



On-Street Paid Parking, Parking Enforcement and Revenue Collection

• City of Hawthorne • September 23rd 2025 •



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Hawthorne

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2. COVER LETTER

September 23rd 2025

City of Hawthorne

Department of Public Works – Engineering Division
4455 West 126th Street, Hawthorne, CA 90250
Attn: Dweejal (DJ) Torado, Associate Traffic Engineer

Re: Proposal for On-Street Paid Parking, Parking Enforcement and Revenue Collection

Dear Mr. Torado,

On behalf of LAZ Parking CA, LLC, I am pleased to submit our proposal to provide comprehensive on-street paid parking, enforcement, and revenue collection to the City of Hawthorne. We fully understand that this initiative represents the City's first paid on-street parking implementation, and our team is uniquely positioned to deliver a solution balancing efficiency, compliance, and customer satisfaction.

LAZ Parking is the largest privately held parking operator in the United States and brings unmatched municipal experience managing complex parking systems in cities such as Los Angeles, San Francisco, Chicago, and throughout California including Inglewood, West Hollywood, Glendale, Burbank, Malibu, Long Beach, Newport Beach, Santa Ana, San Mateo to name a few. We have a proven track record of helping municipalities transition from free to paid parking in a way that improves compliance, strengthens curb management, and enhances customer experience through innovative technology solutions. Most recently, we partnered with the cities of Burbank and San Bruno and the Ventura Port District at Ventura Harbor to implement successful paid parking programs that are already delivering measurable results.

For Hawthorne, LAZ Parking proposes a fully integrated program powered by industry-leading technology partners. We will deploy Flowbird (Arrive) multi-space pay stations and Passport Labs' mobile payment and digital permitting platform. Both are recognized leaders in the industry and together will provide residents and visitors with convenient, flexible, and reliable payment options while enabling the City to benefit from seamless enforcement integration, real-time data, and advanced reporting. Our approach to the Scope of Services ensures that Hawthorne receives a turnkey solution including installation and management of pay stations, mobile and web-based payment platforms, secure revenue collection, parking enforcement operations, permitting, public education, and ongoing reporting and analytics. This comprehensive model aligns directly with the City's objectives of enhancing curbside management, supporting local mobility goals, and ensuring accountability.

LAZ Parking CA, LLC certifies, under penalty of perjury, that it complies with all State and Federal nondiscrimination requirements. We stand ready to partner with Hawthorne to deliver a best-in-class parking program that reflects innovation, operational reliability, and exceptional customer service.

Sincerely,



CONRAD MIDOLO

Regional VP, Los Angeles

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ROBERT MARONEY, PTMP

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Beach, Glendale, Santa Ana, West Hollywood, San Marcos, San Mateo, Palo Alto, Salinas, Sausalito, San Francisco, South San Francisco, Stockton, San Bruno and San Leandro and dozens of other comparable municipal programs across the U.S.

Government & Municipal Parking Services

LAZ Parking is a leading provider of parking management solutions, specializing in services tailored for municipalities, state, and federal government agencies nationwide. The company’s comprehensive approach is rooted in sustainability, aiming to enhance communities, streamline operations, and fortify the financial standing of its clients. LAZ Parking’s Government Services team has an unmatched track record in managing municipal parking facilities and on-street programs, overseeing more than 600,000 parking spaces and over 120,000 on-street meters for government entities. LAZ offers customized solutions for courthouses, public buildings, transit centers, and government offices, where security, compliance, and operational efficiency are critical. With a deep understanding of government operations, LAZ ensures strict adherence to government standards while delivering innovative parking solutions to improve accessibility and streamline operations.

The company’s services include turnkey parking management, enforcement, and the integration of advanced technology for parking access and payment systems. LAZ’s strategic focus on efficient operational procedures, dynamic marketing campaigns, robust revenue integrity systems, and customer service excellence sets the industry standard. With extensive expertise in managing government contracts, LAZ provides transparent reporting, effective cost control, and the efficient use of public resources—all while prioritizing sustainability, safety, and security.

LAZ Parking Fast Facts	
Founded:	1981
Number of Locations:	Over 5,300
Number of Parking Spaces:	Over 2 Million
Annual Managed Revenues:	\$2.5 Billion
Number of Employees:	Over 20,000
States / Cities:	44/ 639
Portfolio Mix:	Managed, Leased, and Owned
Service Lines:	Hospitality, Commercial, Healthcare, Airports, Transportation, Universities, Government, Retail, Events and Venues

Greater Los Angeles Regional Presence

LAZ Parking has established a significant footprint in the greater Los Angeles region, positioning us as a trusted partner to municipalities, public agencies, and private stakeholders throughout Southern California. Our operations in this market are not only extensive in scale but also deeply integrated with the mobility needs of diverse communities. With more than 150 managers and 4,100 employees locally, LAZ maintains its regional headquarters located right here in Los Angeles,

In the Los Angeles area, LAZ manages a wide range of municipal parking programs that span from dense urban centers to coastal destinations and residential neighborhoods. These programs include on-street paid parking, enforcement, mobile payment and permitting systems, surface lot and garage operations, and comprehensive revenue control services. Our regional portfolio includes partnerships with over a dozen cities in Southern CA. Each of these programs demonstrates our ability to deliver solutions tailored to the unique needs of the community, whether that means supporting downtown business districts, enhancing visitor experiences in entertainment corridors, or managing high-volume beach and recreation destinations.

Our presence in this market allows us to leverage dedicated local resources, including trained enforcement and operations staff, specialized maintenance crews, and a robust network of technology and equipment vendors. This regional depth ensures that we can mobilize quickly, respond effectively to service needs, and maintain the highest levels of reliability and customer service.



Equally important, our experience in Southern California provides us with a nuanced understanding of the regulatory environment, community expectations, and the challenges of implementing paid parking in areas transitioning from free systems. We have successfully partnered with cities across the region to introduce modern, technology-enabled programs that enhance compliance, support local businesses, and improve curbside management, all while prioritizing a positive customer experience. For the City of Hawthorne, this strong local presence translates into an experienced, well-resourced partner who understands the dynamics of the greater Los Angeles market and can deliver a proven, scalable, and community-focused parking solution.

Unparalleled Municipal Parking Experience

Our experience, leadership and philosophy have made LAZ Parking one of the nation's premier operators specializing in parking services for municipalities and government agencies. We have an unmatched track record operating municipal parking systems and currently manage more than 600,000 parking spaces for over 150 government agencies, cities and counties.

The following is provided as a sample of LAZ Parking's public sector clients, including the approximate number of spaces for each:

California Partnerships

- City of Long Beach (10,300)
- Long Beach Municipal Airport (1,550)
- City of San Francisco On Street (28,800)
- City of Inglewood, (12,750)
- City of Stockton (6,145)
- City of Burbank (1,475)
- City of Malibu (1,950)
- City of Newport Beach (4,100)
- City of Glendale (3,008)
- City of Los Angeles / LADOT (38,000)
- City of West Hollywood (3,360)
- City of San Francisco Off Street (3,115)
- California State Parks (2,665)
- City of San Mateo (2,610)
- County of Alameda (2,500)
- City of Calabasas (1,100)
- LA Beaches & Harbors (10,000)
- LAX IT (1,500)
- City of San Bruno (1,820)
- City of San Leandro (1,450)
- City of San Marcos (1,200)
- City of South San Francisco (2,100)
- City of Santa Ana (2,500)

National Partnerships

- Washington Metro Area Transit Auth (59,000)
- City of Las Vegas (NV) (3,000)
- Volusia County, FL (2,100)
- City of Baton Rouge, LA (2,000)
- City of Coral Gables, FL (1,775)
- City of Baltimore, MD (1,440)
- City of South Miami, FL (1,400)
- City of Arvada, CO (1,100)
- Cobb County, GA (1,380)
- City of Chicago Meters System (36,000)
- Montgomery County, MD (21,500)
- NY City Housing Authority (20,000)
- NY Metro Transit Authority (16,600)
- City of Lincoln, NE (14,780)
- Rhode Island State Beaches (8,100)
- City of Kansas City, MO (6,600)
- City of Miami Beach, FL (6,000)
- City of New Rochelle, NY (5,868)
- City of Lowell, MA (5,566)
- Norwalk Parking Authority (4,233)
- City of Stamford, CT (3,400)
- Birmingham Jefferson Conv. Complex (2,700)
- City of Syracuse, NY (2,525)
- City of Westminster, CO (2,500)

Nationally Recognized

IPMI Accredited Parking Organization with Distinction



LAZ Parking earned the Accredited Parking Organization (APO) with Distinction status in March 2024, recognizing the company’s excellence in financial and operational accountability, customer care, employee training, sustainability, and technological innovation. This certification, granted for three years, establishes LAZ as a leader in the parking and mobility industry.

PTMP Certification Program

LAZ Parking promotes the Parking, Transportation, and Mobility Professional (PTMP) program, enhancing the expertise of its leadership team. Many of LAZ’s managers have earned or are working toward PTMP or CPP certifications, demonstrating a commitment to excellence in the parking industry.



Environmental, Social & Governance (ESG)

LAZ Parking launched an ESG Division in 2022, aligning with its mission to create opportunities for employees and value for clients. The division focuses on social awareness, wellness, diversity, and sustainable business practices. LAZ collaborates with Quinn+Partners to implement ESG frameworks and achieve Net Zero by 2036. The company’s environmental goals include advancing electrification, embracing digitization, and supporting responsible suppliers.



Diversity, Equity & Inclusion

DEI is a central component of LAZ’s ESG strategy. The company is focused on fostering an inclusive environment through diverse policies, performance monitoring, and accountability. LAZ supports small, minority-owned, and women-owned businesses through its Supplier Diversity and Inclusion Plan, promoting equity both within and outside the organization.



LAZ Charitable Foundation

The LAZ Charitable Foundation uplifts underserved communities by supporting housing, education, food security, mental health, and career development. Its mission, “Elevating Humanity,” emphasizes empowering individuals, promoting social justice, and creating opportunities for everyone to thrive. Deeply rooted in our DNA, LAZ seeks opportunities to get involved in the communities we serve and are particularly proud of our partnership with Special Olympics Southern California, for whom we host an annual charitable golf tournament and participate in the annual Plane Pull at Long Beach Airport.



Proven Success in Similar Parking Programs

In California, LAZ Parking has consistently demonstrated its ability to design, implement, and manage comprehensive parking enforcement and revenue collection programs that deliver immediate and lasting results. Our turnkey solutions are tailored to the unique needs of each municipality, combining industry-leading technology, proven operating procedures, and highly trained personnel to create programs that are efficient, transparent, and customer-focused. Our recent success transitioning similar programs from free parking to paid parking in California reflect LAZ Parking's ability to partner with cities to manage the delicate transition from free to paid parking. Our approach balances operational excellence with community responsiveness, ensuring that residents and visitors embrace the new system while municipalities realize their policy, mobility, and financial objectives.

Our Core Capabilities Include:

- **Paid Parking Program Implementation:** Introducing modern pay stations and mobile payment platforms that provide customers with multiple convenient payment options while maximizing revenue capture for municipalities.
- **Parking Enforcement Operations:** Deploying professional enforcement personnel equipped with handheld citation technology and license plate recognition systems to ensure accuracy, compliance, and efficiency.
- **Secure Revenue Collection & Reconciliation:** Applying rigorous audit controls, proven cash-handling procedures, and transparent reporting tools that safeguard revenue and provide municipalities with full financial accountability.



Case Study: City of Burbank, CA

LAZ Parking partnered with the City of Burbank to design and implement a full-service parking program that introduced paid parking in busy commercial districts. The program integrated new pay stations, mobile payment options, and professional enforcement operations. Within the first year, the City experienced a **30 percent increase in compliance**, stronger turnover in high-demand curbside areas, and improved financial performance that generated sustainable revenue to reinvest in the community.



Case Study: Ventura Harbor, CA

The Ventura Port District engaged LAZ Parking to convert Ventura Harbor from a free-parking environment into a structured paid parking system. LAZ deployed modern multi-space pay stations, mobile payment platforms, and dedicated enforcement personnel. The transition achieved **over 50 percent customer adoption of mobile payments** within six months, while parking revenue exceeded projections by **20 percent**, providing critical funding for harbor operations and visitor amenities.

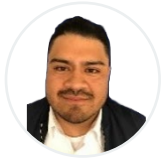


Case Study: City of San Bruno, CA

The City of San Bruno partnered with LAZ Parking to launch its first comprehensive parking management program. LAZ introduced a fully integrated system of pay stations, mobile payments, and enforcement operations, supported by public education and outreach to ensure a smooth rollout. The result was a **25 percent increase in paid occupancy** and a measurable reduction in parking violations, leading to improved curbside access for local businesses and visitors while strengthening long-term program sustainability.

Team Experience

Our Local Parking Experts



David Duran, Proposed Manager

With over 16 years of parking enforcement experience, David Duran will be assigned as the manager for the Hawthorne Parking Program. He began his parking career with West Hollywood Parking Enforcement in September 2008 as a Parking Enforcement Officer but quickly moved up to take on the role of PEO II as a specialized tow officer and then a bike officer. He was promoted to take the AM Supervisor position in December 2017.

As Shift Supervisor for the AM shift, he managed a staff of eight (8) officers and two (2) bike officers. David oversaw the street cleaning enforcement team and deployed officers who are specifically trained on this type of violation. His areas of expertise involve creative beat designs, violation capture analysis, and officer field training. David has been the main lead in training all PEOs on the LPR system and helps troubleshoot and resolve issues as they arise. He has created bike patrol beats and has been instrumental in providing feedback for the WEHO Violations Overview Manual, used as a reference for the officers. After his time at West Hollywood, he became the supervisor for LAZ at the City of Manhattan Beach Parking Enforcement location from 2022-2023. He managed a group of 4 parking enforcement officers and worked with the Police Department and community to provide effective street sweeping enforcement. He has become well-versed in many enforcement technology solutions. Currently, he is working as one of the supervisors at LAZ's Burbank Parking Enforcement operation. He was instrumental in developing the enforcement strategy when the City launched its paid-parking program in early 2025.



Florezel Jose PTMP, Director of Operations, Municipal Division

With almost 20 years of parking experience, Florezel has extensive experience spearheading various implementations with direct oversight of overall operations to meet contract compliance and maintain client relations. Prior to joining LAZ in 2021 as the Program Manager for the West Hollywood enforcement contract, she managed the citation processing and collections contracts for Beverly Hills, Santa Monica, and West Hollywood. In 2023, Florezel became Portfolio Manager, overseeing municipal contracts in the Los Angeles region. With the expansion of the municipal services footprint in the Los Angeles area, Florezel was promoted to Director of Operations in early 2025. Florezel has worked with various parking and transportation industry leaders throughout Southern California and has often reached out to her professional network to exchange ideas and best practices. Her understanding of the California Vehicle Code (CVC), citation processing background, and enforcement technology has been instrumental in improving overall operations. She received her PTMP certification in 2022 and is a member of the IPMI Education Development Committee.



Matthew Laferriere, Senior Portfolio Manager, Municipal Division

Matthew Laferriere has 18 years of experience in the parking industry, working both as a frontline employee and manager. As Senior Portfolio Manager for municipal operations, he oversees all municipal parking contracts. Prior to his promotion to Regional Municipal Parking Portfolio Manager, Matt was the project manager for the City of Long Beach, where his leadership and experience were invaluable to the growth and success of the program. A passionate sports fan, Matthew enjoys football, baseball, and basketball. Outside of work, he spends time with his dad and serves as President of the Sean Blair Foundation, a nonprofit honoring his late brother. He is excited about the future of the industry and looks forward to connecting with colleagues. Matt is also studying for his PTMP certification.



