

Parking Management Services

City of Fort Pierce, Florida | RFP No. 2023-057 | October 10, 2023



A new parking vision for the “Sunrise City”

October 10, 2023

City of Fort Pierce

ATTN: Galencia Carter

100 North U.S. Highway 1 | 2nd Floor Conference Room | Fort Pierce, FL 34950

RE: LAZ PARKING RESPONSE TO RFP NO. 2023-057 PARKING MANAGEMENT SERVICES

Dear Ms. Carter:

In the following pages, LAZ Parking presents the City of **For** Pierce, FL with our proposal for Parking Management Service adhering to all submission and response guidelines of your RFP document.

With LAZ Parking, the City of Ft Pierce will receive:

- The most experienced operator in providing parking services for beach communities in south Florida. **From the tip of Miami Beach to the sands of Daytona, LAZ manages over 30 parking facilities (6,800 spaces) for municipalities and private owners. These facilities cater in large part to patrons who just want to be able to easily park and enjoy a sunny day at our Florida beaches.**
- LAZ Parking is one of the most tech savvy operators in the business. We work hand in hand with parking technology manufacturers to develop and deliver the latest innovation for our client's patrons. LAZ is a leader in smart parking technology, **from finding and getting directions on the internet to reserving and paying for the parking fees using various apps on their smart phones, we make it easy for patrons to park in a LAZ managed facility.** With Ft. Pierce wanting to roll out a new paid parking program for its residents and visitors, it is important the City have a partner with the best knowledge of parking technology. That's LAZ.
- LAZ will fill the positions needed for the Ft. Pierce parking program with local talent. With over 800 employees in south Florida and over 150 just in Palm Beach County alone, we have the size to be able to provide extra staff, with short notice for special events or emergency situations which may arise. LAZ Parking has the human resources in place to meet and exceed your expectations when it comes to staffing your locations with five-star customer service trained parking personnel.
- LAZ has extensive experience in municipal parking collections and enforcement. **Nationally, from the City of Chicago parking meter program with over 36,000 spaces to locally, the City of South Miami with 1,450 spaces and many size cities in between, we will customize a parking program that is right for your community.**

We've included a company resolution in the following pages to authorize signatures for Christopher Walsh, Regional Vice President, and Robert Maroney, Vice-President, Government and University Services giving them the authority to legally bind our organization to the commitments in this proposal and sign forms, included as [Attachments here](#) at the end of this proposal. We've also included our signed and completed Proposer's Checklist in the following pages and have included required documents at the end of this

proposal in [Attachments here](#). We welcome further discussion of our proposal and are happy to answer any questions or provide additional information.

LAZ Parking is excited to collaborate closely with the City of Ft. Pierce as we embark on the journey to introduce an innovative paid parking program. Our initial focus will be on implementing this program for the city's three beach lots, with plans to expand its reach into the vibrant downtown area. We are enthusiastic about the opportunity to discuss our bid in more detail and address any inquiries or provide additional information. Please feel free to reach out, and we'll be more than happy to assist you.

Sincerely,



CHRISTOPHER B. WALSH
Regional Vice-President - Florida
 404 Washington Ave #640
 Miami Beach, FL 33139
 305-913-4882 Ext 7678



ROBERT E. MARONEY, CAPP
Vice-President Government Services
 One Financial Plaza, 14th Floor
 Hartford, CT 06103
 860-522-7641 Ext 7825

LAZ PARKING'S VISION OF THE FUTURE FOR FORT PIERCE

Future Expansion
 Dedicated LAZ teams for planning, construction, audit, technology & more

Pay Stations
 Flowbird solar pay-by-plate stations throughout City

A Culture of Compliance
 Staff, vehicles & technology for fair and continuous parking enforcement

Citywide Support
 Staff & resources to cover all areas – downtown, boat ramps & parks – and expand when called upon

Innovative Options
 Seasonal beach shuttles, partnerships with local businesses, community investment & more

Flexible Access
 Long term parking options for downtown businesses, special events & more

Text to Park
 Customer friendly technology with LAZ mobile app & eCommerce solutions



COMPANY RESOLUTION
OF
MEMBERS OF LAZ FLORIDA PARKING, LLC

THE UNDERSIGNED, LAZ KARP ASSOCIATES, LLC, being the sole member of LAZ FLORIDA PARKING, LLC, a limited liability company organized and existing under the laws of the State of Florida and authorized to do business in the State of Florida ("the "Company") hereby represents that:

A Meeting of the Members of the Company was held on August 18, 2023.

At said meeting after motion duly made and seconded, the following Resolutions were unanimously adopted:

RESOLVED, that the Company is hereby authorized to sign any and all documents, contracts and agreements in regard to The City of Fort Pierce, The Parking Management Services (RFP 2023-057)

FURTHER RESOLVED, that Robert Maroney, Vice President of Government Services or Christopher Walsh, Regional Vice President is authorized to sign such documents, contracts and agreements and such documents, contracts and agreements shall be binding upon the Company.

DATED at Hartford, Connecticut, this 18th day of August, 2023



Glenn T. Terk, General Counsel



TABLE OF CONTENTS

Parking Management Services

City of Fort Pierce

1. COVER LETTER	2
TABLE OF CONTENTS	6
EXECUTIVE SUMMARY	7
2. TABLE OF EXCEPTIONS.....	9
FORM A – PROPOSED OPERATING BUDGET	10
FORM B – MANAGEMENT & OTHER FEES.....	11
FORM C – PROPOSED STAFFING SCHEDULE.....	12
FORM D – PROPOSED START-UP BUDGET	13
FORM E – QUALIFICATIONS	15
FORM F – OPERATIONS AND MAINTENANCE PLANS	27
ATTACHMENTS	58



EXECUTIVE SUMMARY

Why LAZ Parking?

At LAZ Parking, we share the City of Fort Pierce's vision to introduce an innovative and efficient system for managing public parking spaces. We understand Fort Pierce is on the lookout for an experienced operator capable of delivering proven results. The city has explored various avenues, from manual collections of parking fees to the installation of parking gates and pay stations with ticketing and enforcement. While these options offer potential solutions, they also come with challenges, particularly when it comes to ticketing and enforcement. Mishandled, this approach could lead to disputes and frustration among residents and visitors—a situation Fort Pierce is keen to avoid.

We wholeheartedly agree that booting and towing should always be considered a last resort. There are alternative, more user-friendly methods of collecting parking fees that can maintain harmony within the community while still achieving the city's revenue goals.

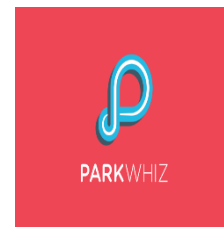
This updated version provides more context and engages the reader while emphasizing LAZ Parking's alignment with Fort Pierce's goals.

LAZ Parking will bring to the table the very best team of professionals which will allow for:

- LAZ will introduce License Plate Recognition (LPR) Technology to record noncompliant vehicles parked on your lots in your garages or on your streets. The enforcement of Scofflaws and identifying stolen vehicles can also be accomplished through this technology. The LAZ partner for this service will be Genetec.
- State of the art solar powered pay stations will interface with LAZ Parking's reporting software, the Genetec enforcement software and web-based parking apps to accept parking fees as well as credit card payments. LAZ will partner with Tampa Florida based Flowbird Parking for these pay stations.
- As we have done for other clients, we will customize a website for Ft Pierce that offers the opportunity to purchase a season pass and pre-pay for a day pass at a given beach.

Additionally, the site offers a space tracker to assist drivers to facilities that can accommodate the occupancy at a given time.

- Our systems will reduce angry patrons and bad press coverage since offenders will not be booted or towed, rather they receive a parking notice for any fees not paid.
- The LAZ state-of-the-art Business Intelligence (BI) platform will provide a plethora of parking data and statistical information to Ft Pierce to help them make educated decisions relative to all aspects of their parking assets.
- LAZ will use multiple means of payment to make it easy for patrons to use the Ft Pierce lots. From traditional credit card payments to various online parking apps and web-based reservation aggregators, to easy-to-use text to park QR codes for a smart phone, many options will be available.
- LAZ Parking, in conjunction with our technology partners, will reduce the operating costs and produce the highest returns for the city.



We are confident we have the best solution for the City of Fort Pierce in the combination of our team of partners, our platform and our delivery experience. LAZ Parking will be happy to provide any additional information you may require. Thank you for your consideration.




2. TABLE OF EXCEPTIONS

Operator must state whether their proposal does or does not fully comply with the requirements as defined in this solicitation and will provide a detailed list of exceptions to the Scope of Services, sample insurance coverages or other RFP requirements including all exhibits, forms, appendices, and addenda. The exception list will be in table form and identify the page, section number, provision and the specific exception, non-conformance and/or substitute language proposed. Failure to identify specific items of non-compliance will result in the Operator assuming compliance.

LAZ Florida Parking LLC takes no exceptions to the documents made available to us in the RFP nor any of the addendums issued by the City of Fort Pierce, Florida under RFP 2023-057.

FORM A – PROPOSED OPERATING BUDGET

Form A – must be submitted using the Excel format provided with the RFP

	CITY OF FORT PIERCE												
	PROPOSAL No. 2023-057												
	PARKING MANAGEMENT SERVICES												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
PAYROLL EXPENSES		¹² PP Month					¹² PP Month						
SALARIES AND WAGES	\$12,387	\$18,581	\$12,387	\$12,387	\$12,387	\$12,387	\$18,581	\$12,387	\$12,387	\$12,387	\$12,387	\$12,387	\$161,035
EMPLOYEE BENEFITS AND TAXES	\$2,490	\$3,736	\$2,490	\$2,490	\$2,490	\$2,490	\$3,736	\$2,490	\$2,490	\$2,490	\$2,490	\$2,490	\$32,376
TOTAL WAGES AND BENEFITS	\$14,878	\$22,317	\$14,878	\$14,878	\$14,878	\$14,878	\$22,317	\$14,878	\$14,878	\$14,878	\$14,878	\$14,878	\$193,411
OTHER EXPENSES													
OPERATING SUPPLIES	\$475	\$475	\$475	\$475	\$475	\$475	\$475	\$475	\$475	\$475	\$475	\$475	\$5,700
OFFICE RENT (in Ft. Pierce)	\$800	\$800	\$800	\$800	\$800	\$800	\$800	\$800	\$800	\$800	\$800	\$800	\$9,600
ENFORCEMENT VEHICLE/CAMERAS/SOFTWARE	\$1,590	\$1,590	\$1,590	\$1,590	\$1,590	\$1,590	\$1,590	\$1,590	\$1,590	\$1,590	\$1,590	\$1,590	\$19,080
VEHICLE R&M/FUEL	\$966	\$966	\$966	\$966	\$966	\$966	\$966	\$966	\$966	\$966	\$966	\$966	\$11,592
LIABILITY INSURANCE	\$1,785	\$1,785	\$1,785	\$1,785	\$1,785	\$1,785	\$1,785	\$1,785	\$1,785	\$1,785	\$1,785	\$1,785	\$21,420
LICENSE/PERMITS	\$350	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$350
TELEPHONES / RADIOS	\$375	\$375	\$375	\$375	\$375	\$375	\$375	\$375	\$375	\$375	\$375	\$375	\$4,500
ADMINISTRATIVE EXPENSE (Payroll, Audit Fees, BI)	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$6,000
PARKING MANAGEMENT & FINANCIAL REPORTING	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$21,600
TOTAL OTHER EXPENSES	\$8,641	\$8,291	\$8,291	\$8,291	\$8,291	\$8,291	\$8,291	\$8,291	\$8,291	\$8,291	\$8,291	\$8,291	\$99,842
TOTAL OPERATING EXPENSES:	\$23,519	\$30,608	\$23,169	\$23,169	\$23,169	\$23,169	\$30,608	\$23,169	\$23,169	\$23,169	\$23,169	\$23,169	\$293,253



FORM B – MANAGEMENT & OTHER FEES


Form B – must be submitted using the Excel format provided with the RFP In submitting an offer of proposed compensation for the right to operate the pay to park program as defined in the RFP, Operator acknowledges they have received and read the RFP and all addenda hereto and is acquainted with all matters therein referred to and agrees to all terms and conditions thereof.

LAZ Parking is proposing to operate the parking services for the City of Fort Pierce under a management agreement. Under this scenario, LAZ would collect all parking revenue, pay all approved operating expenses, furnish the City with a month financial report and distribute the net proceeds to the City. For these services, **LAZ Parking would be paid a monthly Management Fee of \$1,800 per month** as outlined on our operating budget on page #10.



FORM C – PROPOSED STAFFING SCHEDULE

Form C – must be submitted using the Excel format provided with the RFP

Ft Pierce FL								
Proposed Staffing Schedule								
								
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs per Week
Management Staff - Allocation								
Manager (Allocation)	4	4	4	4	4	0	0	20
Customer Service (office)	8	8	8	8	8	0	0	40
Enforcement	6	6	6	6	6	6	6	42
Enforcement	6	6	6	6	6	6	6	42
						Non Mgmt Weekly Hours		84

Under a Management Agreement , the City of Ft Pierce ALWAYS retains the right to add or reduce staffing for its parking operation.



FORM D – PROPOSED START-UP BUDGET

To kickstart the paid parking program for the City of Ft. Pierce, the only initial expenses envisioned involve the city's procurement of parking pay stations, destined for use across three key lots. Additionally, we propose the installation of professionally designed signage to ensure clear and concise instructions for parkers.

Flowbird Parking Equipment


Thanks to our substantial annual equipment purchases, LAZ Parking enjoys significant discounts from numerous national manufacturers of parking equipment, including Flowbird. It is important to note that we don't seek to profit from our buying power; instead, we leverage it to ensure our clients receive exceptional value for their investment.

On the following page is a breakdown of the Flowbird machine we recommend for Fort Pierce. The pricing is per device, and the decision on the quantity the city will purchase is still pending. After further discussions with the City's team, we will be well-equipped to provide a professional recommendation regarding the number and strategic placement of Flowbird pay stations.

The significance of signage in the overall success and acceptance of the City of Ft. Pierce's new parking program cannot be overstated. The strategic placement and the message conveyed by these signs will be the key that determines whether the paid parking program flourishes or flounders.

At this juncture, providing an accurate estimate for signage costs proves challenging, given that the precise number and locations of pay stations have yet to be definitively determined. However, we would like to emphasize our extensive experience. Over the last twenty-four months, our Florida team has automated over two dozen parking operations. Each of these endeavors required a meticulous evaluation of signage, with various sign manufacturing companies to ensure optimal results.

We remain open to collaboration with local organizations in Ft. Pierce for the production and installation of the necessary signs. Be assured, our team possesses the expertise to deliver a comprehensive signage solution tailored to the unique needs of the three beach lots in Ft. Pierce.

				
Flowbird				
Equipment :				
		Year 1	Year 2	Year 3
Product Name	Quantity	Unit price		
CWT credit card pay station - color touch display	1	\$6,505.00		
color: black				
power: solar				
payment methods: credit/debit card				
configuration: pay by plate				
warranty: 12-months				
Web Office Basic (\$50.00 per month per unit)	1	\$600.00	\$600.00	\$600.00
includes: all mode configuration				
maintenance alarms alert to cell phone				
reporting (standard)				
credit card gateway				
cellular communication				
24/7 support				
On Going Service:				
text receipts (optional) \$0.03 based on # receipts				
text to park \$0.35 based on # transactions				
text extensions \$0.35 (optional) based on # of transactions				
Part Smart extended warranty program (optional)		\$0.00	\$325.00	\$325.00
\$325 per year per device				
General Services:				
shipping, installation and training - Included in pricing	\$0.00			
TOTAL COST PER UNIT		\$7,105.00	\$925.00	\$925.00



FORM E – QUALIFICATIONS

LAZ Parking is excited to bring a tailored and forward-thinking approach to parking management in Fort Pierce, Florida. In the pages that follow, we present our crafted strategy to meet the city's parking goals and requirements. Our services are designed not only to meet these needs but to do so in a manner that aligns seamlessly with your overarching goals. With a keen focus on innovation and efficiency, LAZ Parking is prepared to offer a parking solution that not only meets expectations but surpasses them. Join us on this journey through our proposal, where we detail how our services can provide an attractive and highly effective answer to Fort Pierce's parking challenges.

Key Takeaways

- Development and deployment of a **LAZ Parking mobile application**, which will allow for mobile payments and parking occupancy/availability information.
- **Decades of similar municipal parking success** in Florida and throughout the United States
- **Experienced leadership team** locally, regionally, and nationally based.
- **Commitment to our coastal communities** and Florida beaches with an environmental, social and governance sustainability program at LAZ Parking.

Background, References, Financial and Experience Information

1. Operator: Name, address, phone number, fax number, website address.

LAZ PARKING, INC. (HOME OFFICE)

15 Lewis Street
Hartford, CT 06103
(800) 722-0020
www.lazparking.com.

LAZ FLORIDA PARKING, LLC (FLORIDA REGIONAL OFFICE)

404 Washington Avenue #640
Miami Beach, FL 33139
(305) 913-4882
www.lazparking.com.

LAZ FLORIDA PARKING LLC (PALM BEACH OFFICE)

601 E. Atlantic Avenue
Delray Beach, FL 3348
(954) 613-2850

Contact Representative

2. Contact Representative: Name, title, address, phone, fax, e-mail address.

LAZ Parking empowers its employees. Our regional and national leadership team is empowered to negotiate several elements on the company's behalf. For Fort Pierce, the following key leader will serve as the primary contact.

CHRISTOPHER B. WALSH

Regional Vice-President – Florida
404 Washington Avenue #640
Miami Beach, FL 33139
(786) 566-3086 (Cell)
cwalsh@lazparking.com

Form of Business

3. Form of Business: (e.g., corporation, partnership, sole proprietor, etc.) and Federal Tax ID #.

LAZ Florida Parking, LLC (LAZ Parking) is a Limited Liability Company. It was formed on October 2, 2007, under the parent company LAZ Karp Associates, LLC, which is headquartered in Hartford, CT. The entity's Federal Tax ID is 26-1172679. We've included a letter from the Secretary of State attesting to our Good Standing with the State of Florida and a copy of our annual report for 2023 as [ATTACHMENT-02](#).

About LAZ Parking

4. Provide an overview of your firm including brief company history, length of time in business, size, and organizational structure.

LAZ Parking stands as the largest and most rapidly expanding privately-owned parking operator in the United States, leading the charge in digital parking technology. Our journey began in Hartford, CT, back in 1981, fast forward four decades later, we have honed our expertise to deliver top-tier parking management and transportation services.

Today, LAZ operates a staggering 1.3+ million parking spaces nationwide, spanning an impressive 4,250+ locations, touching down in 41 states, and serving 450+ cities. Our commitment to excellence is recognized on a national scale, as we proudly hold the Accredited Parking Organization (APO) status. We are renowned for our unwavering dedication to responsible parking management, operational brilliance, exceptional customer experiences, sustainability initiatives, and unwavering commitment to safety and security.

Our diverse portfolio encompasses a wide spectrum, including on-street and off-street municipal parking, transit parking systems, entertainment and event parking, commercial and residential buildings, hotels and resorts, office complexes, mixed-use projects, hospitals and medical centers, airports, university parking, shuttle services, and valet-oriented parking solutions.

To explore more about our services and our commitment to innovation, visit our website at www.lazparking.com.

People, Parking, and the Planet

Over the past decade, LAZ Parking has been at the forefront of the industry, leading the way with cutting-edge business intelligence, remote monitoring, eCommerce solutions, and innovative strategies. Our latest innovation, 'LAZ PODS,' is a testament to our commitment to revolutionizing parking services. Through our expansive national parking network and tech-enabled solutions, LAZ PODS offers a range of services including EV charging, micro warehousing, last-mile logistics, and even ghost kitchens.

We proudly serve diverse industries, including hospitality, commercial, healthcare, airports, transportation, universities, government, retail, events, residential, and shuttle services. At LAZ, our mission is clear: to create opportunities for our dedicated employees and deliver exceptional value to our clients. We are a people-driven company that thrives on elevating the customer experience through collaborative partnerships.

In a significant development in 2021, LAZ Parking secured a strategic investment from Argo Infrastructure Partners, a renowned infrastructure investor headquartered in New York, with a strong focus on long-term investments and sustainability initiatives, including electric vehicles. This exciting partnership is set to reinforce our existing capabilities, further nurture our relationships with both employees and clients, and drive our commitment to a sustainable future.

MISSION STATEMENT

Create Opportunities for Our Employees and Value for Our



Bankruptcy History

5. Has the firm or any of the firms' principals ever filed for bankruptcy?

LAZ Karp Associates, nor any of its entities or principals have ever filed for bankruptcy.

Banking References

6. Provide the name, address, contact person and phone number of one reference from your firms' primary banking institution. Include copies of financial statements for the past two (2) fiscal years marked as "Confidential".

Elaine E. Mayo Executive Director
JPMorgan Chase Bank, N.A.
151 Trumbull St., Floor 17
Hartford CT 06106
860.594.9945
elaine.mayo@chase.com

Karla Kaplan, Senior Vice-President / Relationship Manager
Wells Fargo Commercial Banking
1 Lafayette Place
Greenwich, CT 06830
MAC J4250-010
P: (203) 622-8800
karla.kaplan@wellsfargo.com

Chris Guthrie, Vice President / Relationship Manager
Bank of America Merrill Lynch
225 Franklin Street
Boston, MA 02110
MA1-225-02-04
P: (617) 346-4478
cguthrie2@bofa.com

Financial Statements

You deserve to know your parking management operator is financially stable, transparent, and well insured. LAZ Parking provides peace of mind in contracting with a focused local provider with the support and backing of our national organization.

Audited Financial Statements Attached

Please see [Attachment-09](#) at the end of this proposal for copies of our last two annual CPA-audited financial statements under the CPA's letterhead.

As marked on the document, we consider these statements to be **confidential**. We are happy to provide any additional information needed for your review.



Industry Certifications and Awards

7. List other services the firm can provide, including any industry certifications, awards, and association memberships.

IPMI ACCREDITED PARKING ORGANIZATION (APO)

LAZ Parking is an Accredited Parking Organization (APO) and is nationally recognized for its best practices in responsible parking management, operational excellence, customer experience, sustainability, safety, and security.



NATIONAL COOPERATIVE PURCHASING ALLIANCE (NCPA)

LAZ Parking is a vendor of the NCPA (National Cooperative Purchasing Alliance). NCPA is a national government purchasing cooperative with the goal of reducing the cost of goods and services by leveraging the purchasing power of public agencies. For more information visit the NCPA website [here](#).

IPMI AWARD OF EXCELLENCE

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



CAPP CERTIFICATION PROGRAM

Certified Administrators of Public Parking (CAPPs) represent the best of the industry advancing the profession and leading with innovation, professionalism, and expertise. LAZ Parking launched a new national program for CAPP certification built specifically for municipal managers, directors, and leaders, which will only increase the knowledge of our qualified team. As a company, we currently have 35+ managers that are either CAPP or CPP certified. We currently have 15+ managers/executives within LAZ Parking that are going through the CAPP program. We are anticipating them to receive certification by the end of the year.



