hires result in high morale levels. We will complete background checks and make employment offers three (3) weeks prior to commencement and complete company orientation and training the

8. IMPLEMENTATION PLAN AND SCHEDULE

two (2) weeks before takeover. Please find detailed information regarding our employee selection process, training programs and staffing plans throughout our proposal.

Key objectives include:

- Notifying current staff.
- New hire orientation and customer service training.
- Sizing/issuing uniforms (**see Sample Uniform Cut Sheets at the end of this section**); vendor onsite to assist.
- PARCS training where needed.
- Development of employee schedules.

Phase II, Transition

This phase addresses an action plan from the commencement date through the first 60 days of operation. It is during this phase that many programs, procedures and policies will actually be implemented.

The transition team will begin assembling in McKinleyville prior to the transition date and provide 24-hour support to the on-site staff for an extended period thereafter. We will have members of our Aviation division management team onsite to assist with the transition and to support the location on a move-forward basis. A progress evaluation will be performed by senior management and based on that evaluation and subsequent consultation with the Airport staff, **SP+** management will have the option of retaining certain team members on-site should additional on-site support be required. The remainder of the team will then be released in favor of an off-site support role. It is important to note each member of the **SP+** transition team remains in a support role long after their on-site roles are relinquished.

The team's primary objective during Phase II will be to implement all required policies and procedures as outlined in the SOP manual and/or mandated by the Airport. Designated team members will provide regularly scheduled follow-up training with both hourly and management personnel, including hands-on assistance and job coaching as necessary.

Senior transition team members will evaluate the initial performance of staff and provide a high level of consultation and support. As with all phases of the transition plan, we will communicate frequently with the Airport staff on pertinent issues and provide progress reports.

Phase II will also include preparation, submittal and review of daily, weekly and monthly reports to be provided to the Airport. **SP+**'s Airport Accounting Manager will be available to meet with Airport staff to review the initial monthly statement and supporting documents.



8. IMPLEMENTATION PLAN AND SCHEDULE

Phase III, Post-Transition

As your Airport Parking System services partner, **SP+** will maintain an ongoing commitment to excellence in the operation of the parking facilities at ACV. We will ensure this high standard of performance through frequent field appraisals performed by our senior management staff. **SP+** has the most comprehensive corporate and management support structure in the business. Our support of field operations goes well beyond transition with site-specific policies and procedures to address:

- Customer service and satisfaction.
- Corporate and regional audit programs.
- PCI compliance.
- Time and attendance tracking.
- Revenue and ticket controls.
- Management reporting systems.
- Insurance, safety and claims management.
- Personnel policies.
- Procurement and levels of authority.
- Maintenance programs.
- On-line training programs.

During every phase of the transition, **SP+** will use a team approach that is carefully coordinated and administered by senior management. In addition to on-site management staff, the team will consist of experienced professionals from staff in both our field operations and corporate support.

Each transition team member will be assigned specific responsibilities within his or her area of expertise. Throughout the transition process, the transition team will maintain an open line of communication with Airport staff to measure progress on an ongoing basis. We have developed a detailed project checklist, with key milestones and phased timelines, which specify steps to be taken by **SP+** prior to, the day of, and the period following the transition date (refer to **Exhibit 1: Proposed Transition Plan**). ACV can be confident that this plan has been designed to provide a seamless transition that will go unnoticed by customers.

8. IMPLEMENTATION PLAN AND SCHEDULE

2) For the fully operational phase and installation of all proposed equipment and software at both parking lots, provide a detailed outline of the total staffing proposed to include full and part time positions, proposed hours for on-site coverage, a job description for each position, how license plate inventories will be accomplished, and benefits being provided for each class of employee. This must also include a detailed description of how any staff will be recruited and the initial and recurrent training plans. The plan must also include how vacation and/or other absences will be covered. Cut sheets of the uniforms to be provided should also be included. The Selected Proposer will be required to provide customer amenity services on site. It is anticipated that a combination of on-site labor, and technology-based services, will be available during times when aircraft are arriving/departing to serve customers. Proposers shall identify the process for call-in requests and what lead time will be required in the event that there is not staff on-site when a service is required.

Please refer to **Section 6. Staffing Plan** for detailed information pertaining to these requirements.

Additionally, [**we commit to deploying and going live with our Metropolis Computer Vision platform at all public parking lots at ACV in no more than 60 days**](#) from a notice to proceed. We believe this timeline for implementation of all equipment and software required to launch our Computer Vision parking access and revenue control platform at ACV gives us a distinct advantage over traditional and legacy PARCS providers.

We can launch the system for customer use and start collecting parking revenue much faster than the 'go-live' timeline required by legacy PARCs vendors. Unlike those systems, we don't need ticket dispensing equipment (complete with ticket stock) or credit card payment devices (complete with receipt stock) which come with moving parts that often require replacement or repair. This reduces the potential for costly maintenance expenses over the lifetime of the system.

3) A detailed plan and timeline for the development of the applicable policies and procedures for operation following completion of improvements specific to the ACV operation. Within thirty (30) calendar days prior to the commencement of services under this Agreement, the Selected Proposer shall select and train a full-time on-site Manager. The Selected Proposer will be provided limited access to the facilities included in this Agreement for training, assessment, and orientation to train personnel prior to the commencement date. The policies and procedures must address the operation of the existing equipment and a phasing plan.

Please refer to **Exhibit 1. Proposed Transition Timeline**.

4) Ordering of all stock required to support the operation must be on-site a minimum of ten (10) working days prior to the implementation of this Agreement.

SP+ will order all materials required to support the operation and will have it on-site a minimum of ten (10) working days prior to the implementation of this Agreement.

8. IMPLEMENTATION PLAN AND SCHEDULE

5) Proposers shall include in their recommendation any equipment and/or technology enhancements that will need to be implemented during and following completion of the construction to achieve a first-class performance level of the public parking operation. This should include recommendations on enhanced use of technology or other resources not existing at ACV currently to reduce overall operating costs and maximize customer service. Proposers shall also include a listing of all spare equipment that the Proposer believes will be necessary in order to allow for continuously functional operation.

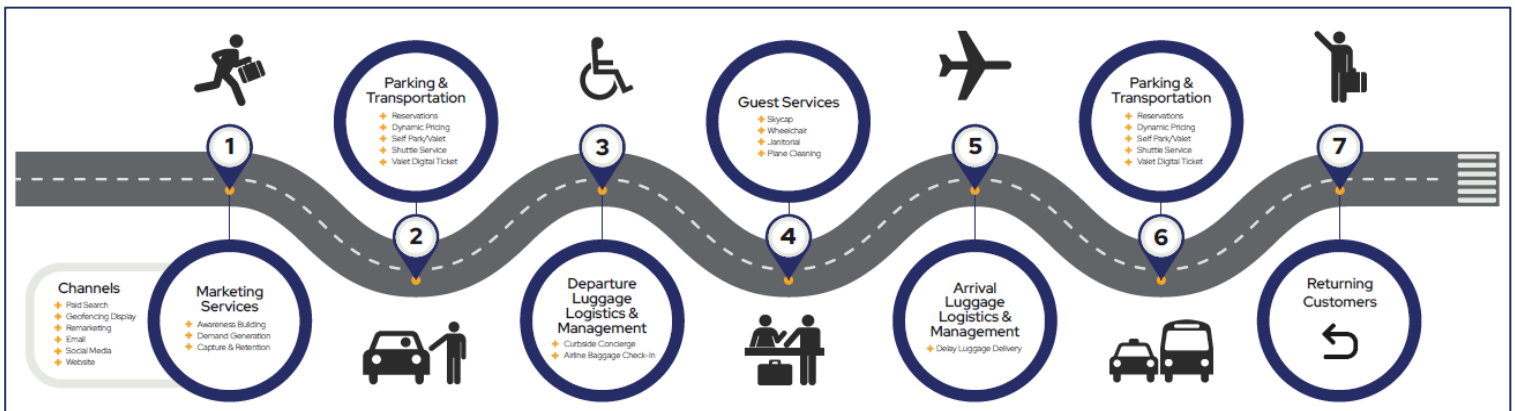
Spare Equipment

Our Management Fee covers the costs of all spare equipment needed for our Computer Vision system, as well as any replacement equipment required due to any type of equipment failure throughout the term of our agreement.

Please see below as well as the **Proposed Technology Solution** subsection of **Section 7. Technology and Equipment Proposal** for details on our recommended technology proposal and below for recommendations on enhanced use of technology or other resources to reduce overall operating costs and maximize customer service.

Leveraging Innovative Technology to Optimize Parking Operations at ACV

As air travel passenger numbers continue to increase at U.S. airports since the pandemic shutdown of 2020, so has demand for vehicle parking at airports, with many of our nation's facilities reaching capacity multiple times per week. **SP+** prepared for adapting to this increased parking demand and the ever-shifting traveler demographic by working closely with our airport partners and implementing technology solutions that offer a more convenient and seamless travel experience.



There are a number of strategies **SP+** is prepared to collaborate with ACV on and deploy to enhance customer satisfaction, improve parking revenue generation and net-operating-income (NOI), as well as to mitigate labor costs and optimize operational efficiency.

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Comprehensive Marketing Solutions and Digital Strategies

SP+ has invested significantly in marketing resources to support effective strategies tailored to airport needs. Our dedicated (**SP+ Marketing Services**) team, and the expertise gained from the acquisition of AeroParker, brings extensive experience in both digital and traditional marketing within the aviation sector. Led by Priscilla Rodriguez, Regional Marketing Manager, and Alan Daring, Vice President of Business Development at AeroParker, our team is committed to driving awareness and enhancing the customer experience.

As passenger behavior continues to evolve with a focus on increased self-service and the personalization and digitization of the travel experience, we lead the drive toward parking facility modernization with solutions that enhance customer mobility and choice.

From Remote Airline Check-in (RAC) and bag drop services, to ticketless pay/text/scan-with-mobile phone functionality, parking reservation platforms complete with dynamic pricing and yield management and innovative digital marketing strategies, we work endlessly to future-proof airport parking operations with revolutionary, customer-centric solutions that have come to be expected by today's travelers.

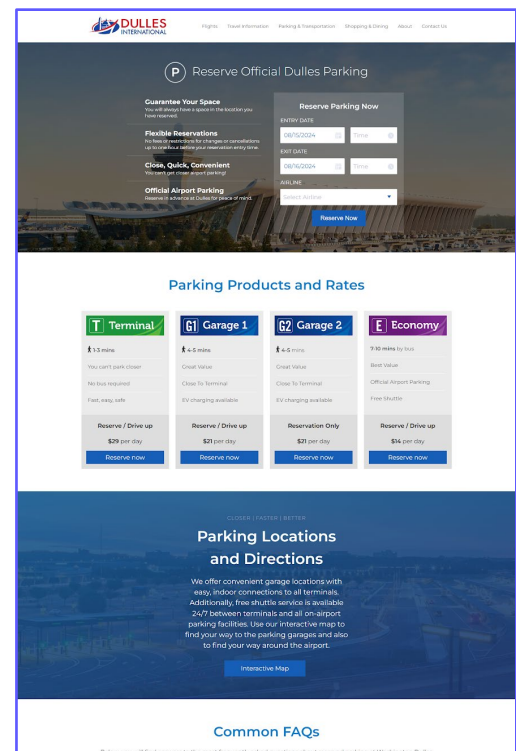
Tailored Marketing Campaigns

We offer a range of services to elevate ACV's marketing efforts, including but not limited to:

- **Web Development:** Our team specializes in creating and optimizing web solutions that align with ACV's branding guidelines and enhance user experience.
- **Email Newsletter:** We can craft targeted communications to inform customers about new services and promotions.
- **Signage:** We design signage with targeted messaging to guide and inform passengers.
- **Social Media Strategies:** Our specialists optimize posts with relevant SEO keywords to enhance online visibility and engagement.
- **Google Ads Integration:** We can develop custom landing pages that incorporate SEO key terms to optimize campaigns in conjunction with our parking guide microsite.