Ivan Hern, Senior Regional General Manager, Los Angeles Region

Ivan Hern joined in 2012 as a Location Parking Manager, overseeing operations. He has been recognized by past clients for his accomplishments in outstanding all-round service performance and quickly became General Manager with LAZ Parking. With his dedication to service, and his years of experience leading to his Senior General Manager title, Ivan will spearhead regional support for the parking team regarding all operational aspects of the On-Street Paid Parking, Parking Enforcement and Revenue Collection program for Hawthorne.



Conrad Midolo, Regional Vice President, Los Angeles Region

Conrad Midolo joined LAZ Parking in 2013 as General Manager of the Commercial Division in Los Angeles, bringing over 30 years of local parking industry experience. His expertise in operations, industry relationships, and employee development has contributed to significant growth, with the Los Angeles region now surpassing 2,700 employees and 400 locations. As Regional Vice President, Conrad oversees business operations, including development, capital improvements, financial analysis, IT, and strategic planning. He stays informed on industry trends and technology and is an active member of organizations such as BOMA, IREM, NPA, and several Los Angeles BIDs. He will be the direct senior leader contact, supporting the City of Hawthorne contract.



Rio Lupisan, Special Projects Manager, Los Angeles Region

Rio is another available resource to Hawthorne. While based out of LAZ's Los Angeles office, Rio commonly provides consulting services for our clients across the country. He has been in the parking industry for 30 years, with his consulting experience stemming from his architectural background and 8 years having been spent with a national parking consulting firm, Walker Consultants, prior to finding a home with the LAZ family. During his time at Walker, Rio performed an array of parking services, including functional layout design, operations analysis, capacity studies, and PARCS studies and design for various facilities and layouts.



Anthony Carey, HR Business Partner, Los Angeles Region

Anthony Carey Jr. is an accomplished Human Resources Leader with over 20 years of experience driving HR strategies and fostering organizational development. Currently serving as the Regional HR Business Partner for LAZ Parking in Los Angeles, he leads a team of five, supporting over 2,800 employees. Anthony provides strategic HR guidance, tackles complex employee relations issues, and enhances talent management practices. Previously, he held senior HR roles at Securitas Security Services, Superior Grocers, and Walmart, where he excelled in employee retention and development. Anthony holds a BA in Business Administration from Morehouse College and multiple HR and DEI certifications.



Maria Ayala, Community Relations Manager, Los Angeles Region

Maria is a seasoned parking professional with over 9 years of experience in operations across the entertainment, hospitality, and parking industries. With a strong background in sales operations, customer service, and community engagement, Maria excels in fostering positive relationships and facilitating effective outreach initiatives. Her expertise lies in managing stakeholder relationships, ensuring transparent communication, and identifying opportunities to improve both client satisfaction and community involvement. Maria's approach focuses on creating value through strategic collaboration with local stakeholders and organizations. She will bring her experience in community relations and stakeholder management to ensure a seamless implementation phase and long-term success throughout the contract cycle.

LAZ Government Services Team

Our Municipal Parking Experts



Carrie Ann Verge, Director of Finance & Compliance

Carrie Ann Verge joined LAZ Parking in 2021 as part of the acquisition of Serco Parking Services. In her role as Director of Finance, she plays a vital role in ensuring the financial oversight and compliance of our national municipal portfolio. With over two decades of experience in the Transportation Industry, Carrie Ann has a strong background in supporting and managing government, state, and local contracts. She has a proven track record in developing price-to-win strategies, conducting P&L forecasting and analysis, ensuring contract compliance, and overseeing internal audits. Carrie Ann holds a Bachelor of Science degree from Middle Tennessee State University (MTSU). Her expertise and dedication make her an invaluable asset to our team, contributing to our continued success.



Peter Cho, PTMP Transition Manager & Senior Operations Manager

During his 30 years of parking management experience, Peter has been instrumental in providing measured leadership and guidance to his operational team by implementing proven systems to achieve optimal efficiency. Peter has implemented multiple municipal programs including first-time outsourced enforcement and paid parking programs. He has worked closely with clients to develop policies and procedures that provide the operations with a consistent level of service. Peter has assisted in the transition of several municipal programs, most notably, Ventura Harbor, Santa Ana, Newport Beach, San Marcos, San Leandro and San Mateo. His local knowledge and in-depth experience working in similar environments make him a valuable resource to Hawthorne. Peter will serve in the dual role of a Transition Manager and then as the Operations Resource Manager for this program.



Muhammad Mansoor PTMP, Vice President, Municipal Operations

In his 22-year parking career, Muhammad has led the implementation of dozens of parking programs across the U.S. He started his parking career with Central Parking System. While at Central Parking, he was responsible for the management of multiple municipal parking management contracts including Newport Beach, Santa Ana, Long Beach, Anaheim, Carson, and Riverside. Since joining LAZ, Muhammad has spearheaded transitions of several notable California based programs including citywide parking systems for the cities of Los Angeles, San Francisco, Inglewood, South SF, Palo Alto, Salinas, Manhattan Beach, San Leandro, San Marcos, and San Mateo. As a subject matter expert across a broad range of parking programs, Muhammad is often called on to assess operational efficiencies and the application of new technologies. He will provide regional project oversight required to ensure Hawthorne's needs are met throughout the life of the contract. Muhammad has access to all LAZ's parking contracts, bringing best practices and lessons learned to the City of Hawthorne parking program.



Conor Buckley, Vice President, Municipal Operations

Conor joins the LAZ Family from Passport where he was one of their most tenured and trusted Client Success and Sales Executives. Conor prides himself on adopting the client's perspective to secure a full analysis and delivery of enterprise solutions. Since 2015, Conor has worked closely with some of Passport's largest and most complex municipal clients, including the cities of Toronto, Portland, Boston, and Montreal. As an Account Executive, Conor has built

lasting partnerships with public and private parking operators by offering innovative technology and scalable solutions that are focused on client success. His impact on the industry goes beyond helping cities adopt technologies that address their parking and mobility needs. Conor has worked directly with Parking Authorities and City Councils throughout North America to gain approval and support for modern curb management policies and practices aimed at improving accessibility, reducing congestion, and enhancing customer experience. Conor is from Chapel Hill, NC, and received his bachelor's degree from the University of North Carolina, Wilmington. Conor will provide an extra layer of technical support for the Hawthorne Management Plan (PMP) with a main focus on ensuring the successful implementation of the citation management and permit systems.



Robert Maroney PTMP, EVP, Government Services

Rob Maroney joined LAZ Parking in 2015 as the Vice President of Government Services. Rob is responsible for overseeing and supporting our rapidly expanding Government Services market, which includes municipal agencies and public private partnerships. With over 20 years of experience, Rob brings extensive experience in government operations, management, and consulting. He started his career in municipal government, and during his 12+ year career with Norfolk, VA, he served as the Director of Parking. Rob was also the Director of Parking and Transportation for Virginia Commonwealth University, overseeing the university's parking, transportation, and fleet management programs. Rob has access to all municipal contracts currently managed by LAZ and will bring his expertise to the Hawthorne's On-Street Paid Parking, Parking Enforcement and Revenue Collection program, if LAZ is awarded this contract.

Organization Chart



Project Organization & Key Personnel

LAZ Parking is committed to delivering a successful implementation and ongoing management of the City of Hawthorne’s parking program through a highly experienced and locally engaged team. Our project organization is designed to ensure accountability, responsiveness, and operational excellence from day one.

Key Personnel & Roles:

- **David Duran, Project Manager** – David will serve as the primary point of contact for the City, overseeing day-to-day operations, implementation milestones, and performance metrics. He is fully available for this project and has no conflicting commitments, ensuring focused leadership throughout the program.
- **Matt Laferriere, Sr. Portfolio Manager** – Matt will take a hands-on role in supporting the implementation and ongoing operations. He brings extensive experience from recent launches in Burbank and Ventura Harbor and is available to dedicate time as needed throughout the project lifecycle.
- **Florezel Jose, Director of Operations** – Florezel will provide strategic oversight and ensure alignment with LAZ Parking’s standards and the City’s goals. She will be actively involved in key decision-making and resource allocations, with flexible availability to support the program.
- **Peter Cho & Muhammad Mansoor, Government Services Team** – Both team members are **local residents** and will play an active role in implementation and ongoing consultative support. Their proximity to Hawthorne allows for rapid response, community engagement, and continuity of service. Their availability is prioritized for this project, with capacity to support both launch and long-term success.

Availability & Commitment:

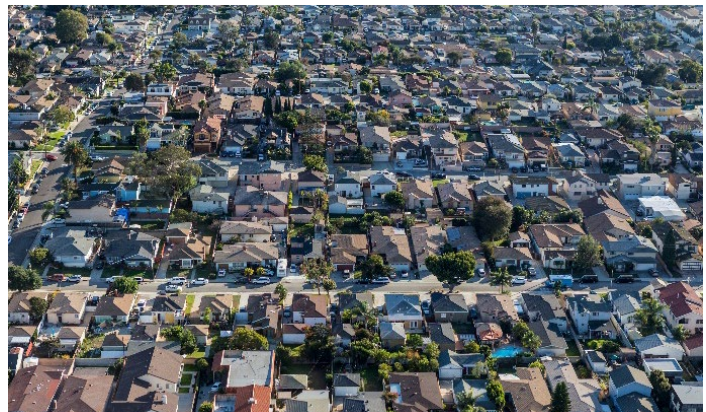
All key personnel have been evaluated for availability and capacity. Each team member has sufficient bandwidth to support the Hawthorne program without compromising existing responsibilities. Our staffing model ensures that resources are scalable and adaptable to meet the City’s evolving needs.

Relevant Experience:

Our recent successful launches in the **City of Burbank** and **Ventura Harbor**—both first-time paid parking and enforcement programs—have strengthened our implementation strategy and operational approach. These experiences have equipped our team with the insights and agility needed to deliver a seamless rollout in Hawthorne.

Timeline & Schedule

LAZ Parking is prepared to initiate services promptly upon contract award, with a structured implementation plan designed to ensure a smooth and efficient rollout of parking management operations in the City of Hawthorne. Our timeline includes all critical tasks, deliverables, milestones, and resource allocations necessary to launch paid parking and enforcement services.



We anticipate a **lead time of approximately 60 days** following contract execution to mobilize resources, finalize system configurations, and coordinate with City staff and stakeholders. This period allows for procurement, installation, staff onboarding, and public outreach to ensure community awareness and support.



To ensure a seamless launch of the paid parking program, thorough planning and preparation are essential. We will start by conducting a public awareness campaign well in advance, using various channels such as social media, local newspapers, and marketing by using our website. Once the hardware arrives on-site, we will ensure comprehensive testing is conducted to all of the pay stations prior to installation to guarantee a smooth and efficient rollout of the paid parking program. This includes thorough quality assurance of both hardware and software components to ensure reliability, accuracy, and ease of use. Each pay station will undergo functionality testing in a controlled environment to verify that payment processing, display screens, printers, and connectivity systems operate seamlessly.

Software will be programmed and configured in advance to align with the City of Hawthorne’s specific requirements, including customized rate structures, time limits, enforcement integration, and user interface preferences. We will also ensure compatibility with various payment methods—credit/debit cards, coins, and mobile payment platforms—to provide flexibility for users.

LAZ will also work closely with the city to develop a comprehensive analysis for sign design and placement. Clear signage is crucial to communicate with the public regarding parking zones, available payment methods, rates, and time limits. During our previous implementations in Burbank and Ventura Harbor, we provided guidance on how many signs should be posted and how much distance there should be in between each sign. For example, we will work closely with the city to determine what is the appropriate number of signs in the lots along Hawthorne Blvd. that clearly communicates to the public of the paid parking program.



We will have additional ambassadors available to assist users during the initial days, ensuring smooth transitions and answering questions. This is in addition to the onsite team regularly monitoring system performance to allow for quick adjustments in response to feedback. Additionally, maintaining strong enforcement ensures compliance while reinforcing the credibility of the program. Properly executing these steps ensures a successful and smooth launch.

Implementation Schedule

LAZ Parking proposes a comprehensive, phased implementation plan designed to ensure the successful launch of Hawthorne’s first paid on-street parking and enforcement program within 60 calendar days from contract execution. As the Prime Contractor, LAZ Parking will provide overall project management, coordination, and quality assurance. Flowbird will serve as our subcontractor for pay stations, Passport will act as our permit management consultant, and LAZGo will be deployed as the mobile payment solution, all unified through LAZ Business Intelligence (BI) as the central reporting and analytics platform.

Our approach minimizes disruption, ensures full stakeholder alignment, and delivers a seamless transition to paid parking operations.

Implementation Schedule at a Glance

Phase / Task	Deliverables / Milestones	Responsible Party	Timeline (Days)
Contract Execution & Kick-Off	Notice to Proceed, Kick-off meeting, project governance established	City & LAZ	Day 1
Mobilization & Planning	Mobilization & Installation Plan, Operating & Parking Management Plan, enforcement staffing model, signage plan submitted	LAZ	Days 1–10
Technology Procurement & Configuration	Pay station order, mobile payment zones configured, permit system set up, BI dashboard framework	LAZ, Flowbird, Passport	Days 11–25
Installation & System Integration	48 pay stations installed, signage installed, LAZGo zones deployed, Passport permits live, BI dashboard connected to enforcement & LPR	LAZ, Flowbird, Passport	Days 26–40
Training & Outreach	Enforcement officer training, City staff training, customer service protocols, website & call center live, community outreach campaign launched	LAZ, Passport	Days 41–50
Final Testing & Readiness Review	End-to-end testing of systems, soft launch transactions, readiness review with City	City & LAZ, Flowbird, Passport	Days 51–59
Commercial Operations Date (Go-Live)	Full public launch of paid parking system across Hawthorne	City & LAZ	Day 60

Implementation Timeline (60 Days)

Day 1 – Contract Execution & Notice to Proceed

- City issues Notice of Award and Contract Execution.
- LAZ assigns dedicated Project Manager and establishes project governance structure.
- Kick-off meeting with City staff to finalize communication protocols, reporting, and approval workflows.

Days 1–10: Mobilization & Planning

- Develop and submit Mobilization and Installation Plan (staffing, equipment deployment, communication).
- Finalize Operating and Parking Management Plan with City input.
- Define enforcement staffing model and patrol routes in line with turnover rates.
- Confirm final pay station locations with City (based on Attachment 1).
- Finalize signage plan for City review and approval.
- Begin public outreach planning and City branding integration.

Days 11–25: Technology Configuration & Procurement

- Flowbird: Manufacture and prepare shipment of 48 multi-space pay stations.
- Passport: Configure digital permitting platform, including residential and employee permit rules.
- LAZGo: Configure mobile payment system, zone setup, and City branding.
- LAZ BI: Establish centralized dashboard framework for real-time reporting.
- Order and prepare enforcement vehicles, handhelds, and license plate recognition integration.
- Draft customer service protocols, website templates, and call center integration.

Days 26–40: Installation & Integration

- Deliver and begin installation of Flowbird pay stations.
- Deploy LAZGo mobile payment zones with QR codes and web app functionality.
- Integrate all platforms (Flowbird, Passport, LAZGo) into LAZ BI dashboard.
- Configure enforcement handhelds and connect to existing systems (Data Ticket, Vigilant LPR).
- Conduct internal system testing and preliminary financial reconciliation validation.