LAZ UNIVERSITY CREDIT

LAZ Parking partnered with IPMI and our LAZ University training program provides employees with credit toward their CAPP certification. Receiving up to 10 credits toward this certification greatly expands the skillset of our management team and opens the door for unique continued professional leadership opportunities.



Memberships and Partnerships

LAZ Parking is happy to share that we hold memberships with the following organizations.

- National Parking Association
- Florida Parking and Transportation Association
- National Valet Parking Association
- International Parking and Mobility Institute
- Women in Parking
- Crew Network & IRM
- SHRM - Society for Human Resource Management
- Green Parking Council
- US Chamber of Commerce
- Veterans in Parking and Transportation
- BOMA International

Legal Actions Over the Last 3 Years

8. List all legal actions over the past three-years in which your firm has been: 1) a debtor in bankruptcy; 2) a defendant in a lawsuit for deficient performance; 3) a defendant in a criminal action; 4) a respondent in an administrative action for deficient performance.

LAZ Karp Associates, LLC is the parent company of all of the state and regional LAZ Parking entities throughout the United States. LAZ Parking operates over 3,555 locations in 465 cities in 41 states throughout the US and employs approximately 13,000 people. As a result of the operations and the number of employees it is inevitable that LAZ is often named in litigation regarding personal injury matters, property damage claims and employment issues. LAZ Parking maintains insurance which covers the vast majority of these cases and works with a third-party claims adjustor, which hires investigators and attorneys, who together determine liability and responsible parties. During the last three years and beyond, LAZ Parking has not been terminated by any client based upon a default of failure to perform pursuant to the terms of its contract.

Statement of Response: In the past three years, LAZ Florida Parking LLC nor its parent company LAZ Karp Associates LLC have been a debtor in bankruptcy, a defendant in a lawsuit for deficient performance, a defendant in a criminal action or a respondent in an administrative action for deficient performance.

Supplier References (Vendors)

9. Provide the name, address, and contact person and phone number for three (3) references for suppliers, business associates with knowledge of the Operators' work within the last five years. By providing this information the Operator agrees the references listed can be contacted for reference by the city.

Cintas Corporation
97672 Eagle Way
Chicago, IL 60678-7627
Phone: 800-864-3676
www.cintas.com

Flash Parking
2500 Bee Caves Road
Austin, TX 78746
Phone: 888-737-7465
AR@flashparking.com

HUB Parking Technology
761 Commonwealth Drive, Suite 204
Warrendale, PA 15086
Phone: 844-482-7275
hubparking.com

Leading the Way in the Municipal Market

10. Demonstrate that the firm has at least five (5) years' experience providing the services required in the RFP (e.g., providing parking management services for a parking program of commensurate size, volume, and complexity).

LAZ Parking is a leading provider, specializing in parking solutions tailored for municipalities and government agencies nationwide. Our all-encompassing approach to parking management is rooted in sustainability, aimed at enriching communities, streamlining parking operations, and fortifying the financial standing of our clients.

Within our Government Services team, we boast an unrivaled track record in managing municipal parking facilities and on-street programs. We oversee over 410,000 parking spaces on behalf of federal, state, and local government agencies, including the management of over 120,000 on-street meters. Our strategic focus revolves around the implementation of efficient operational procedures, dynamic marketing campaigns, robust revenue integrity systems, groundbreaking technology applications, and customer service initiatives that set the industry standard.



National Cooperative Purchasing Alliance (NCPA)

LAZ Parking is a vendor of the NCPA (National Cooperative Purchasing Alliance). NCPA is a national government purchasing cooperative with the goal of reducing the cost of goods and services by leveraging the purchasing power of public agencies. We are happy to discuss more upon the City's request.

Public Sector Expertise

From the coast to the country, LAZ Parking collaborates with municipalities and government agencies spanning the breadth of the United States. Our footprint extends from vibrant urban centers to the serene countryside and picturesque coastlines. We've had the opportunity of working with numerous public sector clients, each contributing to our extensive portfolio. Here's a glimpse of some of our valued clients, along with the approximate number of spaces we manage for each.

NATIONAL

- Washington MTA (59,000)
- San Francisco, CA (38,000)
- Montgomery County, MD (21,500)
- New York MTA (16,600)
- Rhode Island State Beaches (8,100)
- Stockton, CA (6,145)
- Norwalk Parking Authority, CT (3,765)
- Stamford, CT (3,400)
- Maryland DOT (3,200)
- City of Chicago Meters System (36,000)
- Lincoln, NE (14,780)
- Aurora, CO (7,000)
- Kansas City, MO (6,600)
- Columbus, OH (4,250)
- Frankfort, KY (1,590)
- Arvada, CO (1,100)
- Ann Arbor Public Schools (500)

FLORIDA &

- Los Angeles Beaches and Harbors (11,120)
- Long Beach, CA (10,300)
- Rhode Island State Beaches (8,100)
- Massachusetts Port Authority (5,100)
- Port of Everett, WA (4,000)
- California State Parks (2,665)
- Volusia County, FL (2,100)
- Port of Galveston, TX (2,000)
- Coral Gables, FL (1,775)
- Oceanside, CA (1,500)
- South Miami, FL (1,400)

Proposed Project Manager

11. Provide name and resume for the Manager who will oversee the operation of the pay to park program and be the single point of contact with the City's representative. Provide a brief description of the manager's current responsibilities.

CARLOS MARENCO, CPP – LAZ MUNICIPAL PARKING DIRECTOR & INTERIM MANAGER FOR FT PIERCE



Carlos has a distinguished track record overseeing parking operations in Coral Gables, South Miami, Miami Beach, Surfside, and the University of Miami's paid parking concessions. He is an alumnus of Miami-Dade College and holds the Certified Parking Enforcement Certification.

Carlos has been an integral part of the LAZ Parking team since 2008, specializing in municipal Parking Enforcement. His expertise spans the latest enforcement technologies, and he is fluent in both English and Spanish. Mr. Marenco actively engages with retailers and business owners in the cities where LAZ manages public parking programs, staying well-informed about local events that impact the parking spaces under our care.

Carlos is a proud graduate of LAZ University, holding the Certified Parking Professional (CPP Designation), and is set to graduate this year with his Certified Administrator of Public Parking (CAAP Designation) from the National Parking Association. In the interim, Carlos will assume the role of manager and actively contribute to the training of the permanent parking manager and the comprehensive implementation process for Ft. Pierce.

Municipal References

12. Provide the name, address, contact person, phone number and e-mail addresses of three (3) clients for which your firm is currently providing similar type services. By providing this information Operator agrees the references listed can be contacted for reference by the City.

City of South Miami, Florida



In 2006, the City of South Miami entrusted LAZ Parking with the oversight of its parking assets, catering to a diverse mix of retail businesses, residences, and offices. LAZ Parking manages a portfolio that includes one garage, four surface lots, as well as enforcement and on-street parking services. Our commitment to excellence has allowed us to drive operational improvements, unlock revenue potential, and elevate the overall customer experience through the establishment of an efficient and effective parking enforcement program.

Our local LAZ Parking team has played a pivotal role in successfully managing complex parking operations and enforcement programs on behalf of municipalities. Leveraging automation, cutting-edge technology, innovative enforcement strategies, and maintaining open lines of communication with both the City and our management team, we have not only renewed our contract through the bidding process three times but are also currently under contract until 2025.

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

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






Coral Gables, Florida



In 2016, LAZ Parking was chosen to oversee the dynamic parking operations of the City of Coral Gables, nestled in vibrant Miami-Dade County, Florida. This upscale city boasts an array of high-end restaurants, retail establishments, luxurious residences, and Class A buildings.

Our LAZ Parking team, comprised of dedicated ambassadors and skilled maintenance professionals, has redefined the visitor parking experience by delivering five-star customer service. We introduced the LAZ Parking Customer Care Center and valet services to enhance convenience and satisfaction. Additionally, we've prioritized the implementation of robust cleaning and maintenance programs around our locations, fostering a safe and healthy community. Beyond our operational excellence, LAZ Parking's local team actively collaborates with the City of Coral Gables, providing expert consulting services for a new parking garage set to open its doors in the winter of 2023. Our commitment to innovation and community engagement remains at the forefront of our endeavors.

- **LONG-TERM PARTNERS IN PARKING.** In 2022, LAZ Parking renewed their contract for another four years. LAZ will continue to manage the off-street parking facilities and the City's unified valet parking program with 4 locations on Miracle Mile in the central business district

 <p>Contact John S. Kowalchik Assistant Parking Director</p>	 <p>Address 515 South Dixie Highway Coral Gables, Florida 33146</p>	 <p>Phone / Email (305) 460-5330 jkowalchik@coralgables.com</p>	 <p>Equipment & Technology Flowbird Meters, ParkMobile, WPS Parking</p>
 <p>Service Type LAZ Customer Care Center, Off- Street, Valet</p>	 <p>Total Spaces 1,773</p>	 <p>Years Served 2016 - Current</p>	 <p>Payment Solutions Pay-By-Phone</p>

Volusia County, Florida



In 2018, LAZ Parking embarked on a parking partnership journey with Volusia County, Florida, and the Sunshine State has never looked brighter! Our selection to oversee parking operations at the county's convention center marked a momentous occasion. Nestled within the vibrant heart of the state, this convention center stands as the fifth-largest facility in Florida, a true gem of the region.

At LAZ Parking, we've taken the reins of this dynamic venue, offering top-notch parking and event services. Picture a sprawling 6-story garage and two adjacent lots, all strategically located to cater to the needs of local hotels, daily beachgoers, and restaurant enthusiasts. But that's not all! **When major events like the legendary Daytona 500 and Bike Week roll into town, we ramp up our team, expanding by over a dozen employees to expertly handle the surge in traffic and operations.**

In total, LAZ Parking manages a whopping 1,500 parking spaces for Volusia County, ensuring seamless experiences for all who grace these spaces. And, we're not alone in this endeavor! We've partnered with the cutting-edge technology provider TIBA for state-of-the-art PARCS (Parking Access and Revenue Control Systems) hardware and software, ensuring a seamless and efficient parking experience that's as Florida-fabulous as the palm trees swaying in the breeze.

 <p>Contact Daniel Strom Parking Contract Manager</p>	 <p>Address 701 Earl St. Daytona Beach FL, 32118</p>	 <p>Phone / Email (219) 776-6496 dstrom@oceancenter.com</p>	 <p>Equipment & Technology FLASH</p>
 <p>Service Type Garages, Surface Lots</p>	 <p>Total Spaces 1,550</p>	 <p>Years Served 2018 – Current</p>	 <p>Payment Solutions Credit Card</p>



FORM F – OPERATIONS AND MAINTENANCE PLANS

Hiring & Screening

1. Describe the standards for hiring employees and discuss personnel employment requirements including background checks, proof of citizenship, drug testing policies, and performance standards. Policies will include standards for employee courtesies, appearance, identification and providing information to customers.

To ensure seamless transition and ongoing excellence, LAZ Parking will provide local staffing and oversight to ensure effective and efficient management of our parking services for the City of Ft. Pierce.

We will staff local operations seven days a week, using only the most professional and highly trained employees. Although we have thousands of employees in 41 states, each of our operations is managed locally, here at home. For these positions, we propose to provide full hiring preference to local candidates, allowing City stakeholders to participate in the hiring and selection process. Our focus will always be on building a workforce that lives and works in Ft. Pierce, Florida.

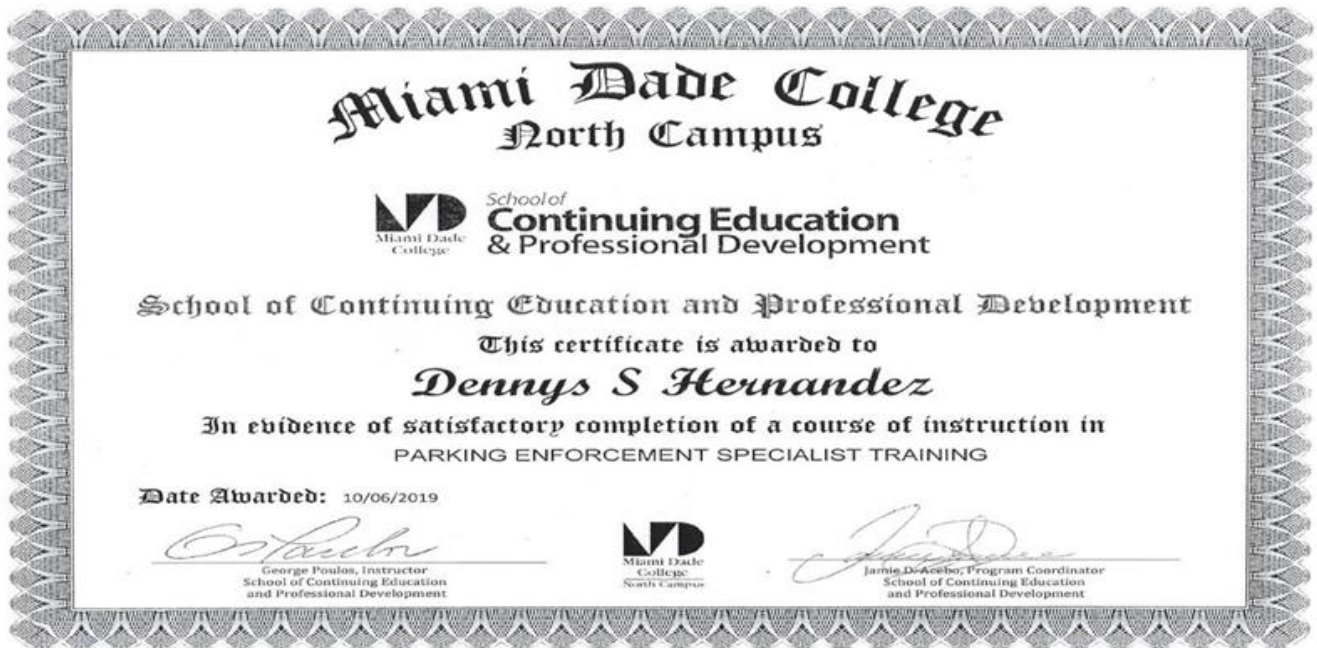
To ensure Ft. Pierce’s parking operations are staffed with qualified parking professionals, every candidate will be required to successfully complete our screening and hiring process. Our pre-screening techniques significantly reduce potential violence, theft, financial loss, sexual harassment and other workplace problems.

Every applicant, regardless of the position, is required to go through the interview process with a qualified and trained interviewer, pass a background check, reference checks, drug tests and DMV check if they are drivers. LAZ Parking utilizes the E-Verify to confirm the eligibility of all potential employees to work in the United States. We will also participate in any additional City screening requirements, as required. Once hired, they are then required to attend our new hire orientation, as well as pass all training courses.

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

State of Florida Certification

Pursuant to FSS 316.640, all LAZ Parking's enforcement officers are certified by the State of Florida as a **PARKING ENFORCEMENT SPECIALIST**. As such, these individuals will ensure that all drivers comply with the local parking laws and may issue citations for violations. Below is a sample certificate that will be required of all LAZ Parking staff providing enforcement service for the City of Ft. Pierce.



Through the Veterans in Parking Organization which we helped to found, LAZ pledges to hire our heroes whenever possible.

HIRING HEROES

LAZ Parking is a proud sponsor of Veterans In Parking. We are committed to hiring and training our esteemed veterans as they return to civilian life.

Training our Employees

2. Describe your training process(s) for both new and existing employees, including your firm's approach to resolving unanticipated or unique problems that may be encountered by staff and the training they receive to handle issues as they occur.

Orientation and Onboarding

LAZ Parking will provide all training, supervision, and remuneration to staff that operate, manage and perform the activities in this contract. This includes the hiring, training, management, direction and oversight of parking enforcement personnel based upon your established guidelines. Please see below for our orientation and onboarding process, following by information on continuing education and career development for staff.

INITIAL EMPLOYMENT

All persons hired to work, full or part-time, become employees of LAZ, are required to conform to the rules and regulations of LAZ, and are expected to perform their duties in the best interests of LAZ and its customers. The Human Resources Department performs a criminal background check for all new hires and follows the guidelines set forth by state and local government. All new hires participate in LAZ Parking's orientation program. Federal laws require that every employee must show proof of citizenship or a right-to-work document.

CLASSROOM TRAINING

LAZ Parking's basic instructional program introduces each new employee to the fundamentals of parking. A comprehensive cashier/valet/maintenance training guide educates employees on guest/customer relations, vehicle handling, facility appearance standards, enforcement, job performance techniques, and problem solving. Employees are trained on our employee handbook, which we will submit for Panama City for approval upon award. LAZ Parking requires a minimum of 12 classroom hours of basic training before employees are permitted to start location specific duties.

MENTOR SHADOWING

New employees are scheduled to work with an employee in the same job category 16 to 32 hours, based on manager and mentor evaluations. During the mentor shadowing process, the mentor reviews all important procedures within the cashier/valet training guide.

This important step assists new employees in adjusting to the specific work environment and gives the new employee an example of acceptable work habits and teamwork. Mentors are chosen from the field of veteran employees based on their performance.

INITIAL FEEDBACK

An employee's first 10 days are carefully monitored by the manager. The employee is shown an initial review, which addresses work habits, appearance, paperwork, customer contact and on-the-job performance. All new employees are given a comprehensive evaluation after 90 days. We have a performance improvement process that addresses staff causing multiple public relations problems or those that have disregarded the requirements and duties of their respective positions more than one time. This includes remediation and, when applicable, eventual termination.

Leadership Development & Support



Once hired and working in the system, LAZ Parking places a strong emphasis on creating opportunities for our staff members and giving them the tools and training needed to develop their careers. Some of these opportunities are described below, including multiple value-add enhancements unique to our proposal to Ft Pierce.

POST-EMPLOYMENT EDUCATION

LAZ Parking also has a “Post-Employment Education” program which instructs line level employees and managers on developing skills necessary for advancement within the company. Formal classroom setting courses are offered, some in conjunction with LAZ University, and employees must accumulate course credits to be considered for promotion.

Examples of some of the courses that LAZ Parking offers follows:

- | | |
|----------------------------|-----------------|
| Motivating your employees | Time Management |
| Communicating to employees | Business ethics |
| Get 100 | Loss prevention |



ADVANCED TRAINING FOR MANAGERS

Through LAZ University, our in-house training and professional development program, we offer opportunities for employees and emerging leaders to enroll in the International Parking & Mobility Institute (IPMI) Certified Administrator of Public Parking (CAPP) program or the NPA's Certified Parking Professional (CPP) program. We've also begun a national program for CAPP certification built specifically for municipal managers, directors and leaders, which will only increase the breadth of our qualified team.

As a company, here in Florida, we currently have 6 managers that are either CAPP or CPP certified. We also have several managers within LAZ Parking that are going through the CAPP program and are anticipated certification by the end of the year.

As part of our proposal to Ft. Pierce, we commit to sending all our managers associated with the contract through the CAPP program in the first year of the contract.

Superior Customer Service

At the core of our approach is a commitment to superior customer service and ensuring a positive experience for all Ft. Pierce City stakeholders.

Our customer service philosophy is centered around providing our municipal customers with a convenient and hassle-free parking experience. Our well-trained and friendly staff will be dedicated to ensuring that every customer feels valued and respected. Whether it's answering questions about parking rates or helping with directions, our team will always be willing to go the extra mile to ensure your customers' needs are met. In every aspect of our service, our goal is to make our customers feel welcome, informed and satisfied.

Every day, you will see this reflected in the way our employees treat customers with a smile, a greeting, a polished uniform and a commitment to go the extra mile. At LAZ Parking, our people are our most important asset, and our culture is all about recognizing acts of value and excellence. Our employees are passionate about parking and about our customers, and we are eager to serve you.

Parking enforcement is an essential function of any on-street parking system. However, a successful parking enforcement program should not be defined solely by the volume of citations written or revenue generated through parking violations. **At LAZ, we take a comprehensive approach, utilizing our national experience and best industry practices to create a culture of compliance.** The ultimate goal of improved payment compliance and adherence to time restrictions is to generate additional turnover of the highest demand parking at the three beach locations. To achieve this compliance, the following describes the management initiatives LAZ will supply to the City of Ft. Pierce:

Customer Centric Approach to Parking Enforcement

Unlike traditional parking enforcement programs, our customer centric approach focuses on public education as well as business and community outreach. This will foster increased compliance without alienating the city from its residents and the business owners. **LAZ will provide a team of parking enforcement ambassadors that will not only be trained in the fundamentals of customer service, but also provide a uniform and highly visible presence for aiding citizens and visitors every day.**

Some typical services would be:

1. Providing brochures, directions of maps to someone looking for a particular place (restaurant, City offices, library etc.)
2. Calling for assistance to help an individual in changing a flat tire or jump starting a battery
3. Call for Police assistance or reporting suspicious activity
4. Providing a customer friendly explanation why a vehicle received a violation
5. Explaining the appeals process to a citizen or visitor who received a ticket
6. Visiting merchants to discuss and problems of concerns in a proactive and professional manner
7. Actively participate in merchant associations and civic meetings.

As part of our centric approach to parking enforcement, LAZ will also provide an administrative review process to address citations that may be unwarranted. This administrative review will allow us to correct matters associated with inadequate signage, malfunctioning meters, ADA parking and other similar violations that can be easily rectified.

Mystery Shopper “Parker” Deployment

LAZ Parking will retain the services of Coyle Mystery Shoppers to conduct quarterly unannounced site visits to test and report on the customer experience and service levels we are providing to the City of Ft Peirce. These reports will be sent directly to the city designated person, and they will be reviewed together at our next meeting. Nationally and locally Coyle provides similar mystery shopper reporting for many clients including Tishman Speyer, Equity Real Estate, Carnival, Royal Caribbean, Four Season Hotels, Ritz Carlton and Hyatt Hotels to name several. Our goal is to provide Ft. Pierce with an independent 3rd party review of the parking program LAZ is providing for the City.

3. Summarize the benefits package offered to employees including paid holidays and vacations.

BENEFITS MATRIX

Benefit	Service	Description	Salary	Hourly
Medical Insurance	30 calendar days	Bi-weekly contribution by employee.	X	X
		May purchase dependent coverage.	X	X
Dental Insurance	30 calendar days	Bi-weekly contribution by employee.	X	X
			X	X

		May purchase dependant coverage.		
Life Insurance	30 calendar days	Bi-weekly contribution by employee.	X	X
Vacation	1 year 3 years 5 years	1 week paid vacation 2 weeks paid vacation 3 weeks paid vacation	X	X
Paid Sick Leave	30 calendar days	1 hour accrued for every 30 hours worked.		X
Paid Holidays	30 calendar days	New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day	X	X
Bereavement Leave	1 calendar day	3 days off with pay in the event of death of immediate blood relative	X	X
Medical Leave	1 year	Up to 12 weeks recuperative leave of absence	X	X
Military Leave	1 calendar day	On a case-by-case basis	X	X
Military Re-hire	30 calendar days	Employee re-hired in the event of active duty or reserve component call-up	X	X

401K	1 year	50% match up to the first 5% of eligible compensation	X	X
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Employee Job Descriptions

Parking Manager

The **Parking Manager** oversees the operations of a location(s), under the direction of the Director of Operations and Regional General Manager to ensure 24/7 professional parking management. As a company devoted to promoting an employee-focused servant leadership culture, the Property Manager will support the programs and initiatives originating from our home office and help to support the individual needs of their operational teams throughout their assigned location(s).