Website Optimization

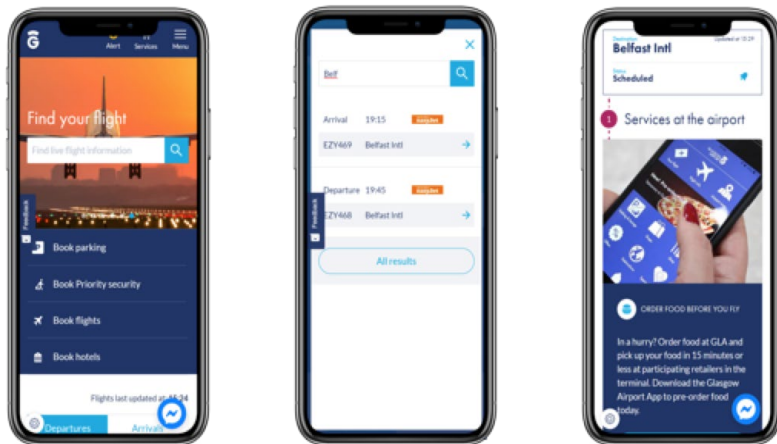
Understanding the diverse demands of airport web teams, **SP+** offers a streamlined solution for website integration and optimization, reducing ACV's workload. Our toolkit simplifies implementation within your existing airport website, available to all **SP+** clients, with built-in integrations designed to create a seamless customer experience and enhance commercialization. The parking microsite supports multiple languages, catering to ACV's diverse demographic. This microsite functions as a parking guide, fully aligned with ACV's branding guidelines. With two decades of experience in developing digital systems for airports, we deliver a



8. IMPLEMENTATION PLAN AND SCHEDULE

first-class user experience while optimizing conversions and sales. Leveraging data-driven insights, **SP+** enhances content with intuitive navigation, fast load times, responsive design, SEO best practices and personalized features to increase engagement and maximize parking revenue.

The microsite can also integrate real-time flight data, making it a versatile solution for the entire Airport site. It can host parking landing pages, as seen at LAX, DCA and IAD, or be expanded at minimal cost to extend the reach of commercial tools and create a seamless customer journey.



We propose developing a dedicated parking guide microsite to elevate ACV's digital presence. This microsite can be optimized for Google Ads campaigns and will incorporate industry-standard APIs to deliver personalized content based on passenger behavior. By simplifying the booking process and offering a tailored experience, this platform will boost conversions, enhance brand awareness, improve passenger satisfaction and increase parking revenue.

Email Marketing

Email marketing remains a top channel for consumers seeking news and exclusive offers. **SP+** Marketing Services delivers tailored email campaigns that feature promotions, travel information and parking updates, encouraging travelers to plan ahead and choose specific parking options. This quick and cost-effective communication tool enhances the traveler experience and builds confidence in their journey through ACV. We recommend developing targeted email campaigns to inform customers about ACV's parking offerings and services.

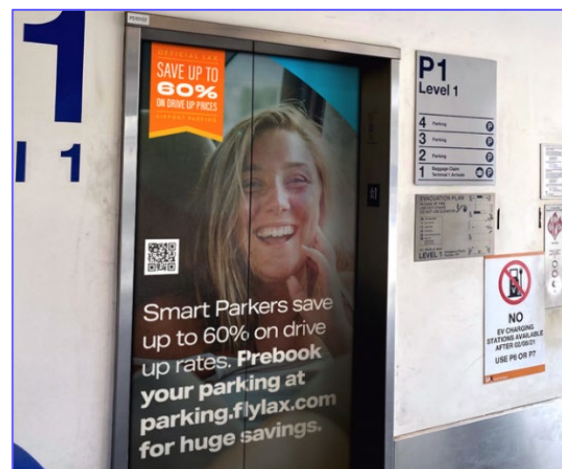
On-Airport Signage

Every one of the target markets is present at the Airport at some point, so it is a natural environment to drive awareness of options and services. In-terminal signage can be leveraged to reach all travelers as they walk to or from their gate and build awareness for all that ACV parking has to offer, for their next trip. We would consider the following locations and types:

- Banners in the baggage claim.
- Ads located on escalators, in elevators, on concourses, arrival and public areas.
- Ads upon entry and exit to parking lots.
- Elevator doors within the parking lots.

Local Listings Management

A comprehensive local listings strategy is essential for driving traffic to airport parking, especially for drive-up sales. **SP+** Marketing Services will publish parking options, correct inaccurate content and ensure data is maintained across Google My Business, Google Maps and over 70 directories and search engines, including Google, Apple, Yahoo and Bing.



8. IMPLEMENTATION PLAN AND SCHEDULE

Adding individual listings for each parking lot offers several advantages, such as increased visibility, tailored marketing for different customer segments, improved user experience and higher local search rankings. Additionally, responding to reviews for each lot builds trust and enhances online reputation.

This low-cost investment provides high returns by maximizing drive-up sales and enhancing customer engagement.

Paid Search Marketing | Google Ads

Paid search marketing is a powerful tool for boosting visibility and generating traffic. Targeted ads can promote ACV’s parking options, special offers, discounts and pre-paid reservations. Tracking these pre-paid reservations allows **SP+** to report on conversions and their exact value, helping to assess the return on advertising spend. With the expertise of an external agency, **SP+** Marketing Services can craft a tailored paid search advertising campaign for ACV, giving it a competitive edge alongside parking competitors and aggregators. This strategy will integrate seamlessly with the Hangar parking guide microsite, optimizing landing pages with consistent SEO keywords to enhance campaign effectiveness.



Parker Loyalty and Corporate Solutions

Frequent Parker Program (FPP)

Our automated FPP integrates seamlessly with existing systems, ensuring operational efficiency and enhancing customer satisfaction. Members enjoy a frictionless experience, allowing for automated entry and exit, quick charge processing and detailed email receipts. With the management expertise of R solutions, Ltd., we ensure effective administration of the program across multiple airport locations, including:

<u>Airport</u>	<u>PARCS</u>
Akron-Canton (CAK)	Amano
Austin-Bergstrom International (AUS)	SkiData
Bradley International (BDL)	Amano
Buffalo Niagara International (BUF)	Amano
Dayton International (DAY)	SkiData
Jacksonville International (JAX)	TIBA
Kansas City International (MCI)	TIBA
Louisville International (SDF)	TIBA
Springfield-Branson National (SGF).....	TIBA
Syracuse Hancock International (SYR).....	HUB
Wilkes-Barre/Scranton International (AVP).....	Amano

8. IMPLEMENTATION PLAN AND SCHEDULE

Their responsibilities include:

- Activation and fulfillment of new member accounts.
- Account credits and adjustments.
- Responding to member inquiries via phone and email.
- Member database management.
- Monthly reporting.
- Inventory management and reprints.
- Managing member inactivity and account deactivation.

This comprehensive approach ensures a frictionless parking experience that drives customer loyalty and satisfaction.

Corporate Parker Program

The **SP+** team has extensive experience managing Corporate Parking Programs. The Corporate Parker Programs managed by **SP+** are typically comprised of a frequent parker loyalty program with enhanced benefits targeting corporate parkers – such as a preferred parking area. We help our airport clients select the program features most appropriate to satisfy their business travelers within the limitations of their operating environment. **SP+** currently manages the following Corporate Parking Programs:

- Buffalo Niagara International Airport (BUF)
- Dayton International Airport (DAY)
- Kansas City International Airport & Park Air Express, Kansas City (MCI)







AeroParker Online Parking Reservation and Dynamic Pricing Platform

AeroParker is the industry leader in providing Online Booking Systems (OBS) for airports, with a strong presence across North America and Europe. AeroParker works with top airport authorities like PANYNJ, LAWA, and MWAA, serving major airports such as JFK, EWR, LAX, and IAD, as well as more than 60 airports throughout the UK and Europe. Over the past five years, AeroParker has been instrumental in launching online parking reservation systems at more than 40 U.S. airports, delivering enhanced convenience and maximizing revenue for clients. As part of broader airport management contracts, AeroParker supports parking marketing efforts at airports such as IAD, DCA, LAX, and CLT, driving customer engagement through tailored digital strategies.



8. IMPLEMENTATION PLAN AND SCHEDULE

AeroParker has benefited airports of all sizes, airports with existing reservations programs and ones launching reservations for the first time. A selection of results follows:

AIRPORT	RESULTS
	From having no reservations or mailing list, revenue uplift was 33% for Charlotte Douglas International Airport (CLT) when compared with the pre-pandemic high. Reservations now account for over 30% of parking transactions , and account for over 40% of total parking revenue.
	Los Angeles International Airport (LAX) increased revenue per pax by 23% at LAX, with annual revenue up 61% when compared to FY19.
	Norfolk International Airport (ORF) launched AeroParker at the end of 2021. The program steadily grew throughout 2022, and in 2023, following the implementation of dynamic pricing and online upgrade offers, reservation revenue increased by 71% .
	From having no reservation parking, Keflavik International Airport (KEF) launched AeroParker and increased revenue by over \$1million in 1 year with no increase in pricing or parking capacity.
	At Leeds Bradford International Airport (LBA) in the UK, parking revenue increased by 17% in the 12 months after switching to the AeroParker platform.
	At Aberdeen International Airport (ABZ), the use of urgency messaging resulted in a 3% increase in booking conversion while at the same time, our advanced yielding tools resulted in an ATV increase of 5% .

Key Differentiators

- **Future-proof technology:** AeroParker has a single code base, with a release every three months. This means that the product is always evolving, with new features and functionality added frequently for no extra charge.
- **Superior customer service:** AeroParker has a complete in-house team of client services that respond quickly to client questions, queries and requests. With dedicated front-end and back-end resources, the AeroParker development roadmap is driven forward with no impact on the 24/7/365 technical support or new implementations. This also means our team can respond to custom updates swiftly, with client requests fed into the roadmap delivery schedule on the next development sprint.
- **Community:** AeroParker works with 80+ airports worldwide, each with their unique challenges and requirements. This not only results in a more flexible and complete product but also provides our team with a wide variety of experiences and knowledge that informs our customer success teams. Furthermore, AeroParker can also facilitate collaboration sessions between airports, so that they can share knowledge, discuss mutual challenges and devise innovative and effective solutions together.

8. IMPLEMENTATION PLAN AND SCHEDULE

Product

The key high-level features of the AeroParker product that make it stand apart in the marketplace are as follows:

- **Flexible product pricing** which delivers an advanced pricing and quota management system, therefore fully supporting all revenue management techniques.
- **Simple yet powerful product configuration** means airports can create and change product features quickly and easily. This feature extends to standard, promotional and limited time product offers.
- **Cross-sell and up-sell facilities** so airports can increase the average parking selling price and the overall basket value via the sale of non-parking products. For example, at SFO, the guest can select from a vehicle care service provider menu or have clothes dry cleaned while away on a trip. At Charles M. Schulz – Sonoma County Airport, guests can add merchandise purchases from the Peanuts™ brand (e.g., mugs and hoodies) as well as purchase a Carbon Offset (\$5 for 500 miles) as part of the Airport's "go green" initiatives.
- **Our airport-branded optimized and responsive front-end** is designed to increase online conversion and reduce website leakage at every step of the booking journey on mobile, desktop or tablet device types.
- **Incorporates best-of-breed online retail functionality** including configurable and accurate point-of-sale messaging including product and pricing availability, as well as indicative pricing.
- **Extensive built-in interface support** because of pre-configured integrations with multiple PARCS, Payment Service Providers, BI and CRM systems commonly used by airports.
- **Comprehensive real-time reporting and alerting** is provided by AeroParker "out-of-the-box" which means airports have the most relevant and insightful data at their fingertips.
- **Configurable promotional code and discount management** facilities mean our platform can support advanced online marketing campaigns designed to drive sales and customer data acquisition.
- **Self-serving customer accounts** mean customers can access their bookings and access airport news. Customers can access this via a single sign-on for AeroParker and the airport website.
- **Social media login via Facebook and Google** to the Customer Account area as well as a standard login where username and password are collected to create and log in to a customer account.
- **AeroParker's loyalty module** allows you to assign points to purchases on your website, so your customers are incentivized to purchase parking and non-parking products via the airport.
- **Built-in email and SMS** mean airports can communicate with their customers, informing them of the latest airport parking and on-airport offers, as well as keeping them informed of airport developments.