Days 41–50: Training & Outreach

- Provide in-person training for City staff on dashboard reporting, pay station management, and enforcement tools.
- Train enforcement officers on technology, customer engagement, and standard operating procedures.
- Launch public outreach campaign (signage installation, website, social media, community meetings).
- Test public-facing systems (pay stations, mobile payments, permit portal).

Days 51–60: Final Testing & Go-Live

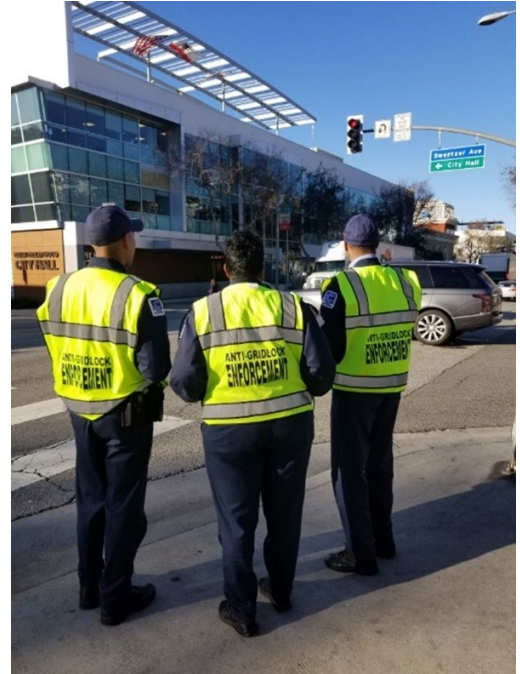
- Complete end-to-end testing of the entire ecosystem (payment, enforcement, permitting, reporting).
- Execute soft launch with test transactions and enforcement validations.
- Conduct joint City-LAZ readiness review.
- Day 60: Commercial Operations Date – System fully live for the public.

Deliverables & Milestones

- **Day 10:** Mobilization & Operating Plan delivered to City.
- **Day 25:** Technology platforms configured, enforcement staffing plan finalized.
- **Day 40:** Pay stations installed, systems integrated into LAZ BI dashboard.
- **Day 50:** Staff trained, public outreach launched.
- **Day 60:** System Go-Live, Hawthorne's first paid on-street parking program operational.

Resources & Lead Times

- **Flowbird Pay Stations:** Approx. 3–4 weeks lead time for delivery after order. LAZ has secured advance allocation to meet 60-day schedule.
- **Passport Permitting & LAZGo Mobile Payment:** Configurations completed in under 30 days; no physical lead times required.
- **LAZ Enforcement Resources:** Officers recruited & onboarded in parallel with system installation.
- **LAZ Business Intelligence (BI):** Cloud-based; configuration completed within 20 business days.



Commitment to On-Time Delivery

LAZ Parking has successfully executed comparable municipal transitions including Ventura Harbor, Long Beach, Newport Beach, and Glendale within aggressive timelines. Our proven methodology, combined with our deep bench of resources, ensures Hawthorne's program will be fully operational within 60 days of contract execution, with all systems, staff, and community engagement in place to guarantee success.



Management Plan

Staffing Approach

Parking Enforcement

In our due diligence phase, our team drove all areas of the City to determine the best staffing schedule that would provide a level of service to meet the scope of service the City requires. Building a culture of compliance requires a consistent level of parking enforcement that can be achieved with reliable and well-trained parking enforcement officers. We understand the scope of the project and can also foresee the need for additional enforcement services that may not have been realized with a minimum level of staffing. We have witnessed firsthand the increase in enforcement services in the cities of Santa Ana, Burbank, Salinas, San Mateo, and Palo Alto where each were first time outsourced programs.

In the proposed schedule, the scope of work will be divided among:

- Operations Manager
- Assistant Manager
- Administrative Assistant
- AM, PM, and GY Supervisors
- AM, PM, and GY Leads
- AM, PM, and GY Parking Enforcement Officer (PEO)
- Meter Technicians



The Operations Manager, David Duran, will have direct oversight of all day-to-day operations for both paid parking and parking enforcement management. Given this is a 24/7 operation, his Assistant Manager will provide management presence during the PM shift and will touch base with the GY staff before the start of their shift. Our Supervisors and Leads will spend most of their time in the field whenever possible to assist with calls for service and additional assistance with permit and meter enforcement.

We propose 3 different shifts, AM, PM, and GY, with 1 PEO. Each shift will have either a supervisor or lead to help support the PEO. In addition, we can leverage our nearby enforcement operation in Inglewood to help supplement staffing, if needed. Our plan also took into consideration the patrol frequencies listed in the RFP to avoid any lapse in coverage.

	Proposed Schedule						
	SUN	MON	TUE	WED	THUR	FRI	SAT
Manager		6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM	
Assistant Manager		12:00PM - 8:00PM	12:00PM - 8:00PM		12:00PM - 8:00PM	4:00PM - 12:00AM	4:00PM - 12:00AM
Admin		8:45AM - 5:15PM	8:45AM - 5:15PM	8:45AM - 5:15PM	8:45AM - 5:15PM	8:45AM - 5:15PM	
AM Supervisor	8:30AM-4:30PM	8:30AM-4:30PM	8:30AM-4:30PM	8:30AM-4:30PM	8:30AM-4:30PM		
AM Lead			8:30AM-4:30PM	8:30AM-4:30PM	8:30AM-4:30PM	8:30AM-4:30PM	8:30AM-4:30PM
AM PEO 1	8:30AM-4:30PM	8:30AM-4:30PM				8:30AM-4:30PM	8:30AM-4:30PM
PM Supervisor	4:00PM - 12:00AM	4:00PM - 12:00AM	4:00PM - 12:00AM	4:00PM - 12:00AM	4:00PM - 12:00AM		
PM Lead			4:00PM - 12:00AM	4:00PM - 12:00AM	4:00PM - 12:00AM	4:00PM - 12:00AM	4:00PM - 12:00AM
PM PEO 1	4:00PM - 12:00AM	4:00PM - 12:00AM				4:00PM - 12:00AM	4:00PM - 12:00AM
GY Supervisor	11:45PM - 7:15AM	11:45PM - 7:15AM	11:45PM - 7:15AM	11:45PM - 7:15AM	11:45PM - 7:15AM		
GY Lead			11:45PM - 7:15AM	11:45PM - 7:15AM	11:45PM - 7:15AM	11:45PM - 7:15AM	11:45PM - 7:15AM
GY PEO 1	11:45PM - 7:15AM	11:45PM - 7:15AM				11:45PM - 7:15AM	11:45PM - 7:15AM
Meter tech 1		6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM	
Meter tech 2			6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM	6:45AM - 3:15PM

Meter Management

For the paid parking management, we plan to hire (2) meter technicians whose responsibility will be to provide preventative maintenance, follow a cleaning schedule, and maintain meter and spare parts inventory. In addition, we allocated one meter technician to be on-site during Saturday so that they can troubleshoot any issues if they occur.

Preventative Maintenance

While the Scheduled Maintenance Plan will focus on addressing issues reported by the City and Meter MMS, we will place high priority in developing a Preventative Maintenance Plan which will include regular upkeep of the meter mechanisms and associated parts. This will include regular, scheduled, ongoing cleaning of coin validators, card readers, screens, and oiling of the locks and doors four (4) times a year. A comprehensive checklist of maintenance tasks will be maintained targeting each zone and sub zone to ensure that every meter is touched at least weekly. As part of their scheduled tasks, our crew will also install and replace meter decals as necessary including credit card decals, meter number decals and meter holiday decals.

Our proposed Assistant Manager will develop detailed written procedures that will become part of our SOP/Concept of Operations manual with step-by step instructions for use by our meter technicians to upload corrected programs; provides technical expertise and guidance to our meter tech team regarding installation, maintenance, troubleshooting, repair, operation, and provide training for installing software upgrades and rate changes.

Cleaning Schedule

Like our approach to preventative maintenance of all meters, we will develop a regular meter cleaning schedule on a regular cycle. This will include wiping down and cleaning each mechanism and housing of dust, debris, soot, grime, graffiti, and stickers. Our crew will implement a schedule to cover cleaning of pay stations to achieve weekly cleaning of all pay stations. This schedule will be submitted to the City for approval prior to implementation.

Meter & Spare Parts Inventory Management

Our team will stock and maintain inventory of spare parts including collection keys, locks, collection cards, tools and installation hardware. LAZ Parking will plan to maintain a surplus inventory meter parts, including meter batteries and meter housings. In addition, we will maintain a sufficient stock of frequently used parts such as coin validators, credit card readers, screen covers, and credit card decals.

Revenue Collections

We expect a higher adoption of mobile pay and credit card usage in the City. Coin collection frequency is determined by analyzing the percentage of coin revenue. In our experience, with less than 20% of coin revenue, collecting meters once a week with occasional on demand collection for high coin usage areas is more than sufficient. Once revenue is collected (always by 2 staff members), it is taken to our secure coin facility that is under surveillance 24/7. Coins are counted using a coin counting and sorting machine. All counted coin revenue is transferred into secure coin bags and stored in a locked safe until Armored pickup arrives on site (same day). Revenue is taken to a secure vault and deposited into City's designated bank account (typically the same day or the following morning). A three-step reconciliation process follows where collected revenue is reconciled against Meter Management System (MMS), coin sorting machine reports and the deposit receipts from the armored service for the bank deposit. All reconciliation reports will be provided to the City.

Communication Strategy

LAZ believes the key to a successful parking program is a strong relationship between all stakeholders. Our teams across the country, including here in the Los Angeles region, actively participate in community building events and meetings. Understanding the needs of the community and working with City staff builds a sense of trust. We work hard to change the narrative of the stereotypical “meter maids” to more customer service-based enforcement.

In Manhattan Beach, the supervisor frequently met with business leaders to come up with solutions for improved street sweeping enforcement. In West Hollywood, we participate in National Night Out, where we send our team of supervisors and managers to neighborhood block parties to answer any questions, address concerns, and just be a part of the community.



When we launched our operation in Burbank, we made it a point to participate in community events such as Police and Fire Day, National Night Out, and “Coffee with Cops” to introduce ourselves to the residents and businesses. We had our patrol cars displayed and gave out LAZ swag so that we could get to know the community. We were well received and many residents were happy to see that the City allocated additional resources to assist with parking challenges they faced.



At our most recent paid-parking and enforcement program launch in Ventura Port District earlier this year, we worked with various stakeholders, including District staff, Harbor Patrol, and Harbor Village business tenants. During the first month of the program launch, we provided 10 parking ambassadors each weekend to assist visitors with the new payment options and provide customer service. We also helped the District design a new parking website that provided information regarding the parking program.

With all our clients, we keep in constant communication and have weekly meetings to provide updates and discuss ways to improve the operations. We also review transaction and revenue statistics to identify opportunities for improvement and increased efficiency.

Other Information & Services

As the City embarks on a partnership with a reputable company to provide essential paid parking management and enforcement services to its residents, stakeholders, and visitors, we at LAZ are confident that our team of experts are well-suited to deliver the highest quality services that are needed and expected by this world-renowned City.

Over the decades, LAZ Parking has developed the knowledge to successfully implement and deliver parking enforcement services for its many clients, many of whom outsourced the service for the first time. LAZ Parking has the experience and depth of support that will ensure a successful launch of the program as well as garner continued support from the community.

LAZ Parking works with communities that have similar parking challenges to Hawthorne. In West Hollywood, our enforcement team is considered a vital part of the city's services that help regulate and promote equitable parking for the residents, stakeholders, and visitors. Our job is not to issue as many citations but to enforce compliance through fair and consistent practices.

LAZ is accustomed to providing paid parking management and enforcement that is flexible based on client needs. Implementing and managing a program of this size and magnitude is a major undertaking for any organization, with substantial change for the organization and the people involved. Where there is major change, there is complexity and risk, many interdependencies to manage, and conflicting priorities to resolve. City of Hawthorne needs a partner who has the right experience, proven track record, and vision to work with the City to achieve stated current and future goals. Throughout this proposal, we have highlighted our experience and knowledge gained from 40 years of managing similar complex parking enforcement programs that are operated round the clock, 365 days a year. Working closely with the local law enforcement, City departments, and other public safety entities is a crucial part in our partnership with the City.



A crucial part of managing an operation like this is finding the right personnel and providing them with the right training. At LAZ, we have a systematic approach in recruiting, onboarding, and training the right people to deliver the results the City expects.

Our approach to meeting and exceeding all the requirements that are outlined in the RFP begins with our three principles: having an experienced supervisor overseeing the day-to-day operations, initial and ongoing training of staff, and utilizing technology to streamline the enforcement process.

Personnel - Recruiting, Onboarding & Training

Employee Requirements

Building a strong, skilled workforce that understands their roles and responsibilities is just part of what LAZ Parking does. We continue to foster the employees we have throughout our projects and carefully select new employees as positions become available. All new employees will meet all City and LAZ Parking employment requirements. LAZ Parking will comply with all existing Government Code and City policies. LAZ Parking will also comply with all the City's standards and requirements for employees.



Recruiting & Hiring Process

Pre-Employment Process

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

Our pre-screening techniques significantly reduce potential violence, theft, financial loss, sexual harassment, and other workplace problems.



Preliminary Pre-Interview Screening

At the front-end of the process, LAZ Parking has a dedicated LA-based talent acquisition team to pre-screen candidates before they are invited in for formal interviews. Hiring managers are trained in how to narrow down the potential pool of applicants to qualified individuals, and how to thoroughly check employment and personal references.

Background Checks

All candidates for employment, prior to receiving an employment offer, must successfully pass a criminal background check. Depending on the preference of our client at any given location, candidates may also have to pass a pre-employment drug test. In addition, to comply with City of Hawthorne requirements, each applicant will be Livescanned.

Third-Party Record Checks

LAZ Parking uses the services of American Background Information Services, Inc., to perform background checks (including criminal record searches, credit history and motor vehicle record searches) on all prospective entry-level and management candidates. Screening of all management-level candidates, including supervisors, specifically covers criminal records, credit violations, motor vehicle driving infractions (if the positions involve driving), educational credentials and prior employment. Candidates for non-management positions that involve driving are screened for criminal and motor vehicle driving infractions. If the position does not involve driving, the candidate is screened for a criminal record.

Pre-Employment Drug Tests

Pre-employment drug testing is required of all candidates for employment. We administer similar drug screening tests at all managed locations.

Initial Employment

All new hires, full or part-time, 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.

Proactive Recruiting & Continuous Hiring

Our local HR team is continuously recruiting and on-boarding to ensure staffing fills any turn-over. This allows us to have a large pool of candidates readily available to fill shifts. This proactive strategy mitigates the risk of being short-staffed due to turnover. In addition, LAZ hosts municipal specific job fairs at least twice a year to consolidate candidates for the various job positions available across all our locations. Each job fair has yielded at least 7-8 on-the-spot job offers.