Principal Job Duties:

Lead, direct, and develop team of employees at parking location(s).

- Manage, plan, schedule, train and direct the activities of on-site employees.
- Identifying high potential employees to support the organization’s continued growth.
- Responsible for payroll processing; ensuring sign off on hours in timely manner; collaborate with the local payroll department to ensure pay data is completed properly; work with Human Resources Business Partner to ensure proper wage and hour compliance.
- Responsible for executing plan for the opening of newly assigned locations.
- Responsible for financial management of assigned locations ensuring adherence to budget and revenue enhancements.
- Oversee the transition of newly assigned locations from acceptance of contract through opening of location ensuring client satisfaction.
- Responsible for developing client relationships and business retention.
- Organize and narrate parking management skills for Assistant Managers and Team Leaders.
- Understand, implement, and deliver all requirements that are outlined within the contractual agreement between LAZ Parking and our clients.
- Assist the region with the operations preparation for potential new locations including rate surveys, ticket pulls, etc.
- Daily, Weekly, Monthly, and Annual financial and operational reports as required.
- Ensuring that increased revenue, managed expenses, and customer satisfaction is maximized by maintaining the highest level of service thresholds and initiatives that are aligned with the expectations of our various clients.
- Implement and complete other projects, programs, and initiatives that may arise from the operation of assigned location(s).
- Participate in labor contract management if applicable to assigned location(s).

- Communicate with local police department and emergency management teams regarding operations.
- Organize and manage the oversight of event operations within LAZ Parking.
- Assist with the monitoring, review, and analysis of the market rate structures.
- Implementation and completion of other projects, programs, and initiatives that may arise from assigned location(s).

Education:

Bachelor's Degree or equivalent work experience.

Experience:

- 1+ year in a Management role.
- Knowledge of Excel, Word, Power Point and General Microsoft Office Applications.
- Parking management experience is preferred but not required.
- Experience working with financial statement/accounting, P&L reports and budgeting.
- Ability to be flexible in schedule in order to meet operational needs. This may require occasionally working outside of regularly scheduled hours.

Skills:

- Ability to seek improvement and create an environment of idea sharing and creative problem solving. Strong customer service skills and abilities.
- Ability to be approachable and facilitate coaching conversations with employees and managers.
- Ability to mitigate and lead others to overcome challenges (Never Ever Give Up Attitude).
- Ability to encourage open expression of ideas and opinions.
- Excellent teambuilding and interpersonal skills.
- Ability to work independently and multi-task.
- Ability to communicate professionally and effectively with all levels of the organization.
- Ability to interpret policies, procedures, and standard business practices.

Physical Demands:

- Willingness to work in the elements – heat, wind, snow, rain, etc.
- Ability to lift, push and pull at least 25 pounds.
- Ability to stand, walk and run for extended periods of time.
- Ability to bend, stoop, squat and lift frequently throughout a shift.

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. A reasonable accommodation may be made to enable individuals with qualified disabilities to perform the essential duties/functions.

FLSA Status: Exempt

To be hired, all candidates must submit to a background check and pre-employment drug screen.

Parking Enforcement / Customer Service Agent

The Parking Enforcement / Customer Service Agent provides operational support through upholding and enforcing the local parking ordinances while assisting customers with parking needs. The Parking Enforcement Agent will accurately key vehicle license plates utilizing a Handheld Ticket Issuance System to issue parking citations.

Responsibilities:

- Monitor on-street parking meters for vehicles in violation of parking ordinances by following an assigned route.
- Issue City/Municipality approved parking citations for vehicles in violation of ordinances in accordance with policies and procedures.
- Upload handheld computer to obtain current information required for work on a daily basis.
- Screen for parking placards and permits for special privileges within approved areas.
- Resolve customer complaints in accordance with policies and procedures.
- Maintain and care for all company issued equipment.
- Assist with any special assignments and projects as requested.

Experience:

- A minimum of 6 months of outdoor work experience is required.
- General knowledge of streets and directions is required.

Skills:

- Ability to mitigate and lead others to overcome challenges (Never Ever Give Up Attitude).
- Ability to work independently and multi-task.
- Ability to interpret policies, procedures, and standard business practices.
- Demonstrate a sense of urgency and timeliness.
- Must be open to feedback, differing opinions and other points of view.
- Ability to handle challenging and at times, emotionally charged situations.
- Ability to speak, read, and comprehend the English language.
- Must be able to make decisions independently and stay firm on decisions made (not easily persuaded)

Physical Demands: (Willingness to work in the elements - heat, wind, snow, rain, etc.)

- Ability to lift, push and pull at least 25 pounds.
- Ability to stand, walk and run for extended periods of time (95-100% of shift) - no sitting is allowed.
- Ability to bend, stoop, squat and lift frequently throughout a shift.

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. A reasonable accommodation may be made to enable individuals with qualified disabilities to perform the essential duties/functions. FLSA Status Non-Exempt.

5. Discuss the daily staffing levels needed to implement the proposed operating methodology including special event requirements.

Employee Staffing Levels

Ft Pierce FL								
Proposed Staffing Schedule								
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs per Week
Management Staff - Allocation								
Manager (Allocation)								20
Customer Service (office)	8	8	8	8	8	0	0	40
Enforcement	6	6	6	6	6	6	6	42
Enforcement	6	6	6	6	6	6	6	42
						Non Mgmt Weekly Hours		84

Staffing for any special events will be filled using part time employees so as to not incur overtime wages. LAZ Parking has an Event Parking Division with over 100 employees which will be called up to provide these special requirements. Art Basel, the Polo Club, SunFest, the Honda Golf Classic and Metro-Dade County are few examples of the clients for which the LAZ Event Group Team provide staffing.



6. Describe the proposed maintenance plan for the pay to park program.

Maintenance Plan for Equipment`

In many communities, our maintenance technicians install and maintain parking equipment and keep it in good working order. We also help keep lots and garages in good repair and appearance.

Our equipment maintenance program, which includes a daily maintenance checklist, requires inspection of all equipment to confirm that it is in excellent working order. We retain the manufacturer’s manuals for each piece of equipment and log all repair work performed. When an inspection indicates that a piece of equipment is not functioning properly, the equipment is repaired or replaced immediately.



In other municipal locations, this daily work includes the following items:

- Maintain all meters, pay stations and Parking Access and Revenue Control Systems (PARCS)
- Clean and check all equipment is operational
- Replace broken or damaged gate arms
- Check and replace all print cartridges and receipt tapes to maintain a clear printout

We will also maintain a record of regularly scheduled preventive maintenance service performed and submit a copy of preventative maintenance reports with invoices to the City no later than 30 calendar days following completion. Preventative maintenance of equipment will be conducted during four scheduled inspections on a quarterly basis, or more often if required by the manufacturer.

FUTURE FACILITY UPKEEP

If Ft Pierce decides to expand its parking operation with new lots and/or parking garages, LAZ Parking will also ensure these facilities always stay clean, attractive and inviting. Our approach combines constant training and daily tracking to ensure facilities look and operate at their best. This includes general maintenance – like cleaning, routine touch-up painting, replacement of light bulb, and minor repairs – as well as landscaping, preventive maintenance, degreasing and more.

7. Describe the proposed start-up plan for assuming control of the pay to park program in the initial 30-days following a contract award. Plan should demonstrate minimal obstacles for efficient transition.

Performance Delivery Plan

LAZ Parking will begin working on the transition plan for Ft Pierce the day that the contract award is announced. Our implementation goal is a seamless transition that is easy on City stakeholders.

Key Takeaways **60-day cost-free research period** to determine your exact needs & tailor our approach

- **Seamless program implementation** with a phased approach for paid parking
- **Comprehensive data analysis** to fine-tune our approach and optimize revenue generation
- **Dedicated transition support teams** for stakeholder collaboration, employee hiring, equipment ordering and installation, enforcement design, a custom technology roadmap and more
- **Total compliance** with all licensing, real estate, bonding, insurance and financial requirements

Collaborative Discovery & Design

in a collaborative effort with your stakeholders, we will gather data and conduct research to design the best parking management plan for your needs. Our aim is to create a customized solution that meets the unique goals and requirements for the city of Ft. Pierce.

Pre-Transition				
<p>ADMINISTRATIVE TASKS:</p> <ul style="list-style-type: none"> •Agreements •LAZ Internal Admin •Financials & Licensing •Meeting Coordination w/ R.C. <p>PERSONNEL & HR TASKS:</p> <ul style="list-style-type: none"> •Engage Transition Team •Lazification •Customer Service Training •Establish SOPs <p>OPERATIONAL TASKS:</p> <ul style="list-style-type: none"> •Establish Lines of Communication •PARCS Status •Order Supplies •Engage 3rd Party Vendors •Submit Sign Proofs to R.C. •Set Up Call Center •Implement SOPs 	Transition Day		Post-Transition	
	<p>ADMINISTRATIVE TASKS:</p> <ul style="list-style-type: none"> •Confirm CC Processing •Verify Rate & Test System •Confirm System Access •Report Progress to R.C. <p>PERSONNEL & HR TASKS:</p> <ul style="list-style-type: none"> •Confirm Staffing •Provide Support to Staff <p>OPERATIONAL TASKS:</p> <ul style="list-style-type: none"> •Site Walkthrough •Verify Signage & Test Equipment •Confirm Phone #s & Test •Operational Oversight 		<p>ADMINISTRATIVE TASKS:</p> <ul style="list-style-type: none"> •Confirm CC Processing •Confirm Reporting •Confirm Account Wire w/ R.C. •Recap w/ R.C. <p>PERSONNEL & HR TASKS:</p> <ul style="list-style-type: none"> •Provide On-Going Support <p>OPERATIONAL TASKS:</p> <ul style="list-style-type: none"> •Run New Reports •Debrief Staff 	Beyond
				<p>ADMINISTRATIVE TASKS:</p> <ul style="list-style-type: none"> •Status Update w/ R.C. •Assess Remaining Tasks <p>PERSONNEL & HR TASKS:</p> <ul style="list-style-type: none"> •Provide On-Going Support <p>OPERATIONAL TASKS:</p> <ul style="list-style-type: none"> •Assess & Adapt •Review Staffing Needs •Review Reporting •Reporting Audits •System Audit •Marketing Plan Review w/ R.C.

Dedicated Transition Support

We will provide all necessary support, parachuting in additional personnel and subject matter experts through the process until the operation is stabilized, and keep the city fully informed step-by-step of our progress. Our transition plan and budget include bringing in subject matter experts from around the country to assist and oversee specific functions of the transition process. The transition support team will be in addition to the project management team that will be hired at the commencement of the agreement.

The transition support team will include but not be limited to the following:

- I. **LAZ LEADERSHIP:** Rob Maroney, VP of Government Services, and the rest of our Government Services team will provide overall responsibility and coordination for the transition support team. This will include development of specifications and oversight of the necessary procurement process for required technology.
- ii. **TRANSITION MANAGER:** Will be assigned to assist the local portfolio manager to oversee the transition process including assisting with procuring and implementing new technology and equipment.

- lii. HUMAN RESOURCES SPECIALIST: An HR Specialist from our Regional Office will be assigned to lead the hiring and training process.
- liii. ADDITIONAL CORPORATE SUPPORT: LAZ Parking will provide all the necessary support from the home office to ensure a smooth transition including such aspects as information technology, telecommunications, accounting, audit and payroll.

CARLOS MARENCO, CPP – LAZ MUNICIPAL PARKING DIRECTOR & INTERIM FT PIERCE MGR



Carlos has directed the parking operations for Coral Gables, South Miami, Miami Beach Surfside and University of Miami’s paid parking concessions. He attended Miami-Dade College and has attained the Certified Parking Enforcement Certification. Carlos has been with LAZ Parking since 2008 and has specialized in municipal Parking Enforcement. He is knowledgeable with all the latest enforcement technology and is fluent in both English and Spanish. Mr. Marenco actively interacts with the retailers and

business owners in the cities where LAZ operates the public parking programs and stays abreast of all local events which impact the parking spaces we manage. Carlos graduated from LAZ University with his Certified Parking Professional (CPP Designation) and will graduate this year with his Certified Administrator of Public Parking (CAAP Designation) from the National Parking Association. Carlos will be our interim manager and active in the training of the permanent parking manager and the comprehensive implementation process for Ft. Pierce.

Obtaining Local Licenses & Real Estate

Our team will take care of obtaining all necessary local licenses and securing real estate for parking management operations in Ft Pierce. This will ensure that our services are fully compliant with local laws and regulations, while providing the city with the most convenient and accessible parking options.

- Upon award, we will immediately begin the process of locating a parking office, the cost of which has been modeled into our proposal.
- Our compliance and government service teams will secure all necessary permits to comply with all state, federal and local laws applicable to this project.
- Throughout implementation and the entire contract, our dedicated teams will inspect the work and provide oversight of project development, evolving opportunities, stakeholder feedback, etc.
- We will maintain comprehensive general liability insurance coverage as deemed appropriate by Ft. Pierce Risk Management, including naming City of Ft. Pierce as an additional insured.

We understand from the pre-bid meeting, the City may allow the operator to use space in a City building to serve as the Parking Office. This would be the most cost effective approach. We did inquire about pricing for a small office (+/- 300 square feet) and were advised of an asking pricing in the One Eleven Building of \$14.00 / SF Full Service for 1 year. By using an office owned by Ft. Pierce, the City would realize bottom line savings of about \$4,500 annually since the operator would not have to rent office space on the open market and factor the cost into its overall pricing.

Sample Transition Plan

Please see the following pages for a sample transition plan used as a baseline for other LAZ Parking municipal transitions. From the implementation of new technology to the training of employees, we will work closely with the City to ensure a seamless and efficient process and ensure your every need is met.

PHASE 1: RESEARCH PERIOD

1. Meeting between Ft Pierce City representatives and LAZ Parking to identify transition teams
2. Assemble transition managers and team members and assign tasks and duties
3. Site walk through and thorough review of current enforcement program and meter operations
4. Review our operational recommendations with City staff
5. Evaluate and revise existing staffing schedules
6. Review existing equipment and inventory needs

PHASE 2: FIRST 15 DAYS

7. Finalize and submit to the City, Permits, Business License & Certificate of Insurance
8. Front line staff recruiting
9. Submit updated recommendations to supplement existing operations
10. Order supplies, telecom, merchant ID numbers for credit cards, forms
11. Establish banking information
12. Technical support training on enforcement equipment and LPR Systems
13. Forward all Insurance Certificates to City administrators
14. Hire additional new employees prior to transition
15. Employee on boarding process
16. Employee orientation and customer service training
17. Uniform fitting for all employees

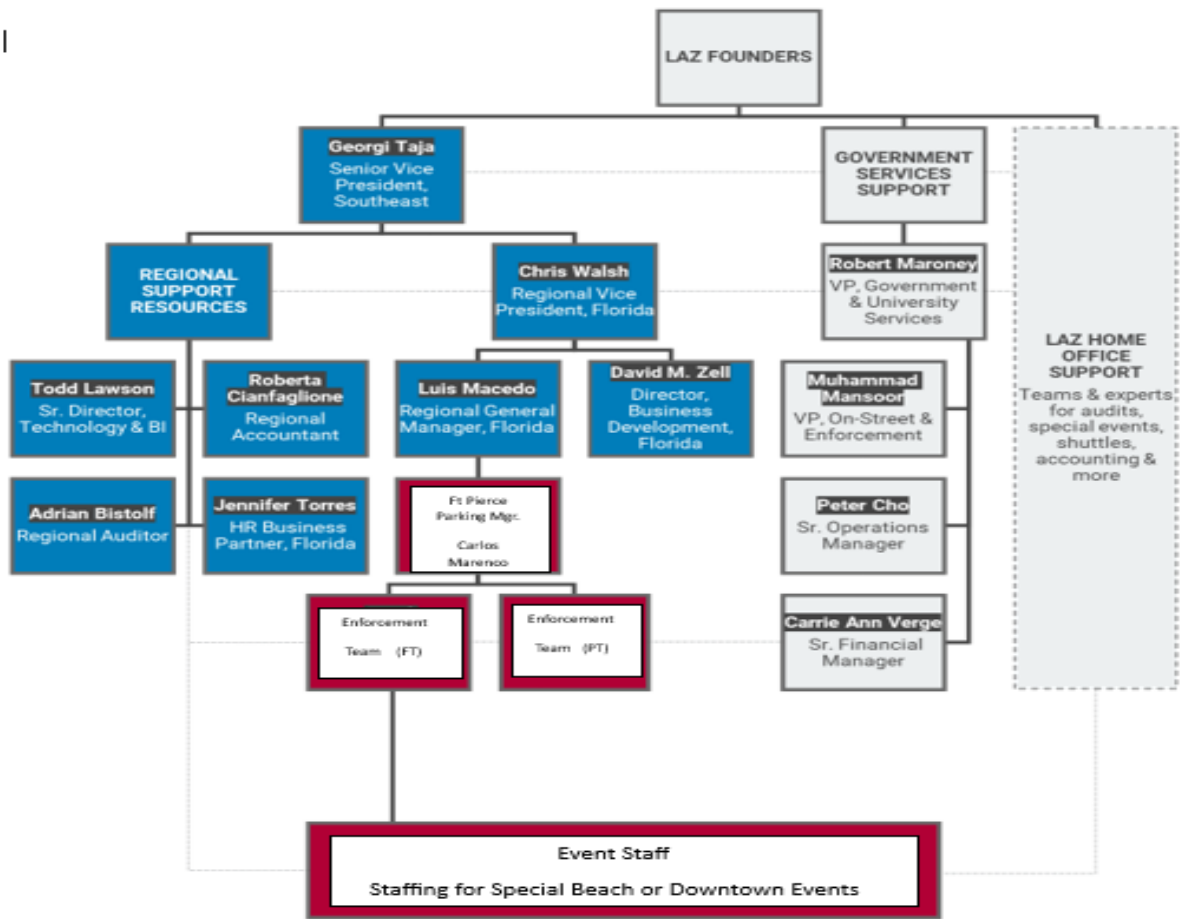
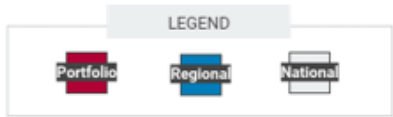
PHASE 3: COMMENCEMENT OF OPERATIONS

18. Delegation of management and supervisory job assignments
19. Servicing of vehicles on-site
20. Installation/training of automated payroll/time attendance system
21. Training for parking enforcement officers and meter collectors
22. Develop Standard Operating Procedures (SOP) to meet your guidelines and the requirements set forth in the Agreement
23. Distribution of uniforms
24. Commencement of operations

PHASE 4: POST TRANSITION

25. Conduct comprehensive operational and procedural audit for review by the City
26. Submit monthly reports to City
27. Submit Standard Operating Policies & Procedures (SOPP) to the City's contract admin
28. Analysis of operating procedures and report to Ft. Pierce officials
29. Implementation of approved operational & revenue enhancement programs
30. Submission revenue and expense reporting to City staff for format approval
31. Work with the City on transitioning other paid parking locations

Our organizational chart and biographies of our key personnel are included in the following pages.



Regional Oversight & Accountability

Our Ft. Pierce parking manager and our entire Ft. Pierce workforce will be constantly supported and overseen by the key leaders below. These Florida and Southeast executive team members are experienced, proactive and excited to serve you.

CHRISTOPHER WALSH – REGIONAL VICE PRESIDENT, FLORIDA



Christopher is a leader in the parking industry with over 25 years of experience, including expanding LAZ Parking's Mid-Atlantic presence. He is currently based in Miami and responsible for premier Florida properties in Miami, Fort Lauderdale, Tampa, Jacksonville, Orlando, Daytona, St. Augustine, and Naples. His experience includes Class A office buildings, hospitals, municipalities, hotels, stadiums, and airports. Christopher has also conducted due diligence for acquisitions and managed Miami International Airport for three years. He graduated from LaGrange College with a degree in business administration and has regional oversight of all Florida accounts. He lives in Parkland, Florida and is available to meet at any time to review the Ft. Pierce operation.

GEORGI TAJA – SENIOR VICE PRESIDENT



Georgi Taja joined LAZ Parking in 2007 as the Senior Vice President after an extensive career with an international parking company in various operational and leadership roles. Since 1988, he has gained experience in airport parking, mixed-use facility management, hotel valet, stadium/event management, on-street meter collections and enforcement and shuttle operations. His marketing and management experience includes process improvements, web applications, location planning, acquisition and set-up and strategic marketing and business plans to accelerate growth for owned and client locations. Georgi is a graduate of the George T. Baker Aviation Institute and lives in Port St. Joe.

LUIS MACEDO – REGIONAL GENERAL MANAGER, FLORIDA



Luis has served as our Regional General Manager for the Florida region for over 15 years and has been in the parking business for more than twenty-five years. He understands all aspects of parking operations and has directed major Class A building operations, municipal operations for several cities, and assisted with operations for hospitals and airports. He has assisted in municipal parking for the City of Miami Beach and Fort Myers previously and currently is responsible for the municipal operations in Coral Gables, South Miami, Surfside, and University of Miami. He also assisted with parking operations for Jackson Memorial Hospital, City of Daytona Beach and Miami International Airport. Luis is a graduate of Florida International University and will supervise all personnel assigned to work at the City of Ft. Pierce.

DAVID ZELL, RPA– DIRECTOR OF BUSINESS DEVELOPMENT, FLORIDA



David Zell is the Director of Business Development for LAZ Parking in Florida with over 30 years of experience in parking and commercial real estate. He is a graduate of Youngstown State University and has held senior positions at various parking operators. He has an RPA designation from the Building Owners & Managers Association (BOMA) and has managed 3 million square feet of commercial real estate. David has directed operations for various cities and is experienced in managing 180 parking facilities, including valet services for hotels. This includes municipal parking operations for the cities of Louisville, KY, Coral Gables, South Miami and Miami Beach in Florida.

JENNIFER TORRES – HR BUSINESS PARTNER, FLORIDA



Jennifer Torres leads our Florida Human Resources Department and is responsible to LAZ Parking’s for all of our recruiting, hiring, and onboarding activities here in the State of Florida. In addition to her BS in Psychology, she recently earned her master’s degree in human resources development from Barry University. Jennifer works with our managers in the field on initial and ongoing service training programs to ensure a “customer first” approach to all our interactions with our clients and parking patrons. All hiring, background checks and training for the Ft. Pierce staff will be administered

through Jennifer.

ROBERTA CIANFAGLIONE – REGIONAL ACCOUNTANT



Roberta has been with LAZ Parking for the past four years and serves as a Regional Accountant supporting LAZ Parking and the LAZ Event Group nationwide. She is highly disciplined with proven ability to efficiently manage multiple assignments while exceeding tight deadlines. Her areas of expertise include financial closing process, balance sheet reconciliation and budget management for over 50 clients. Ms. Cianfaglione is well versed in all the LAZ Parking accounting software as well as Time Force and ADP Vantage payroll programs. Prior to joining LAZ, Roberta worked with Accurate Event Group where she served as the HR / PR Manager for a staff of over

1,000 employees. Roberta is also, fluent in English, Portuguese, and Spanish.