8. IMPLEMENTATION PLAN AND SCHEDULE

Optional Additional Services

AeroParker currently provides a comprehensive parking yield management package to CLT and LAX, where we manage dynamic pricing, yield management, products and reporting. We have also provided pricing recommendations and yield management consulting to SAN, SFO, ORF, MUC and KEF, as well as working with dozens of airports globally on their e-commerce strategy. We have unrivaled experience launching and optimizing parking programs using pre-book and drive-up parking options.

The primary focus of our pricing and yield management approach is to drive the optimum occupancy at the highest price per day, therefore increasing gross revenue and transactions per enplaned passenger. To increase the propensity to park and average transaction value, we implement tactical pricing, offers, upgrades and marketing messaging that resonates with customers. These tactics allow the airport to gain market share from all other modes including off-airport operators, TNCs and pick up and drop off. Below are some key stats demonstrating where the AeroParker team have been instrumental in driving parking revenue and market share growth:

- CLT launched online over 3 years ago **and has since improved its parking metrics significantly with exits per local PAX (+10%) and revenue per local PAX (+69%) gains** versus pre-pandemic levels – The improved parking penetration and on-going pricing optimization meant that CLT parking revenues were significantly higher than pre-pandemic levels even as PAX were more than 20% down.
- The contract at LAX started almost 3 years ago, where we gained market share by improving the suite of product options, launching online reservations, and implementing dynamic pricing – **revenue per pax has since increased by 34%** since the launch of pre-book with **revenue \$22m ahead of their stretch forecast** this financial year.
- At MWA, where we provide parking marketing strategy services, **parking revenues exceeded the annual budget by more than \$40 million** driven by an increased propensity to park and ATV increases.

Our team has a track record of improving financial performance, asset utilization and passenger journey at airports through the application of revenue management best practice. Through analysis of the historic parking performance, off-airport competition, capacity and asset utilization, we can recommend optimal pricing for both pre-book and drive-up by arrival date, stay duration and parking product based on experience from airports in the U.S. and Europe. Best practice for optimizing yield and occupancy comes from the implementation of dynamic pre-book pricing – varying price between an agreed minimum pre-book rate and the drive-up rate – and our team can provide the framework and recommendations designed to drive the optimum occupancy at the highest price per day, therefore increasing revenue, exits and space days per enplaned passenger. Further to the commercial gains, the approach will move the dial from drive-up to pre-book, resulting in an increased customer database, a better-informed operation and improved customer service levels.

With AeroParker's expertise, ACV will benefit from a seamless integration of online reservations, improved operational efficiency and an enhanced customer experience. AeroParker's loyalty module allows customers to earn points for parking reservations, redeemable for discounts and exclusive offers, boosting retention and complementing programs like the Parking Advantage Program for drive-up customers.

8. IMPLEMENTATION PLAN AND SCHEDULE

Baggage Assistance and Management

Remote Airline Check-in and Bag Drop (RAC) – SP+, with our Bags solution, is the only company that can bring the airport terminal check-in experience and function to airport landside areas and off-airport locations.

- Parking customers can check-in and be relieved of baggage at airport multi-modal transportation centers, economy parking lots, valet locations, rental car facilities and even off-airport hotel and convention center facilities, allowing travelers to proceed directly to airport security and their airline gate.
- Benefits include not having to lug baggage onto airport shuttles, time-savings in getting to airport security and skipping the terminal check-in counter, and increased customer dwell time and airport revenue growth at concessions locations post-security.
- Drive-up and stay-in-your-car check-in and bag drop models exist today, as well as shared use skycap services at airport curbside locations. Airports can check-in and accept baggage for multiple airline brands at a single position on the airport curb using a shared use technology platform.



a ↑↑ metropolis company

SP+ Advanced Analytics Inform Staffing and Marketing Plans

SP+ has invested material resources to offer a state-of-the-art Data Analytics Program that would provide a seamless platform that aggregates multiple data points, key performance indicators and analysis to complete the picture on how a location is performing.

The **SP+** revenue analytics dashboards leverage transaction data from PARCS equipment. With the dashboards, we offer ACV the ability to better understand customer activity. This is the first step in leveraging airport parking data to find correlations between the data and value. The dashboards provide multiple views of the transaction data to assist in the identification and analysis of patterns and relationships. These views are intended to assist in understanding how the airport location is being used so that opportunities might be identified that can improve or maximize revenue and occupancy levels.

By selecting a location and a date range, a number of unique views are available:

- Usage by day of week, month or year.
- Trending over time comparisons.
- Average and peak occupancy levels.
- Revenue and tickets per space per day.
- Average duration of ticket and parker type.
- Payment methods and average payment per type.
- Parker entry and exit times by parker type.
- Price segmentation by time.
- Rate information (not currently available for Digital).

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Information provided in these different views provides insight into things such as how staffing levels might need to be adjusted or potential pricing adjustments based on duration and type of parker. As we continue to refine, discover and analyze these relationships, we can then provide the data in formats that allow both the identification of opportunities as well as actionable items.

Dashboard Examples

- Revenue, tickets and average ticket price.
- Information about the location such as type, spaces or last day reported.
- 12-month revenue trend compared to prior years.
- Forecasted revenue for the remainder of month based on historical values.
- Revenue by day of week compared to equivalent day last year.
- Tickets by day of week compared to equivalent day last year.

Available to all **SP+** clients, our data dashboard enables smarter pricing and business development strategies. **SP+** optimizes revenue based on actual facility utilization and demand. Examples include hourly rate changes based on day of the week and hour of the day, as well as differing validation rates depending on occupancy. **SP+** provides standardized monthly reporting and a suite of data analytics including:

- Real-time insights into parking asset financial performance by location.
- Segment revenue data by type and by facility.
- Analysis of average daily revenue, occupancy utilization, average ticket price, and more to maximize yield of individual parking spaces.
- Visualize validation use and opportunity cost of free and discounted parking.



ACV's parking would be managed by **SP+** staff through our proprietary digital admin application. From this application pricing is set, on-site technology is monitored and all location-specific data is accessible to **SP+** operations teams. This allows for 99.999% uptime of technology, revenue compliance analysis, real-time price adjustments and feature updates that are relevant for the ACV operations.

8. IMPLEMENTATION PLAN AND SCHEDULE

6) A proposed operating budget by month for the first full year of the Agreement. This should include all operating responsibilities that are defined in this RFP and sample PSA as the responsibility of the Selected Proposer.

Proposed Financial Compensation Package

We are proposing to charge a management fee to cover all expenses related to the location. The Airport will be billed a flat management fee based on the totals represented in our Management Fee Budget shown in the ACV **First Year Budget** on the following page. Below are some explanations of **SP+**'s expected costs and how we developed them with our financial structure and fees.

- **Gross Parking Revenue:** Estimated based on new rate structure and past Airport revenue.
- **Sales Tax:** Calculated on 7.19% Sales Tax Rate.
- **SaaS Fee:** This fee includes new PARCS Equipment and Technology that will be used throughout the contract. All updates and Repairs and Maintenance are included in this fee as well.
- **Management Fee:** This covers all labor, payroll taxes, benefits, insurance and operating expenses for the contract.
- **Credit Card Fee Reimbursement:** Estimated 3.75% fee on Gross Revenue.
- **Consumer Transaction Fee:** This fee is not part of the budget because it will not be a cost to the Airport. **SP+** will charge a Consumer Transaction Fee (borne by the consumer as part of the parking fee) of 5% of the transaction value with a minimum of \$0.99 per transaction.

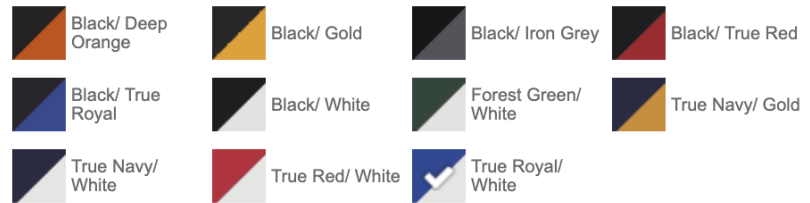


UNIFORM CUT SHEETS FOR SP PLUS CORPORATION



TST655 Sport-Tek® Tall Side Blocked Micropique Sport-Wick® Polo

LT-4XLT



Product Description

Smooth, snag-resistant and moisture-wicking micropique with colorblock panels.

- 3.8-ounce, 100% polyester tricot
- Snag resistant
- Double-needle stitching throughout
- Tag-free label
- Taped neck
- Colorblocking at sides, sleeves and back collar
- 3-button placket with dyed-to-match rubber buttons
- Set-in, open hem sleeves
- Side vents



K500Port Authority® Silk Touch™ Polo

Product Description

An enduring favorite, our comfortable classic polo is anything but ordinary. With superior wrinkle and shrink resistance, a silky soft hand and an incredible range of styles, sizes and colors, it's a first-rate choice for uniforming just about any group.

- 5-ounce, 65/35 poly/cotton pique
- Flat knit collar and cuffs
- 3-button placket
- Metal buttons with dyed-to-match plastic rims
- Side vents

XS-6XL

Color selected: Light Blue

<input type="checkbox"/> Banana	<input type="checkbox"/> Black	<input type="checkbox"/> Bright Lavender	<input type="checkbox"/> Burgundy
<input type="checkbox"/> Charcoal Heather Grey	<input type="checkbox"/> Clover Green	<input type="checkbox"/> Coffee Bean	<input type="checkbox"/> Cool Grey
<input type="checkbox"/> Dark Green	<input type="checkbox"/> Deep Berry	<input type="checkbox"/> Gold	<input type="checkbox"/> Hibiscus
<input type="checkbox"/> Kelly Green	<input checked="" type="checkbox"/> Light Blue	<input type="checkbox"/> Light Pink	<input type="checkbox"/> Lime
<input type="checkbox"/> Maroon	<input type="checkbox"/> Maui Blue	<input type="checkbox"/> Mediterranean Blue	<input type="checkbox"/> Navy
<input type="checkbox"/> Orange	<input type="checkbox"/> Purple	<input type="checkbox"/> Red	<input type="checkbox"/> Royal
<input type="checkbox"/> Steel Grey	<input type="checkbox"/> Stone	<input type="checkbox"/> Strong Blue	<input type="checkbox"/> Sunflower Yellow
<input type="checkbox"/> Teal Green	<input type="checkbox"/> Texas Orange	<input type="checkbox"/> Tropical Pink	<input type="checkbox"/> Turquoise
<input type="checkbox"/> Ultramarine Blue	<input type="checkbox"/> White		



K831Port Authority® Fine Pique Blend Blocked Polo

Product Description

Bold colorblocking on the chest, sleeves and back yoke give this moisture-wicking polo instant appeal whether you're going 18 or going into the office.