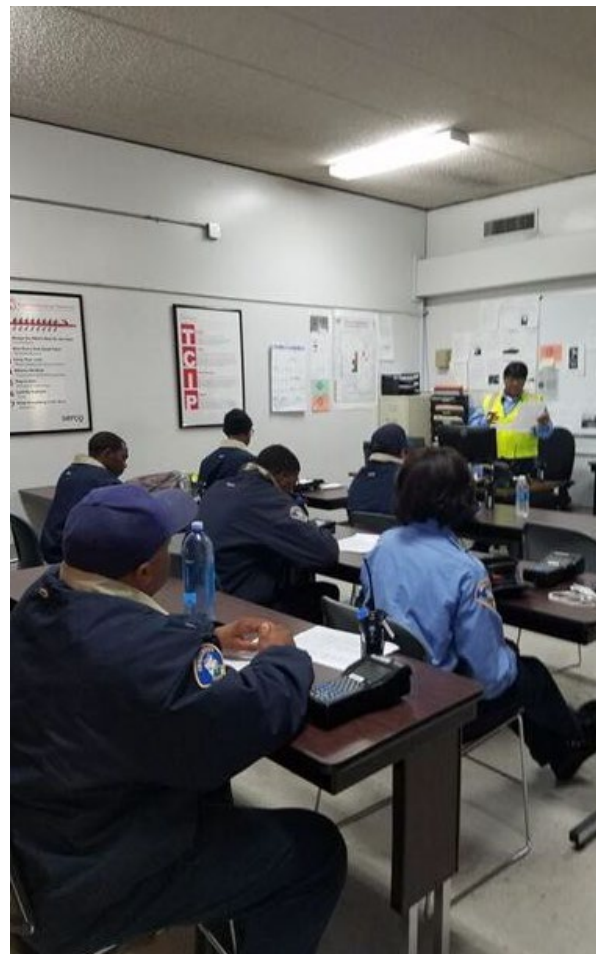


Parking Enforcement Personnel & Training

LAZ Parking is aware of the impact initial and ongoing training has on the performance of our enforcement officers. We believe well-trained officers will ensure a high rate of enforcement resulting in increased compliance and reduce negative backlash from citizens who may protest effective enforcement. We will provide extensive in-house training with a formal induction program for new employees, continuing on-the-job training, and participation in training. An important aspect of our training program is a dedicated Regional Training Manager that is responsible for providing customer service, de-escalation, and enforcement training.

LAZ Parking staff working on this project will go through a 24-hour classroom style initial training course and 32 hours of on-the-job training including field training with LAZ Parking supervisory staff.

As needed, we will also provide re-training and/or follow-up training required to correct deficiencies in performance. LAZ Parking will also provide staff with at least eight (8) hours of annual refresher courses and training. Topics will include, but are not limited to, Standard Operating Procedures (SOPs), changes in the law, new aspects of the City's parking program, refresher or expanded training in customer relations, conflict de-escalation, and safety.



Continuing training, subject matter, and schedules will be reviewed and approved by the City representative prior to any training taking place.

New hires go through a combination of classroom and field training, including ride-along training with supervisors. New hire training typically lasts 1-2 weeks, following the curriculum shown in the table below.

<p>WEEK 1: CLASSROOM TRAINING</p>	<ul style="list-style-type: none"> • LAZ Parking on-boarding and orientation • Officer expectations and responsibilities • Professional Demeanor • Safety Guidelines • Driving • Uniform and personal appearance guidelines • City policies and procedures • Attendance & shift start/end expectations • Handheld/Printer equipment overview • City introduction • Injury/Vehicle accident reporting • Radio etiquette and NATO codes
<p>WEEK 2: CLASSROOM/ FIELD TRAINING</p>	<ul style="list-style-type: none"> • Beat assignment maps • Municipal Code and C.V.C. overview • Permit Enforcement • Call logs • Officer’s daily assignment sheet • Appeals process and guidelines • Introduction to Officer Performance Reviews • Citation issuance overview and equipment training • Field training

Customer Service & Public Relations

We have a strong record of success in providing exceptional service to our customers. LAZ Parking provides excellent service to its government partners and to the end users (motorists) and believes that investment in our people strengthens the ability to excel in customer service. LAZ Parking employees are ambassadors for the cities they represent, and they are regularly recognized by the public and LAZ Parking customers for their efforts.



During this extensive training, LAZ Parking team members are taught the entire range of customer service skills necessary for their jobs and how to deal with difficult customers and/or situations. To make the training session more interactive, attendees engage in roleplaying and group activities. We focus on their customer service skills; given our presence in the field, we work very hard to ensure that our team is always ready to display a positive approach and a professional appearance. They are also trained in how to leave a positive impression on the residents of and visitors to the City. Some of the topics covered under our customer service training are:

- First Impressions
- Aggressive Hospitality
- Major Dos and “Don’ts”
- Conflict Resolution
- Service Recovery
- Telephone Etiquette
- Communication



We are also committed to continuous training throughout the year. Wellness checks and monthly officer reviews allow management to assess refresher training opportunities for the staff. In addition, LAZ conducts annual training sessions for all officers to review core principles such as conflict de-escalation and resolution, driving safety, traffic control, customer service, and LAZ Code of Conduct.

We understand that our employees will have considerable interaction with the public. In most cases, these motorists will be under the impression these employees are City employees. As such, the LAZ Parking team recognizes the City is entrusting them with its reputation, and we take this responsibility very seriously.

Our goal will be to ensure that all personnel serve as ambassadors of the City. This goal will be accomplished by hiring good people, training them well, treating them with respect, and providing them with the training and the tools they need to do a good job. In turn, the expectation is they will, without fail, conduct themselves in a professional manner and treat the City’s citizens politely and in a helpful manner.

It is understood that despite our best efforts, complaints may arise. Motorists have the legal right to report unprofessional or illegal behavior by LAZ Parking staff. Staff members are trained and expected to respond in a professional and courteous manner during complaints. In the event a motorist is not satisfied with the actions of behavior of a staff member, the LAZ Parking employee will provide the motorist with his/her name, badge number, and the name and telephone number of the office upon request.

Each officer’s complaint will be handled by the Site Supervisor. The supervisor will speak with the complainant and document the encounter. Then, the officer will have the opportunity to respond to the complaint. Based on the information at hand, including any data reports that would add more information, if the officer was not found to have done anything wrong, then the investigation will be closed. However, if there was fault found with the officer, appropriate action and counseling will take place, including disciplinary action if a policy or procedure was not followed. The results of the investigation, whether the officer was found to be at fault, will be filed into the officer’s personnel file.



Expertise in Residential Parking Permit Enforcement

As Hawthorne converts from physical hangtags to virtual license plate-based permits, LAZ will collaborate with all technology partners to ensure all integrations are configured and tested thoroughly prior to launch. We worked together with West Hollywood and Burbank when those cities converted to virtual permitting and can provide Hawthorne with our expertise and lessons learned. This included community outreach and a warning citation enforcement period to notify residents of the parking change. Being part of the process from day one allowed LAZ to really understand the complexities of each district and identify strategies to enforce efficiently using technology. In 2024, our West Hollywood parking enforcement team issued close to 41,500 residential parking permit citations. In Burbank, the enforcement team issued 6,700 citations. Staff will be trained to recognize Hawthorne residential parking signs and any vehicles who may be exempt from restrictions, such as ADA placard holders.

Parking Enforcement Vehicles

To ensure safe and professional field operations, LAZ will supply a dedicated fleet of enforcement vehicles assigned exclusively to the City of Hawthorne contract. All vehicles will be Toyota eco-friendly **hybrid** model or similar fully equipped with Vigilant mobile LPR. Each vehicle will be clearly identified with City-approved markings and outfitted with all required safety equipment, including:

- Permanent amber/white LED warning lightbars
- Road triangles, flares, and traffic safety cones
- Direct communication devices (cellular or radio) for field connectivity

A full inventory including make, model, year, color scheme, unit numbers, and license plates will be submitted to the City.

Fueling Enforcement Vehicles

LAZ will ensure all enforcement vehicles are fueled and operational before each shift. Our operations team will monitor readiness daily to prevent downtime and support uninterrupted service delivery during scheduled enforcement hours.



Contractor Identification Signage

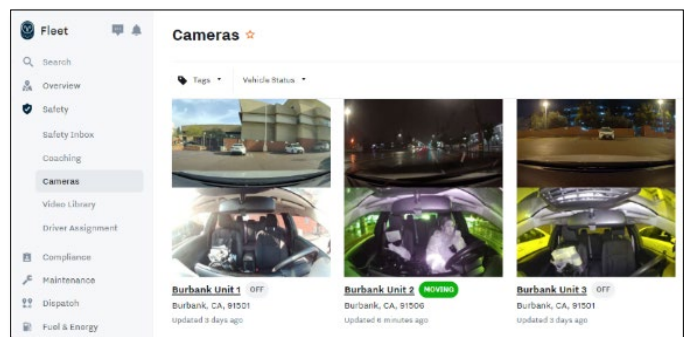
All LAZ enforcement vehicles will carry professional signage that complies with City requirements. Signage will include the language "Authorized Contractor, City of Hawthorne," the LAZ name, and a contact telephone number. The lettering will meet or exceed the City's minimum size standards, and all signage materials will be approved by the City prior to fabrication. We commit to maintaining clean, legible, and graffiti-free signage throughout the contract term.

Global Positioning System (GPS)

To support operational transparency and route verification, LAZ will install GPS tracking units in all enforcement vehicles. Our system provides full telematics including real-time location tracking, route mapping, and historical data on miles traveled and areas covered. LAZ will grant the City access to view GPS activity via a secure web portal, and full reports will be made available upon request.

As part of LAZ’s commitment to safety, each vehicle will be equipped with GPS tracking units and dash cameras. LAZ utilizes Samara, a state-of-the-art vehicle telematics system. This type of tracking system will provide up to 60-second updates on vehicle movement, driving behavior, and idle times and send alerts to emails and cell phones for infraction of a set rule.

The ability to monitor movement and driving behavior and patterns of enforcement officers will allow management to address issues promptly, create efficiencies, and improve officer productivity. Not only does the system provide a live feed of vehicle activity, but also records are archived in case of complaints (e.g., for driving over the speed limit or skipping violating vehicles). The record can be traced back to the driving officer’s activity for that day and time.



Dash cameras, both driver-facing and street facing, are essential tools for any site supervisor. Infractions such as inattentive driving, mobile device usage, and no seat belt, are different alerts sent to the site supervisor to coach employees on the importance of safe driving.

Uniforms & Appearance

LAZ Parking will provide all staff with professional uniforms that reflect the standards and image of the City of Hawthorne. Uniform components will include shirts (short and long sleeve), trousers, appropriate footwear, jackets and hats for inclement weather, and high visibility safety gear for field operations. Each employee will also be issued photo identification, a name badge, and an insignia clearly displaying their role.

Uniform style, colors, and insignia will be submitted for City review and approval prior to deployment. For enforcement staff, we propose an ambassador-style uniform consisting of City-approved shirts, dark trousers or shorts, black leather footwear and belt, a silver nameplate, high visibility traffic vests, weather-appropriate rain gear, and a dark cap embroidered with “Parking Enforcement.”

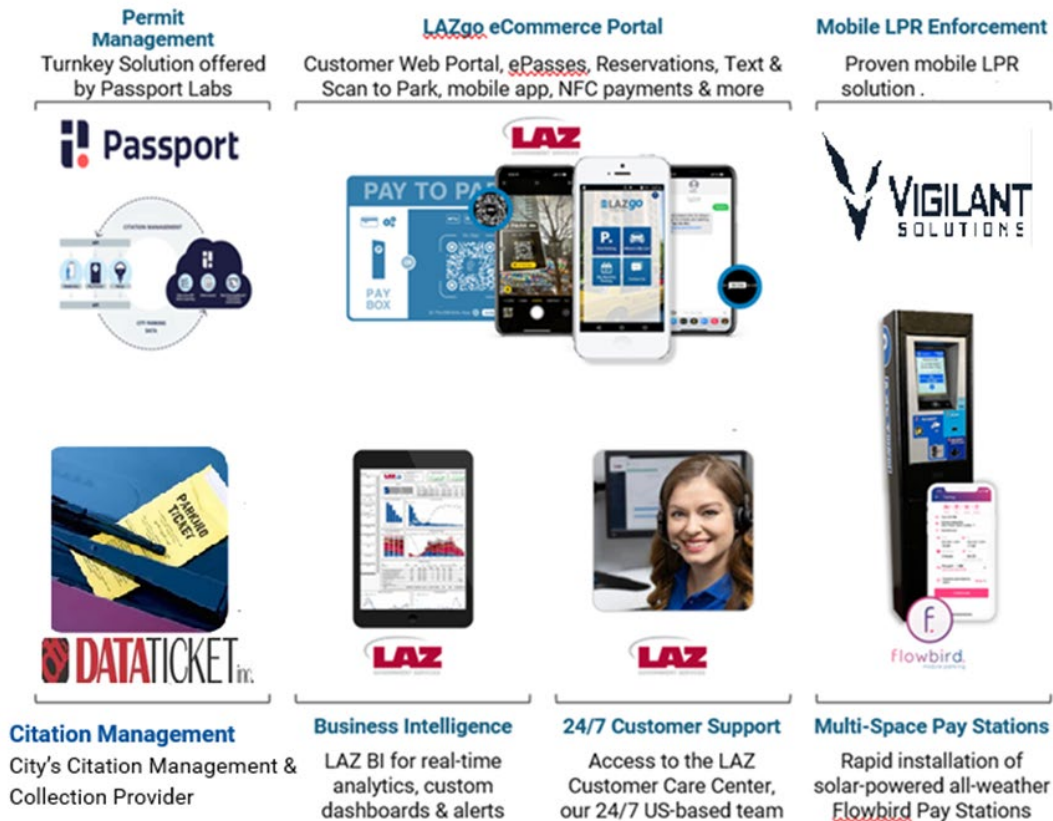


As ambassadors of the City, LAZ staff will always present a professional, consistent appearance that reinforces public trust. Our uniforms are designed not only to convey professionalism but also to ensure employee comfort, safety, and visibility while performing their duties.

Technical Documentation

Technology Overview – Our Technology Solution for Hawthorne

LAZ Parking leverages industry-leading technologies to deliver efficient, user-friendly, and scalable parking solutions that meet the evolving needs of municipalities. For the City of Hawthorne, we are proposing a **fully integrated ecosystem** designed to streamline operations, enhance the customer experience, and provide the City with unmatched transparency and control.



Our solution brings together:

- **Flowbird Multi-Space Pay Stations** – durable, solar-powered devices that support cash, credit/debit, and contactless payments while seamlessly integrating with enforcement and back-office platforms.
- **LAZGo Mobile Payment Solution** – a customer-friendly app and web portal offering multiple ways to pay (app, QR code, text-to-park, NFC), reservations, and digital validations, all branded for the City of Hawthorne.
- **Passport Labs Permit Management System** – a turnkey, cloud-based solution for digital residential and employee permits, ensuring simple, paperless application and renewal processes fully integrated with enforcement systems.
- **LAZ Business Intelligence (BI) Dashboard** – a centralized reporting and analytics platform that consolidates all pay station, mobile, and permit data into one real-time interface, providing actionable insights, financial reporting, and system monitoring.

This suite of technologies provides a comprehensive, unified platform that not only meets the City's technical requirements but also creates a foundation for long-term scalability, policy adaptability, and customer convenience. While we have selected best-in-class solutions for Hawthorne, LAZ maintains a vendor-agnostic philosophy, ensuring our recommendations always reflect the best fit for each municipality's operational and community goals.

The following subsections provide detailed technical documentation, specifications, and sample visuals for each core technology—including the recommended Flowbird pay station model, the LAZGo mobile payment interface, Passport's permit management system, and the LAZ BI reporting dashboard—demonstrating how these tools work together as a **fully integrated and future-ready parking management system**.