ADRIAN BISTOLFI, CPP – REGIONAL AUDITOR



Adrian is a Regional Auditor for LAZ Parking in the Southeast region with over 180 locations. He has 18 years of experience in the parking industry and expertise in recruiting, training, customer service, and operational excellence. Adrian has worked for top hotel brands and managed parking assets for major firms. He holds a Certified Parking Professional certification from the National Parking Association.

TODD LAWSON, SENIOR DIRECTOR OF TECHNOLOGY AND BUSINESS INTELLIGENCE



Todd Lawson started as a parking professional in 1989 and joined LAZ Parking in 2010. Today, he serves as the Senior Director of Technology and Business Intelligence, Southeast. He specializes in technology implementation, yield management, project management, data analytics and operational efficiencies. Prior to his current role, Todd worked as the Southeast Regional Vice President focusing strategic planning, goal execution, management of all operations and financial management of his region. Todd earned a B.A. with a minor in Business Management

from Kennesaw State University.

National Dedication & Support

Unlike a client-vendor relationship, municipal partnerships require that the public entity and the parking operator achieve alignment for the program to be a success. In addition to around-the-clock oversight from

our Florida and Southeast regional leadership teams, our Government Services division will be available to support the City of Ft. Pierce throughout this contract.

Please see below for biographies on these key leaders. We're happy to provide resumes or any other information helpful to your review.

ROBERT MARONEY – VICE PRESIDENT, GOVERNMENT & UNIVERSITY SERVICES



Rob Maroney joined LAZ Parking in 2015 as the Vice President of Government Services. In this role, he supports numerous public agency clients and our public private partnership efforts. He brings more than 20 years' experience in municipal and government operations, management and consulting. Rob has served as the director of parking for one of the largest municipally owned systems in the U.S. (Norfolk, VA). Most recently, he was the Director of Parking and Transportation for Virginia Commonwealth University, overseeing the university's parking, transportation and fleet management programs.

Rob currently serves on the Board of Directors for the Parking Association of the Virginias and is an active member of several national and regional parking associations. Rob holds a Government and Fine Arts degree from the College of William & Mary.

MUHAMMAD MANSOOR – VICE PRESIDENT, ON-STREET & ENFORCEMENT



A familiar name in the parking industry, Muhammad Mansoor serves as the subject matter expert for LAZ Parking's Government Services. Muhammad ensures high-quality service delivery across our government parking contracts and has direct responsibility over the decisions for all on street parking contracts throughout the U.S. He is an active member of IPMI, NPA and various regional parking organizations. He is also a Six Sigma Yellow Belt recipient. During his 20-year parking career, Muhammad has led the implementation of cutting-edge technology and helped cities

develop the state of design tools and redefine transportation practices to transform urban spaces into urban places and stands by as a subject matter expert ready and willing to assist in this contract. He attended California State University, Long Beach and the Said Business School, University of Oxford.

PETER CHO, CAPP – SENIOR OPERATIONS MANAGER



Peter joined LAZ Parking as part of the acquisition of Serco Parking Services in 2021 as the Senior Operations Manager. In this role, Peter provides operational support to all legacy Serco parking programs and ensures consistency and operational compliance throughout LAZ Parking's Government Services programs. A proven leader with over twenty-five years in the parking industry, his experience includes working and transitioning complex municipal and commercial parking programs. As a subject matter expert in Municipal On-and Off-Street Parking Operations, Peter is

familiar with the latest technology and supports our new and existing operations. His solutions driven approach has helped improve and sustain some of our most complex operations including the City of West Hollywood, CA, City of Inglewood, CA, City of San Francisco (MTA), City of San Mateo, CA, City of Santa

Ana, CA, City of Chicago, IL and Montgomery County, MD. Peter is a Certified Administrator of Public Parking (CAPP) and received his certification in 2022.

CARRIE ANN VERGE – SENIOR FINANCIAL MANAGER



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

8. Describe any proposed equipment required at start-up to ensure the implementation of a successful parking operation. Include a probable cost estimate to procure said start-up equipment. The actual cost of all approved start-up equipment will be fully reimbursed under the Agreement.

PROPOSED FLOWBIRD CWT PAY STATIONS

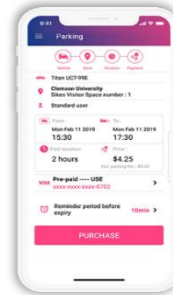
In the Startup budget section of the RFP LAZ Parking detailed the individual cost of the Flowbird parking equipment we are recommending for the Ft Pierce operation. Below is additional intel on the company and the particular device we are suggesting. Again, the actual number of pay stations will be further defined after discussion with the City of Fort Pierce team.

LAZ Parking would also be agreeable to leasing the stations to the City if that is their preference. The estimated cost would be about \$215.00 per month per unit.

Flowbird's CWT Pay Station is proven around the world to be a dynamic, robust pay station built to work in unattended environments with the harshest climates. This touch-screen display is installed across the United States, including multiple LAZ Parking operations just like Ft Pierce.

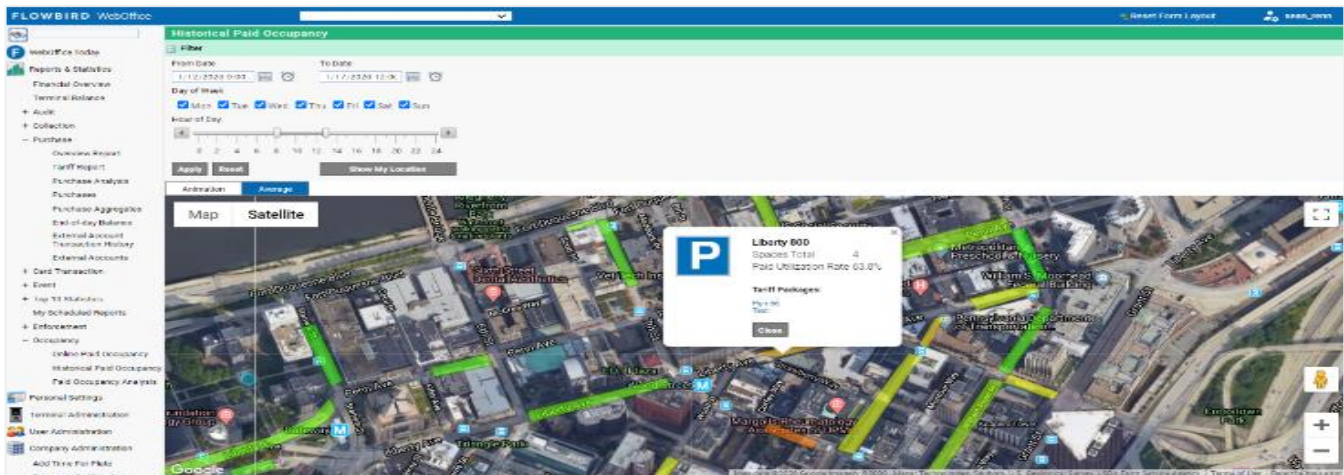
The proposed pay station features a 9.7" color touch screen which wakes up with the touch of one "start" button. The display is recessed and protected from impact by the clear window. The display is vertically set to meet ADA guidelines with all operable buttons falling below 48".

The touch screen interface can accommodate Pay by Space, Pay by Plate, or Pay & Display parking, or all three on the same interface. It moves all controls on to the display allowing for very flexible interfaces maximizing the potential of the pay station to do things beyond parking. For instance, local information and maps can be included on the display.



The CWT pay station can be equipped to accept all forms of payments – coins, bills, credit/debit/contactless cards as well as NFC payments. Additionally, payments can be made for other products such as admission passes to parks and museums to transit fares. A clock on the display is in sync with our server to ensure accurate time.

Using Flowbird also provides several unique management reports that can be used and combined to provide residents and officials with insights and the chance to make decisions based on occupancy, purchases, collections and more.



Genetec Mounted Cameras on LAZ Enforcement Vehicle



LAZ Parking will provide enforcement services using Genetec mounted cameras and AutoVu LPR software.

The AutoVu™ automatic license plate recognition (ALPR) system for parking management helps your team identify more violations and scofflaws in less time, leading to better compliance. This flexible solution also gives you insights into parking usage, lot occupancy, and traffic flow. That means you can keep enhancing your services to make on and off-street parking an easy and enjoyable experience for all your customers.

All cost associated with the enforcement piece has been included in the LAZ budget. A technical description of the Genetec camera system is featured on the following page.

AutoVu SharpZ3

Mobile Automatic License Plate Recognition System

High performance and edge-based mobile ALPR

The AutoVu™ SharpZ3 is a mobile automatic license plate recognition (ALPR) system that goes beyond traditional plate identification. It brings new levels of insight in vehicle analytics, situational awareness, and accuracy.

That's because the SharpZ3 is powered by the latest edge-based processing technology. Designed to combine high-performance and low power consumption, it lets you take full advantage of machine learning capabilities directly at the edge. And with its third optical sensor, the SharpZ3 can precisely position objects and vehicles to understand what's around the license plate, placing reads into context.

Expand your vision with the AutoVu SharpZ3.

Features

Powered by AutoVu MLC machine learning based engine

Built-in vehicle type, color and plate origin recognition analytics

Ultra-low reading latency

3 optical sensors

Modular architecture designed to evolve seamlessly

Optional advanced GPS positioning with dead reckoning

Up to 4 high-definition ALPR cameras on the same base unit

Unified with Genetec Security Center



Get more from your mobile ALPR system

Go beyond conventional mobile ALPR

With the latest deep neural network (DNN) technology built in, the SharpZ3 redefines what mobile ALPR can do. Not only does it deliver higher accuracy and reduce misreads, the SharpZ3 unlocks new insights through its expanded suite of vehicle analytics.

Capture the full picture

With its third optical sensor, the SharpZ3 effortlessly navigates complex urban environments. From flat and non-reflective plates to embossed designs and digital plates, the SharpZ3 can detect more plate designs than traditional units.

Evolve your system with ease

The SharpZ3 is designed with growth in mind. The modular chassis of the SharpZ3 will protect your investment and let you tap into new modules and capabilities over time. This reduces the complication and cost of hardware replacement.

9. Describe your firm's approach to quality assurance or include a copy of the firm's quality assurance/control plan. Provide a sample list of performance and customer satisfaction measures and the last three months of performance results.

Business Intelligence

Our LAZ Business Intelligence program will provide unique data visualization, keeping you constantly aware of your facilities and operations. **We offer free development of this program and no licensing fees for the first six months. Future costs would be based on Ft Pierce's desired requirements.**

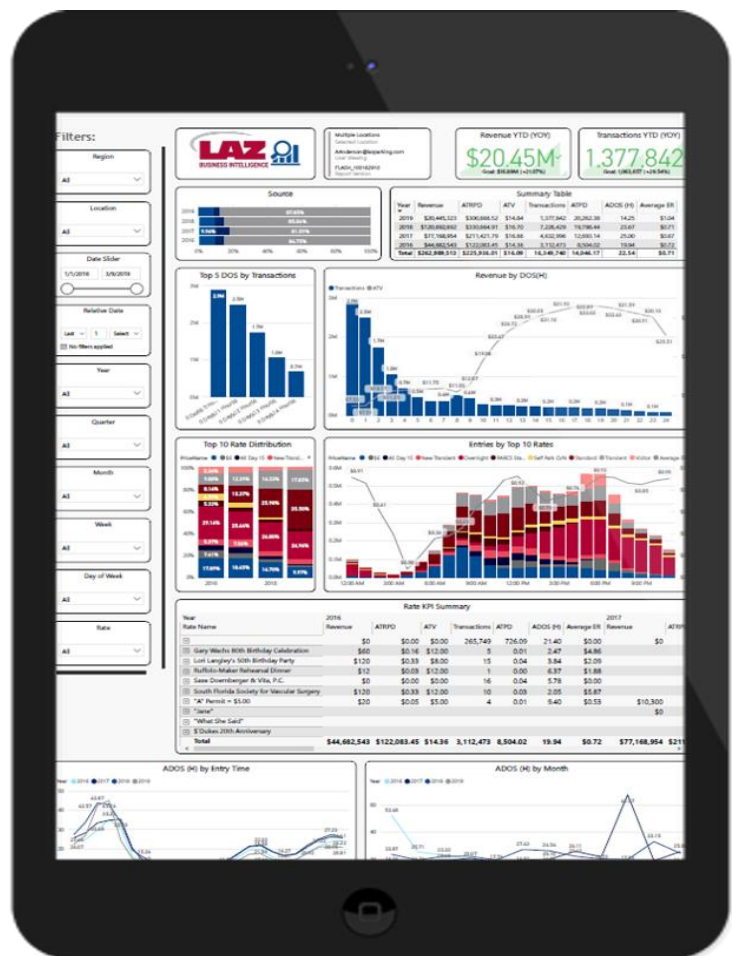
HOW "LAZ BI" WORKS

LAZ Business Intelligence takes the guesswork out of parking management by turning mountains of disconnected raw data into actionable business insights. Built in-house on the Microsoft Power BI enterprise platform by our data analytics team, LAZ BI maximizes the value of your data to make decisions smarter and faster.

This infinitely customizable solution provides a single view of the most critical data points that drive a parking business. By creating KPIs, users can monitor locations as a group or as a single entity in real time, and drill-down from high-level to granular views. We provide the ability to dissect the data down to individual transactions, or even export the data.

As a result, strategic, data-driven decisions can be made with regards to how to best manage parking operations and drive revenues to the bottom line.

LAZ BI aggregates billions of records from hundreds of integration points. From every transaction at all brands of parking revenue equipment to the specific mix of customer types entering and exiting your location. It tracks occupancy, compliance and customer interactions and analyzes the metrics and performance of how we're doing on customer service. It delivers a complete eCommerce and mobility picture, both direct and from 3rd party retailers. And it builds in external factors like weather and seasonal tourism, making it perfect for the needs of this system.



BENEFITS WITH LAZ BI

Combined with decades of municipal operating expertise, LAZ BI delivers the ultimate mix of customer service and maximized profits, so you can trust more than just your gut. With LAZ BI, you'll have the power of knowing what's driving your business, right at your fingertips.

Some benefits of LAZ BI include:

- Data at your fingertips, on any device, from a single source
- Real time occupancy reports by location
- Predict busiest and slowest times, then adjust pricing and resources as needed
- Make strategic pricing decisions to maximize revenue by location
- Identify frequency of individual users
- View rich visualizations in the form of graphs simplifying data from complex sources
- Visualize occupancy levels by time to identify potential revenue opportunity
- Enforcement data to identify problem areas and staffing needs
- Unmatched insight into customer concerns and location management
- Advanced Analytics with industry leading Predictive/Forecasting Analytics
- First of its kind dynamic Revenue and Yield Management Optimization tool for all products Including Transient and Pre-Booking products
- Full security built in at named user's level
- Dedicated on-going product and price management support
- Dedicated account management including initial and on-going training and technical support

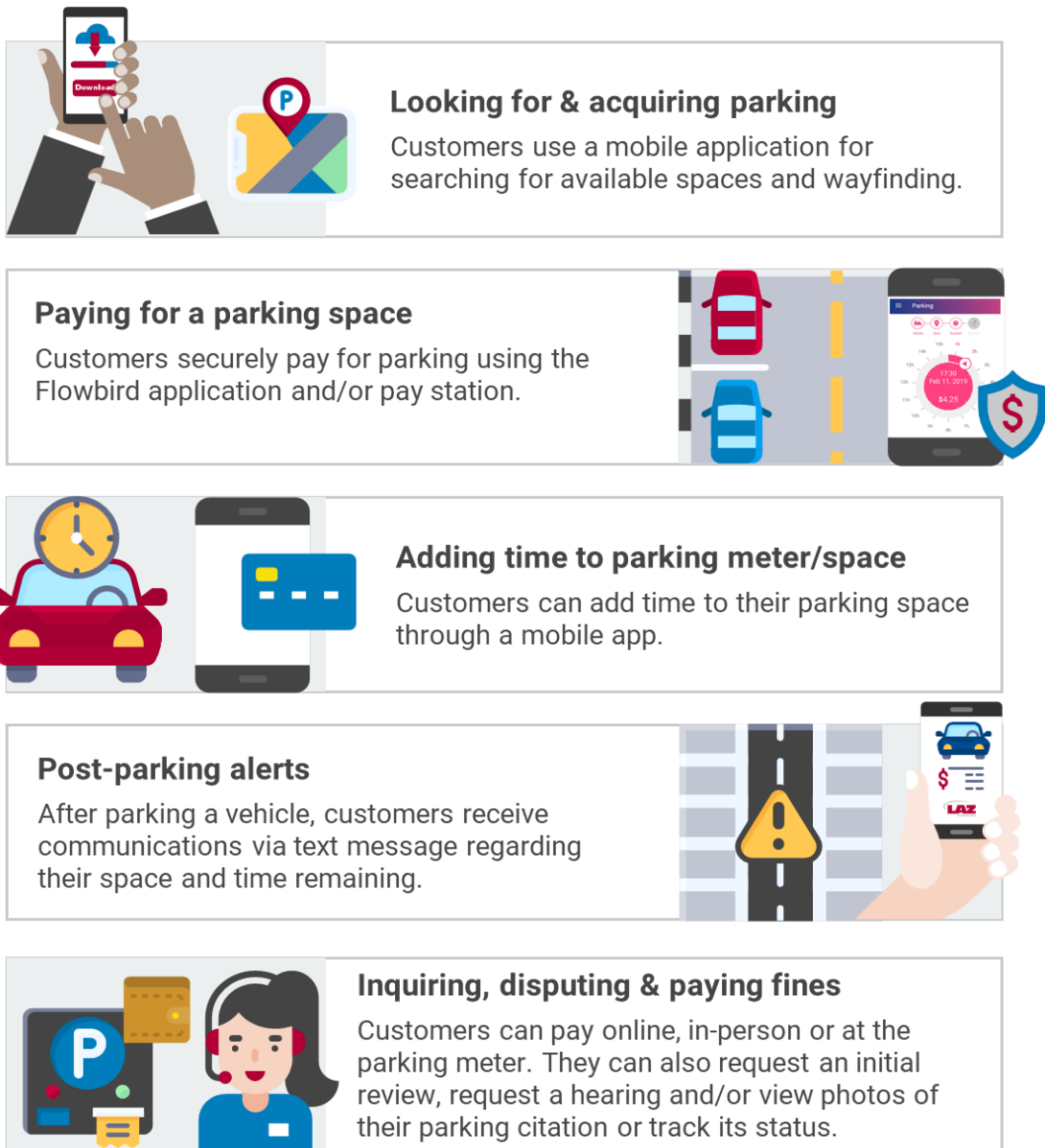
Across the country, we have used LAZ BI to help our customers streamline their parking operations, increase revenue, and increase customer satisfaction through the power of data. We look forward to discussing this solution with **Panama City** in greater detail.



10. Provide examples demonstrating how your firm has tracked customer satisfaction for other customer(s) and takes appropriate action based on results. Include copies of proposed customer satisfaction survey(s). Include your firms approach to problem solving and issue resolution.

The Ft. Pierce Customer Experience

Please see below a visual illustration of our proposed solution that depicts the entire customer experience proposed. This includes everything from looking for, acquiring, and paying for a parking space, adding time to parking/meter space through a mobile app, receiving any communication after parking a vehicle, to inquiring, disputing or paying for a fine. We look forward to fine-tuning our program in collaboration with Ft Pierce as this process progresses.



Complaint Resolution

Prompt and compassionate complaint resolution helps ensure our parking services meet the needs and expectations of your customers. Our proposed process and tracking system promptly and effectively address any concerns while gathering valuable feedback to inform future planning and decision-making.

We gather customer feedback using secret shoppers, survey cards, dashboards and scorecards, reporting, local and corporate management involvement from audit, accounting and other support functions. Our Quality Assurance Database, Business Intelligence solution and in-house follow up tool will provide Ft Pierce with total transparency and accountability into our complaint resolution processes and ensure your customers and guests receive courteous and professional service.

CUSTOMER COMPLAINT CATEGORIZATION

When received, all complaints are recorded in an operational logbook which is available for review by our management and the client. This logbook serves as an aid to management to identify any recurring complaints to implement a more lasting solution or develop additional training programs for the staff.

Below is a summary of how we categorize any issues involved with our operation or complaints, and how both are tracked until resolution. Complaints will regularly be communicated to the client in written form.



Level One

A Level One complaint is one in which our front-line personnel can resolve the issue. Our preference will be to allow our front-line personnel to resolve any minor issue on the spot. These types of issues occur with someone who has lost their car, their parking ticket, believes they were charged incorrectly, etc. We will work with Client Management to establish specific guidelines to handle these types of issues. Our goal will be to strike a balance between revenue control and always providing outstanding customer service.

Level Two

A Level Two complaint is a complaint that cannot be resolved immediately on the spot and requires either Manager or Supervisor. Level Two complaints will involve a customer who is not satisfied with something regarding the equipment or his or her overall experience. All Level Two complaints are logged into our Customer Complaint Database for tracking to ensure timely follow-up and resolution. The Database will track the time and date of the complaint; the complainants' contact information; the details of the complaint; identify the person responsible for resolving the complaint; detail the proposed resolution and the projected timeline for the resolution.

Level Three

A Level Three complaint is a complaint requiring the involvement of Client Management. Level Three complaints most commonly involve an insurance claim, an accounts payable issue or other issue with the potential to negatively affect the profitability of the parking operation. All Level Three complaints are logged into the Customer Complaint Database and resolved in with Client Management.

DOCUMENTATION & TRACKING

Our Quality Assurance Database, Business Intelligence solution and in-house follow up tool will provide Fort Pierce with total transparency and accountability in our complaint resolution processes.

Documenting Feedback

Complaints will be defined as any written or verbal communication provided to LAZ Parking, or to Clients regarding poor service to our customers. All complaints are then inputted into the Quality Assurance Database by documenting the date, time and location of incident, the name of customer and the name of the reporting party

Prompt Resolution

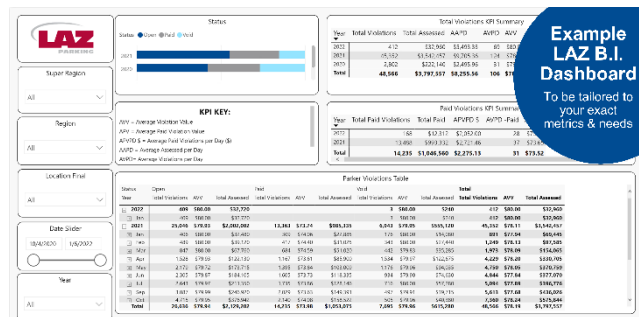
Once the complaint is entered into our database, the incident is automatically time stamped by the system and must be investigated and resolved within the following timelines based on the critical nature of the complaint:

- LEVEL 1: 24 hours from complaint to resolution
- LEVEL 2: 48 hours from complaint to resolution
- LEVEL 3: 72 hours from complaint to resolution

Fort Pierce Integrated Dashboard

LAZ Follow up is a custom CRM and request management platform that empowers every LAZ Parking employee to be a Customer Care agent. Both agents and field employees can help customers with a concern or a request like replacing an access card or issuing a refund for an online purchase. We open a support case, assign it to the appropriate local manager who can review the case and resolve the issue directly with the customer. The case is marked complete, automatically logged and the customer receives a follow up message.