- 4.3-ounce, 57/43 cotton/poly pique
- Moisture-wicking
- Self-fabric anti-curl collar with collar stand
- Forward shoulder
- 3-button placket
- Dyed-to-match buttons (Dark Smoke buttons on Deep Black/Charcoal Heather)
- Straight hem
- Tag-free label

SIZES XS-4XL



K8000LS Port Authority® EZCotton® Long Sleeve Polo

Adult Sizes: XS–4XL



Black



Navy



Oxford Heather



Sterling Grey



True Royal

Product Description

It wasn't easy making EZCotton better, but we did. Still made of soft, smooth, durable 100% cotton pique, our EZCotton Polo boasts an updated fit and a collar that resists curling. It also resists shrinking, wrinkling, pilling and fading with ease.

- 6.2-ounce, 100% cotton
- Flat knit collar and cuffs
- 3-button placket
- Dyed-to-match buttons
- Side vents



LK8000

K8000





F224Port Authority® Microfleece 1/2-Zip Pullover

Adult Sizes: XS-4XL

Color selected: True Navy



Product Description

For exercise or errands, our pullover is warm enough to keep the cold at bay--yet soft, lightweight and non-bulky. Budget-friendly, this versatile style also has an anti-pill finish.

- 4.6-ounce, 100% polyester microfleece
- Clear coil zipper with dyed-to-match chain stitching and taping
- Open cuffs and hem



CSJ10 Parka

CornerStone® Elements Insulated

Adult Sizes: XS–4XL

Color selected: Navy



Black



Iron Grey



Navy

Product Description

Insulated and fully seam-sealed, this weather-resistant parka is built to protect you from the elements so you can take on almost any tough work environment.

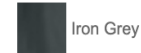
- 100% polyester woven 300-denier oxford shell with durable water-repellent (DWR) finish
- 5.2-ounce, 100% polyfill insulation diamond quilted body
- 3.5-ounce, 100% polyfill insulation diamond quilted hood and sleeves
- Fabric waterproof rating: 5000MM
- Fabric breathability rating: 5000G/M²
- Triple-needle stitching
- Rivet and snap details throughout
- Fully seam-sealed
- Adjustable, snap-removable hood
- Full-length exterior storm flap with snap closure
- Four front bellowed pockets with flaps and hook and loop closures, side entries
- Molded center front zippered closure
- Open cuffs with interior rib knit
- Adjustable drawcord hem
- Decoration access pocket

STYLE# 2537

UTILITY CHINO FLAT FRONT PANT

Adult Sizes: XS–4XL

Color selected: Navy



Product Description

Insulated and fully seam-sealed, this weather-resistant parka is built to protect you from the elements so you can take on almost any tough work environment.

- 100% polyester woven 300-denier oxford shell with durable water-repellent (DWR) finish
- 5.2-ounce, 100% polyfill insulation diamond quilted body
- 3.5-ounce, 100% polyfill insulation diamond quilted hood and sleeves
- Fabric waterproof rating: 5000MM
- Fabric breathability rating: 5000G/M²
- Triple-needle stitching
- Rivet and snap details throughout
- Fully seam-sealed
- Adjustable, snap-removable hood
- Full-length exterior storm flap with snap closure
- Four front bellowed pockets with flaps and hook and loop closures, side entries
- Molded center front zippered closure
- Open cuffs with interior rib knit
- Adjustable drawcord hem
- Decoration access pocket



STYLE# 3442

QUARTER-ZIP PERFORMANCE PULLOVER

DESCRIPTION

Quarter-Zip Performance Pullover features lightweight Polyester fabric that is breathable and wicks moisture. Decorates well.

- 90% Polyester/ 10% Spandex, 7.15 oz.
- Lightweight polyester fabric is breathable and wicks moisture
- Flat-lock seam construction for durability
- Contrasting inner collarback neck tape, back neck patch and zipper
- Rib-knit cuffs and hem
- Traditional fit
- Machine washable
- Unisex sizes: XXS - 6XL

[2024 Catalog page: 91](#)

STYLE# 5077

EASY CARE OXFORD

DESCRIPTION

This ladies' easy care long-sleeve Oxford dress shirt offers performance and style. Perfect for restaurants; hotels; customer service; front desks and even security associates. Embroiders well.

- 60% Cotton/40% Polyester; 4.4 oz.wt.
- Performance oxford long sleeve blouse
- Button down collar and left chest pocket
- Full cut with back box pleat
- Two-button adjustable cuff
- Wrinkle resistant and soil release finish
- Industrial launder or machine washable
- Ladies' Sizes: XXS - 3XL
- Men's companion is [1077](#)

[2024 Catalog page: 44](#)



EASY CARE OXFORD
STYLE# 5027



EASY CARE OXFORD
STYLE# 1077



STYLE# 4561 JERSEY KNIT ACRYLIC VEST

Color: NAVY



Starting At: \$33.90

Prices apply to core sizes and are subject to change. Please inquire for pricing on larger sizes.

DESCRIPTION

This midweight V-Neck Vest is made with Tuff-Pil Plus® acrylic yarns for lo-pil performance. Embroiders well.

- 100% Acrylic
- Traditional fit
- Tuff-Pil Plus® high performance acrylic
- Lo-pil performance and colorfast
- Machine washable
- Unisex sizes: XS - 5XL
- Companion is [4565](#)
- **Replaces style 561**

[2024 Catalog page: 77](#)



C977 **NEW**

Port Authority® Cozy Cuffed Beanie

POR

Call for pricing

Check Inventory

One Size Fits Most

Color selected: River Blue Navy



Deep Black



Gusty Grey



Khaki



River Blue Navy



Storm Grey



True Royal

Product Description

- 100% acrylic
- Six darts at crown for shaping
- Adjustable cuff



C852

Port Authority® Sandwich Bill Cap

PORT AUTHORITY

Call for pricing

[Check Inventory and Pricing](#)

Color selected: Navy/ White



Beige/ Navy



Black/ Beige



Navy/ White

Product Description

With a CoolMax® sweatband for added moisture-wicking performance, this cap has a soft hand and a contrast color sandwich bill.

- Fabric: 70/30 cotton/nylon
- Structure: Unstructured
- Profile: Low
- Closure: Hook and loop



CP80
Port & Company® - Six-Panel Twill
Cap



Call for pricing

Check Inventory and Pricing

Color selected: Navy

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> Athletic Gold | <input type="checkbox"/> Black | <input type="checkbox"/> Carolina Blue | <input type="checkbox"/> Charcoal |
| <input type="checkbox"/> Coyote Brown | <input type="checkbox"/> Hunter | <input type="checkbox"/> Kelly Green | <input type="checkbox"/> Khaki |
| <input type="checkbox"/> Lime | <input type="checkbox"/> Maroon | <input checked="" type="checkbox"/> Navy | <input type="checkbox"/> Neon Pink |
| <input type="checkbox"/> Neon Yellow | <input type="checkbox"/> Olive Drab Green | <input type="checkbox"/> Orange | <input type="checkbox"/> Oyster |
| <input type="checkbox"/> Purple | <input type="checkbox"/> Red | <input type="checkbox"/> Royal | <input type="checkbox"/> Silver |
| <input type="checkbox"/> True Navy | <input type="checkbox"/> True Red | <input type="checkbox"/> White | <input type="checkbox"/> Woodland Brown |



Anita Leopold
404-234-5474
anita@flyingleapnow.com

9. REFERENCES

References from two (2) airports/commercial operators where the proposer has provided similar services or technology as provided in Proposer's proposal during the past five (5) years.

Required Information. *The performance information provided with each reference must be clearly correlated to the Services and requirements set forth in this RFP. Each reference must include, at a minimum, all the following items:*

- 1) The name, physical address, e-mail address and telephone number for the current contact person of each referenced client.*
- 2) The dates of project commencement and completion for each referenced client.*
- 3) A detailed description of how the services provided by the Proposer led to the accomplishment of each referenced client's project objectives.*
- 4) A detailed description of the outcome of each referenced client's project.*
- 5) A detailed description of all work products prepared for each referenced client that are comparable to the documents that will be prepared pursuant to the terms and conditions of the final PSA resulting from this RFP process.*
- 6) Profiles with description of the operational plan and staffing model.*
- 7) A verification that all information provided in the Reference Data Sheet is true and correct to the best of the Proposer's knowledge.*

SP+ verifies that all information provided in the Reference Data Sheets is true and correct to the best of our knowledge.

REQUEST FOR PROPOSALS – RFP NO. AV2023-001

PROVISION OF AIRPORT PARKING FACILITIES MANAGEMENT AGREEMENT FOR THE CALIFORNIA REDWOOD COAST-
HUMBOLDT COUNTY AIRPORT (ACV)

**EXHIBIT B:
REFERENCE DATA SHEET
(Submit with Proposal)**

REFERENCE DATA SHEET

Provide a minimum of three (3) references with name, address, contact person and telephone number whose scope of business or services is similar to those of Humboldt County (preferably in California). Previous business with the County does not qualify.

NAME OF AGENCY:	San Jose Norman Y Mineta International Airport (SJC)
STREET ADDRESS:	1701 Airport Blvd., Ste. B-1130
CITY, STATE, ZIP:	San Jose, CA 95110
CONTACT PERSON:	Ian M. Hogg, C.M. - Landside Manager
PHONE #:	408-392-3508
EMAIL:	ihogg@sjc.org
FAX #:	408-441-4591
DEPARTMENT NAME:	Landside Operations
APPROXIMATE COUNTY (Agency) Population:	1,876,849
DESCRIPTION OF SCOPE OF WORK:	The following section describes the scope of work and required information.

NAME OF AGENCY:	Fresno Yosemite International Airport (FAT)
STREET ADDRESS:	4995 East Clinton Way
CITY, STATE, ZIP:	Fresno, CA 93727
CONTACT PERSON:	Melissa Garza-Perry - Airport Properties Manager
PHONE #:	559-621-4500
EMAIL:	melissa.garza-perry@fresno.gov
FAX #:	N/A
DEPARTMENT NAME:	Aviation Department
APPROXIMATE COUNTY (Agency) Population:	1,018,965
DESCRIPTION OF SCOPE OF WORK:	The following section describes the scope of work and required information.

REQUEST FOR PROPOSALS – RFP NO. AV2023-001

PROVISION OF AIRPORT PARKING FACILITIES MANAGEMENT AGREEMENT FOR THE CALIFORNIA REDWOOD COAST-HUMBOLDT COUNTY AIRPORT (ACV)

NAME OF AGENCY:	Charles M. Schulz Sonoma County Airport (STS)
STREET ADDRESS:	2290 Airport Blvd.
CITY, STATE, ZIP:	Santa Rosa, CA 95403
CONTACT PERSON:	Lori Schandel - Airport Property Specialist
PHONE #:	707-565-7238
EMAIL:	lori.schandel@sonoma-county.org
FAX #:	707-523-3179
DEPARTMENT NAME:	Airport Division
APPROXIMATE COUNTY (Agency) Population:	480,955
DESCRIPTION OF SCOPE OF WORK:	The following section describes the scope of work and required information.