Flowbird Multi Space Pay Stations

The City will benefit from the installation of Flowbird multi space pay stations, which are solar powered, durable, and designed for high reliability in all weather conditions. These units accept coins, credit and debit cards, and contactless payments. They integrate seamlessly with enforcement systems and the LAZ Business Intelligence dashboard to provide accurate revenue collection and real-time operational monitoring.

Flowbird CWT S4+ Multi-space Meter

The CWT S4+ MSM Pay Station (CWT MSM) allows for a one-of-a-kind experience, from the beginning to the end of a transaction. The full-color touchscreen gives the City of Hawthorne the ability to customize the user interface, ensuring simplicity and speed.



CTW S4+ Hardware Features

- Long life batteries on solar power
- 9.7" high-definition color touch display
- Secure, PCI Level 1 card processing
- EMV and NFC Credit Card Readers
- 4G wireless communications
- Anti-fishing of coins / Coin escrow
- Anti-card skimming
- Graphical Printer & E-Receipts
- Upgradeable design

CWT S4+ Software Features

- Complex rate structures
- Strong parking rights management
- Progressive pricing & Forced rotation
- Special rates per plate
- Free time
- Remote software downloads
- Citation payments
- Validation code acceptance
- Advertising / Local News
- Extend by Text option



Meter Housing

The CWT MSM is designed to be visually pleasing and easy to use for customers while reducing the necessary space required for installation. The cabinet is made with 304 stainless steel. A graffiti-resistant powder coating is applied to the inside and outside of the cabinet. This protects against the elements, including human (vandalism) and environmental (weather). The powder coating makes it easier to remove unwanted paint, marker tags and adhesive materials. Our standard pay station color on the CWT is black (RAL 9005). Additional RAL colors and custom wraps are available at additional cost.

Screen Flow Example



<p>PARK SMART NASHVILLE 4:30 PM 2/13/2023 Meter ID: 1234</p> <p>How Long Do You Want To Stay?</p> <p>1 HOUR (MINIMUM)</p> <p>2 HOURS (MAXIMUM)</p> <p>\$2.25 PER HOUR 2 HOURS MAXIMUM ENFORCED 24-7 HOURLY INCREMENTS ONLY</p> <p>CANCEL</p>	<p>PARK SMART NASHVILLE 4:30 PM 2/13/2023 Meter ID: 1234</p> <p>MAXIMUM PURCHASE</p> <p>START 5:57 PM END 7:57 PM</p> <p>LICENSE PLATE CBT44 DISTRICT Downtown</p> <p>TOTAL FEE \$4.50</p> <p>Tap "NEXT" to proceed.</p> <p>CANCEL NEXT</p>	<p>PARK SMART NASHVILLE 4:30 PM 2/13/2023 Meter ID: 1234</p> <p>Plate Number: CBT44 \$2.25 PER HOUR 2 HOURS MAXIMUM ENFORCED 24-7 HOURLY INCREMENTS ONLY YOU ARE ONLY ALLOWED TO PARK A MAXIMUM OF 2 HOURS PER DISTRICT UNTIL 4:00AM</p> <p>Insert Credit or Debit Card or coins to select time.</p> <p>AMERICAN EXPRESS VISA mastercard</p> <p>BACK CANCEL</p>
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LAZ Obs jgh 6

Screen Flow Example



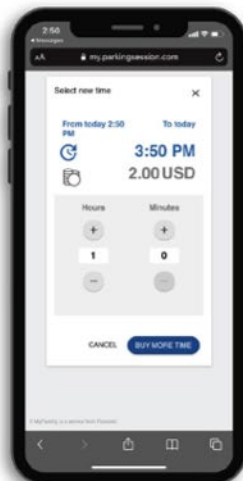
<p>PARK SMART NASHVILLE 4:30 PM 2/13/2023 Meter ID: 1234</p> <p>Your Purchase Has Been Digitally Registered With Our Enforcement Team. PRINTED RECEIPT IS OPTIONAL</p> <p>Select From Receipt Options Below:</p> <p>Text (SMS) Receipt</p> <p>Print Receipt</p> <p>No Receipt</p> <p>Note: Selecting Text(SMS) receipt allows you to add time through your mobile phone.</p>	<p>PARK SMART NASHVILLE 4:30 PM 2/13/2023 Meter ID: 1234</p> <p>YOU ARE PARKED!</p> <p>START 5:57 PM END 7:57 PM</p> <p>LICENSE PLATE CBT44 DISTRICT Downtown</p> <p>TOTAL FEE \$4.50</p> <p>Please take note of your parking district to add time.</p>
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LAZ Obs jgh 7

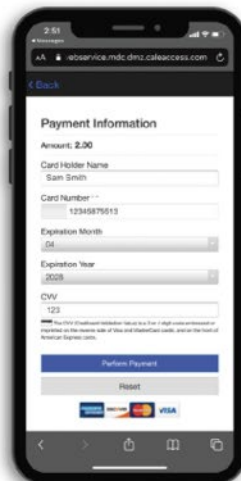
EXTEND BY TEXT OPTION



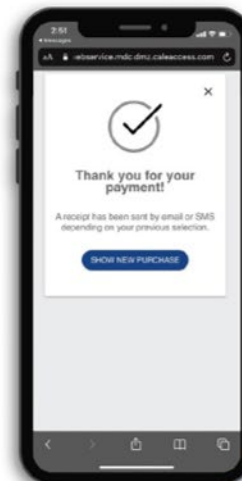
Text message with digital receipt is sent after purchase at Pay Station



Reminder text sent before time expiration. Contains link to payment portal.



Payment portal allows user to extend their time



Screen Flow Example



PARK SMART NASHVILLE 4:30 PM
2/13/2023
Meter ID: 1234

YOU WILL NEED YOUR LICENSE PLATE NUMBER TO PAY FOR PARKING

SEE POSTED STREET SIGN WHERE YOU PARKED FOR DISTRICT INFORMATION AND ANY OTHER PARKING RESTRICTIONS

YOU ARE CURRENTLY IN DISTRICT

Downtown

WHERE ARE YOU PARKED?

IN THIS DISTRICT

IN ANOTHER DISTRICT

LANGUAGE INFO CHECK TIME

PARK SMART NASHVILLE 4:30 PM
2/13/2023
Meter ID: 1234

ENTER LICENSE PLATE NUMBER

1	2	3	4	5	6	7	8	9	0
Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	
Z	X	C	V	B	N	M	<		

CANCEL NEXT

PARK SMART NASHVILLE 4:30 PM
2/13/2023
Meter ID: 1234

Verifying Plate Status

CANCEL

Mobile/Virtual Payment Solutions

LAZ proposes our proprietary Mobile Pay solution, LAZgo. Our robust plan integrates seamlessly with the Passport enforcement platform and provides customers with an easy and quick way to pay for parking on the go. Our transaction fees are the lowest in the industry, charging customer only one fee even when the parking session is extended. LAZgo meets all the requirements set forth with the exception of the IVR option. If this is a firm requirement, LAZ Parking is agnostic and will work with any Mobile Pay provider the District is currently working with.

Diverse Mobile Payment Solution

The LAZ Parking commitment to innovation extends beyond conventional parking management, embracing the digital landscape with a proven track record of elevating mobile adoption rates. Through strategic and effective marketing initiatives, we've successfully implemented groundbreaking strategies that not only increase mobile adoption but also enhance the overall user experience. LAZ Parking has built a powerful mobile payment tool that allows parkers to search, view and pay for parking online, via phone, tablet or desktop. With LAZgo, your residents and visitors can find and pay for parking right from their phones.



This suite of solutions provides powerful and secure mobile, web and app-based search and payments for ungated and gated locations. Capabilities include:

- **LAZ Parking App:** The LAZ Parking app is free to download from the Apple or Android store and gives our customers the fastest, simplest and most secure way to get guaranteed parking at the best, direct prices.
- **Text to Park:** Text to Park is a quick, convenient cashless parking experience. At un-gated locations, the customer simply sends a text to start their session. No attendants, no cash, no kiosks, not even an app. They get a customizable return text, and their stay is checked by license plate.
- **Web Widget:** The LAZ Parking web widget is a simple, small and powerful add-on that turns virtually any website or app into an online sales driver for your parking spaces. This solution is fast, secure and direct, with no third party required.
- **Pay as You Go:** Customers scan in and out with their phone or license plate and we take care of everything else. Their registered payment method is only charged for the time they park. Our use of ticketless, touchless digital payments offers ultimate flexibility and convenience.

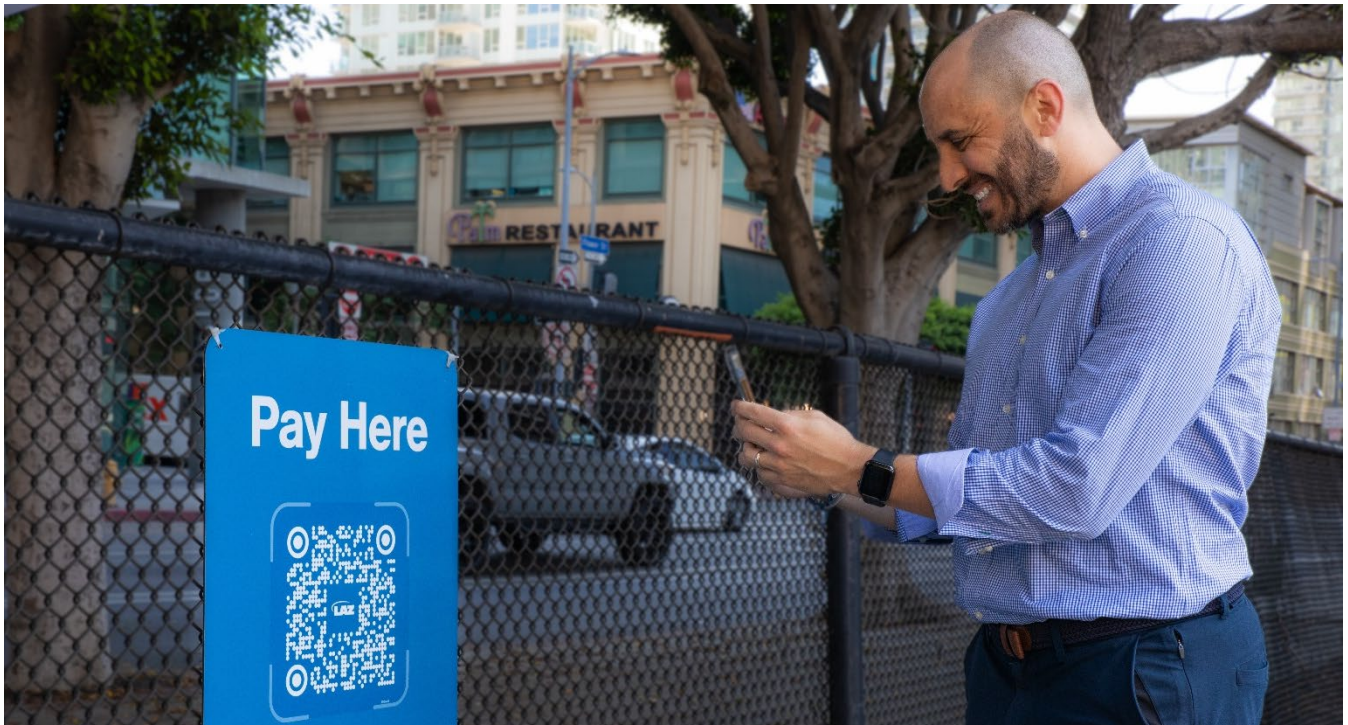
Success by the Numbers

- LAZgo at over 1900 locations and over 2200 sales channels
- While specific figures remain confidential, it's worth noting that LAZ Parking consistently achieves substantial annual parking sales through our platform, reaching tens of millions of dollars. This remarkable success is a testament to our commitment to providing unparalleled parking solutions and contributing significantly to the industry's digital landscape.
- While specific volume details are held confidential, it's noteworthy that LAZ Parking processes tens of millions of transactions annually through our platform. This substantial transaction volume underscores the widespread adoption of our parking solutions and the trust our clients place in our efficient and seamless transaction processes.
- LAZ Parking serves airports, stadiums, on-street, commercial garages, valet, residential and event parking with digital parking solutions and LAZgo technology.
- Customers can pay via Reserve Ahead or at most locations they can Park Now using LAZgo.



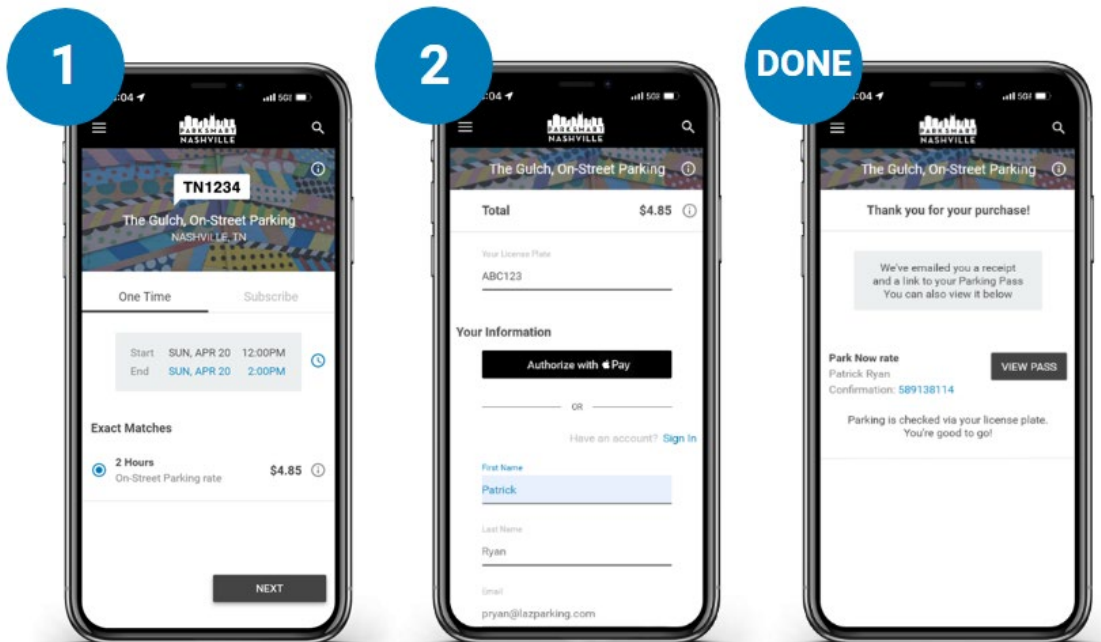
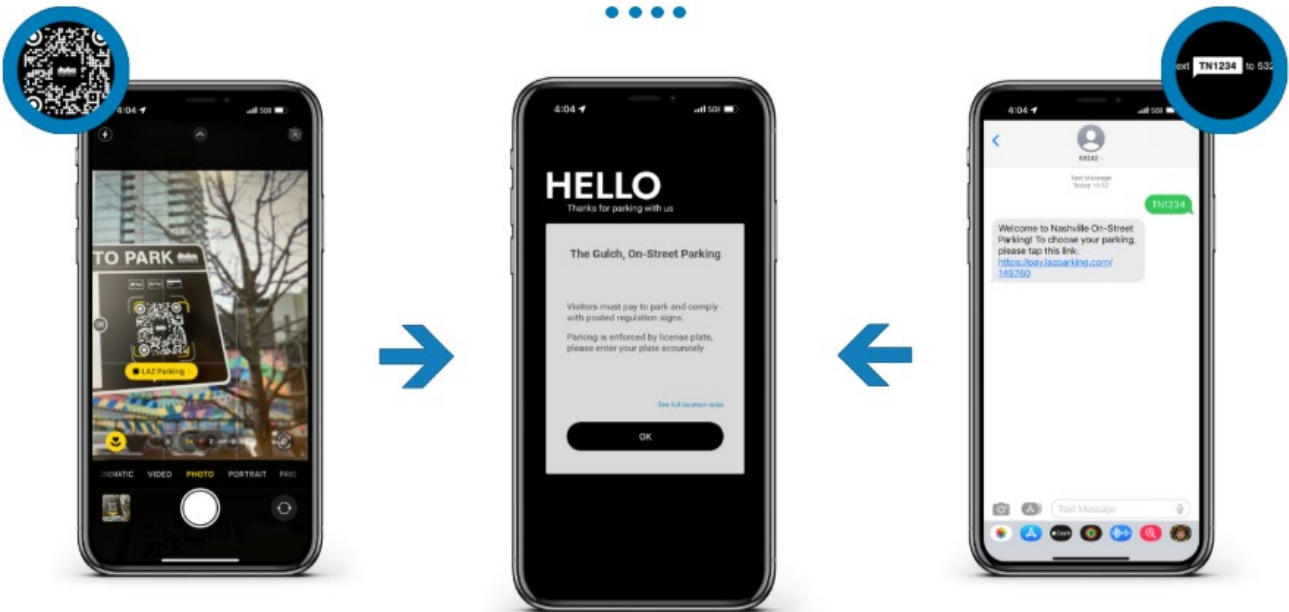
One Transaction. One Fee. Zero Stress!