As part of the LAZ technology ecosystem, Follow up integrates with our customer survey reporting and our LAZ Business Intelligence tool to provide a **custom Ft Pierce dashboard** showing data visualizations of open cases, response times and other KPIs to analyze and hold us accountable to our own exemplary standard of customer service.



24/7 Customer Care Center

The LAZ Customer Care center is a 24/7/365, centralized customer service solution that provides real-time support, management, and automation tools. LAZ Customer Care provides your parking customers with an instant connection to a live person at the touch of a button.

Day or night, one push of your location’s call button or a simple phone call connects the customer to our cutting-edge support center. Our friendly, professional operators answer questions, solve problems, and help with transactions in real time. For Fort Pierce, this provides the best of both worlds – reduced operating expenses and our exemplary customer service.

A UNIQUE & BENEFICIAL SOLUTION

The LAZ Parking Customer Care Center provides a central point of contact for customers to address any issues or concerns they may have while using the City’s parking locations. This can help improve the customer experience and potentially lead to increased customer satisfaction and loyalty.

Other benefits include:

- **ENHANCED CUSTOMER SERVICE, ONSITE & OFF:** Cutting edge, 24/7/365 customer relationship management– monitor and troubleshoot every interaction from our US-based command center– including multilingual customer support.
- **ELIMINATE RISK TO YOUR REVENUE:** Push-to-call provides a remote pathway between customers and your agent, to better serve your patrons.
- **OPTIMIZE YOUR GARAGE & REDUCE OPERATING EXPENSES:** Fully-automated support– video and voice push-to-call allows for better service and more efficient staffing.
- **24/7/365 MONITORING:** Gates stay down, the garage stays open, and revenue is collected around the clock, resulting in improved returns on your parking technology investments.
- **INCREASED REVENUE:** Stronger revenue control programs reduce ticket loss, eliminate “silent partners” and provide the ability to close transactions day or night.
- **REDUCED OPERATING EXPENSES:** Automating your facilities allows for more strategic staffing models, reducing or eliminating payroll costs.
- **FAST & FRIENDLY SERVICE:** Our parking operations control center staff are consistent, professional and always available to provide courteous issue resolution.
- **IMPROVED CUSTOMER SERVICE:** LAZ Parking’s off-site support lets you transform any on-site staff functions into customer service roles, like roving ambassadors.

PROVEN EXPERIENCE

We’ve used our Customer Care Center to support municipalities, event partners, large venues, airports and other similar customers for years. It integrates with virtually every PARCS system and links with dozens of third parties and automation processes. The center provides customer care support for hundreds of locations nationally, servicing millions of calls annually for clients just like Fort Pierce.



ATTACHMENTS





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

Contents

1.	RFP Cover Page	Signed and completed
2.	Licensing	State of Florida
3.	Proof of Insurance	Certificate of Insurance
4.	Drug-free Workplace	Signed and completed
5.	W-9	Signed and completed
6.	Non-Collusion Affidavit	Signed, notarized, and completed
7.	Addenda	Signed and acknowledged (1-5)
8.	References	Completed and marked as confidential
9.	Financial Statements	Audited financial statements (FY21-FY22)

Attachment-01: Signed RFP Cover Page

DELIVER TO: City of Fort Pierce, Purchasing Division Room 101 100 North U.S. #1 Fort Pierce, FL 34950 MAIL TO: City of Fort Pierce Purchasing Division, Room 101 P.O. Box 1480 Fort Pierce, FL 34954-1480	CITY OF FORT PIERCE  REQUEST FOR PROPOSALS and PROPOSER ACKNOWLEDGMENT
Bid Writer: Gelencia Carter, 772-467- 3102	RFP No: 2023-057
Pre-Proposal Conference Time & Date: 10:00AM, AUGUST 30, 2023	RFP Title: PARKING MANAGEMENT SERVICES
Pre-Proposal Location: City of Fort Pierce, City Hall 100 North U.S. Highway 1 2 nd Floor Conference Room Fort Pierce, FL 34950	RFP Opening Location: City of Ft. Pierce Purchasing Division Room 101 100 North U.S. #1, 1st Floor Ft. Pierce, Florida 34950
RFP Due Date & Time: 3:00PM, SEPTEMBER 19, 2023	If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact this department as soon as possible.
Proposer Name: LAZ Florida Parking LLC ----- Mailing Address: LAZ Florida Parking LLC ----- 404 Washington Ave. ----- Suite #640 -----	I hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.  X _____ Authorized Signature (Manual)
City, State, Zip Code: Miami Beach, FL 33139	Typed or Printed Name: Christopher B. Walsh
Type of Entity (Select one): Corporation <input checked="" type="checkbox"/> _____ Partnership _____ Proprietorship _____	Title: I type text here Regional Vice-President - Florida
Incorporated in the State of: Florida Year: 2007	Delivery in _____ days, ARO
Phone Number: (305) 913-4882	Payment Terms: Net 30 Days
Fax Number: N/A	FEIN or SS Number: 26-1172679
E-Mail Address: www.lazparking.com	Local Business: ___Y ___X ___N MWBE: ___Y ___X ___N
Bid Security is attached, when required, in the amount of \$ _____ F.O.B. DESTINATION	If returning as a "No Bid" state reason:
THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID	

Attachment-02: Licensing

State of Florida Department of State

I certify from the records of this office that LAZ FLORIDA PARKING, LLC is a limited liability company organized under the laws of the State of Florida, filed on October 2, 2007.

The document number of this limited liability company is L07000100284.

I further certify that said limited liability company has paid all fees due this office through December 31, 2023, that its most recent annual report was filed on April 24, 2023, and that its status is active.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Nineteenth day of May, 2023*




Secretary of State

Tracking Number: 6816459502CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

2023 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

DOCUMENT# L07000100284

Entity Name: LAZ FLORIDA PARKING, LLC

Current Principal Place of Business:

404 WASHINGTON AVENUE
SUITE 640
MIAMI BEACH, FL 33139

Current Mailing Address:

ONE FINANCIAL PLAZA, 14TH FLOOR
HARTFORD, CT 06103 US

FEI Number: 26-1172679

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301-2525 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent

Date

Authorized Person(s) Detail :

Title: CEO
Name: LAZOWSKI, ALAN B
Address: ONE FINANCIAL PLAZA
City-State-Zip: HARTFORD CT 06103

Title: PRESIDENT
Name: KARP, JEFFREY N
Address: ONE FINANCIAL PLAZA
City-State-Zip: HARTFORD CT 06103

Title: COO
Name: KUZIAK, MICHAEL
Address: ONE FINANCIAL PLAZA
City-State-Zip: HARTFORD CT 06103

Title: CFO
Name: OWEN, NATHAN
Address: ONE FINANCIAL PLAZA
City-State-Zip: HARTFORD CT 06103

Title: CHIEF CULTURE OFFICER
Name: HARTH, MICHAEL
Address: ONE FINANCIAL PLAZA
City-State-Zip: HARTFORD CT 06103

Title: MEMBER
Name: LAZ KARP ASSOCIATES, LLC
Address: ONE FINANCIAL PLAZA, 14TH FLOOR
City-State-Zip: HARTFORD CT 06103

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes, and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: HILARY CANTONE

AUTHORIZED FILER

04/24/2023

Electronic Signature of Signing Authorized Person(s) Detail

Date



Attachment-03: Proof of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
7/28/2023

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 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 Brown & Brown of MA, LLC 500 Victory Rd. Marina Bay North Quincy MA 02171		CONTACT NAME: Frank Griffin PHONE (A/C, No, Ext): (617) 471-1220 FAX (A/C, No): (617) 479-5147 E-MAIL ADDRESS: frank.griffin@bbrown.com															
INSURED Laz Florida Parking, LLC 404 Washington Avenue Suite 270 Miami Beach FL 33139		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Liberty Mutual Fire Insurance</td> <td>23035</td> </tr> <tr> <td>INSURER B: LM Insurance Corporation</td> <td>33600</td> </tr> <tr> <td>INSURER C: Berkley Insurance Company</td> <td>32603</td> </tr> <tr> <td>INSURER D: HDI Specialty Insurance Company</td> <td>16131</td> </tr> <tr> <td>INSURER E: Federal Insurance Company</td> <td>20281</td> </tr> <tr> <td>INSURER F: Everest National Insurance Company</td> <td>10120</td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Liberty Mutual Fire Insurance	23035	INSURER B: LM Insurance Corporation	33600	INSURER C: Berkley Insurance Company	32603	INSURER D: HDI Specialty Insurance Company	16131	INSURER E: Federal Insurance Company	20281	INSURER F: Everest National Insurance Company	10120
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COVERAGES CERTIFICATE NUMBER: 23-24 REVISION NUMBER:

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.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR	WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Contractual Liability	X		EB2611260451033	7/31/2023	7/31/2024	EACH OCCURRENCE \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input checked="" type="checkbox"/>						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ EXCLUDED PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/POP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			AS2611260451013	7/31/2023	7/31/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000
							BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE			SEE ATTACHED LIST OF POLICIES	7/31/2023	7/31/2024	EACH OCCURRENCE \$ 100,000,000
	DED <input type="checkbox"/> RETENTION \$						AGGREGATE \$ 100,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WA561D260451053	7/31/2023	7/31/2024	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	GARAGEKEEPERS LIABILITY			AS2611260451013	7/31/2023	7/31/2024	\$1,000,000 LIMIT
C	CRIME/EMPLOYEE DISHONESTY			BCCR4500289226	7/31/2023	7/31/2024	\$5,000,000 LIMIT

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
See attached.

CERTIFICATE HOLDER SAMPLE CERTIFICATE	CANCELLATION 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 Frank Griffin/FG
--	--

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COMMENTS/REMARKS

If agreed upon in a written contract or agreement, Carillon Hotel, LLC, Carillon Hotel Management, LLC, Central Carillon Beach Condominium Association, Inc., South Carillon Beach Condominium Association, Inc., North Beach Carillon Beach Condominium Association, Inc. and Carillon Hotel and Spa Master Association are included as an additional insured for general liability, but only with respect to the operations of the named insured. This insurance is primary and non-contributory to the additional insureds if agreed upon in a written contract or agreement. Waiver of subrogation applies in favor of Carillon Hotel, LLC if agreed upon in a written contract or agreement.
Re: SAMPLE COI FOR RFP Carillon Miami Wellness Resort

OFREMARK

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AGENCY CUSTOMER ID: 25084
 LOC #: See ACORD 25

ADDITIONAL REMARKS SCHEDULE

Page ___ of ___

AGENCY Amity Insurance A Division of Brown & Brown of MA LLC		NAMED INSURED	
POLICY NUMBER See Certificate		See ACORD 25	
CARRIER See Certificate	NAIC CODE	EFFECTIVE DATE: 7/31/2023	

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: American Guarantee & Liability Insurance Company	26247
INSURER H: Westfield Specialty Insurance Company	16992
INSURER I: Great American Assurance Company	26344
INSURER J:	

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

NSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (mm/dd/yyyy)	POLICY EXPIRATION DATE (mm/dd/yyyy)	LIMITS	
D	EXCESS GENERAL LIABILITY			XLXD6109900S	7/31/2023	7/31/2024	AGGREGATE	\$4,000,000
E	UMBRELLA LIABILITY			79863543	7/31/2023	7/31/2024	AGGREGATE	\$25,000,000
F	EXCESS LIABILITY			XC9EX00286231	7/31/2023	7/31/2024	AGGREGATE	\$15,000,000
G	EXCESS LIABILITY			AEC011173109	7/31/2023	7/31/2024	AGGREGATE	\$15,000,000
H	EXCESS LIABILITY			XSL345214K00	7/31/2023	7/31/2024	AGGREGATE	\$10,000,000
I	EXCESS LIABILITY			EXC5125913	7/31/2023	7/31/2024	AGGREGATE	\$10,000,000
E	EXCESS LIABILITY			78187246	7/31/2023	7/31/2024	AGGREGATE	\$25,000,000

ACORD 101 (2008/01)

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Attachment-04: Drug-Free Workplace



DRUG-FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that

LAZ Florida Parking LLC does:
(Name of Business)

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

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Proposer's Signature

September 29, 2023

Date

Attachment-05: W-9



Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. LAZ Karp Associates, LLC	
	2 Business name/disregarded entity name, if different from above LAZ Florida Parking, LLC	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate	Exempt payee code (if any) _____
	<input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ P Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.	Exemption from FATCA reporting code (if any) _____
	<input type="checkbox"/> Other (see instructions) ▶	(Applies to accounts maintained outside the U.S.)
	5 Address (number, street, and apt. or suite no.) See instructions. One Financial Plaza, 14th Floor	Requester's name and address (optional)
6 City, state, and ZIP code Hartford, CT 06103		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number	
[] [] [] - [] [] - [] [] [] []	
or	
Employer identification number	
2 6 - 1 1 6 4 7 0 8	

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶ 01/03/2023
------------------	----------------------------	--------------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form


An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Attachment-06: Non-Collusion Affidavit

 THE SUNRISE CITY
FORT PIERCE
PURCHASING
DEPARTMENT
Florida

**NON-COLLUSION AFFIDAVIT
FOR PRIME BIDDER**

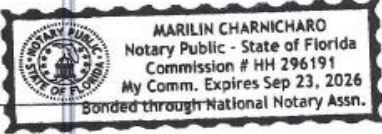
STATE OF Florida
COUNTY OF Miami Dade

Christopher B. Walsh, being first duty sworn, deposes and says:
That he is The Regional Vice-President - Florida of LAZ Florida Parking LLC
(a partner or officer of the firm, etc.)

the party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed directly or indirectly with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference with any person, to fix the bid price of affiant or of any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the City of Fort Pierce, of the County of St. Lucie, or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

LAZ Florida Parking, LLC
(Firm Name)
By: Christopher B. Walsh
Title: Regional Vice-President, Florida

Subscribed and sworn to before me this 6
day of, October 2023.
Marilyn Charnicharo
Notary Public
My Commission expires: Sep 23, 2026 (Seal)

 MARILYN CHARNICHARO
Notary Public - State of Florida
Commission # HH 296191
My Comm. Expires Sep 23, 2026
Bonded through National Notary Assn.



Attachment-07: Signed Addenda (1-5)

August 22, 2023

CITY OF FORT PIERCE
PARKING MANAGEMENT SERVICES
RFP NO. 2023-057
ADDENDUM NO. 1

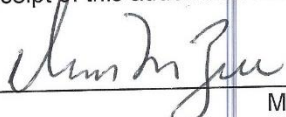


The purpose of this addendum is to reschedule the **Pre-Proposal Conference** time, which is stated as **10:00 A.M, Wednesday, August 30, 2023**, on page 11, selection 6, in the bid document. The time has been rescheduled as follows:

2:00 P.M, Wednesday, August 30, 2023

All other conditions of this proposal remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature:  Manual

Signature: DAVID M. ZEIL Typed or Printed

Company Name: LAZ PARKING

Address: 404 Washington Ave #640
Miami Beach, FL 33139

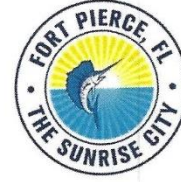
Date: 8-31-23

/lh

Addendum No. 1 ~ RFP No. 2023-057



August 28, 2023



CITY OF FORT PIERCE
PARKING MANAGEMENT SERVICES

RFP NO. 2023-057

ADDENDUM NO. 2

The purpose of this addendum is to reschedule the **Pre-Proposal Conference** that was scheduled for 2:00PM, Wednesday, August 30, 2023, and extend the proposal due date.

The Pre-Proposal Conference has been rescheduled to:

10:00AM, WEDNESDAY, SEPTEMBER 13, 2023

Attendance for the conference may be in person or virtually via Microsoft Teams. A meeting invitation will be sent to those respondents wishing to participate virtually.

The Proposal Due date has been extended to:

3:00PM, TUESDAY, SEPTEMBER 26, 2023

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature: *David M. Zell* Manual

Signature: DAVID M. ZELL Typed or Printed

Company Name: LAZ PARKING

Address: 404 WASHINGTON AVE #640
MIAMI BEACH, FL 33139

Date: 8-31-23

/gc

Addendum No. 2 ~ RFP No. 2023-057

September 13, 2023



CITY OF FORT PIERCE
PARKING MANAGEMENT SERVICES

RFP NO. 2023-057

ADDENDUM NO. 3

The purpose of this addendum is to extend the proposal due date and list the last day for submitting questions.

The Proposal Due date has been extended:

3:00PM, TUESDAY, OCTOBER 10, 2023

The last day for submitting questions:

5:00PM, FRIDAY, SEPTEMBER 29, 2023

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature: 
Manual

Signature: Christopher B. Walsh
Typed or Printed

Company Name: LAZ Florida Parking, LLC

Address: 404 Washington Ave. Suite #640
Miami Beach, FL 33139

Date: October 10, 2023

/gc

Addendum No. 3 ~ RFP No. 2023-057

September 22, 2023

CITY OF FORT PIERCE
PARKING MANAGEMENT SERVICES



RFP NO. 2023-057

ADDENDUM NO. 4

The purpose of this addendum is to respond to questions submitted by potential proposer for clarification of the proposal specifications:

NO.	QUESTION	ANSWER
1	Can you list the location addresses and space counts for the beach and waterfront locations?	<ul style="list-style-type: none"> Jaycee Park– 1415 S. Ocean Drive – 122 regular spaces, 5 handicapped spaces, 16 marked boat trailer spaces (grassy area not currently marked). Jetty Park – 1950 Seaway Drive – 84 regular spaces, 4 handicapped spaces, 5 motorcycle spaces, plus additional lot not currently marked. S. Causeway Park – 420 Seaway Drive (boat ramp west border of City area) – 55 regular spaces, 4 handicapped spaces and currently an open, unmarked area that will be redesigned for boat trailer parking.
2	What are the anticipated term extensions, beyond the initial term of three (3) years.	Unknown at this time.
3	Will the required bond amount be based on the operations of the beach locations only?	Yes.
4	If an operator has been in business less than five (5) years, will they be automatically disqualified or just potentially receive a lower score in this category of Qualifications regardless of their similar experience?	No, they will not be automatically excluded/disqualified.
5	Will the operators submitting for this proposal need to submit fees for just the beach locations or the entire Fort Pierce parking facilities?	Just the beach locations, however, if the submitting company wishes to provide additional information related to the future expansion as the potential for expansion is explicitly stated in the introduction.
6	Should the operator provide budget pricing for routine maintenance of the facilities and revenue control equipment and the personnel needed for only the beach locations?	Just the beach locations, however, if the submitting company wishes to provide additional information related to the future expansion as the potential for expansion is explicitly stated in the introduction.
7	What type of meters and mobile solutions have or will be procured?	The hardware is part of the RFP – the City is looking to obtain multi-space pay stations in conjunction with mobile pay to park solutions.
8	Will the city be responsible for the cost of and installation of the initial signage roll out and then the operator will cover replacement needs as a part of the management agreement?	TBD – The City will review all proposals.

NO.	QUESTION	ANSWER
9	Should the operators submit a budget based on operating hours from sunrise to sunset seven (7) days per week, and submit an hourly rate for any extension of those hours?	At the submitter's discretion, however, Jetty Park is open 24 hours/day while S. Causeway and Jaycee allow parking beyond sunrise/sunset to allow for boat ramp access.
10	Regarding one other local contact for emergency needs, will the assistant manager or maintenance personnel meet the needs of this other local contact besides the Manager?	Yes.
11	Does the city desire a centrally located customer service office? If so, will the expenses of the centrally located office not be reimbursed by the city as a part of the operational expenses of the pay to park program?	Yes, a centrally located office, the cost of which should be included in the proposal.
12	Is the city open to the engagement of a social media management firm to enhance the marketing and public outreach for the pay to park program, as a budgeted line item?	Yes.
13	Will the forms be made available in a future addendum?	No. Please submit the information requested in your own format. For budget information, please include a grand total line.
14	Will these meters accept coins, currency and credit card payments?	Credit card only or mobile payment options.
15	Does the City plan on using any parking apps i.e. PayByPhone or ParkMobile for patrons to use as an acceptable means of payment?	Yes.
16	Would the City accept an electronic signature rather than in ink signature?	Yes, proposals response shall be submitted electronically, see page 11, item numbered 5 of the proposal document.
17	If submitted digitally, is it OK to have it all in one PDF or do you require forms A – D to be submitted in a separate excel file that is in excel format?	OK to provide as a single document. Please see Question # 13.
18	Is it required that the operator partner with an MBE firm? If so what percentage is the requirement?	No, it is not a requirement to partner with a MBE firm.
19	Will the operator who successfully partners with an MBE firm receive additional point consideration towards the selection criteria?	No, there additional point consideration towards the selection criteria for partnering with a MBE firm.
20	How does the City define sunrise to sunset, what exactly are those times as historically understood by the City?	Based on when the sun comes up or goes down throughout the year.
21	Which locations run 24 hours and what designation of location and service type is the City using to determine the facilities that will be ran 24/7?	Jetty Park operates 24/7. S. Causeway Park and Jaycee Park allow parking beyond sunrise/sunset to allow use of the boat ramps. The parks themselves are closed sunset to sunrise.