9. REFERENCES

Charles M. Schulz Sonoma County Airport (STS)

Scope of Services:	Parking, Valet, Reservations
Contact Name / Title:	Lori Schandel / Airport Property Specialist
Address:	2290 Airport Blvd Santa Rosa, CA 95403
Phone:	(707)565-7238
Email:	lori.schandel@sonoma-county.org
Dates of Work Performed:	2020 – Present
Annual Gross Revenue (2023):	\$3.0 Million
Parking Spaces:	1,231
Annual Enplanements (CY2023):	318,197
PARCS:	HUB / Datapark

SP+ assumed operations at Charles M. Schulz-Sonoma County Airport in January 2020. Since then, we have demonstrated the extensive services and capabilities we offer to our clients. Right away, we made several aesthetic improvements, including repainting the cashier booth, refreshing adjacent curbs and bollards and thoroughly cleaning the parking lots – simple enhancements that the previous vendor had overlooked.



Shortly after taking over, **SP+** introduced a pre-booking and reservation system that allowed customers to purchase retail items, such as mugs and t-shirts. We also implemented an automated license plate inventory system and provided pay-with-phone and pay-via-text payment options for both Lot A, Lot B. Additionally, we offered remote management services to complement our on-site staff and ensure 24-hour customer service for our 18-hour/day operation.

As demand for parking drastically increased, we met the challenge of maximizing capacity in several ways. Our in-house traffic engineer revised CAD drawings to develop a new design layout, that added 10% more parking spaces in STS's most popular lot. We introduced our pay-with-phone and pay-via-text gateless technology to collect parking payments on the streets surrounding the Airport, which had previously been *free*. With about 72 hours' notice, we launched a valet parking program. Starting on a Friday afternoon, we collaborated with County staff over the weekend to finalize an agreement; arranged for necessary equipment and had staff onsite by Monday to begin operations.

When STS staff encountered difficulties with their security vendor and needed to terminate their contract for cause, **SP+** stepped up once again to support our client. On short notice, we took over as their Airport security contractor until a new RFP could be issued and a permanent provider could begin operations. During that year-plus period, we handled all aspects of airport security including curb management, routine patrols, SIDA gate and door checks and emergency response. Had we chosen to pursue the opportunity to become the permanent security provider at STS, we are confident we would have been selected based on our strong performance.

Meeting our client's operational needs is very important; however, we also assisted the Airport in fulfilling some of their mandates by providing an electric vehicle for their fleet. Additionally, our ACDBE participation more than doubles the goals set for STS.

9. REFERENCES

Norman Y. Mineta San Jose International (SJC)

Scope of Services:	Parking, Reservations
Contact Name / Title:	Ian M. Hogg, C.M. / Landside Manager
Address:	1701 Airport Blvd., Ste. B-1130 San Jose, CA 95110
Phone:	(408) 392-3508
Email:	ihogg@sjc.org
Dates of Work Performed:	2019 – Present
Annual Gross Revenue (2023):	\$32.5 Million
Parking Spaces:	6,256
Annual Enplanements (CY2023):	5,958,855
PARCS:	Skidata

Updating Outdated PARCS

In January of 2019, **SP+** assumed operations at Norman Y. Mineta San Jose International Airport (SJC), beginning by assisting the Airport in replacing a very outdated PARCS with a new Skidata parking and revenue control system. At SJC, we manage



all public and employee parking facilities, including Hourly Lots located within the Terminal A and Terminal B Garages, Daily parking lots and Economy surface lots. We also manage a parking reservation program where customers can pre-book and pay in advance for the parking stay, thus guaranteeing them a parking space in the facility or lot of their choice.

New Economy Lot Garage Construction

SP+ was a key stakeholder in the construction of San Jose International's new 5-story, 1,100+ space, Economy Lot garage. Completed in 2021, this garage brought much needed parking to Silicon Valley's primary airport. **SP+** ensured the new PARCS equipment was seamlessly implemented and integrated with the rest of the Airport campus.

Vehicle Detailing Offering

SP+ also partnered with a vehicle detailing company to offer Airport parking customers the convenience of having their vehicle cleaned while they are away. Operated by Future Wash, SJC's exterior car washing service offers three options.



Our management team has worked hard to become a trusted resource of the Airport and deliver both suggestions and innovative ideas. From ground transportation, reservations and many other parking-adjacent items, the Airport has come to value our ability to offer ideas from our wealth of airport parking knowledge.

9. REFERENCES

Fresno Yosemite International Airport (FAT)

Scope of Services:	Parking
Contact Name / Title:	Melissa Garza-Perry / Airport Properties Manager
Address:	4995 East Clinton Way Fresno, CA 93727
Phone:	(559) 621-4500
Email:	melissa.garza-perry@fresno.gov
Dates of Work Performed:	2009 – Present
Annual Gross Revenue (2023):	\$12.1 Million
Parking Spaces:	3,798
Annual Enplanements (CY2023):	1,201,789
PARCS:	Skidata

Since beginning operations in 2009, **SP+** has made significant improvements to the Fresno Yosemite International Airport (FAT) parking operation. In quick order, we were tasked to rectify multiple issues inherited from the previous operator, as well as an aging PARCS. Since that time, we have built a strong relationship with Airport staff, improved the appearance of the facility, upgraded the revenue control system, initiated and consistently maintained PCI compliance and created a professional, customer-service oriented culture among the parking staff.



**FRESNO YOSEMITE
International Airport**

Maintaining and Upgrading Legacy PARCS

When **SP+** took over the parking operations at FAT, the aging Amano McGann revenue control system had not been properly maintained; the prior operator was not utilizing the manufacturer's authorized service provider and the Airport had no access to the system or reporting. **SP+** engaged Amano's authorized service provider prior to taking over, bringing them on-site the night of the transition to start work on deferred maintenance and restoring appropriate revenue controls.

More recently, **SP+** has overseen the purchase and installation of upgraded SKIDATA PARCS equipment, including new fee computers, gate units and ticket dispensers, as well as periodic PCI DSS compliance upgrades and certification processes. Our staff fully utilizes the PARCS reporting capabilities, providing FAT staff with comprehensive reports and a clear, compliant audit trail.

Creating a Positive, Professional Customer Service-Oriented Culture

The atmosphere we inherited at FAT was sorely lacking in customer service, training and accountability. Unprofessional dress and attitudes went unchecked. **SP+** clearly communicated our standards and heightened expectations for employee performance and customer service, while providing every employee with the necessary training, tools and individual coaching to succeed. Every employee received a minimum of three hours of training prior to the transition, focusing on customer service and our **Three Keys to Customer Satisfaction**. New uniforms were provided, and staff has since been held to a strict dress code. The morale, productivity and overall level of professionalism have improved tremendously. Ongoing training and employee recognition programs ensure the new culture of quality service and performance is maintained.

9. REFERENCES

Partnership Well into the Future

SP+ has worked hard to earn the trust of Airport staff, constantly bringing new ideas to meet the needs of the growing Central California Valley. Most recently, **SP+** has been in discussion to introduce a concierge service to transport passengers from the far reaches of the parking lots to closer to the terminal, as well as assuming oversight and maintenance of the luggage cart program. The Airport is also seeking council approval to extend **SP+**'s current contract for an additional three, five-year option terms.

10. EVIDENCE OF INSURABILITY AND BUSINESS LICENSES

***Evidence of Insurability and Business Licenses.** Proposers shall submit evidence of eligibility for all insurances required by the sample PSA that is attached hereto as Exhibit C – Sample Professional Services Agreement and incorporated herein by reference as if set forth in full. Upon the award of the final PSA, the Selected Proposer will have ten (10) calendar days to produce certificates of the required insurance, including, without limitation, a certified endorsement naming the County as an additional insured. However, Proposers should not purchase additional insurance until a final Professional Services Agreement has been awarded. In addition, Proposers shall certify the possession of all licenses and/or certifications required for the provision of the services set forth in this RFP.*

SP+ has carefully reviewed all of the required insurance coverages outlined in the RFP and confirms that we can provide evidence demonstrating that our insurance policies meet or exceeds all of the specified requirement. A sample Certificate of Insurance reflecting our current coverages is included on the following pages.

Additionally, please find the requested information regarding our insurance policy deductibles:

- General Liability has a \$1M self-insurance retention
- Auto Policy has a \$1M deductible
- Garage Keepers Legal Liability has a \$500K self-insured retention
- Professional Liability has a \$500K self-insured retention
- Workers Compensation as a \$600K deductible

Our insurance provider is responsible for covering claim costs up to the policy limit, while **SP+** covers all claims up to the deductible or retention limit.



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
12/28/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. Chicago IL Office 200 East Randolph Chicago IL 60601 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED SP Plus Corporation 200 E Randolph Street, Suite 7700 Chicago IL 60601 USA	INSURER A: Endurance American Specialty Ins Co. 41718	
	INSURER B: Greenwich Insurance Company 22322	
	INSURER C: XL Insurance America Inc 24554	
	INSURER D: AIG Specialty Insurance Company 26883	
	INSURER E: Navigators Specialty Insurance Company 36056	
	INSURER F: Allied World Assurance Company (US) Inc 19489	

COVERAGES	CERTIFICATE NUMBER: 570103287743	REVISION NUMBER:
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THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Contractual Liability Included GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			RGE300120907 SIR applies per policy terms & conditions	01/01/2024	01/01/2025	EACH OCCURRENCE	\$9,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$2,000,000
							MED EXP (Any one person)	Excluded
							PERSONAL & ADV INJURY	\$9,000,000
							GENERAL AGGREGATE	\$15,000,000
							PRODUCTS - COMP/OP AGG	\$9,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> GKLL \$500,000 SIR <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			RAD943782007	01/01/2024	01/01/2025	COMBINED SINGLE LIMIT (Ea accident)	\$10,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
D	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION			38178893	01/01/2024	01/01/2025	EACH OCCURRENCE	\$10,000,000
							AGGREGATE	\$10,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			RWD300121007 AOS RWR300121107 RETRO	01/01/2024	01/01/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
C			N/A		01/01/2024	01/01/2025	E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000
A	E&O - Professional Liability - Primary			NRO30038781600 E&O NetworkInternetCyber SIR applies per policy terms & conditions	06/01/2023	07/01/2024	Occ and Agg Limit	\$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
For RFP Purposes only. Insurance charges will include all applicable premiums and costs, as well as retained exposure charges established by the Named Insured. 1/1/2024 - 1/1/2025 Crime & Excess Crime Pol #'s SAA50414480800 & XSC50414490800; \$5,000,000 OCCURRENCE. Crime coverage provides first party coverage against business related crime such as robbery & burglary, employee dishonesty, forgery or alteration, computer fraud, guest property, money orders, and counterfeit currency.