Unlike 3rd party services, LAZ Parking won't bury your customers in multiple fees for each extension. There is only one transaction charge and one fee, that's it! Extensions are charged to the original payment method used to start the session (Apple Pay, Google Pay, or credit card). Payments will be finalized and collected at the end of the session.



Customer Experience

Two digital ways to pay



Registration (optional)

4:04 | 50% | NASHVILLE

The Gulch, On-Street Parking

Register

LAZ

Parking

software@lazparking.com

Laz2023!!

I have read and agree to [terms](#)

Register

Already have an account? [Sign In](#)

Checkout Screen Details

4:04 | 50% | NASHVILLE

The Gulch, On-Street Parking

Total \$4.85

Your License Plate
ABC123

Your Information

Authorize with

OR

Have an account? [Sign In](#)

First Name
Patrick

Last Name
Ryan

Email
pryan@lazparking.com

4:04 | 50% | NASHVILLE

pryan@lazparking.com

Payment Method

Card Number
3782 123 5678 234

Expire MM/YY
12/23 CVV/CVC

Card Street Address
1234 Main Street

Card Zip Code
90210

BACK AUTHORIZE \$4.85

By selecting the PAY button you agree to our [Terms & Conditions](#), [Privacy Policy](#) and [License Plate Recognition Policy](#)

Extend Time – pre-authorizing card

4:04 | 50% | NASHVILLE

The Gulch, On-Street Parking

Your Initial Stay \$11.50

Extensions & Validations

We temporarily authorize your card for a different amount.

At the end of your stay, we finalize the correct amount.

OK

Your Information

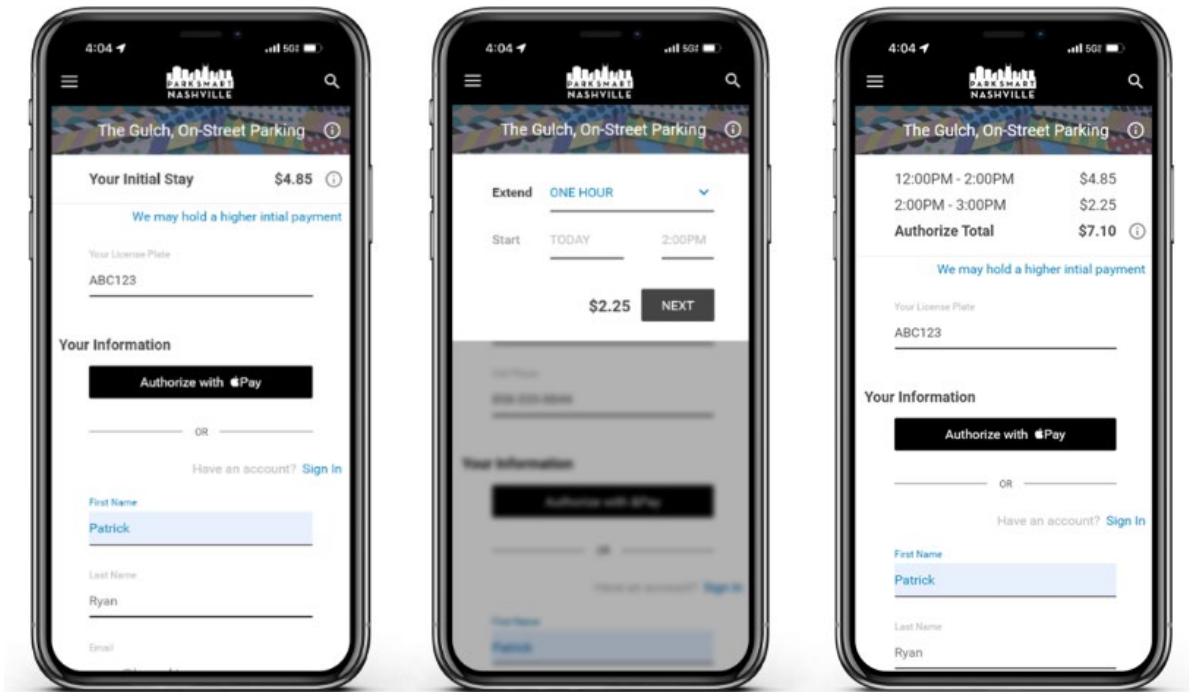
Authorize with

OR

Have an account? [Sign In](#)

First Name
Patrick

Customer Journey – Extend Time



LAZ Business Intelligence & LAZalytics

We also offer City of Hawthorne operation with our LAZ Business Intelligence (LAZ BI) platform, the parking industry's most powerful enterprise platform for delivering actionable data.

LAZ Parking will provide the City with a tailored BI dashboard built specifically for the City's parking program. This includes occupancy scoreboards, interactive visualizations, among others. Developed internally, this "LAZalytics" LAZ BI tool provides a single view of the most critical data points that drive your parking business. By creating custom KPIs, the City can monitor your assets as an entire unit or as a single property in real time. You also can drill down from high-level views, with granularly if needed. As a result, strategic, data-driven decisions can be made with regard to how to best manage parking operations and drive revenues to the bottom line.



Power & Simplicity Combined

LAZ BI integrates with hundreds of custom, in-house data sources built using Azure Data Factory, leveraging the cloud computing power of Microsoft Power BI. The City will benefit from thousands of interactive dashboards, giving you instant access to KPIs and real-time reporting from any device. It's intuitive, easy to customize, and simple to use. You can visualize the "what-if" scenarios, drill down into the data, and model outcomes to guide your future strategy and decisions.

Its underlying "PowerBI" software used has long been an industry leading platform and it's used by organizations large and small, from multinational corporations to smaller companies and public sector agencies. This software has been fully customized for the parking industry. This is a tool we provide for our managers to manage their operations to maximize revenue and productivity.



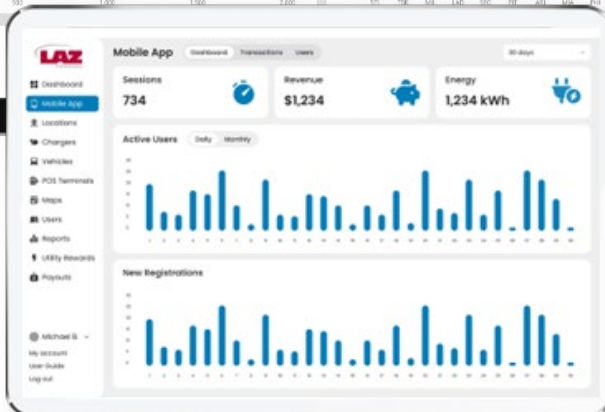
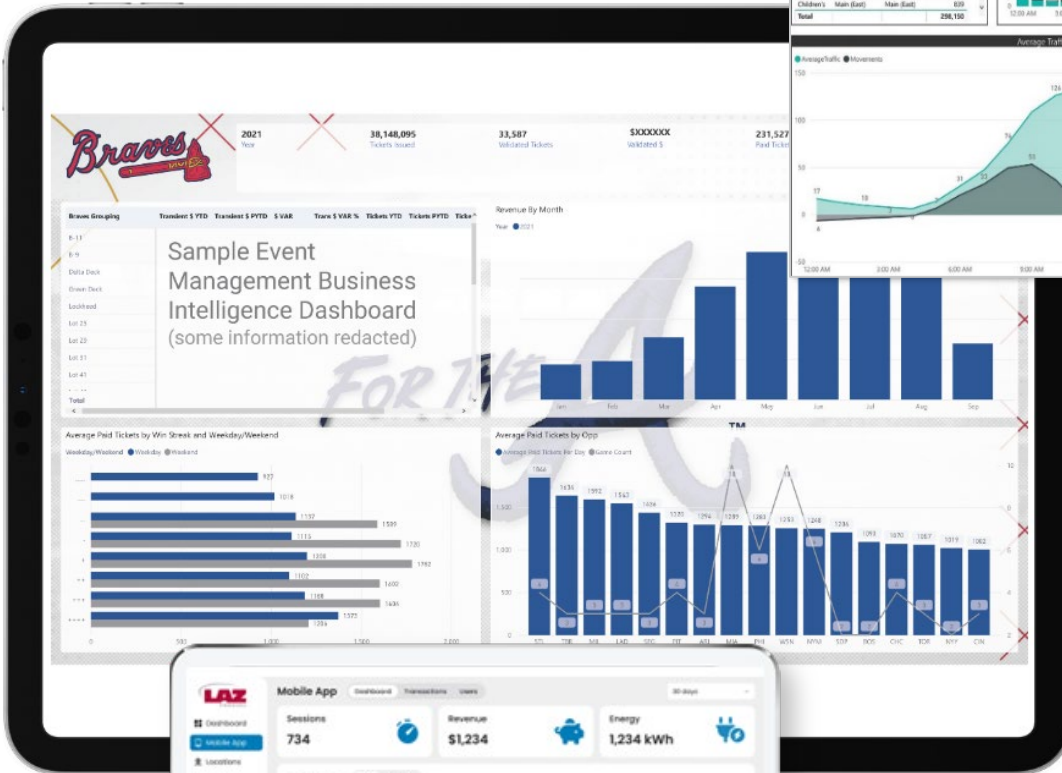
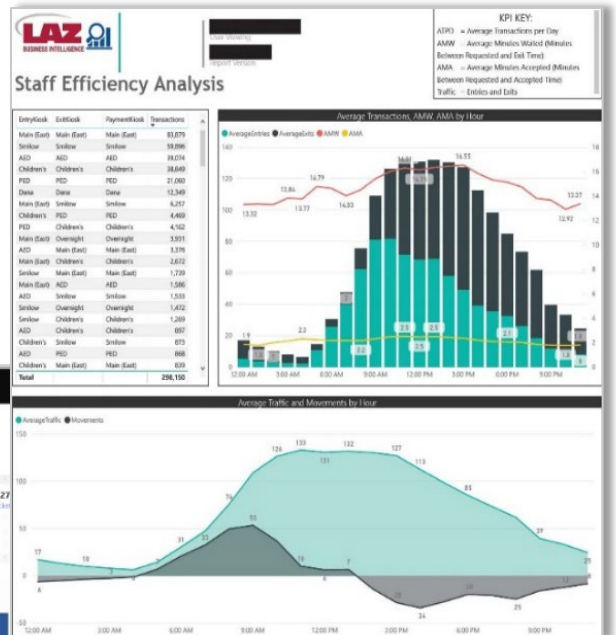
What You'll Receive

For the City, we propose custom dashboards with occupancy scoreboards, interactive visualizations, side-by-side performance comparisons, and powerful predictive analytics. Our integrations with all technologies in use within the City's parking program will help maximize parking revenue without guesswork, ensuring that every decision is data-driven and optimized for your property's needs.

- **Multiple data sources consolidated under one roof**, across all assets (including integration with any future EV chargers for revenue metrics)
- **Customized, dynamic reporting** with dashboards and ad-hoc analysis
- **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 monthly parking
- **Real-time performance tracking** for smarter decision-making
- **Historical data analysis** to improve financial forecasting
- **Financial performance metrics** to support stronger asset valuation
- **Time savings** by eliminating manual processes—one system for all parking data
- **Clear identification of demand for drivers**, maximizing revenue per space
- **Improved staffing efficiency** through transaction and payroll data integration
- **Proactive parking management** with key performance metrics at your fingertips
- **Advanced yield pricing** and dynamic occupancy variable pricing

Example LAZ BI Data Visualization

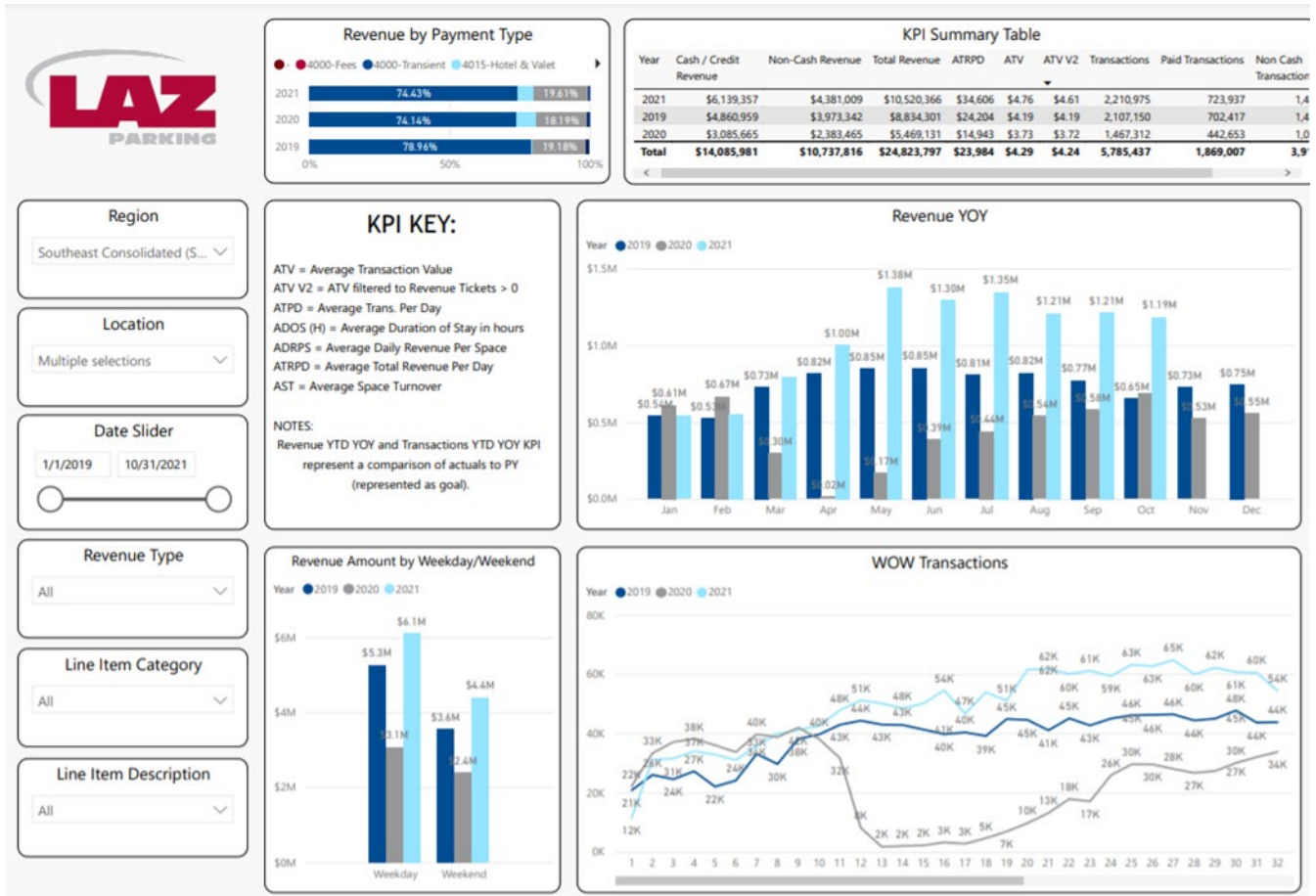
We harness data from every single reporting point within our organization and are then able to analyze metrics from almost any angle. We look forward to working with the City to create your BI dashboards using metrics that matter to you.