NO.	QUESTION	ANSWER
22	<p>“Operating expenses will not include payments to affiliates of the Operator exceeding an amount that would have been paid to a third-party for similar services, nor will operating expenses include Operator’s general overhead expense or any of the following”</p> <p>TO CONFIRM, THE ACCURACY OF OUR INTERPRETATION- IT IS OUR UNDERSTANDING THAT PER THIS SECTION, AS LONG AS THE AMOUNT BEING PAID TO AN AFFILIATE IS BELOW MARKET COST, THE CITY WOULD BE OK WITH THIS TRANSACTION?</p>	<p>The City is looking for a full service provider for the pay-to-park program. All costs associated with the management and operation of the program should be included in the proposal.</p>
23	<p>Administrative related costs and/or expenses incurred in the operation of the pay to park program or other outside operations, as they are incurred in the general management of the affairs of the pay to park program or Operator’s other operations, including the monitoring of the operation and management of the pay to park program;</p> <p>TO CONFIRM, THE ACCURACY OF OUR INTERPRETATION- THE CITY WOULD NOT BE WILLING TO PARTICIPATE AND/OR PAY FOR ANY ADMINISTRATIVE RELATED COST THAT THE OPERATOR INCURRED PROVIDING SHARED SERVICES TO THE CITY, EVEN IF THESE SERVICES WE’RE TO GREATLY REDUCES THE CITIES OVERALL COST OF SERVICE & THE OPERATOR WERE ABLE TO PROVIDE EXTENSIVE REPORTING TO SUBSTANTIATE THE COST WERE IN FACT THE CITIES?</p>	<p>The City is looking for a full service provider for the pay-to-park program. All costs associated with the management and operation of the program should be included in the proposal.</p>
24	<ol style="list-style-type: none"> 1. Currently, whose operator the garages for the city? 2. IF APPLICABLE- Can we be provided with a copy of the current service agreement? 3. What percentage of Revenue is cash vs. credit? 4. Can we be provided the labor expense for the last 3 years? 	<p>There is no current system or operator in place.</p>

NO.	QUESTION	ANSWER
24 Con'td	<p>5. Does any of the Cities parking facilities sell monthly parking to patrons?</p> <p>6. Can we be provided the Cities current rate structure?</p> <p>7. What type of permits is the City currently managing & how is the program being administered?</p> <p>8. Can we be provided the revenue made over the last 3 years?</p> <p>9. Can we be provided the facility transaction count for the last 3 years?</p> <p>10. Can we be provided the operating budget for the facility the prior 3 years?</p> <p>11. Would the City be ok moving to a digital real time monthly reporting dashboard?</p> <p>12. Who currently manages, pays for, & administers the maintenance program for the PRCS systems on site?</p> <p>13. Can we be provided with the name and age of your current PRCS equipment?</p> <p>a. If older than 5 years old would the City be interested in the operator proposing an alternative solution to update & upgrade the system?</p> <p>14. How many entry and exit lanes are currently at each facility?</p>	There is no current system or operator in place.
25	Please provide the Gross Revenues and Payroll for the Fiscal and Contract Years 2022 and YTD.	N/A
26	Please provide Contract year 2022 and 2023 Line item Budget to include: Revenues, Expenses, Management Fee, and any incentive fees.	N/A
27	<p>Please provide a Map of all the parking areas, including the names of the lots, garages, and street parking zones.</p> <p>a. Please provide the total number of spaces per parking lot, garage, and (metered/street parking) zone.</p>	See question # 1 and maps will be provided.
28	Are there any free parking zones we will be enforcing?	No.


NO.	QUESTION	ANSWER
29	What equipment is currently used for the enforcement of these parking areas?	A pen and a ticket book.
30	Is there a standard form that you wish to have vendors fill out for Form A, B, C and D?	No – please see question # 13.
31	Please provide a complete list of reimbursable expenses	N/A – submittal must include a full scope of service.
32	Please provide a complete list of non-reimbursable expenses.	N/A – submittal must include a full scope of service.
33	Do you charge for the parking lots, garages, and street parking? If so, please provide a list of rates structures per lot, garage, and area parking. a. If there are restrictions, monthly parking, or hours of operation, please provide that information.	No – this is a pilot program to introduce a pay to park program. A copy of the ordinance has been provided for review.
34	The Pay to Park Meter Parking, please state how many parking spaces the meters cover for each section/zone. a. How are the meters wired? b. How do they communicate? c. Do they offer real-time reporting? d. What is the equipment model?	Maps of proposed pay to park meters is provided in the addendum. There are no existing units – to be included in the proposal. List of number of spaces – please see question # 1.
35	Is it the responsibility of the enforcement team to provide maintenance clean up, or does the current operator have a designated maintenance/porter team that performs the daily cleanings?	The City will maintain the parks – operator is only responsible for maintaining any equipment associated with the pay to park program.
36	What are the hours of operation for each facility?	See question # 21.
37	What are the hours and days of the week for enforcement?	24/7
38	Will an office be provided in the garage?	No.
39	What enforcement equipment do you currently use? a. Do you use Mobile License Plate Inventory? b. Do you keep a database? c. How many tickets do you issue a month? d. Who issues the tickets, the parking operator, or the City? e. Who adjudicates the tickets?	Equipment – see question # 29. a. No. b. Yes. c. Avg 150 tickets / month d. Currently the City, RFP is for the enforcement of the program. e. The Special Magistrate for the City. If remains unpaid, ticket is forwarded to the St. Lucie County Court System.

NO.	QUESTION	ANSWER
40	<p>Provide the current staffing level and schedule with the number of hours per staff member by job roll.</p> <p>a. Please indicate if the staff is considered full time or part time</p> <p>b. Please provide a seasonal staffing level with hours</p>	<p>The following information is specific to parking enforcement:</p> <p>1 – PT Parking Enforcement Officer – 24 hours/week.</p> <p>2 – FT Code Enforcement Officers – 1 officer per weekend day @ 8 hrs.</p> <p>Weekdays – staff of 4 code officers rotate parks patrol in the course of their daily activities.</p> <p>No seasonal staffing.</p>
41	<p>How many special events are there throughout the year?</p>	<p>Average of 6 large events per year.</p> <p>There are 4 large pavilions that can be rented each weekend at Jaycee Park.</p>
42	<p>What are the network communication capabilities for each location?</p> <p>a. Is there Ethernet available? Is it running to each location with switches in place?</p> <p>b. Is there Internet available?</p> <p>i. Fiber or Cable?</p> <p>c. Bandwidth download and upload speed.</p> <p>d. Who is your internet provider.</p>	<p>No. N/A.</p>
43	<p>What kind of Network infrastructure do you have?</p>	<p>No network on site currently.</p>
44	<p>What is the current PARCS equipment on site?</p> <p>a. Do you have any AVI Technology?</p> <p>b. Do you have a License Plate Inventory/Reader or Mobile License Plate Inventory system?</p> <p>c. Does your current PARCS equipment have EMV capabilities?</p> <p>d. Do you use a HID access credential system?</p> <p>e. Do you have Pay on Foot/Pay in Lane PARCS equipment?</p>	<p>No. N/A.</p>
45	<p>Please provide a current count of employees (Cashier, Ambassador, Maintenance, Enforcement, Manager/Supervisor), please also include</p> <p>a. If they are Full Time or Part Time</p> <p>b. Wage rate</p> <p>c. Job title</p>	<p>PT Parking Enforcement Specialist - starting pay: \$15.64 / hr.</p> <p>FT Code Enforcement Officer – starting pay: \$18.71 / hr.</p>

NO.	QUESTION	ANSWER
46	Who's the credit card "Merchant of Record," the City or the Operator? a. What percentage of gross revenues is paid by credit card?	TBD
47	Please provide the operator's current monthly income statement for the past 12 months.	N/A
48	Whose responsibility is daily cleaning, sweeping, washdowns, light bulb replacement in the garage?	Garage is not part of the pilot program.

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature: 
Manual

Signature: Christopher B. Walsh
Typed or Printed

Company Name: LAZ Florida Parking, LLC

Address: 404 Washington Ave. Suite #640
Miami Beach, FL 33139

Date: October 10, 2023

/gc

Attachments: **Parking Ordinance**
 Park Maps (Total of 5)

ARTICLE II. - PARKING

Footnotes:

-- (2) --

Editor's note— Ord. No. 22-036, §§ 2, 3, adopted December 19, 2022, repealed the former article II, §§ 34-35—34-37, and enacted a new article II as set out herein. The former article II pertained to similar subject matter and derived from the Code of 1960; the Code of 1983; Ord. No. J-26, adopted November 16, 1992; Ord. No. K-329, adopted March 21, 2005; Ord. No. 16-016, adopted August 15, 2016; and Ord. No. 17-026, adopted September 18, 2017.

DIVISION 1. - GENERAL PROVISIONS; ADMINISTRATIVE AUTHORITY; DEFINITIONS

Sec. 34-16. - Title.

This chapter shall be known and may be cited as the "City of Fort Pierce Parking Ordinance."

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-17. - Applicability.

The provisions of this chapter shall apply throughout the corporate limits of the city and to the use of parking-related property owned or operated by the city.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-18. - Definitions.

For the purpose of this chapter, certain abbreviations, terms, phrases, words, and their derivatives shall have the following meanings:

Calendar days mean and include Saturdays, Sundays, and legal holidays. Thus, in computing any period of time prescribed or allowed by this chapter, the day of the act, event, or default from which the designated period of time begins to run shall not be included; however, the last day of the period so computed shall be included, even if it is a Saturday, Sunday or legal holiday, any provision of this Code to the contrary notwithstanding.

Citation means a parking ticket issued for a violation of the Code as described in this chapter.

Commercial parking permit shall mean an identification credential affixed to a vehicle issued to a business by the city in accordance with the provisions of this section.

Commercial vehicle means:

(1)

A vehicle designed, used or maintained primarily for the transportation of property, with a gross vehicle weight of 10,000 pounds or more; or

- (2) Any bus, van, or truck with either a gross vehicle weight in excess of 10,000 pounds, or which is designed, used or maintained primarily for the transportation of unrelated persons for hire; or
- (3) Any vehicle used in connection with any commercial enterprise that is identified by permanent or removable markings on both sides of the exterior of the vehicle, in letters not less than three inches high, of the name of the company operating such vehicle.

Contractor parking permit means an identification credential affixed to a vehicle issued to a contractor on a temporary basis by the city in accordance with the provisions of this section.

Delinquent status means a citation where payment is past due and includes citations that have not been paid, or for which a request for a parking violation hearing has not been made. A citation which has been found to be in violation after a hearing shall be in delinquent status if not paid within the time set. A violation set for a parking violation hearing which results in default shall immediately be in delinquent status. A citation will remain in delinquent status until paid in full, unless dismissed or found not to be a violation.

Hearing officer means the code enforcement special magistrate assigned to hear parking violation hearings and challenges to parking citation violations and immobilization of vehicles in accordance with the provisions of this chapter.

Industrial equipment means farm tractors, implements, bulldozers, draglines, cranes, derricks, heavy earthmoving equipment normally used in farming excavation and/or heavy construction activities.

Non-motorized vehicle means any vehicle which does not have an attached source of mechanical energy such as an engine in order to make it move, but has to be attached, drawn, pushed, or pulled in order for it to be moved. Non-motorized vehicles include, but are not limited to, utility trailers, travel trailers, watercraft, boats, and watercraft or boat trailers.

Owner means any person, firm, corporation, or association controlling any motor vehicle or mobile home by right of purchase, gift, lease, or otherwise as defined under F.S. § 320.01, as of the date of the violation. The owner of a vehicle bearing a license plate that has been issued a citation shall be liable for payment of all penalties and costs.

Park or parking means the standing of a vehicle, whether occupied or not, otherwise than temporarily for the purpose of, and while actually engaged in loading or unloading merchandise or passengers.

Parking enforcement officer means a designated person who has successfully completed a parking enforcement officer training program established and approved by the Florida Criminal Justice Standards and Training Commission.

Parking violation hearing means a hearing by a hearing officer in which a driver or owner of a vehicle bearing a license plate that has been issued a citation, may contest the issuance of the citation. Parking violation hearings shall provide the opportunity for testimony and evidence to be presented and the rules of evidence shall be liberally construed to allow for the presentation of testimony and evidence. Parking violation hearings shall also be used by a person with standing to challenge the immobilization of a vehicle in a post-immobilization hearing.

Semitrailer means a semitrailer which is used or designed primarily for carrying commercial loads.

Stand or standing means the halting of a vehicle, whether occupied or not, otherwise than temporarily for the purpose of, and while actually engaged in receiving or discharging passengers.

Stop or stopping, when prohibited, means any halting, even momentarily, of a vehicle, whether occupied or not, except when necessary to avoid conflict with other traffic or to comply with the direction of a law enforcement officer or traffic-control sign or signal.

Vehicle means every device in, upon or by which any person or property is or may be transported or drawn upon any public street within the city, excepting devices moved by human power or used exclusively upon stationary rails or tracks.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-19. - Administrative authority.

The provisions of this chapter shall be enforced by the city manager or his or her designee.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-20. - Authority to issue citations for parking tickets.

Parking enforcement officers, police officers and community service officers are authorized to issue parking tickets for violations of this chapter.

(Ord. No. 22-036, § 3, 12-19-2022)

Secs. 34-21—34-25. - Reserved.

DIVISION 2. - FEE AUTHORITY AND TYPES

Sec. 34-26. - Fees—City commission to establish.

The city commission shall have the authority to set fees by resolution.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-27. - Same—Types enumerated.

Fees may be charged for the following:

- (1) Temporary parking permits.
- (2) Business parking permits (for use in loading zones only).
- (3) Marina parking permits.
- (4) Late payments.
- (5) Immobilization and impoundment of vehicles as provided for in this chapter.

(Ord. No. 22-036, § 3, 12-19-2022)

Secs. 34-28—34-30. - Reserved.

DIVISION 3. - GENERAL PARKING REGULATIONS

Sec. 34-31. - Parking in city lots, garages, public streets, and other property.

- (a) *Improper parking.* Any vehicle stopped, standing, or parked in a single parking space on any city owned or operated parking lot, garage, public street, or other property shall be parked within the lines marked for such single parking space. It is unlawful to stop, stand or park any vehicle across any such line or mark or to park such vehicle in any such way that the same shall not be within the area so designated by such lines or markings for that single parking space.
- (b) *Height restrictions.* No vehicle shall enter a parking garage which exceeds the height restriction posted on the clearance bar at the entrance of each garage.
- (c) *Restricted parking.* It is unlawful for an operator of a vehicle to stop, stand or park such vehicle in a space not designated or designed for its size.
- (d) *Parking time limited.* When signs are erected giving notice of time limits, no person shall park a vehicle in any parking space and/or zone for a continuous period of time longer than that period of time designated by such signs. In order to enforce this provision no person shall roll the tires of a vehicle in an attempt to circumvent time restrictions enforcement prior to removing the vehicle from the parking space.
- (e) *Parking prohibited/limited.* When signs are erected or pavement markings are installed giving notice thereof, no person shall park a vehicle at any time upon any of the streets, parking lots, sidewalks, sidewalk areas or other places so designated in a manner inconsistent with the provided signage or pavement markings.

- (f) **Required distance from driveways.** It is unlawful for any person to stop, stand or park a vehicle, whether occupied or not, within ten feet from the edge of a public or private driveway. It is unlawful for any person to stop, stand or park a vehicle across the street from a driveway if the street width is 25 feet or less.
- (g) **Minimum street clearance.** It is unlawful for any operator to stop, stand or park any vehicle upon a street, in a traffic lane, any alley or other city owned or operated property in such a manner or under such conditions as to leave available less than ten feet of the width of the traffic lane or roadway for free movement of vehicular traffic, except that an operator may stop only during the actual loading or unloading of passengers or when necessary in obedience to traffic regulations or traffic signs or signals or directions from a police officer or community service officer. Where streets are not completely paved or curbs provided, the parking of a car shall not usurp more than 12 inches of the paved portion of the street.
- (h) **Alleys.** No person shall stop, stand, or park a vehicle within an alley in a business district, except for the expeditious loading or unloading of materials, and in no event for a period of more than 20 minutes. No person shall stop, stand, or park a vehicle within an alley in such position as to block the driveway or entrance to any abutting property.
- (i) **Oversized vehicle restrictions.** No motor vehicle, as defined by Florida Statutes as may be amended, of 86 inches or more in overall width (not including mirrors) shall be parked on any street, alley, or city owned or operated property, other than for loading and unloading, if parked adjacent to property designated by chapter 125 of this Code as a residential zoning district.
- (1) A written warning will be provided prior to the issuance of a citation. After 12 hours, if the motor vehicle is parked in any prohibited location, a citation may be issued.
 - (2) Failure to move the motor vehicle in violation from streets, alleys, or City owned or operated property within two hours after the issuance of a citation shall subject the motor vehicle to immobilization and/or impoundment as provided under this chapter.
 - (3) If it is determined that continued parking of the oversized motor vehicle creates an unsafe condition or is hazardous to the safety of the community, the police department may have the vehicle towed in accordance with section 34-57 of this chapter.
- (j) **Commercial/industrial vehicle restrictions.**
- (1) It shall be unlawful for any owner, agent, operator or person in charge of any commercial vehicle, industrial vehicle, or semitrailer, to park, stop, store or keep same on any public street, avenue, alley or other thoroughfare, or any right-of-way therewith, within any residential district in the city for a period exceeding one hour in any 24-hour period, each such period commencing at the time of the first stopping in the city.
 - (2)

It shall be unlawful for any owner or lessee of real property in any residential district in the city to park on, cause to be parked on, or allow to be parked on his residential property, any commercial vehicle identified in the definition for commercial vehicle of this section, subsections (a) and (b), industrial vehicle, or semitrailer for the period exceeding one hour in any 24-hour period, unless same is in an enclosed garage. Each such period shall commence at the time of first stopping or parking. This restriction shall also apply to the owner, agent, operator, or person in charge of any such vehicle in the event said person is not the owner or lessee of said real property.

- (3) The restrictions of this section shall not apply to the temporary parking of such vehicles on private property in residential districts whereon construction is underway, for which a current and valid building permit has been issued by the city, and said permit is properly displayed on the premises or any excavation or construction site whereon construction, clearing, removal of debris or other building and/or excavation activities are either currently under way or will commence within the next 24 hours. Industrial equipment used in lot clearing, tree trimming or removal, lawncare and related services, is also included, although a specific building permit may not be required; and, nothing in this section is intended to require a building permit where not otherwise required.
 - (4) The restrictions of this section of one hour parking limit in residential districts shall not apply to routine deliveries by tradesmen, or the use of trucks in making service calls, provided that such time in excess of one hour is actually in the course of business deliveries or servicing as the case may be.
 - (5) The restrictions of this section shall not apply to a situation where such vehicle becomes disabled, and as a result of such emergency is required to be parked within a residential district for longer than one hour. However, any such vehicle shall be removed from the residential district within 24 hours, by wrecker towing if necessary, regardless of the nature of the emergency.
- (k) *Parking for certain purposes.* It is unlawful for any person to park any vehicle upon any city owned or operated lot, garage, street or other property for the primary purpose of:
- (1) Displaying such vehicle for sale.
 - (2) Washing, greasing, or repairing such vehicle, except repairs necessitated by an emergency.
 - (3) Displaying advertising in accordance with section 117-5, prohibited signs or sign characteristics.
 - (4) Selling food or merchandise from such vehicle except in a duly established special event, or when so authorized under the ordinances of the City in accordance with section 22-361.
- (l) *Parking on right-of-way.* It is unlawful to park in or on any right-of-way owned or maintained by the city, county or state except in designated parking spaces or parking lanes. For the purposes of this section, the term "right-of-way" shall have the definition provided in section 32-8

- (m) *Parking to block stop signs.*No person shall stop, stand, or park a vehicle, with the exception to momentarily allow a person to enter or exit the vehicle, within 15 feet of a stop sign or stop bar.
- (n) *Parking in opposing traffic lane.*No person shall stop, stand, or park a vehicle by means of crossing oncoming traffic and park so as to face opposing traffic flow. When parking in an angled parking space, the vehicle must be parked with the flow of traffic. Backing into an angled parking space is prohibited.
- (o) *Parking in fire lanes.*No person shall stop, stand, or park a vehicle, with the exception of allowing a disabled person to enter or exit the vehicle, in a fire lane located on any property within the city. Violation of this subsection is a level II violation.
- (p) *Parking in spaces for persons with disabilities*No person shall stop, stand, or park a vehicle within, or to obstruct, any space designated and marked as a disabled person parking space unless the vehicle displays a disabled parking permit issued under F.S. § 316.1958 or F.S. § 320.0848 or a license plate issued under F.S. §§ 320.084, 320.0842, 320.0843, or 320.0845, and the vehicle is transporting the person to whom the displayed permit is issued. Violation of this subsection is a level III violation.
- (q) *Violations of F.S. ch. 316.*Supplemental to the provisions of this chapter, the city hereby adopts provisions relating to parking, traffic control, enforcement and penalties as outlined in F.S. ch. 316.
- (r) *Exemptions.*The prohibitions stated in this section shall not apply to city, county, State and/or utility worker vehicles while parked in conjunction with discharging their official duties.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-32. - Freight, loading and unloading spaces restricted.

- (a) Spaces designated "loading zones" shall be restricted to commercial vehicles as defined in this section and other vehicles properly displaying a business parking permit and while actively engaged in the loading and unloading of materials or in cases of emergency.
- (b) No person shall stop, stand, or park a vehicle for any purpose or length of time other than for the expeditious unloading and delivery or pickup and loading of materials in any place marked as a loading zone. In no case shall the stop for loading and unloading exceed 30 minutes.
- (c) For any continuous parking in the same space, a violation will be deemed to have occurred for each interval of time designated that the vehicle remains in that space.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-33. - Continuous parking.

- (a) It is unlawful for any person to permit a vehicle to remain in any parking space for more than 24 hours in any non-residential zone, unless displaying a valid permit credential.

- (b) It is unlawful for any person to permit a vehicle to remain in any parking space for more than four hours after a citation has been issued for violation of subsection (a) of this section.
- (c) For any continuous parking in the same parking space, no more than one offense under subsection (a) of this section and one offense under subsection (b) of this section shall be deemed to have occurred on any one date. In the case of any continuous parking in violation of subsection (a) or subsection (b) hereof covering parts of two or more dates, one offense under subsection (b) shall be deemed to have occurred on each of such dates.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-34. - Electric vehicle charging station parking.

- (a) No person shall park any vehicle in any parking space located in any city owned or operated parking garage or parking lot which is clearly marked as being reserved for the use of an electric vehicle charging station located within said parking garage or lot, unless such vehicle is using the electric vehicle charging station.
- (b) It is unlawful for any person to permit a vehicle to remain in a parking space reserved for the charging of electric vehicles for more than four hours.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-35. - Special events.

- (a) When roads, city owned or maintained parking lots, parks or other city property are leased to a private party for a special event, consistent with chapter 28, article IV, special events, it is unlawful for a person to park any vehicle within the designated area without express permission from the event permit holder.
- (b) It is unlawful for any person to permit a vehicle to remain in the leased special event area for more than two hours after a citation has been issued for violation of subsection (a) of this section. If a vehicle remains parked after two hours, the police department may have the vehicle towed in accordance with section 34-57 of this chapter.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-36. - Non-motorized vehicle parking prohibited.

Unless otherwise authorized in this Code, it shall be unlawful to park any non-motorized vehicle upon any street, alley, parking lot or city owned or operated property, for longer than 24 consecutive hours. Failure to move the non-motorized vehicle in violation from streets, alleys, parking lot or city owned or operated property within two hours after the issuance of a ticket shall subject the non-motorized vehicle to immobilization and/or impoundment as provided under this chapter.

(Ord. No. 22-036, § 3, 12-19-2022)

Secs. 34-37—34-40. - Reserved

DIVISION 4. - PERMITS, PERMIT REGULATIONS

Sec. 34-41. - On-street parking permits.

The city manager or his or her designee may grant and issue, renew, deny, or revoke on-street parking permits that, when properly displayed, will allow parking in a restricted parking space. Fees shall be assessed for an on-street parking permit. Requests for on-street parking permits shall be made in writing to the city.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-42. - Business parking permits.

- (a) Businesses may request a business parking permit for use of personal vehicles, used in the course of business, but that do not meet the definition of commercial vehicle as defined by this chapter, to allow parking within designated loading zones. Fees shall be assessed for a business parking permit. Requests for business parking permits shall be made in writing to the city.
- (b) Business parking permits may be used only in loading zones in the downtown area of the city. Parking is restricted to the 30-minute time limit as permitted by subsection 34-32(b) of this code.
- (c) A business parking permit is valid only for the city fiscal year in which it was issued.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-43. - Contractor parking permits.