CERTIFICATE HOLDER

CANCELLATION

SP Plus Corporation 200 E., Randolph Street, Suite 7700 Chicago IL 60601 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	---

Holder Identifier : RFP

Certificate No : 570103287743





ADDITIONAL REMARKS SCHEDULE

AGENCY Aon Risk Services Central, Inc.		NAMED INSURED SP Plus Corporation	
POLICY NUMBER See Certificate Number: 570103287743			
CARRIER See Certificate Number: 570103287743	NAIC CODE	EFFECTIVE DATE:	

ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance**

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER G : Endurance American Insurance Company	10641
INSURER H : Illinois Union Insurance Company	27960
INSURER I : Everest Indemnity Insurance Company	10851
INSURER J : Great American Spirit Ins Co	33723

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
	EXCESS LIABILITY							
E				CH24RXS203X3YIC \$10M xs \$10M	01/01/2024	01/01/2025	Aggregate	\$10,000,000
F				03126674 \$15M xs \$20M	01/01/2024	01/01/2025	Aggregate	\$15,000,000
G				XSC30000541306 \$15M x \$35M	01/01/2024	01/01/2025	Aggregate	\$15,000,000
H				XANG27921103009 \$10M x \$50M	01/01/2024	01/01/2025	Aggregate	\$10,000,000
I				XC8EX00125241 \$15M xs \$60M	01/01/2024	01/01/2025	Aggregate	\$15,000,000
K				AXF565834104 \$12.5M po \$25M xs \$75M	01/01/2024	01/01/2025	Aggregate	\$12,500,000
J				EXC5202372 \$12.5M po \$25M xs \$75M	01/01/2024	01/01/2025	Aggregate	\$12,500,000
							Each Occurrence	\$12,500,000



ADDITIONAL REMARKS SCHEDULE

AGENCY Aon Risk Services Central, Inc.		NAMED INSURED SP Plus Corporation	
POLICY NUMBER See Certificate Number: 570103287743			
CARRIER See Certificate Number: 570103287743	NAIC CODE	EFFECTIVE DATE:	

ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance**

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER K: American Guarantee & Liability Ins Co	26247
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	

11. SECURITY BOND

Included in all proposals, it shall be mandatory that a security bond from a reliable surety company licensed to operate in the State of California, letter of credit, or a cashier's check, payable without recourse to "Humboldt County Department of Aviation", must be submitted in the amount of five thousand dollars (\$5,000.00) as security bond with all proposals submitted prior to the deadline. Proposers shall include copies of the security bond to the proposal. Failure to submit the required security bond will determine the proposal to be incomplete and disqualify the proposal from being considered responsive to the required security bond will determine the proposal to be incomplete and disqualify the proposal from being considered responsive to the RFP. Once submitted, proposals will be valid for up to ninety (90) calendar days. If submitting electronically, the security bond must be delivered to HCDA prior to the submission deadline date and time.

Please see a copy of the security bond on the following pages. The original bond was shipped to the following address per Addendum 1.

Humboldt County Department of Aviation
3564 Boeing Ave. Room #206A
McKinleyville, CA 95519-9362

The bond was shipped via UPS tracking 1ZR0A0010197608339 and delivered on November 26, 2024 at 1:45 P.M. A copy of the delivery confirmation is at the end of this section.

Bid Bond

CONTRACTOR:

(Name, legal status and address)
SP PLUS CORPORATION
200 East Randolph Street, Suite 7700
Chicago, IL 60601

SURETY:

(Name, legal status and principal place of business)
FIDELITY AND DEPOSIT COMPANY OF MARYLAND
1299 Zurich Way
Schaumburg, IL 60196-1056

OWNER:

(Name, legal status and address)
COUNTY OF HUMBOLDT
Department of Aviation
3561 Boeing Avenue, Room #206A, McKinleyville, CA 95519

BOND AMOUNT: Five Thousand and 00/100 Dollars
(\$ 5,000.00)

PROJECT:

(Name, location or address, and Project number, if any)
RFP No.: AV2023-001 - Airport Parking Facilities Management Agreement for the California Redwood Coast-Humboldt County Airport (ACV)

Project Number, if any:

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 13th day of November, 2024


(Witness) RYAN KUNZ


(Witness) Corinne Chapman

SP PLUS CORPORATION
(Principal)  *(Seal)*

(Title) Jim Ostling VP claims management

FIDELITY AND DEPOSIT COMPANY OF MARYLAND
(Surety)  *(Seal)*

(Title) Christina L. Sandoval, Attorney in Fact

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.


State of Illinois

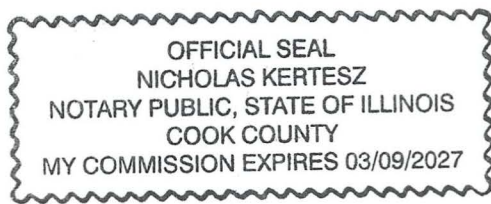
County of Cook

On November 13, 2024 before me, Nicholas Kertesz, Notary Public, personally appeared Christina L. Sandoval who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature 
Signature of Notary Public



**ZURICH AMERICAN INSURANCE COMPANY
COLONIAL AMERICAN CASUALTY AND SURETY COMPANY
FIDELITY AND DEPOSIT COMPANY OF MARYLAND
POWER OF ATTORNEY**

KNOW ALL MEN BY THESE PRESENTS: That the ZURICH AMERICAN INSURANCE COMPANY, a corporation of the State of New York, the COLONIAL AMERICAN CASUALTY AND SURETY COMPANY, a corporation of the State of Illinois, and the FIDELITY AND DEPOSIT COMPANY OF MARYLAND a corporation of the State of Illinois (herein collectively called the "Companies"), by Robert D. Murray, Vice President, in pursuance of authority granted by Article V, Section 8, of the By-Laws of said Companies, which are set forth on the reverse side hereof and are hereby certified to be in full force and effect on the date hereof, do hereby nominate, constitute, and appoint Corinne CHAPMAN, Roger PARAISSON, Kristin L. HANNIGAN, Tara A. MAQUINTO, Robert NACHREINER, Therese M. JACKSON, Sandra M. WINSTED, Dartonya WRIGHT, Susan A. WELSH, Judith A. LUCKY-EFTIMOV, James B. MCTAGGART, Jean TORRES, Samantha CHIERICI, Jessica B. DEMPSEY, Christina L. SANDOVAL, Nicholas KERTESZ of Chicago, Illinois, of its true and lawful agent and Attorney-in-Fact, to make, execute, seal and deliver, for, and on its behalf as surety, and as its act and deed: **any and all bonds and undertakings**, and the execution of such bonds or undertakings in pursuance of these presents, shall be as binding upon said Companies, as fully and amply, to all intents and purposes, as if they had been duly executed and acknowledged by the regularly elected officers of the ZURICH AMERICAN INSURANCE COMPANY at its office in New York, New York., the regularly elected officers of the COLONIAL AMERICAN CASUALTY AND SURETY COMPANY at its office in Owings Mills, Maryland., and the regularly elected officers of the FIDELITY AND DEPOSIT COMPANY OF MARYLAND at its office in Owings Mills, Maryland., in their own proper persons.

The said Vice President does hereby certify that the extract set forth on the reverse side hereof is a true copy of Article V, Section 8, of the By-Laws of said Companies, and is now in force.

IN WITNESS WHEREOF, the said Vice-President has hereunto subscribed his/her names and affixed the Corporate Seals of the said ZURICH AMERICAN INSURANCE COMPANY, COLONIAL AMERICAN CASUALTY AND SURETY COMPANY, and FIDELITY AND DEPOSIT COMPANY OF MARYLAND, this 19th day of April, A.D. 2024.



ATTEST:
ZURICH AMERICAN INSURANCE COMPANY
COLONIAL AMERICAN CASUALTY AND SURETY COMPANY
FIDELITY AND DEPOSIT COMPANY OF MARYLAND

By: *Robert D. Murray*
Vice President

By: *Dawn E. Brown*
Secretary



**State of Maryland
County of Baltimore**

On this 19th day of April, A.D. 2024, before the subscriber, a Notary Public of the State of Maryland, duly commissioned and qualified, **Robert D. Murray, Vice President and Dawn E. Brown, Secretary** of the Companies, to me personally known to be the individuals and officers described in and who executed the preceding instrument, and acknowledged the execution of same, and being by me duly sworn, depose and saith, that he/she is the said officer of the Company aforesaid, and that the seals affixed to the preceding instrument are the Corporate Seals of said Companies, and that the said Corporate Seals and the signature as such officer were duly affixed and subscribed to the said instrument by the authority and direction of the said Corporations.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my Official Seal the day and year first above written.

Genevieve M. Maison

**GENEVIEVE M. MAISON
NOTARY PUBLIC
BALTIMORE COUNTY, MD
My Commission Expires JANUARY 27, 2025**



Authenticity of this bond can be confirmed at bondvalidator.zurichna.com or 410-559-8790

EXTRACT FROM BY-LAWS OF THE COMPANIES

"Article V, Section 8, Attorneys-in-Fact. The Chief Executive Officer, the President, or any Executive Vice President or Vice President may, by written instrument under the attested corporate seal, appoint attorneys-in-fact with authority to execute bonds, policies, recognizances, stipulations, undertakings, or other like instruments on behalf of the Company, and may authorize any officer or any such attorney-in-fact to affix the corporate seal thereto; and may with or without cause modify or revoke any such appointment or authority at any time."

CERTIFICATE

I, the undersigned, Vice President of the ZURICH AMERICAN INSURANCE COMPANY, the COLONIAL AMERICAN CASUALTY AND SURETY COMPANY, and the FIDELITY AND DEPOSIT COMPANY OF MARYLAND, do hereby certify that the foregoing Power of Attorney is still in full force and effect on the date of this certificate; and I do further certify that Article V, Section 8, of the By-Laws of the Companies is still in force.

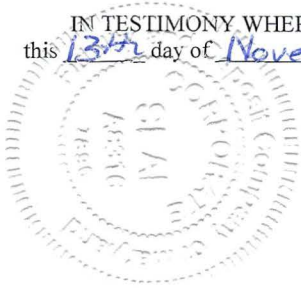
This Power of Attorney and Certificate may be signed by facsimile under and by authority of the following resolution of the Board of Directors of the ZURICH AMERICAN INSURANCE COMPANY at a meeting duly called and held on the 15th day of December 1998.

RESOLVED: "That the signature of the President or a Vice President and the attesting signature of a Secretary or an Assistant Secretary and the Seal of the Company may be affixed by facsimile on any Power of Attorney...Any such Power or any certificate thereof bearing such facsimile signature and seal shall be valid and binding on the Company."

This Power of Attorney and Certificate may be signed by facsimile under and by authority of the following resolution of the Board of Directors of the COLONIAL AMERICAN CASUALTY AND SURETY COMPANY at a meeting duly called and held on the 5th day of May, 1994, and the following resolution of the Board of Directors of the FIDELITY AND DEPOSIT COMPANY OF MARYLAND at a meeting duly called and held on the 10th day of May, 1990.

RESOLVED: "That the facsimile or mechanically reproduced seal of the company and facsimile or mechanically reproduced signature of any Vice-President, Secretary, or Assistant Secretary of the Company, whether made heretofore or hereafter, wherever appearing upon a certified copy of any power of attorney issued by the Company, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

IN TESTIMONY WHEREOF, I have hereunto subscribed my name and affixed the corporate seals of the said Companies, this 13th day of November, 2024



Thomas O. McClellan
Vice President

TO REPORT A CLAIM WITH REGARD TO A SURETY BOND, PLEASE SUBMIT A COMPLETE DESCRIPTION OF THE CLAIM INCLUDING THE PRINCIPAL ON THE BOND, THE BOND NUMBER, AND YOUR CONTACT INFORMATION TO:

Zurich Surety Claims
1299 Zurich Way
Schaumburg, IL 60196-1056
reportsfclaims@zurichna.com
800-626-4577

Authenticity of this bond can be confirmed at bondvalidator.zurichna.com or 410-559-8790

Proof of Delivery

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

Tracking Number

1ZR0A0010197608339

Service

UPS Next Day Air®

Shipped / Billed On

11/20/2024

Delivered On

11/26/2024 1:45 P.M.

Delivered To

MCKINLEYVILLE, CA, US
Left At

Met Customer

Please print for your records as photo and details are only available for a limited time.

Sincerely,

UPS

Tracking results provided by UPS: 12/01/2024 4:49 P.M. EST

12. PERFORMANCE GUARANTEE

The Selected Proposer shall post with the County a performance guarantee to be maintained for the duration of the Base Term of the Agreement and the Option Term, if executed, as called for in this Agreement in the amount of five hundred thousand dollars (\$500,000) upon final execution of the Agreement. The financial guarantee may be in the form of a guarantee with a company authorized to do business in the State of California, a letter of credit from the Selected proposer's banking institution, or a cashier's check payable without recourse to HCDA. If the Selected Proposer submits a guarantee, then that guarantee shall be issued by a surety company acceptable to HCDA. Proposers must identify in their proposals who will surety if they are going to submit a guarantee for the performance bond and that the guarantee company is authorized to do business in the State of California. During the Term of the Agreement, if there are any claims on the Performance Guarantee, the Selected Proposer must replenish the amount to the full value within five (5) calendar days upon receipt of written notice.