Daily Breakdown of Key Metrics w/ Drill Down to Time of Day

Daily KPI Summary

Year	2020						Total						
	# - Day	Revenue	ATRPD	ATV	Transactio...	ATPD	ADOS	Revenue	ATRPD	ATV	Transactions	ATPD	ADOS
+	1 Monday	\$31,009.00	\$596.33	\$11.06	2,804	53.92	11.22	\$31,009.00	\$596.33	\$11.06	2,804	53.92	11.22
+	2 Tuesday	\$34,969.00	\$672.48	\$11.15	3,136	60.31	11.11	\$34,969.00	\$672.48	\$11.15	3,136	60.31	11.11
+	3 Wednesday	\$36,009.00	\$679.42	\$11.32	3,180	60.00	10.45	\$36,009.00	\$679.42	\$11.32	3,180	60.00	10.45
+	4 Thursday	\$33,512.00	\$632.30	\$10.94	3,064	57.81	10.89	\$33,512.00	\$632.30	\$10.94	3,064	57.81	10.89
+	5 Friday	\$33,800.00	\$650.00	\$9.51	3,553	68.33	10.96	\$33,800.00	\$650.00	\$9.51	3,553	68.33	10.96
+	6 Saturday	\$18,569.00	\$357.10	\$6.03	3,081	59.25	12.04	\$18,569.00	\$357.10	\$6.03	3,081	59.25	12.04
+	7 Sunday	\$11,407.00	\$219.37	\$6.28	1,817	34.94	13.45	\$11,407.00	\$219.37	\$6.28	1,817	34.94	13.45
	Total	\$199,275.00	\$544.47	\$9.66	20,635	56.38	11.31	\$199,275.00	\$544.47	\$9.66	20,635	56.38	11.31



Permit Management System by Passport Labs

For residential and employee permits, Passport provides a turnkey digital platform that eliminates paper-based processes. Residents and employees can apply, upload documents, and renew permits online, while City staff can manage zones, quotas, and approvals in real time. This system integrates with enforcement handhelds and license plate recognition technology, ensuring efficient compliance management across all zones.

With Passport's scalable, online parking permit solution, the City will save time and money by providing an easy-to-use online system for its customers and enforcement officers. Passport's Digital Parking Permits solution allows permit programs to be digitally transformed, reducing the number of in-office visits or phone calls and allowing operators to leverage further integrated solutions, such as enforcement.

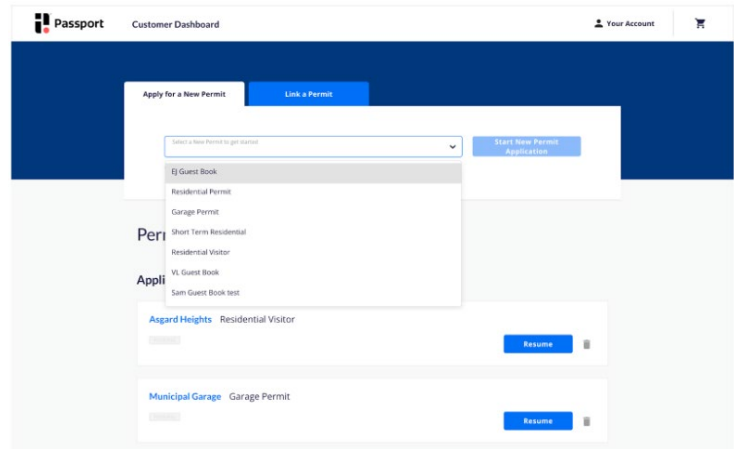
Passport's technology portfolio includes an end-to-end internet-based parking permit solution, which comprises 2 different portals:

- **Front-end, online customer portal** where applicants/holders can securely apply, renew, purchase, and manage their permit(s).
- **Back-end, client-facing portal** manages the entire permitting environment, including permit approval, issuing, robust researching functions, dynamic reporting and configuring renewal notices.



Passport's Customer Portal

The City will receive a user-friendly customer portal where customers can easily apply for, purchase, renew and manage their permits. The customer portal will be completely branded to the City with City colors and logos and will be configured with its specific permit types, permit cycles and permissions; the web-based customer portal can be linked to the City's existing website.



Any modern browser can reach this customer portal, and it is mobile-optimized for access by any smartphone with access to the internet.

Apply for Permit

Passport offers a streamlined application process that allows customers to easily apply for and purchase permits via any mobile or web-enabled device. Passport's customer portal includes these key features:

- **Self-Service Account Management:** Permit accounts can be managed anytime from the customer portal. Once logged in, customers can view their current permits with options to renew, manage, or change their current permit, as well as add a new permit.
- **Flexible Application Process:** Customers can start and stop their permit application via the "Applications in Progress" option within their account online.
- **Address-Based Eligibility:** Address-based residential eligibility verification can be enabled to ensure that only permits available to that customer based on their specific address can be purchased.
- **Seamless Transition:** Passport enables a seamless transition from the City's previous permit management provider so that customers can "Link a Permit," using a City-provided link that pulls in the information from the customer's existing permit with the City's previous permit management provider.

Cashiering

Passport's customer portal can also support walk-in or mail-in permit applications via its "Issue Permit" module. The same restrictions and configurations that prevent purchases on the website will also apply to offline transactions. Regardless of the method of purchase, all permits are issued digitally and associated with the customer's License Plate Number (LPN) instead of physical hang tags or decals, eliminating the need to display a permit or interact with physical inventory.

Payment Options

Passport's digital parking permits solution allows convenient payment options and accepts credit and debit card payment options. Permit holders can pay using Visa, Mastercard, Discover, and AMEX cards as well as credit-card issuer-backed debit cards (i.e., the Visa/MasterCard logo is present on the card). Following payment, a confirmation receipt will be emailed. Please note that Passport's portal does not process payments; all in-person payments are recorded in the portal. Passport's customer portal can, however, process payments.

Passport's Portal

Permit Setup & Configuration

Passport's digital permit solution offers extensive configurations to meet the City's permitting needs and reflect the community using its permitted facilities. Permit configurations are defined and executed during implementation with the option for later edits by a main administrator, as needed. Within Passport's portal, City staff can establish Permit types (e.g., customer, staff, visitor), Cycles (e.g., daily, weekly, monthly, annually), Zones, Pricing and other prerequisites or limits to purchasing permits designated by the City.

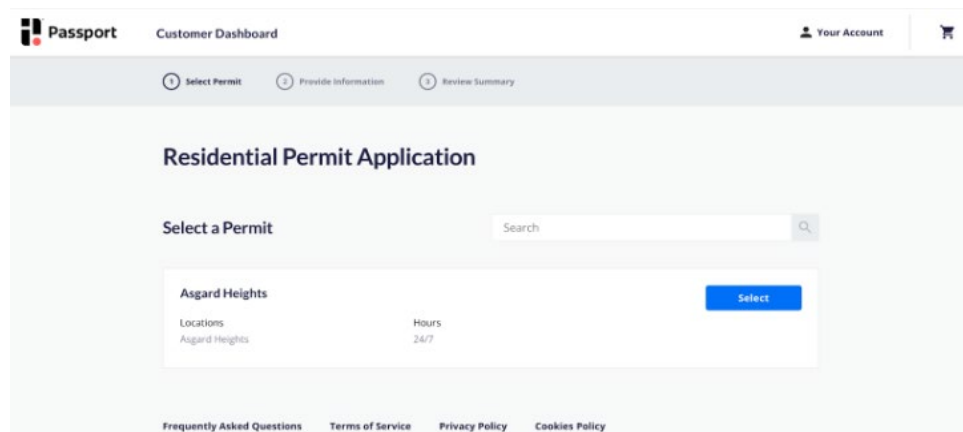
Passport's portal also can support the following components of the City's permitting program:

- **Configure Permit Eligibility Requirements:** City can implement a variety of eligibility requirements and prerequisites that must be met in order to purchase a permit; these can include proof of residence or employment status. The portal allows applicants to upload documentation as a requirement to submit their application.
- **Permit Issuance Limitations:** Limits can be set to control the number of permits issued according to specific parameters, such as permit types, cycles or zones. If an applicant reaches his/her limit, subsequent applicants will be added to a waitlist, which the City can set up to automatically add or remove applicants.
- **Rate Overrides:** Once a permit is set up according to the City's specifications, Passport can override the price in specific zones which allows the City to keep a single permit type but adjust the pricing in areas with higher demand.
- **Custom Fields:** Based on the permit type, custom fields can be created and designated as 'required.' The additional information gathered as a result of customizing fields enables the City to collect the information required to issue a specific permit and also provides additional customer insight.

Permit Issuance & Approval

As permit applications are received via the Passport customer portal, all information will flow in real time to Passport's portal "Permit Approval Queue," where new permit applications and renewals for all permit types are managed. Administrators will review the permit details (permit type, cost, permissions), application information (name, address, email, LPN) and any supplemental application documents (e.g., proof of residency, employment, etc.) that are submitted with the application.

From there, an administrator can choose to approve, deny or request more information for that application. All actions will email the contact on the application informing them of their permit status and any next steps.



Waitlisting

Passport's digital permit solution also offers automated waitlisting functionality, which automatically offers a permit to an applicant at the top of a waitlist based on availability. Authorized users can manually override the waitlist as needed, and the City will have full control over waitlist configurations, including the number of available spots and the applicant's length of time to complete a purchase. Applicants can view their position on the waitlist via the customer portal.

Permit Management

After permits are issued, Passport's portal provides the tools to manage active permit accounts.

- **Search Permits:** Quickly search permits by different parameters with the ability to drill down on specifics such as permit details, vehicles, payments, documents and notes.
- **Permit Reporting:** See details across the entire permit solution, including payments, refunds, permit zones and issuance data. All reports are exported to Microsoft Excel for further analysis.
- **Message Permit Holders:** Search for permit holders based on various filters and email a message to that group (e.g., permit lot construction or an event).
- **Automated Functions:** Functions such as automatically emailing renewal letters, auto-renewable permit types and changes to the waitlists can be automated to reduce burdensome management tasks for the City staff.

Communication with Permit Holders

Passport's system can notify customers via mail or email of an impending renewal cycle. Based on the expiration date for a particular permit type, the system can automatically generate a notification a few weeks before expiration, encouraging customers to renew their permit online with instructions on how to do so.

The City will also be able to communicate with permit holders via the Passport's portal "Message Permit Holders" functionality. Here, users can search for a particular permit holder(s) using filters for permit type, permissions, date, and status. Results will be returned, and users can select the users they wish to message, with an option to 'select all.' Once a permit population is selected, the user will select "Write Message" and input a Subject and a Message they wish to convey.

Digital Parking Permit Reporting

Passport designed its digital parking permit reporting to address most permitting situations, enabling the City to get insights into its permitted parking environment. City users will be fully trained on Passport's reporting module to optimize existing reporting to pull the information needed. Should the City require a data view that is not available through the system, Passport's Product Support team will work with the City to build additional custom reports, within reason. Several reports will allow City staff to report on system data, with the option to apply additional filters to drill down on granular details.

- Permit Detail Report
- Permit Issuance Report
- Trail Report
- Permit Type Sales Total Report

Branding, Wayfinding and Signage Plan Experience

LAZ has partnered with various municipalities to enhance urban mobility, optimize parking assets, and improve the customer experience. Our deep expertise in implementing parking wayfinding programs has helped cities across the country reduce congestion, increase parking utilization, and improve accessibility.

LAZ has successfully deployed integrated wayfinding systems in cities across the U.S., combining real-time data, dynamic signage, and mobile app integration to guide drivers to available parking. These programs have resulted in measurable improvements in traffic flow and user satisfaction. Our approach is rooted in collaboration with city stakeholders, leveraging smart technology and data analytics to tailor solutions to each community's unique needs.



With a proven track record of delivering innovative, scalable, and customer-focused parking solutions, LAZ is uniquely positioned to support the City of Hawthorne in enhancing its parking infrastructure and wayfinding capabilities. Shown here are a few examples of branding and signage examples from our recent projects.

PAID PARKING

Paid Parking in effect: 10 AM to 8 PM
Fridays • Saturdays • Sundays • Holidays
 Parking lot closed: 12 AM to 5 AM
 No camping or sleeping in vehicles.

PAY BY LICENSE PLATE

Per Hour (Up to 4 Hours): \$1
 Por Hora (Hasta 4 Horas):

Day Pass: \$10
 Pase de un Día:

PAGUE USANDO SU PLACA DE VEHÍCULO

ESTACIONAMIENTO DE PAGO

Estacionamiento de pago: 10 AM a 8 PM
Viernes • Sábados • Domingos • Días Festivos
 Estacionamiento cierra: 12 AM a 5 AM
 Prohibido acampar y dormir en vehículos.

BEFORE YOU
GO YOUR OWN
WAAAAAYYY

PAY FOR YOUR
PARKING HERE

FRIENDLIEST PARKING IN TOWN

P PAY HERE

DOWNTOWN NASHVILLE

HISTORIC CORE ATTRACTIONS

- Utorper Annesen Dator
- Purus Utillmcorper
- Justo Eit
- Sollicitudin Utorper Eges

LOCAL EVENT CALENDAR

SCAN QR CODE FOR UPCOMING EVENTS

Adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quisquam

P PAY HERE

DOWNTOWN NASHVILLE

HISTORIC CORE ATTRACTIONS

GET READY TO BOOGIE!

You're a shiner's throw away from the Museums, Hall of Fame & Museum— and a short stroll from Nashville's most famous, signature district. There's a Alley—where you can see (and hear) for yourself why they call this "Music City."

Of course, there's more to the past of town than meets the eye. For a quieter time, find a different kind of parking spot by the Cumberland at downtown Park.