- (a) Contractors or business owners may request a temporary contractor parking permit to allow for the use of restricted parking spaces for the following:
 - (1) A vehicle which is actively used for construction, rehabilitation, or repair of a business located in the downtown area, wherein materials and tools must be readily accessible.
 - (2) Dumpsters that are required for the construction, rehabilitation, or repair of a business located in the downtown area.
- (b) Specific conditions may be placed upon the permit holder based on time, location, safety concerns or other such conditions as are warranted. Failure to comply with such conditions may result in the permit being revoked.
- (c)

Requests shall be made to the city manager or his/her designee and must include the time for which the permit will remain active. In no case will a contractor parking permit be issued for a time frame beyond that for which a building permit has been issued.

- (d) Contractor parking permits shall be categorized as either "limited", which provides for parking between the hours of 6:00 a.m. and 6:00 p.m. and is not space specific or "unlimited", which provides for a specific space or spaces to be temporarily assigned to the permit holder.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-44. - Marina parking permits.

- (a) Marina tenants may request a marina parking permit for extended parking of personal vehicles. Fees shall be assessed for a marina parking permit. Requests for marina parking permits shall be made in writing to the city marina.
- (b) In addition to the rules provided in this section, all marina parking permit recipients must abide by the Fort Pierce City Marina Parking Rules and Regulations, as amended, which are available in the marina office.
- (c) Unless located in the designated marina parking lot on the north side of the marina, vehicles may not be parked in one location for more than ten days. Vehicles parked for more than ten days must be located on the 3rd, 4th or 5th floor of the City Hall parking garage.
- (d) A marina parking permit expires upon the expiration or termination of permit holder's marina lease.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-45. - Juror parking permits.

- (a) The office of the clerk of the circuit court for St. Lucie County is authorized to issue parking permits in accordance with this section
- (b) Persons summoned for jury duty may be provided a temporary parking permit with the summons.
 - (1) Parking permits issued under this subsection (b) must be displayed on the dashboard if the vehicle is parked in a time-restricted parking space.
 - (2) Such parking permits are valid for one day.
- (c) Once selected to serve on a jury, all jury members may be provided a juror parking permit for parking throughout their time of service.
 - (1) Parking permits issued under this subsection (c) must be displayed on the dashboard if the vehicle is parked in a time-restricted parking space.
 - (2) Such parking permits are valid for up to seven days and may be renewed as necessary.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-46. - St. Lucie County Sheriff's Office parking permits.

- (a) The St. Lucie County Sheriff's Office is authorized to issue parking permits to deputies assigned to the St. Lucie County Court House.
- (b) Sheriff's office parking permits are valid only in marked parking spaces located on the west side of Indian River Drive.

(Ord. No. 22-036, § 3, 12-19-2022)

Secs. 34-47—34-50. - Reserved

DIVISION 5. - PENALTIES AND ENFORCEMENT

Sec. 34-51. - Issuance of parking citations; payment or contesting citations; penalties for parking violations; requesting a city review.

- (a) A law enforcement officer, community service officer or parking enforcement officer who discovers a vehicle parked in violation of this chapter or other law may issue a parking citation to a vehicle as identified by the license plate number, vehicle identification number, or with other specificity to ensure the vehicle in violation can be identified and deliver it to the driver; or if the vehicle is unattended, attach such citation to the vehicle in a conspicuous place.
- (b) The parking citation shall provide:
 - (1) The date and time of issuance.
 - (2) The name or identification number of the officer or parking enforcement officer who issued the citation.
 - (3) A description of the violation.
 - (4) The penalty amount.
 - (5) The period of time in which it must be paid or set for a parking violation hearing before it is considered in delinquent status.
 - (6) The vehicle information.
 - (7) Information on how and where the citation may be paid; and
 - (8) Information on how the citation may be contested.
- (c) The driver or owner of the vehicle which was issued a citation shall elect to pay the citation as described on the citation or request a parking violation hearing as described in paragraph (h). Failure to pay a citation, or request a parking violation hearing, within the specified time shall

result in the citation being in delinquent status.

- (d) Unless otherwise specifically provided in this section, the violation of any provision of this chapter relating to parking shall be a class I noncriminal civil infraction pursuant ~~to section 1-106~~ of the Code of Ordinances.
- (e) A violation of subsection ~~34-31(p)~~, enforcement of parking in spaces for persons with disabilities, shall be a class III violation. Any penalty collected for such a violation may be deposited in a separate account to be used to defray expenses for administration of this violation; and to provide funds to improve accessibility and equal opportunity to qualified persons who have disabilities in the city and to provide funds to conduct public awareness programs in the city concerning persons who have disabilities.
- (f) A violation of subsection ~~34-31(o)~~, parking in fire lanes, shall be a class II violation.
- (g) Any penalty not paid to the city within 30 days of the date of the violation, unless a parking violation hearing has been requested, shall result in an additional penalty, which amount shall be set by resolution plus any associated administrative fees pursuant ~~to section 1-105~~.
- (h) A person who wishes to contest a citation without being assessed additional penalties or costs for delinquency shall complete and submit a written request for a parking violation hearing which must be received by the city within 14 calendar days of the date of the violation. A request for a parking violation hearing shall be on the form prescribed by the city. Requests shall include a complete name and address of the person contesting the hearing, and a phone number and e-mail address. A copy of the individual's driver's license, a copy of the parking citation and a description of the dispute must be included with the request for a hearing.
- (i) The department of community response shall conduct a preliminary review off all parking citation appeals within seven days of receipt of the written request. The determination may:
 - (1) Affirm the issuance of the citation and the matter will be scheduled to be heard by the special magistrate.
 - (2) Find the appeal valid and dismiss the citation.
 - (3) Allow for a reduction in the penalty.
- (j) Upon an affirmance under subsection (i)(1) or confirmation that the citation has not been paid, a notice of hearing will be issued. The city shall send a notice of hearing which states:
 - (1) The date, time, and location of the parking violation hearing.
 - (2) That a person who elects to contest the citation may be assessed a penalty of up to \$500.00 if found in violation after a hearing by the special magistrate.
 - (3) That a person who elects to contest a violation and then fails to appear at the parking violation hearing shall be deemed to have waived his or her right to a hearing and may be found in violation by default subject to a penalty of up to \$500.00, unless otherwise

authorized or prohibited by law.

- (4) That unpaid citations will be in delinquent status may be transferred to St. Lucie County Court.
- (5) That vehicles bearing license plates which are identified as belonging to owners who have citations in delinquent status are subject to immobilization or impoundment as provided in this chapter.
- (k) The notice of hearing shall be sent by certified mail to the address provided by the Florida Department of Transportation or to the person making the request for a parking violation hearing at the physical address, with a copy sent to the e-mail address provided in the request. A certification by the city that the notice of hearing was mailed to the physical address constitutes prima facie evidence that the person on the notice of hearing was served with the notice.
- (l) A person who requests a parking violation hearing waives his or her right to pay the initial civil penalty amounts set forth in this chapter. The special magistrate, after a hearing, shall make a determination as to whether a parking violation has been committed and may impose a civil penalty not to exceed \$500.00 unless otherwise authorized or prohibited by law, plus administrative costs.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-52. - Cancellation or continuances of hearings; burden of proof; payment after hearing.

- (a) A scheduled parking violation hearing will be cancelled if full payment of the pending violation(s) is made at least 24 hours prior to the hearing date.
- (b) Request for continuation of a scheduled parking violation hearing shall comply with the procedures outlined in the special magistrate rules of procedure, as may be amended.
- (c) A finding of violation requires all penalties and costs to be paid within 14 calendar days unless additional time is granted by the special magistrate or the city.
- (d) Failure to pay outstanding penalties or costs after a finding of a violation at a hearing shall result in the citation being transferred county court for further proceedings.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-53. - Additional penalties and enforcement to include immobilization and impoundment.

- (a) The City of Fort Pierce is authorized to attach a device that is capable of immobilizing a vehicle as described in this chapter when:
 - (1) It is determined that the license plate number attached to a vehicle, or the owner of a vehicle owes \$150.00 or more to the city as a result of delinquent parking citations and related administration and late fees.

- (2) A violation of section 34-36 exists, relating to non-motorized vehicles.
- (3) A violation of subsection 34-31(i) exists, relating to motor vehicles of 86 inches or more in overall width.
- (b) In order to ensure the safety of the vehicle, an immobilized vehicle shall be impounded if the reason for the immobilization has not been resolved and the immobilization device has not been removed within 24 hours of the immobilization.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-54. - Immobilization of vehicles.

- (a) Immobilization referred to in this chapter shall be by an immobilization device attached to the vehicle at the place where it is found, except that no vehicle shall be immobilized on private property or within the traveled portion of any street or on any portion of a street when immobilization at such place would create a hazard to the public or to the traffic.
- (b) At the same time as the immobilizing device is attached to the vehicle, a warning notice shall be affixed to the windshield or other prominent place on the vehicle stating that the immobilizing device has been so attached, cautioning the operator not to attempt to operate the vehicle while the immobilizing device is still attached and informing the operator that the vehicle is under immobilization, the reason for the immobilization, and where the proper person must go in order to arrange for the removal of the immobilization device or to request a post-immobilization hearing. Immobilization fees, including the administration fees for removal of the immobilization device, shall be paid to the city.
- (c) A person with standing who wishes to request a post-immobilization hearing in front of a hearing officer shall follow the procedure set out under section 34-51 of this chapter.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-55. - Removal of immobilizing device unlawful.

It is unlawful for any person to attempt or to remove, damage, destroy or tamper with an immobilizing device affixed to a vehicle by the city. A violation of this section shall be a class III infraction in accordance with City Code section 1-106. Release of an immobilized vehicle will take place in accordance with section 34-56.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-56. - Establishment of post-immobilization hearings.

- (a) Any person wishing to challenge the immobilization of a vehicle pursuant to this chapter shall be entitled to a post-immobilization hearing before a special magistrate. Post-immobilization hearings shall be handled on the same date and time as parking violation hearings. A person who wishes to contest an immobilization without being assessed additional penalties or costs for impoundment shall post a bond for the entire amount in dispute and complete and submit a written request for post-immobilization hearing which must be received by the city within two business days of the date of the immobilization. A request for a post-immobilization hearing shall be on the form provided by the city. Requests shall include a complete name and address of the person requesting a hearing, a phone number, e-mail address and a copy of the requestor's driver's license and vehicle registration. A description of the dispute must be included with the request for a hearing. Upon such request, a notice of hearing will be issued, confirming the time and date of the hearing
- (b) Within one business day following receipt of the request for post-immobilization hearing, the department of community response shall conduct a preliminary review of the immobilization appeal. The determination may:
- (1) Affirm the immobilization and the matter will be scheduled to be heard by the special magistrate.
 - (2) Find the appeal valid and allow the release of the immobilization device without penalty.
- (c) Upon affirmance by the department of community response, the city shall send a notice of hearing which states:
- (1) The date, time, and location of the post-immobilization hearing.
 - (2) That a person who elects to contest the immobilization waives his or her right to pay the initial amount of the ticket due at the time of the immobilization unless a bond was posted.
 - (3) That additional penalties and costs for the impoundment of the vehicle will continue to accrue until a hearing is held and a determination is made as to whether the vehicle was immobilized in accordance with chapter 34, Fort Pierce Code.
 - (4) That a person who elects to contest a violation and then fails to appear shall be deemed to have waived his or her right to a hearing and any bond will be forfeited to the city.
- (d) The notice of hearing shall be sent by mail or e-mail to the person making the request for a post-immobilization hearing to the physical address or e-mail address provided in the request. A certification by the city that the notice of hearing was mailed to the physical address or e-mail address provided on a post-immobilization request constitutes prima facie evidence that the person on the notice of hearing was served with the notice.
- (e)

The special magistrate, after a hearing, shall make a determination as to whether an immobilization was done in accordance with this chapter. If the special magistrate determines that the immobilization was not done in accordance with the applicable ordinances, statutes and regulations, the aggrieved party shall be entitled to a reimbursement of any bond, fines, costs, or penalties paid related to the contested immobilization or if the vehicle is still impounded, the vehicle shall be immediately released with a waiver of all fines, costs, and penalties.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-57. - Impoundment of vehicles.

- (a) Impoundment referred to in this chapter shall be done in accordance with F.S. § 713.78. A vehicle impounded under this chapter will be subject to all liens and terms described in F.S. ch. 713, in addition to payment of other applicable penalties and costs.
- (b) The City of Fort Pierce is authorized to remove a vehicle from streets, city owned or operated off-street lots, parking structures, parks, beach and recreation areas, and other property within the city limits and to cause the same to be impounded in the nearest garage or other place of safety, or in a garage designated or maintained by the police department or otherwise maintained by the city, if any of the following occurs:
 - (1) When any vehicle shall be parked in front of or so as to block entrances or driveways into public or private property.
 - (2) When any vehicle is left unattended and parked upon a street and is so parked illegally as to constitute a hazard or obstruction to the normal movement of traffic.
 - (3) When any vehicle is left unattended and parked for an excessive period of time and in violation of any ordinance of the city or regulation limiting the time for parking of vehicles.
 - (4) When a vehicle is so disabled as to constitute an obstruction to traffic or a hazard to persons or property and the persons in charge of the vehicle are by reason of physical injury or condition incapacitated to such an extent as to be unable to provide for its custody or removal.
 - (5) When a vehicle is considered inoperable or abandoned due to expired registration or other condition that prevents the vehicle from being removed by the registered owner.
 - (6) As authorized under subsection 34-53(b), related to unresolved immobilization of vehicles.

(Ord. No. 22-036, § 3, 12-19-2022)

Sec. 34-58. - Release of immobilized or impounded vehicle.

- (a) An immobilized vehicle under this chapter may be released by the city upon: payment of all parking fines, costs, and immobilization fees; a city review and determination to release the immobilization device without penalty; or upon a special magistrate finding in favor of the person

challenging the immobilization.

- (b) A vehicle impounded under this chapter may be released upon: payment of all parking penalties, costs, towing, storage, and administrative fees in accordance with F.S. § 713.78; or upon the posting of a cash or surety bond totaling all applicable amounts owed until the disposition of any hearing held in accordance with section F.S. § 713.78. A person who posts a bond under this section and fails to file a complaint within the time required under F.S. § 713.78 shall have waived his or her right to a hearing and the total amount of the posted bond shall be forfeited to the city.

(Ord. No. 22-036, § 3, 12-19-2022)

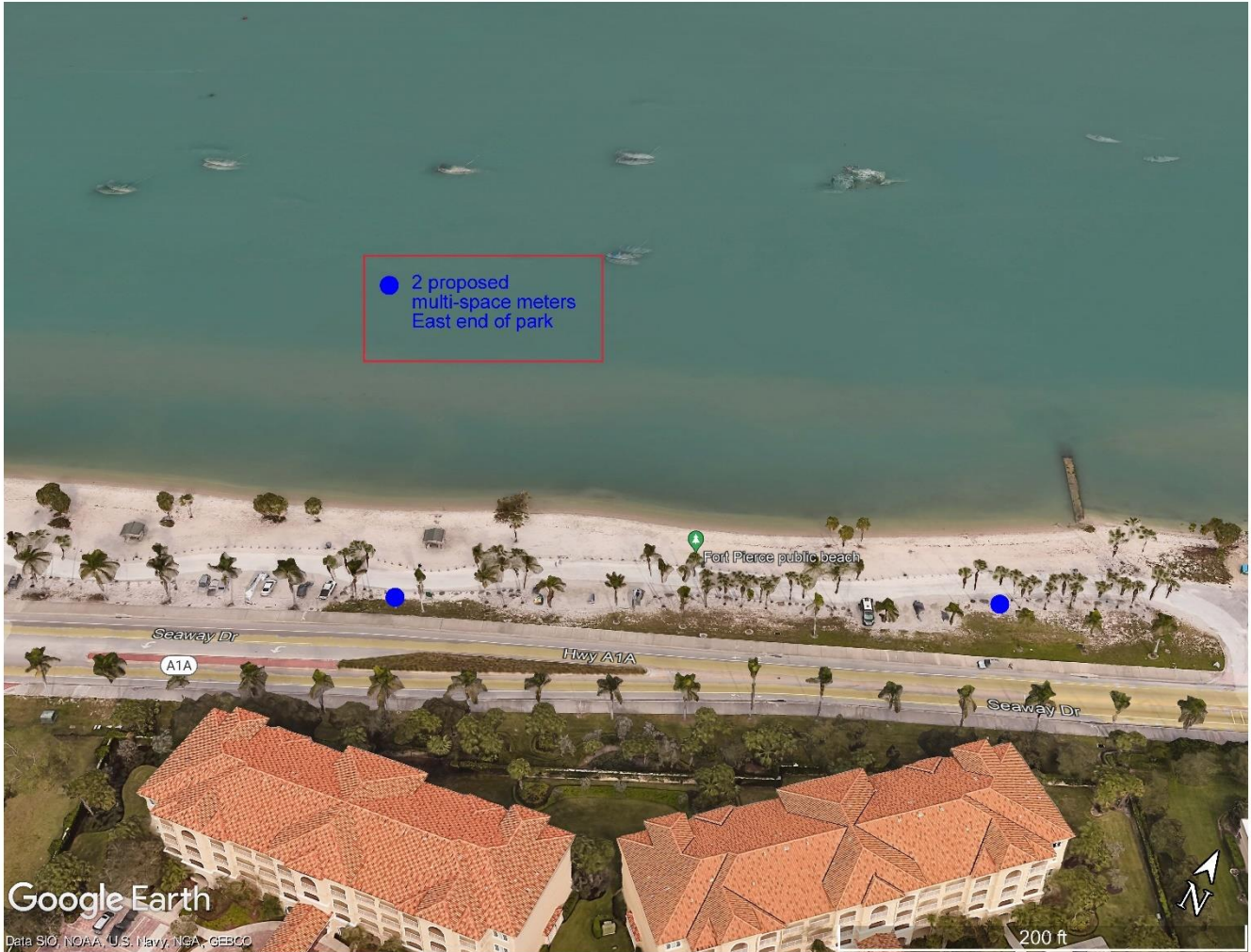
Sec. 34-59. - Disposition of unrecovered impounded vehicles.

Vehicles impounded under this chapter which are not recovered may be disposed of in accordance with F.S. § 713.78.

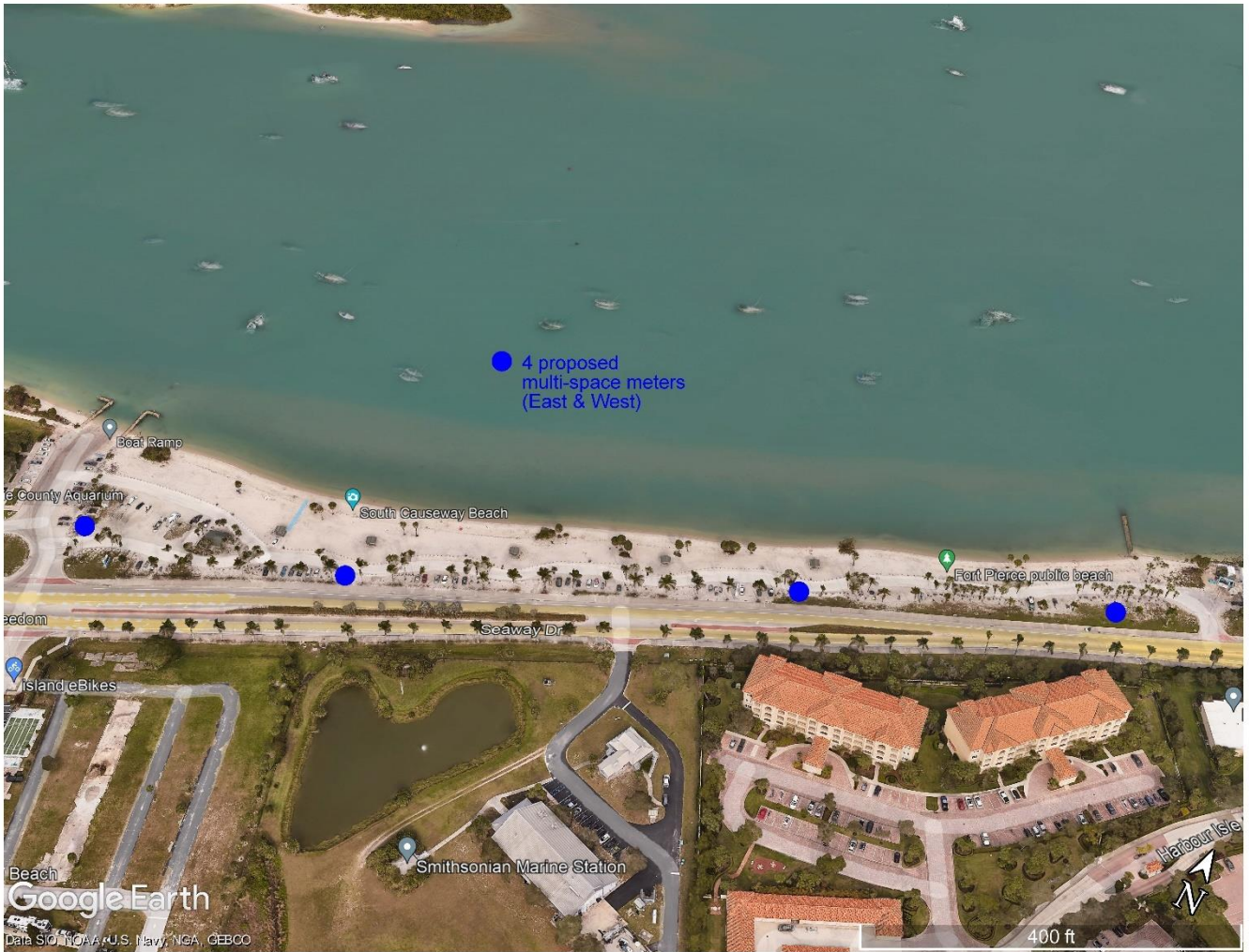
(Ord. No. 22-036, § 3, 12-19-2022)

Secs. 34-60—34-62. - Reserved.









October 6, 2023

**CITY OF FORT PIERCE
PARKING MANAGEMENT SERVICES**



RFP NO. 2023-057

ADDENDUM NO. 5

The purpose of this addendum is to respond to questions submitted by potential proposer for clarification of the proposal specifications:

NO.	QUESTION	ANSWER
1	Are the non -marked spaces going to be accessible for parking.	Once they become marked spaces, yes
2	During the pre bid it was asked if we can propose only Pay by sign without needing actual pay by space meters. It was told to the bidders it will be left up to use how we want to present it to the city. In the 4 th addendum question 7 says something different. Please clarify.	Based on prior information, the City is looking at a dual approach. However, we are still in the beginning stages and if a company feels a single approach, such as stated in this question – then please present it.
3	Is the operator responsible for trash pick up or only pay to park equipment?	Only the pay to park equipment.
4	Can bidder send full proposal in PDF to purchasing@cityoffortpierce.com ?	Yes
5	Can the bidder send the 2 years of company financials separate from the proposal?	Yes
6	RFP section 3 says you require ink signature. If we submit electronically is that still valid?	Yes
7	Page 14, Section III, 11. Certificate of Insurance and Bonding Requirements, 11.2 Bond Requirements. The RFP indicates both a performance and payment bond are required. The section goes on to reference “Please see Section III Required Limits of Insurance, Performance and Payment Bonds.” No additional information is provided regarding the bonds. Example: Bond forms, when bonds are to be submitted, etc.	Insurance Requirements for this project are in Section II, page 9. 11.2 Bond Requirements will need to be modified to read, Performance and Payment Bonds will be required of the successful Proposer in the amount of 100 % of the contract amount. Please disregard the, “Please see Section III Required Limits of Insurance, Performance and Payment Bonds.” Also, please reference item numbered 3 on Addendum No. 4. The bond forms (Performance and Payment) will be provided along with the award documentation to the successful proposers.