The Selected Proposer shall enter into the PSA, similar in form to the sample Agreement attached, unless exceptions are noted in writing as part of the submission and approved at HCDA's sole discretion and negotiations completed within ten (10) business days after receiving notification of recommendation of award of PSA or shall forfeit the Five Thousand Dollar (\$5,000.00) security bond as liquidated damages. At the sole discretion of the HCDA, the Director of Aviation may grant additional time to execute an agreement if warranted.

If SP Plus Corporation is granted the Professional Service Agreement for Parking Management, we will ensure the submission of a Performance Guarantee provided by Fidelity and Deposit Company of Maryland. For additional details, please refer to **Section 11. Security Bond**, which includes a comprehensive copy of our Security Bond issued by Fidelity and Deposit Company of Maryland, outlining the terms and conditions of our financial commitment.

13. EXCEPTIONS TO SPECIFICATIONS AND/OR SAMPLE AGREEMENT

Exceptions, Objections, and Requested Changes. The RFP includes Exhibit D: Sample Professional Services Agreement as the base document that will be used in the final negotiation of the PSA with the Selected Proposer. The terms and conditions outlined in the PSA will be used unless HCDA agrees, in its sole discretion, to consider alternative language included in the RFP proposal response. Unless a requested change is identified in the “exceptions” section of the proposal, the term and conditions of the sample PSA will be final. Proposers shall include with their submitted proposals a detailed list of any exceptions to the specifications and/or requirements sample agreement, on a point-by-point basis with the recommended change. HCDA reserves the right to accept or reject any or all exceptions at its sole discretion. The materiality of the exceptions noted will be factored into the evaluation process.

We respectfully submit and request the following changes to the draft operating agreement:

Capital Expenditure/ Investment in a new PARCS

Should the Airport terminate the contract prior to the expiration of the base term, then we request reimbursement for the unamortized amount of the initial or any further approved investment in the new parking access and revenue control system.

Banking

given that the Operator is the Merchant of Record (MOR) for credit card processing, not all revenue will be in our bank account daily given the lag time associated with payment by the credit card companies. Several options exist that may be reviewed during contract negotiation, including weekly revenue transfers or the operator banking revenue and remitting the percentage share to the Airport within ten (10) days starting with Month two (2). This also alleviates the Airport from having to reconcile the parking operation’s bank account.

Credit Card Processing Fees

There is a conflict between Section 10.2.3 and of the RFP and Section 5.1 of the Draft Agreement. To clarify, credit card processing fees will be deducted from Gross Revenues to arrive at Net Revenues or the Airport will reimburse the Operator monthly for all credit card processing fees.

Insurance Requirements

The RFP requires an AM Best Rating of A, although the parking industry standard minimum rating is “A-”. We respectfully request that the County agree to accept our A- rating in accordance with industry standards and we are happy to have our Risk Manager liaison talk directly with the County counterpart to answer any questions or concerns.

Exhibit D: Sample Professional Services Agreement

Section 1.A. - Reference to the Scope of Services as being “Exhibit F in the RFP” should be changed to “Exhibit C in the RFP”.

Section 2. - 5-year term commences January 1, 2025 with a 5-year option term by “mutual agreement”. Sec. 2.C allows the County to extend month to month. However, Sec. 10.2.1.3 of the

13. EXCEPTIONS TO SPECIFICATIONS AND/OR SAMPLE AGREEMENT

RFP states that the month-to-month extension may not exceed 6 months- that is missing from this Sec. 2.C. Query: Will the 6-month cap on a month to month apply?

Section 3. Section 27.A - The Default clause in the Sample Contract - calls for Operator to have 10 days after written notice in which to cure monetary defaults, and 30 days to cure most other defaults. This Section 3 allows the County to terminate Operator immediately for cause. Section 27 gives the Operator some basic due process, while Section 3 does not. Would the County agree to make its right to terminate for cause under this Section 3 subject to Operator's right to notice and cure under Section 27?

Section 7. - Upon request of County, Operator will source, estimate and coordinate capital improvements at the Airport premises. SP+ requests the opportunity to review new capital improvements and funding requirements on a case-by-case basis.

Section 20. - To clarify, the County shall be responsible for all repairs to the facility of a structural nature, including any modifications required to comply with ADA regulations

Concession Fees

Per RFP section 10.2.3, with a concession-based agreement financial model and *Percentage Concession Fee*, the operator would be operating at a material loss.

We propose a reverse management agreement structure where we will charge the Airport a management fee to cover all expenses related to the location. The Airport will be billed a flat fee based on the totals represented in our Management Fee.

Please reference the following sections of our proposal for details on our proposed management fee: **Section 7. Technology and Equipment Proposal**, subsection **Proposed Financial Compensation Package** and **Section 8. Implementation Plan and Schedule**, subsections **Proposed Financial Compensation Package** and **Proposed Operating Budget**.

With this proposed financial model, the Airport will have a guaranteed budget for costs and will realize all the upside on parking revenues collected.

Section 2

Forms



REQUEST FOR PROPOSALS – RFP NO. AV2023-001

PROVISION OF AIRPORT PARKING FACILITIES MANAGEMENT AGREEMENT FOR THE CALIFORNIA REDWOOD COAST-HUMBOLDT COUNTY AIRPORT (ACV)

Attachment A: CERTIFICATE OF BUY AMERICAN COMPLIANCE FOR TOTAL FACILITY

(Buildings such as Terminal, SRE, ARFF, etc.)

As a matter of bid responsiveness, the bidder or offeror must complete, sign, date, and submit this certification statement with their proposal. The bidder or offeror must indicate how they intend to comply with 49 USC § 50101 by selecting one of the following certification statements. These statements are mutually exclusive. Bidder must select one or the other (i.e. not both) by inserting a checkmark (✓) or the letter “X”.

- Bidder or offeror hereby certifies that it will comply with 49 USC. 50101 by:
- Only installing steel and manufactured products produced in the United States; or
 - Installing manufactured products for which the FAA has issued a waiver as indicated by inclusion on the current FAA Nationwide Buy American Waivers Issued listing; or
 - Installing products listed as an Excepted Article, Material or Supply in Federal Acquisition Regulation Subpart 25.108.

By selecting this certification statement, the bidder or offeror agrees:

- To provide to the Owner evidence that documents the source and origin of the steel and manufactured product.
- To faithfully comply with providing US domestic products
- To refrain from seeking a waiver request after establishment of the contract, unless extenuating circumstances emerge that the FAA determines justified.

- The bidder or offeror hereby certifies it cannot comply with the 100% Buy American Preferences of 49 USC § 50101(a) but may qualify for either a Type 3 or Type 4 waiver under 49 USC § 50101(b). By selecting this certification statement, the apparent bidder or offeror with the apparent low bid agrees:

- To submit to the Owner within 15 calendar days of the bid opening, a formal waiver request and required documentation that support the type of waiver being requested.
- That failure to submit the required documentation within the specified timeframe is cause for a non-responsive determination may result in rejection of the proposal.
- To faithfully comply with providing US domestic products at or above the approved US domestic content percentage as approved by the FAA.
- To furnish US domestic product for any waiver request that the FAA rejects.
- To refrain from seeking a waiver request after establishment of the contract, unless extenuating circumstances emerge that the FAA determines justified.

Required Documentation

Type 3 Waiver - The cost of components and subcomponents produced in the United States is more than 60% of the cost of all components and subcomponents of the “facility”.

REQUEST FOR PROPOSALS – RFP NO. AV2023-001

PROVISION OF AIRPORT PARKING FACILITIES MANAGEMENT AGREEMENT FOR THE CALIFORNIA REDWOOD COAST-
HUMBOLDT COUNTY AIRPORT (ACV)

The required documentation for a type 3 waiver is:

- a) Listing of all manufactured products that are not comprised of 100% US domestic content (Excludes products listed on the FAA Nationwide Buy American Waivers Issued listing and products excluded by Federal Acquisition Regulation Subpart 25.108; products of unknown origin must be considered as non-domestic products in their entirety)
- b) Cost of non-domestic components and subcomponents, excluding labor costs associated with final assembly and installation at project location.
- c) Percentage of non-domestic component and subcomponent cost as compared to total “facility” component and subcomponent costs, excluding labor costs associated with final assembly and installation at project location.

Type 4 Waiver – Total cost of project using US domestic source product exceeds the total project cost using non-domestic product by 25%. The required documentation for a type 4 of waiver is:

- a) Detailed cost information for total project using US domestic product
- b) Detailed cost information for total project using non-domestic product

False Statements: Per 49 USC § 47126, this certification concerns a matter within the jurisdiction of the Federal Aviation Administration and the making of a false, fictitious or fraudulent certification may render the maker subject to prosecution under Title 18, United States Code.

December 2, 2024

Date

SP Plus Corporation

Company Name



Signature

President, West - Airports

Title

REQUEST FOR PROPOSALS – RFP NO. AV2023-001

PROVISION OF AIRPORT PARKING FACILITIES MANAGEMENT AGREEMENT FOR THE CALIFORNIA REDWOOD COAST-
HUMBOLDT COUNTY AIRPORT (ACV)

Attachment B:

CERTIFICATE OF BUY AMERICAN COMPLIANCE FOR MANUFACTURED PRODUCTS

(Non-building construction projects, equipment acquisition projects)

As a matter of bid responsiveness, the bidder or offeror must complete, sign, date, and submit this certification statement with their proposal. The bidder or offeror must indicate how they intend to comply with 49 USC § 50101 by selecting one on the following certification statements. These statements are mutually exclusive. Bidder must select one or the other (not both) by inserting a checkmark (✓) or the letter “X”.



Bidder or offeror hereby certifies that it will comply with 49 USC § 50101 by:

- a) Only installing steel and manufactured products produced in the United States, or;
- b) Installing manufactured products for which the FAA has issued a waiver as indicated by inclusion on the current FAA Nationwide Buy American Waivers Issued listing, or;
- c) Installing products listed as an Excepted Article, Material or Supply in Federal Acquisition Regulation Subpart 25.108.

By selecting this certification statement, the bidder or offeror agrees:

- 1. To provide to the Owner evidence that documents the source and origin of the steel and manufactured product.
- 2. To faithfully comply with providing US domestic product
- 3. To furnish US domestic product for any waiver request that the FAA rejects
- 4. To refrain from seeking a waiver request after establishment of the contract, unless extenuating circumstances emerge that the FAA determines justified.



The bidder or offeror hereby certifies it cannot comply with the 100% Buy American Preferences of 49 USC § 50101(a) but may qualify for either a Type 3 or Type 4 waiver under 49 USC § 50101(b). By selecting this certification statement, the apparent bidder or offeror with the apparent low bid agrees:

To the submit to the Owner within 15 calendar days of the bid opening, a formal waiver request and required documentation that support the type of waiver being requested.

- 1. That failure to submit the required documentation within the specified timeframe is cause for a non-responsive determination may result in rejection of the proposal.
- 2. To faithfully comply with providing US domestic products at or above the approved US domestic content percentage as approved by the FAA.
- 3. To refrain from seeking a waiver request after establishment of the contract, unless extenuating circumstances emerge that the FAA determines justified.