NO.	QUESTION	ANSWER
9	Page 15, Section IV Instructions for Preparing Proposals, 1. Proposal and Qualifications, 1.01.3 Financial Proposal. The City is requesting a proposed operating budget for year-one of the operation. The term of the contract is three (3) years. The City is requiring payment and performance bonds for the contract amount. Is the bond amount based only on the first year budget? If no, please provide how the operator should calculate the bond amount. –	See Addendum No. 4, item numbered 3.
10	Page 22, Section V Statement of Work, 10. Cost of Operations. The RFP states “Operator must complete and include all Forms included in the enclosed Excel File, in the format provided, with their submittal.” Please confirm the City is no longer providing an Excel spreadsheet.	Reference Addendum No. 4, item numbered 13

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature: *Christopher Walsh*
Manual

Signature: Christopher B. Walsh
Typed or Printed

Company Name: LAZ Florida Parking, LLC

Address: 404 Washington Ave. Suite #640
Miami Beach, FL 33139

Date: October 10, 2023

/gc

Addendum No. 5

2

RFP No. 2023-057
Parking Management Services

Attachment-08: References



REFERENCES

RFP NO. 2023-057 PARKING MANAGEMENT SERVICES

Proposers shall submit as a part of the bid package, three (3) Customer references with name of the customer, address, contact person, and telephone number.

Name Volusia County, Florida	Name City of South Miami, Florida
Contact: Daniel Strom, Parking Contract Manager	Contact: Alfredo Riverol, CFO
Address:	Address:
701 Earl St. Daytona Beach FL, 32118	6130 Sunset Drive South Miami, FL 33143
Telephone: (219) 776-6496	Telephone: (305) 663-6343
Email: dstrom@oceancenter.com	Email: ariverol@southmiamifl.gov
Name City of Coral Gables, Florida	
Contact: John S. Kowalchik Assistant Parking Director	
Address:	
515 South Dixie Highway Coral Gables, Florida 33146	
Telephone: (305) 460-5330	
Email: jkowalchik@coralgables.com	

CONFIDENTIAL

Attachment-09: Financial Statements

Laz Karp Associates, LLC and Subsidiaries

Consolidated Financial Statements
and Independent Auditor's Report

December 31, 2022 and 2021

CONFIDENTIAL



Laz Karp Associates, LLC and Subsidiaries

Index

	<u>Page</u>
Independent Auditor's Report	2
Consolidated Financial Statements	
Consolidated Balance Sheets	4
Consolidated Statements of Income	6
Consolidated Statements of Changes in Members' Equity (Deficit)	7
Consolidated Statements of Cash Flows	8
Notes to Consolidated Financial Statements	11

CONFIDENTIAL

Independent Auditor's Report

To Management
LAZ Karp Associates, LLC

Opinion

We have audited the consolidated financial statements of LAZ Karp Associates, LLC and its Subsidiaries, which comprise the consolidated balance sheets as of December 31, 2022 and 2021, and the related consolidated statements of income, changes in members' equity (deficit), and cash flows for the years then ended, and the related notes to the consolidated financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of LAZ Karp Associates, LLC and its subsidiaries as of December 31, 2022 and 2021, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America ("GAAS"). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of LAZ Karp Associates, LLC, and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Emphasis-of-Matter

As discussed in Note 2 to the financial statements, in 2022, the Company adopted Financial Accounting Standards Board ("FASB") Accounting Standards Codification ("ASC") 842, *Leases*. Our opinion is not modified with respect to this matter.

Responsibilities of Management for the Financial Statements

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

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about LAZ Karp Associates, LLC's ability to continue as a going concern for one year after the date that the consolidated financial statements are available to be issued.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of LAZ Karp Associates, LLC's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about LAZ Karp Associates, LLC's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

CohnReznick LLP

Hartford, Connecticut
March 17, 2023

Laz Karp Associates, LLC and Subsidiaries

Consolidated Balance Sheets
December 31, 2022 and 2021

	<u>Assets</u>	
	<u>2022</u>	<u>2021</u>
Current assets		
Cash	\$ 25,064,588	\$ 30,872,087
Accounts receivable, net of allowance for doubtful accounts of \$1,418,745 and \$1,055,507, respectively	61,811,894	49,505,477
Prepaid expenses and other current assets	6,170,797	7,227,410
Current portion of other receivables	1,279,929	1,640,293
Total current assets	<u>94,327,208</u>	<u>89,245,267</u>
Property, equipment and leasehold improvements		
Leasehold improvements	4,504,078	4,591,047
Equipment	14,527,597	14,255,452
Furniture and fixtures	3,510,606	3,446,410
Vehicles	16,097,975	19,117,448
Computer equipment	4,862,961	3,982,406
Computer software	7,660,219	7,531,546
Land	4,155,357	-
Building	40,045,885	-
	<u>105,362,678</u>	<u>52,924,309</u>
Accumulated depreciation and amortization	<u>(36,530,441)</u>	<u>(31,768,543)</u>
	68,832,237	21,155,766
Construction in progress	4,091,521	2,264,630
Total property, equipment and leasehold improvements	<u>72,923,758</u>	<u>23,420,396</u>
Other assets		
Right-of-use assets	35,720,966	-
Other receivables, net of current portion	1,663,677	994,995
Deposits and other assets	9,376,447	5,631,845
Goodwill	14,037,362	14,037,362
Intangibles, net	13,949,960	14,938,483
Total other assets	<u>74,748,412</u>	<u>35,602,685</u>
Total assets	<u>\$ 241,999,378</u>	<u>\$ 148,268,348</u>

Laz Karp Associates, LLC and Subsidiaries

Consolidated Balance Sheets
December 31, 2022 and 2021

Liabilities and Members' Deficit

	<u>2022</u>	<u>2021</u>
Current liabilities		
Accounts payable	\$ 11,793,434	\$ 8,457,905
Accrued expenses	32,790,619	32,625,537
Deferred revenue	4,316,156	3,718,437
Line of credit payable	30,000,000	-
Current portion of long-term debt and finance lease obligations	10,415,104	8,035,588
Current portion of operating lease liabilities	10,737,491	-
Current portion of contingent consideration	566,000	-
Distribution payable		18,355,867
	<u>103,618,804</u>	<u>71,193,334</u>
Total current liabilities		
Long-term liabilities		
Long-term debt and finance lease obligations, net of current portion	77,857,129	79,340,500
Non-current operating lease liabilities	30,181,653	-
Other lease-related liabilities	-	5,143,931
Mortgage loan payable	26,400,000	-
Contingent consideration, net of current portion	-	2,430,000
Self-insured claims reserve	14,110,107	10,674,132
Deferred payroll taxes	-	-
Deferred compensation	8,446,227	-
	<u>156,995,116</u>	<u>97,588,563</u>
Total long-term liabilities		
Total liabilities	<u>257,613,920</u>	<u>168,781,897</u>
Commitments and contingencies		
Members' deficit		
Members' (deficit) equity	(15,797,819)	4,486,451
Note receivable from members	-	(25,000,000)
	<u>(15,797,819)</u>	<u>(20,513,549)</u>
LAZ Karp Associates, LLC members' deficit		
Noncontrolling interest	183,277	-
	<u>183,277</u>	<u>-</u>
Total members' deficit	<u>(15,614,542)</u>	<u>(20,513,549)</u>
Total liabilities and members' deficit	<u>\$ 241,999,378</u>	<u>\$ 148,268,348</u>

See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Income
Years Ended December 31, 2022 and 2021

	2022	2021
Parking services revenue		
Lease type contracts	\$ 284,225,492	\$ 214,002,293
Management type contracts	88,406,178	70,953,896
Reimbursed management contract revenue	294,556,980	201,349,620
Total parking services revenue	667,188,650	486,305,809
Cost of parking services		
Lease type contracts	248,403,859	186,777,727
Management type contracts	10,947,725	9,182,723
Reimbursed management type contract expenses	294,556,980	201,349,620
Total cost of parking services	553,908,564	397,310,070
Gross profit	113,280,086	88,995,739
Deferred compensation	8,446,227	15,735,982
Selling, general and administrative expenses	62,898,198	58,463,362
Operating income	41,935,661	14,796,395
Other (expense) income		
Dividend income	-	(3,357)
Interest expense, net	(3,966,519)	(901,150)
Fair value adjustment of contingent consideration	(80,000)	(2,510,997)
Gain on sale of investment	325,756	-
Total other (expense)	(3,720,763)	(3,415,504)
Net income	38,214,898	11,380,891
Net (loss) attributable to noncontrolling interest	(832)	-
Net income attributable to LAZ Karp Associates, LLC	\$ 38,215,730	\$ 11,380,891

See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Changes in Members' Equity (Deficit)
Years Ended December 31, 2022 and 2021

	Laz Karp Associates, LLC Members' Equity (Deficit)	Noncontrolling Interest	Total Members' Equity (Deficit)
Balance December 31, 2020	\$ 21,683,197	\$ -	\$ 21,683,197
Net income	11,380,891	-	11,380,891
Member contributions	94,148,748	-	94,148,748
Member distributions	(122,726,385)	-	(122,726,385)
Note receivable from members	(25,000,000)	-	(25,000,000)
Balance December 31, 2021	(20,513,549)	-	(20,513,549)
Net income (loss)	38,215,730	(832)	38,214,898
Member distributions ^(a)	(58,500,000)	-	(58,500,000)
Note receivable distributed ^(a)	25,000,000	-	25,000,000
Noncontrolling interest	-	184,109	184,109
Balance December 31, 2022	\$ (15,797,819)	\$ 183,277	\$ (15,614,542)

^(a) Member distributions include the conversion of the 2021 notes receivable from members to special distribution in 2022. Refer to Note 7 for further details.

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See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2022 and 2021

	2022	2021
Cash flows from operating activities		
Net income	\$ 38,214,898	\$ 11,380,891
Adjustments to reconcile net income to net cash provided by operating activities		
Depreciation and amortization	10,424,311	9,422,132
Amortization of deferred financing costs	143,724	511,278
Bad debt expense	949,279	5,234
Change in fair value of contingent consideration	80,000	2,510,997
Net (gain) loss on disposal of fixed assets	(193,919)	113,363
Net (gain) on sale of investment	(325,756)	-
Deferred compensation	8,146,227	(16,939,734)
ROU asset amortization	13,602,071	-
Amortization of lease-related liabilities	(1,766,441)	(409,699)
Changes in operating assets and liabilities		
Accounts receivable	(13,255,696)	(9,611,136)
Prepaid expenses and other current assets	1,056,613	(884,114)
Deposits and other assets	(4,499,521)	(2,050,682)
Accounts payable	3,332,930	2,506,804
Accrued expenses	4,463,635	6,708,878
Lease-related liabilities	(13,371,389)	-
Deferred revenue	597,719	83,837
Deferred payroll taxes	(4,298,553)	(4,298,636)
Self-insured claims reserve	3,435,975	2,035,584
Net cash provided by operating activities	<u>48,626,113</u>	<u>1,084,997</u>
Cash flows from investing activities		
Capital expenditures	(22,108,026)	(3,566,162)
Acquisition of business	-	(3,750,000)
Proceeds received from sale of fixed assets	350,981	-
Proceeds received from sale of investment	1,080,676	-
Advance of other receivables	(765,376)	(587,985)
Repayment of other receivables	1,748,687	2,826,846
Other investing activities, net	(824,236)	(561,723)
Net cash used in investing activities	<u>(20,517,294)</u>	<u>(5,639,024)</u>

See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2022 and 2021

Cash flows from financing activities		
Proceeds from long-term debt financing, net of issuance costs	-	74,152,351
Advance under lines of credit	30,000,000	-
Repayments of lines of credit	-	(6,959,582)
Repayments of long-term debt and finance lease obligations	(10,523,974)	(6,502,894)
Payment of contingent consideration	(1,944,000)	(3,355,947)
Cash distributions to members	(51,855,867)	(104,370,518)
Cash contributions from members	-	94,148,748
Note receivable from members	-	(25,000,000)
Proceeds from note payable	407,524	-
Net cash (used in) provided by financing activities	<u>(33,916,317)</u>	<u>22,112,158</u>
Net (decrease) increase in cash	(5,977,499)	17,558,131
Beginning cash	30,872,087	13,313,956
Ending cash	<u>\$ 25,064,588</u>	<u>\$ 30,872,087</u>

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See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2022 and 2021

	2022	2021
Supplemental disclosure of cash flow information		
Interest paid	\$ 3,822,795	\$ 389,872
Supplemental disclosure of noncash investing and financing activities		
Total property and equipment additions	\$ 58,110,267	\$ 10,920,863
Amounts financed through mortgage loan	(26,400,000)	
Amounts financed through finance leases	(9,602,241)	(7,354,701)
Total cash paid for capital expenditures	\$ 22,108,026	\$ 3,566,162
Total cash paid for other intangible asset additions (included within other investing activities, net)	\$ 786,851	\$ 786,851
Total other receivables advanced	\$ 2,057,005	\$ 836,306
Amounts related to finance lease financing	(1,291,629)	(248,321)
Total cash advanced for other receivables	\$ 765,376	\$ 587,985
Total distributions	\$ 33,500,000	\$ 122,726,385
Changes in distributions payable	18,355,867	(18,355,867)
Total cash distributions	\$ 51,855,867	\$ 104,370,518

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See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Financial Statements
and Independent Auditor's Report

December 31, 2021 and 2020

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Laz Karp Associates, LLC and Subsidiaries

Index

	<u>Page</u>
Independent Auditor's Report	1
Consolidated Financial Statements	
Consolidated Balance Sheets	3
Consolidated Statements of Income	5
Consolidated Statements of Changes in Members' Equity (Deficit)	6
Consolidated Statements of Cash Flows	7
Notes to Consolidated Financial Statements	10

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Independent Auditor's Report

To Management
LAZ Karp Associates, LLC

Opinion

We have audited the consolidated financial statements of LAZ Karp Associates, LLC and its Subsidiaries, which comprise the consolidated balance sheets as of December 31, 2021 and 2020, and the related consolidated statements of income, changes in members' equity (deficit), and cash flows for the years then ended, and the related notes to the consolidated financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of LAZ Karp Associates, LLC and its subsidiaries as of December 31, 2021 and 2020, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America ("GAAS"). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of LAZ Karp Associates, LLC, and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Financial Statements

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

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about LAZ Karp Associates, LLC's ability to continue as a going concern for one year after the date that the consolidated financial statements are issued.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of LAZ Karp Associates, LLC's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about LAZ Karp Associates, LLC's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that were identified during the audit.

CohnReznick LLP

Hartford, Connecticut
March 3, 2022

Laz Karp Associates, LLC and Subsidiaries

Consolidated Balance Sheets
December 31, 2021 and 2020

	<u>Assets</u>	
	2021	2020
Current assets		
Cash	\$ 30,872,087	\$ 13,313,956
Accounts receivable, net of allowance for doubtful accounts of \$1,055,507 and \$1,703,542, respectively	49,505,477	39,899,576
Prepaid expenses and other current assets	7,227,410	6,343,296
Current portion of other receivables	1,640,293	2,208,997
Total current assets	89,245,267	61,765,825
Property, equipment and leasehold improvements		
Leasehold improvements	1,591,047	3,721,701
Equipment	14,255,452	13,629,652
Furniture and fixtures	3,446,410	3,183,523
Vehicles	19,117,448	12,933,696
Computer equipment	3,982,406	2,771,295
Computer software	7,531,546	5,196,727
	52,924,309	41,436,594
Accumulated depreciation and amortization	(31,768,543)	(25,490,285)
	21,155,766	15,946,309
Construction in progress	2,264,630	2,353,696
Total property, equipment and leasehold improvements	23,420,396	18,300,005
Other assets		
Other receivables, net of current portion	994,995	2,416,830
Deposits and other assets	5,631,845	3,557,893
Goodwill	14,037,362	14,037,362
Deferred financing costs, net	-	382,248
Intangibles, net	14,938,483	14,227,712
Total other assets	35,602,685	34,622,045
Total assets	\$ 148,268,348	\$ 114,687,875

Laz Karp Associates, LLC and Subsidiaries

Consolidated Balance Sheets
December 31, 2021 and 2020

Liabilities and Members' Equity (Deficit)

	2021	2020
Current liabilities		
Accounts payable	\$ 8,457,905	\$ 6,052,507
Accrued expenses	32,625,537	25,925,296
Deferred revenue	3,718,437	3,634,600
Line of credit payable	-	6,959,582
Current portion of long-term debt and capital lease obligations	8,035,603	5,594,195
Current portion of contingent consideration	-	3,188,694
Distribution payable	8,155,877	-
Total current liabilities	<u>71,193,334</u>	<u>51,354,874</u>
Long-term liabilities		
Long-term debt and capital lease obligations, net of current portion and unamortized debt issuance costs	79,340,500	6,094,135
Contingent consideration, net of current portion	2,430,000	86,256
Self-insured claims reserve	10,674,132	8,638,548
Lease-related liabilities	5,143,931	5,592,495
Deferred payroll taxes	-	4,298,636
Deferred compensation	-	16,939,734
Total long-term liabilities	<u>97,588,563</u>	<u>41,649,804</u>
Total liabilities	168,781,897	93,004,678
Commitments and contingencies		
Members' equity (deficit)		
Members' equity	4,486,451	21,683,197
Note receivable from members	(25,000,000)	-
Total members' equity (deficit)	<u>(20,513,549)</u>	<u>21,683,197</u>
Total liabilities and members' equity (deficit)	<u>\$ 148,268,348</u>	<u>\$ 114,687,875</u>

See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Income
Years Ended December 31, 2021 and 2020

	2021	2020
Parking services revenue		
Lease type contracts	\$ 214,002,293	\$ 170,223,616
Management type contracts	70,953,896	61,389,091
Reimbursed management contract revenue	201,349,620	161,891,573
Total parking services revenue	486,305,809	393,504,280
Cost of parking services		
Lease type contracts	186,777,227	158,043,601
Management type contracts	9,132,713	6,281,830
Reimbursed management type contract expenses	201,349,620	161,891,573
Total cost of parking services	397,259,560	326,217,004
Gross profit	88,995,739	67,287,276
Deferred compensation	15,735,982	(820,969)
Selling, general and administrative expenses	58,463,362	53,438,030
Operating income	14,796,395	14,670,215
Other (expense) income		
Dividend income	(3,357)	3,357
Interest expense, net	(901,150)	(897,274)
Fair value adjustment of contingent consideration	(2,510,997)	4,893,257
Total other (expense) income	(3,415,504)	3,999,340
Net income	\$ 11,380,891	\$ 18,669,555

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See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries
Consolidated Statements of Changes in Members' Equity (Deficit)
Years Ended December 31, 2021 and 2020

Balance January 1, 2020	\$ 6,013,642
Net income	18,669,555
Member distributions	<u>(3,000,000)</u>
Balance December 31, 2020	21,683,197
Net income	11,380,891
Member contributions	94,148,718
Member distributions	(122,776,387)
Note receivable from members	<u>25,000,000</u>
Balance December 31, 2021	<u>\$ (20,513,549)</u>

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See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2021 and 2020

	2021	2020
Cash flows from operating activities		
Net income	\$ 11,380,891	\$ 18,669,555
Depreciation and amortization	9,422,132	9,965,036
Amortization of deferred financing costs	511,278	66,477
Bad debt expense	5,234	1,845,334
Change in fair value of contingent consideration	2,510,997	(4,893,257)
Loss on disposal of fixed assets	113,363	152,622
Deferred compensation	(16,939,734)	(820,969)
Amortization of lease-related liabilities	(409,999)	33,096
Changes in operating assets and liabilities		
Accounts receivable	(9,611,156)	2,855,816
Prepaid expenses and other current assets	(884,114)	3,953,376
Deposits and other assets	(3,050,682)	22,371
Accounts payable	2,506,804	(4,077,248)
Accrued expenses	6,708,878	(5,599,374)
Lease-related liabilities	-	446,949
Deferred revenue	83,837	(2,919,726)
Deferred payroll taxes	(4,298,636)	4,298,636
Self-insured claims reserve	2,035,584	1,393,041
Net cash provided by operating activities	1,084,997	25,391,735
Cash flows from investing activities		
Capital expenditures	(3,566,162)	(6,574,602)
Acquisition of business	(3,750,000)	-
Advance of other receivables	(587,985)	(10,900)
Repayment of other receivables	2,826,846	3,465,967
Other investing activities, net	(561,723)	(163,555)
Net cash used in investing activities	(5,639,024)	(3,283,090)

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See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2021 and 2020

	2021	2020
Cash flows from financing activities		
Proceeds from long term debt financing, net of issuance costs	74,152,351	-
Advance under lines of credit	-	36,959,582
Repayments of lines of credit	(6,959,582)	(30,000,000)
Repayments of long-term debt and capital lease obligations	(6,502,894)	(6,364,373)
Payment of contingent consideration	(3,355,947)	(1,221,535)
Cash distributions to members	(104,370,570)	(10,000,000)
Cash contributions from members	94,148,448	-
Note receivable from members	(25,000,000)	-
Net cash provided by (used in) financing activities	<u>22,112,158</u>	<u>(10,626,326)</u>
Net increase in cash	17,558,131	11,482,319
Cash, beginning of year	<u>13,313,956</u>	<u>1,831,637</u>
Cash, end of year	<u>\$ 30,872,087</u>	<u>\$ 13,313,956</u>

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See Notes to Consolidated Financial Statements.

Laz Karp Associates, LLC and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2021 and 2020

	2021	2020
Supplemental disclosure of cash flow information		
Interest paid	\$ 389,872	\$ 830,797
Supplemental disclosure of noncash investing and financing activities		
Total property and equipment additions	\$ 10,920,863	\$ 8,979,547
Amounts financed through notes payable	-	(140,459)
Amounts financed through capital leases	(7,354,701)	(2,264,486)
Total cash paid for capital expenditures	\$ 3,566,162	\$ 6,574,602
Total cash paid for other intangible asset additions (included within other investing activities, net)	\$ 736,811	\$ 275,855
Total other receivables advanced	\$ 836,306	\$ 982,573
Amounts related to capital lease financing	(248,321)	(971,673)
Total cash advanced for other receivables	\$ 587,985	\$ 10,900
Cash distributions to members	\$ 122,726,385	\$ 3,000,000
Changes in distributions payable	(18,355,867)	7,000,000
Total cash distributions	\$ 104,370,518	\$ 10,000,000

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See Notes to Consolidated Financial Statements.