Required Documentation

Type 3 Waiver - The cost of the item components and subcomponents produced in the United States is more that 60% of the cost of all components and subcomponents of the “item”. The required documentation for a type 3 waiver is:

- a) Listing of all product components and subcomponents that are not comprised of 100% US domestic content (Excludes products listed on the FAA Nationwide Buy American Waivers Issued listing and products excluded by Federal Acquisition Regulation

REQUEST FOR PROPOSALS – RFP NO. AV2023-001

PROVISION OF AIRPORT PARKING FACILITIES MANAGEMENT AGREEMENT FOR THE CALIFORNIA REDWOOD COAST-HUMBOLDT COUNTY AIRPORT (ACV)

Subpart 25.108; products of unknown origin must be considered as non-domestic products in their entirety)

- b) Cost of non-domestic components and subcomponents, excluding labor costs associated with final assembly at place of manufacture.
- c) Percentage of non-domestic component and subcomponent cost as compared to total “item” component and subcomponent costs, excluding labor costs associated with final assembly at place of manufacture.

Type 4 Waiver – Total cost of project using US domestic source product exceeds the total project cost using non-domestic product by 25%. The required documentation for a type 4 of waiver is:

- a) Detailed cost information for total project using US domestic product
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False Statements: Per 49 USC § 47126, this certification concerns a matter within the jurisdiction of the Federal Aviation Administration and the making of a false, fictitious or fraudulent certification may render the maker subject to prosecution under Title 18, United States Code.

December 2, 2024

Date

SP Plus Corporation

Company Name



Signature

President, West Airports

Title

Section 3

Exhibits



Exhibit 1

Proposed Transition Timeline





Proposed Transition Plan

California Redwood Coast-Humboldt County Airport (ACV)

Transition Start Date: Mon, 12/16/2024

TASK	START	END	Dec 16, 2024							Dec 23, 2024							Dec 30, 2024							Jan 6, 2025							Jan 13, 2025									
			16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19			
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S			
Phase I - 45 Days Prior to Startup	12/16/24	1/31/25																																						
Set-up initial meeting with ACV staff*	12/16/24	12/20/24																																						
Finalize Transition Plan with ACV staff*	12/16/24	12/20/24																																						
Introduce Key Transition Team Members to ACV staff*	12/16/24	12/20/24																																						
Consult EYW staff on Proposed On-site Manager and Supervisory staff*	12/16/24	12/20/24																																						
Finalize Operation Budget	12/16/24	1/2/25																																						
Review Reporting Procedures with ACV for Approval*	12/16/24	1/2/25																																						
Confirm Staffing Schedules with ACV*	1/2/25	1/6/25																																						
Perform a physical inspection of premises	1/2/25	1/6/25																																						
Confirm Telephone and Internet access	1/2/25	1/6/25																																						
Communicate Operator Change to Current Employees	1/2/25	1/6/25																																						
Measure & Order New Employee Uniforms (includes lead time)	12/16/24	1/31/25																																						
Initiate Inventory and Purchasing per New Location Checklist**	1/2/25	1/31/25																																						
Initiate Accounting per New Location Checklist**	1/2/25	1/31/25																																						
Initiate Human Resources On-boarding and Training per New Location Checklist**	1/2/25	1/31/25																																						
Initiate Marketing per New Location Checklist**	1/2/25	1/31/25																																						
Submit Suggested Maintenance Improvements*	1/2/25	1/5/25																																						
Meet with Incumbent Operator to Coordinate Transition	1/24/25	1/27/25																																						
Facility Manager On-site	1/2/25	Ongoing																																						
Initiate Inspection and Safety per New Location Checklist**	1/2/25	1/31/25																																						
Employee Training and Orientation	1/2/25	1/31/25																																						
Transition Team Members Begin Arriving On-site	1/15/25	1/31/25																																						
Issue Team Members New Uniforms and ID Badges	1/27/25	1/31/25																																						
Phase II - Transition (Start date and first 90 days)	2/1/25	2/1/25																																						
Transition to new agreement	2/1/25	2/1/25																																						
Perform start-up day checklist*	2/1/25	2/1/25																																						
Implement all SP+ and ACV* policies	2/1/25	2/1/25																																						
Implement SOPs approved by ACV*	2/1/25	2/1/25																																						
Replace operating supplies and equipment	2/1/25	2/1/25																																						
Perform initial LPI/Car count	2/1/25	2/1/25																																						
Transfer facility keys/change security codes	2/1/25	2/1/25																																						
Implement customer service programs approved by ACV*	2/1/25	2/1/25																																						
Implement cash handling and reporting procedures	2/1/25	2/1/25																																						
Complete safety assessments	2/1/25	4/30/25																																						
Provide hands on assistance and job coaching	2/1/25	4/30/25																																						
Communicate with Airport staff of transition progress on weekly basis	2/1/25	4/30/25																																						
Submit evaluations of hourly and supervisory employees	2/1/25	4/30/25																																						
Phase III - Post Transition and Ongoing Support	5/1/25	Ongoing																																						
Transition team members on-site or remote support	5/1/25	Ongoing																																						
Employee Follow-up Training	5/1/25	Ongoing																																						
Parking Operations Report (POR)	5/1/25	Ongoing																																						

* Required Action on the part of ACV.
 **New location checklists indicated on chart to be provided upon request.
 NOTE: All dates and tasks are tentative. Line item details will be adjusted as needed to meet specific schedules and deliverables.



Proposed Transition Plan

California Redwood Coast-Humboldt County Airport (ACV)

Transition Start Date: Mon, 12/16/2024

TASK	START	END	Jan 20, 2025							Jan 27, 2025							Feb 3, 2025							Feb 10, 2025							Feb 17, 2025						
			20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
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Initiate Inspection and Safety per New Location Checklist**	1/2/25	1/31/25																																			
Employee Training and Orientation	1/2/25	1/31/25																																			
Transition Team Members Begin Arriving On-site	1/15/25	1/31/25																																			
Issue Team Members New Uniforms and ID Badges	1/27/25	1/31/25																																			
Phase II - Transition (Start date and first 90 days)	2/1/25	2/1/25																																			
Transition to new agreement	2/1/25	2/1/25																																			
Perform start-up day checklist*	2/1/25	2/1/25																																			
Implement all SP+ and ACV* policies	2/1/25	2/1/25																																			
Implement SOPs approved by ACV*	2/1/25	2/1/25																																			
Replace operating supplies and equipment	2/1/25	2/1/25																																			
Perform initial LPI/Car count	2/1/25	2/1/25																																			
Transfer facility keys/change security codes	2/1/25	2/1/25																																			
Implement customer service programs approved by ACV*	2/1/25	2/1/25																																			
Implement cash handling and reporting procedures	2/1/25	2/1/25																																			
Complete safety assessments	2/1/25	4/30/25																																			
Provide hands on assistance and job coaching	2/1/25	4/30/25																																			
Communicate with Airport staff of transition progress on weekly basis	2/1/25	4/30/25																																			
Submit evaluations of hourly and supervisory employees	2/1/25	4/30/25																																			
Phase III - Post Transition and Ongoing Support	5/1/25	Ongoing																																			
Transition team members on-site or remote support	5/1/25	Ongoing																																			
Employee Follow-up Training	5/1/25	Ongoing																																			
Parking Operations Report (POR)	5/1/25	Ongoing																																			

* Required Action on the part of ACV.
 **New location checklists indicated on chart to be provided upon request.
 NOTE: All dates and tasks are tentative. Line item details will be adjusted as needed to meet specific schedules and deliverables.



Proposed Transition Plan

California Redwood Coast-Humboldt County Airport (ACV)

Transition Start Date: Mon, 12/16/2024

TASK	START	END	Feb 24, 2025				Mar 3, 2025				Mar 10, 2025				Mar 17, 2025				Mar 24, 2025																	
			24	25	26	27	28	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
Phase 1 - 45 Days Prior to Startup	12/16/24	1/31/25																																		
Set-up initial meeting with ACV staff*	12/16/24	12/20/24																																		
Finalize Transition Plan with ACV staff*	12/16/24	12/20/24																																		
Introduce Key Transition Team Members to ACV staff*	12/16/24	12/20/24																																		
Consult EYW staff on Proposed On-site Manager and Supervisory staff*	12/16/24	12/20/24																																		
Finalize Operation Budget	12/16/24	1/2/25																																		
Review Reporting Procedures with ACV for Approval*	12/16/24	1/2/25																																		
Confirm Staffing Schedules with ACV*	1/2/25	1/6/25																																		
Perform a physical inspection of premises	1/2/25	1/6/25																																		
Confirm Telephone and Internet access	1/2/25	1/6/25																																		
Communicate Operator Change to Current Employees	1/2/25	1/6/25																																		
Measure & Order New Employee Uniforms (includes lead time)	12/16/24	1/31/25																																		
Initiate Inventory and Purchasing per New Location Checklist**	1/2/25	1/31/25																																		
Initiate Accounting per New Location Checklist**	1/2/25	1/31/25																																		
Initiate Human Resources On-boarding and Training per New Location Checklist**	1/2/25	1/31/25																																		
Initiate Marketing per New Location Checklist**	1/2/25	1/31/25																																		
Submit Suggested Maintenance Improvements*	1/2/25	1/5/25																																		
Meet with Incumbent Operator to Coordinate Transition	1/24/25	1/27/25																																		
Facility Manager On-site	1/2/25	Ongoing																																		
Initiate Inspection and Safety per New Location Checklist**	1/2/25	1/31/25																																		
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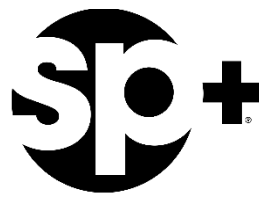
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 **New location checklists indicated on chart to be provided upon request.
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Transition will be nearly hands-off for ACV

We can transition operations seamlessly from a signed contract to go-live in 30 days. For further ease of onboarding, Metropolis can also own communication with tenants.

<div style="text-align: right; border: 1px solid black; padding: 2px;">APPROVAL</div> Preparation	Installation	Enrollment	<div style="text-align: left; border: 1px solid black; padding: 2px;">DAY 30</div> Go-Live
<ul style="list-style-type: none"> ▪ Property Review Metropolis meets with property managers to fully review location capabilities ▪ Operations Deep Dive Metropolis operations team deploys to understand customer experience with Metropolis compared to current operations ▪ Subscriber Onboarding Prep Metropolis provides templates for property managers to provide all tenant validation information and current pricing (e.g. monthly rates for tenant A versus tenant B) 	<ul style="list-style-type: none"> ▪ Site Survey Metropolis launch team conducts detailed site surveys with your property management and site engineering teams ▪ Technology Installation Plan Metropolis launch team identifies locations for camera installation and electrical and submits to your team for review and final approval ▪ On-Site Installation Covered and managed by Metropolis and insured vendors. COIs provided prior to installation 	<ul style="list-style-type: none"> ▪ Subscriber Communication Metropolis provides communication templates to share with all tenants and relevant stakeholders notifying them of the transition to Metropolis parking operations ▪ Training & FAQs Training provided as needed with detailed FAQs shared digitally ▪ Enrollment Tenants, enterprises, and validation partners enrolled on a per site basis. In-app instructions provided for all monthly and transient customers 	<ul style="list-style-type: none"> ▪ Signage Installation Branded signage installed in the parking lot/ garage ▪ Location Goes Live Upon completion of tenant and partner onboarding, location goes live on the Metropolis platform with all access and payment provisioned through Metropolis ▪ Customer Support Fully managed by Metropolis through in-app and email, as well as on site staff ▪ Monthly Reporting Detailed financial and operations reports are provided monthly





a  metropolis company

Jason Finch
President – West Airports
SP+ Airport Services
16200 Brookpark Road, 2nd Floor
Cleveland, OH 44135
Mobile: 786-367-2130