LOCAL EVENT CALENDAR

SCAN QR CODE FOR UPCOMING EVENTS

Adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quisquam

PAY HERE P

DOWNTOWN NASHVILLE

HISTORIC CORE ATTRACTIONS

- Utorper Annesen Dator
- Purus Utillmcorper
- Justo Eit
- Sollicitudin Utorper Eges

LOCAL EVENT CALENDAR

SCAN QR CODE FOR UPCOMING EVENTS

Adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quisquam



4. REFERENCES

Similar Services & Operations

Municipal References

Agency:	City of Inglewood / Inglewood Police Department
Address:	1 West Manchester Blvd., Inglewood, CA 90301
Contract Value & Term:	\$54M – Continuously serving since May 2014
Scope of Services:	Turnkey parking enforcement services 24 hours/day-365 days/year (all MCs & CVCs), traffic control services, traffic & crowd control during special events, traffic dispatch services, front counter customer service representatives. Street Sweeping Enforcement, parking meters, permits, timed parking, posted signs, RPP, curb violations, scofflaw and school detail.
Contact:	Luis Atwell, Assistant City Manager
Phone:	310-412-5333
Email:	latwell@Cityofinglewood.org


Agency:	City of Santa Ana / Santa Police Department
Address:	20 Civic Center Plaza, Santa Ana, CA 92701
Contract Value & Term:	\$4.7M – Continuously serving since July 2018
Scope of Services:	Citywide parking enforcement services including all MCs and CVCs (Street Sweeping Enforcement, parking meters, RPP, alleys, blocked driveways, lawn parking, 24/7 operation with commercial street sweeping covered during graveyard).
Contact:	Yolanda Bautista
Phone:	714-245-8225
Email:	ybautista@santa-ana.org

Agency:	City of Burbank / Burbank Police Department
Address:	200 N. 3 rd Street, Burbank, CA 91502
Contract Value & Term:	\$6.5M – Continuously serving since April 2023
Scope of Services:	Citywide parking enforcement services including all MCs and CVCs (Street Sweeping Enforcement, RPP, timed zones and posted signs).
Contact:	Lieutenant John Pfrommer
Phone:	818-238-3106
Email:	jpfrommer@burbankca.gov

Agency:	City of West Hollywood
Address:	8300 Santa Monica Blvd., West Hollywood, CA 90069
Contract Value & Term:	\$14M – Continuously serving since July 2020
Scope of Services:	Turnkey Parking Enforcement Services 24 hours/day-365 days/year (all MCs & CVCs), Vehicle/Bike/Foot Patrol, Traffic Control, Dispatch Services, Front Counter Customer Service, Encroachment/Temp Permit Placement, Towing, Court Appearances. Street Sweeping Enforcement.
Contact:	Vince Guarino
Phone:	323-848-6426
Email:	vguarino@weho.org

Agency:	City of San Mateo / San Mateo Police Department
Address:	200 Franklin Parkway, San Mateo, CA 94403
Contract Value & Term:	\$7.1M – Continuously serving since November 2019
Scope of Services:	Citywide parking enforcement service including all MCs and CVCs. Street Sweeping & Citywide Parking Enforcement, including parking meters, RPP, timed zones, and posted signs.
Contact:	Sgt. Craig Collum
Phone:	650-522-7742
Email:	ccollom@cityofsanmateo.org

Agency:	City of Malibu
Address:	23825 Stuart Ranch Road Malibu, CA 90265
Contract Value & Term:	\$1.1M – Continuously serving since June 2024
Scope of Services:	Citywide parking enforcement service including all MCs and CVCs including timed zones and posted signs.
Contact:	Susan Duenas
Phone:	(310) 456-2489 ext. 313
Email:	sduenas@malibucity.org



people first

5. COST & FEE SCHEDULE

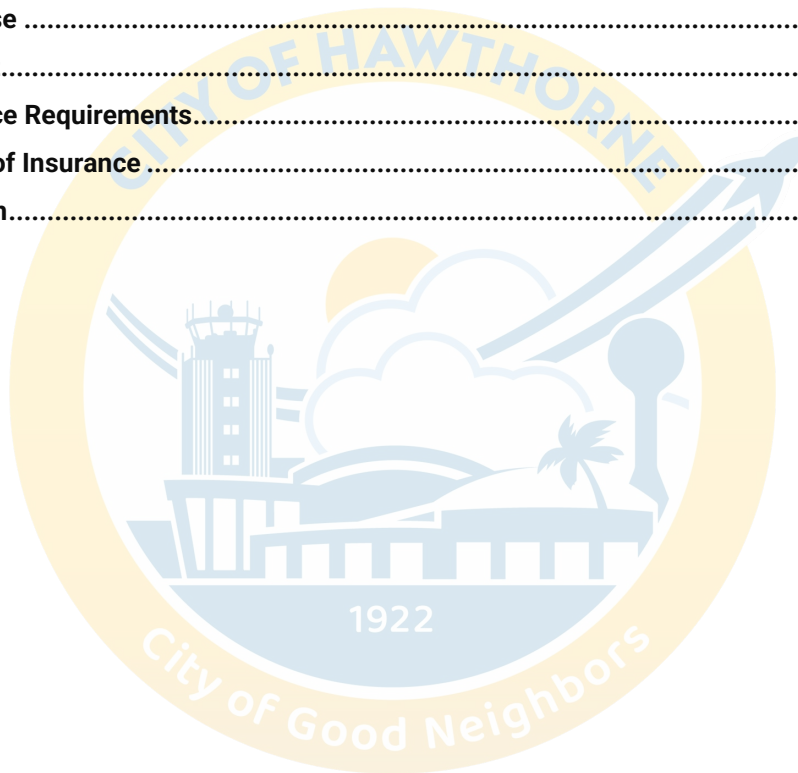
**All Pricing Information
Has Been Included
In a Separate Document**



6. ATTACHMENTS

In compliance with the guidelines of this RFP, all necessary forms have been signed and included.

A. Proposer’s Response	48
B. Proposer’s Affidavit.....	50
C. Hawthorne Insurance Requirements.....	51
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E. Company Resolution.....	55



A. PROPOSER'S RESPONSE

SECTION IV - PROPOSAL

FAILURE TO COMPLETE ALL ITEMS IN THIS SECTION MAY INVALIDATE PROPOSAL

In accordance with your "Request for Proposal," the following proposal is submitted to the City of Hawthorne.

Proposal Submitted By:

LAZ Parking California, LLC

Name of Company

1200 Wilshire Blvd • Suite 100B •

Address

Los Angeles, CA 90017

City / State / Zip Code

Conrad Midolo, Regional Vice President, Los Angeles

Conrad midolo

Printed Name / Title

O: (310) 759-0223, F: (510) 345-3478

Telephone Number / Fax Number

Form of Business Organization:

Please indicate the following (check one):

Corporation ___ Partnership ___ Sole Proprietorship ___

Other: Limited Liability Company _____

Business History:

How long have you been in business under your current name and form of business organization?

44 _____ years

If less than three (3) years and your company was in business under a different name, what was that name?

List any pending or previous litigation over the past five years related to your firm's work:

N/A

Contact for Additional Information:

Please provide the name of the individual at your company to contact for any additional information

Conrad Midolo

Name

Regional Vice President, Los Angeles

Conrad midolo

Title

O: (310) 759-0223, F: (510) 345-3478

Telephone Number/Fax Number

Addenda Received:

Please indicate addenda information you have received regarding this proposal:

Addendum No. _____ Date Received: _____

Addendum No. _____ Date Received: _____

Addendum No. _____ Date Received: _____

Addendum No. _____ Date Received: _____

No Addenda received regarding this proposal.

(only the Q&A document on 9/17)

B. PROPOSER'S AFFIDAVIT

STATE OF CALIFORNIA
COUNTY OF LOS ANGELES

Conrad Midolo being first duly sworn, deposes and says:

1. That he/she is the Regional VP, LA of LAZ Parking California, LLC
(Title of Office) *(Name of Company)*
hereinafter called "Proposer," who has submitted to the City of Hawthorne a proposal for On-Street Paid Parking, Parking Enforcement and Revenue Collection.
2. That the proposal is genuine; that all statements of fact in the proposal are true;
3. That the proposal was not made in the interest of behalf of any person, partnership, company, association, organization or corporation not named or disclosed;
4. That the Proposer did not, directly or indirectly, induce solicit or agree with anyone else to submit a false or sham proposal, to refrain from proposing, or to withdraw his proposal, to raise or fix the proposal price of the Proposer or of anyone else, or to raise or fix any overhead, profit or cost element of the Proposer's price or the price of anyone else; and did not attempt to induce action prejudicial to the interest of the City of Hawthorne, or of any other Proposer, or anyone else interested in the proposed contract;
5. That the Proposer has not in any other manner sought by collusion to secure for itself an advantage over the other Proposer or to induce action prejudicial to the interests of the City of Hawthorne. Or of any other Proposer or of anyone else interested in the proposed contract;
6. That the Proposer has not accepted any proposal from any subcontractor or materialman through any proposal depository, the bylaws, rules or regulations of which prohibit or prevent the Proposer from considering any proposal from any subcontractor or materialman, which is not processed through that proposal depository; or which prevent any subcontractor or materialman from proposing to any contractor who does not use the facilities of or accept proposals from or through such proposal depository;
7. That the Proposer did not, directly or indirectly, submit the Proposer's proposal price or any breakdown thereof, or the contents thereof, or divulge information or data relative thereto, to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof, or to any individual or group of individuals, except to the City of Hawthorne, or to any person or persons who have a partnership or other financial interest with said Proposer in its business.
8. That the Proposer has not been debarred from participation in any State or Federal works project.

Dated the 22nd day of September, 2025.

Conrad Midolo
(Proposer's Signature)

Regional VP, Los Angeles
(Title)

C. HAWTHORNE INSURANCE REQUIREMENTS

Insurance Requirements:

Below you will find the City of Hawthorne's Insurance Requirements:

1) Commercial General Liability

Commercial General Liability (equivalent in coverage scope to Insurance Services office, Inc. (ISO) form CG 00 01 11 85 or 11 88) an amount not less than \$2,000,000 per occurrence and \$4,000,000 general aggregate. Such insurance shall include products and completed operations liability, independent contractor's liability, broad form contractual liability, and cross liability protection. The "City of Hawthorne, its officials, employees, and agents" must be separately endorsed to the policy as additional insureds on an endorsement equivalent to the Insurance Services Office, Inc. (ISO forms CG20 10 11 85 of CG 20 26 1185.

2) Automobile Liability

Automobile Liability (equivalent in coverage scope to ISO form CA 00 01 06 92) in an amount not less than \$1,000,000 combined single limit per accident for bodily injury and property damage covering Auto Symbol 1 (Any Auto). If an automobile is not used in connection with the services provided by the contractor or consultant, the contractor or consultant should provide a written request for waiver of this requirement.

3) Workers' Compensation and Employer's Liability

Workers' Compensation as required by the California Labor Code and Employer's Liability in an amount not less than \$1,000,000 per accident.

SPECIAL INSURANCE REQUIREMENTS:

1. City of Hawthorne named as additional insured.
2. 30-day non-equivocal clause stating the insurance will not be cancelled or materially changed prior to written notification to the City Clerk of the City of Hawthorne.
3. Strike the equivocal line of your cancellation clause which reads "... endeavor to ..." and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company."

ENDORSEMENT:

Notwithstanding any inconsistent expression in the policy to which this endorsement is attached, or any other endorsement now or hereafter attached thereto, or made a part thereof, the protection afforded by said policy shall:

1. Include the City of Hawthorne as an additional insured covering all operations of the insured or contractors and subcontractors or anyone acting on their behalf under the contract with the City for work in or about the said City, whether liability is attributable

to the insured or the City. (To include the elected officials, appointed officials, and employees.)

2. Not be cancelled or changed, except by written notice to the City Clerk and City Attorney of the City of Hawthorne at least thirty (30) days prior to the date of such cancellation.
3. No exclusion relating to the risks of underground hazard, collapse, or explosion shall act to the limit the benefits of coverage, as they shall apply to the City of Hawthorne as provided in this endorsement.
4. The insurance afforded the City, Boards, Officers, Agents and Employees shall be primary insurance and not contributing with any other insurance of the City.

If you should have any questions, please contact Public Works at 310-349-2980.

D. SAMPLE CERTIFICATE OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
7/30/2025

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

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

PRODUCER SterlingRisk P.O. Box 9017 Woodbury NY 11797 License#: BR-1418528 LAZPARKING	CONTACT NAME: PHONE (A/C, No, Ext): 800-767-7837 FAX (A/C, No): 516-487-0372 E-MAIL ADDRESS: request@sterlingrisk.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED LAZ Parking California, LLC 1200 Wilshire Boulevard Suite 100B Los Angeles CA 90017	INSURER A: National Union Fire Ins Co of Pittsburgh, PA	19445
	INSURER B: Federal Insurance Company	20281
	INSURER C: AIU Insurance Company	19399
	INSURER D:	
	INSURER E:	
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 1624256535 **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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y	Y	3609369	7/31/2025	7/31/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/POP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	3135689	7/31/2025	7/31/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	Y	Y	See Schedule	7/31/2025	7/31/2026	EACH OCCURRENCE \$ 100,000,000 AGGREGATE \$ 100,000,000 \$
C	<input checked="" type="checkbox"/> 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/A	014111735	7/31/2025	7/31/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER 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	Y	Y	3609369	7/31/2025	7/31/2026	Limit \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 See Page 2 for Additional Information.

 See Attached...

CERTIFICATE HOLDER LAZ Parking California LLC 1200 Wilshire Bld., Ste 100B Los Angeles CA 90017	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
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ACORD 25 (2016/03)

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ADDITIONAL REMARKS SCHEDULE

AGENCY SterlingRisk		NAMED INSURED LAZ Parking California, LLC 1200 Wilshire Boulevard Suite 100B Los Angeles CA 90017	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE**

Additional Insurers Affording Coverage:
 Insurer Letter C Allianz Global Risk US Insurance Company (NAIC 35300)
 Insurer Letter D Federal Insurance Company (Chubb) (NAIC 20281)
 Insurer Letter E Everest National Insurance Company (NAIC 10120)
 Insurer Letter F United Specialty Ins. Co. (NAIC 112537)
 Insurer Letter G RSUI Indemnity Company (NAIC 22314)
 Insurer Letter H Endurance American Insurance Company (NAIC 10641)
 Insurer Letter I American Guarantee and Liability Insurance Company (Zurich) (NAIC 26247)
 Insurer Letter J Westfield Specialty Insurance Company (NAIC 16992)
 Insurer Letter K Great American Assurance Company (NAIC 26344)
 Insurer Letter L Lexington Insurance Company (NAIC 19437)
 Insurer Letter M Westchester Surplus Lines Insurance (NAIC 10172)

C: Excess General Liability --- USL03085025 --- 7/31/25-7/31/26 --- Aggregate \$4,000,000
 D: Primary Umbrella Liability --- 79863543 --- 7/31/25-7/31/26 --- Aggregate \$15,000,000
 E: Excess Liability --- XW5EX00131251 --- 7/31/25-7/31/26 --- Aggregate \$5,000,000
 F: Excess Liability --- BTM2513227 --- 7/31/25-7/31/26 --- Aggregate \$5,000,000
 G: Excess Liability --- NHA608117 --- 7/31/25-7/31/26 --- Aggregate \$7,500,000
 H: Excess Liability --- EXC30065353301 --- 7/31/25-7/31/26 --- Aggregate \$7,500,000
 I: Excess Liability --- AEC011173111 --- 7/31/25-7/31/26 --- Aggregate \$10,000,000
 J: Excess Liability --- XSL345214K02 --- 7/31/25-7/31/26 --- Aggregate \$10,000,000
 F: Excess Liability --- BTM2513226 --- 7/31/25-7/31/26 --- Aggregate \$5,000,000
 K: Excess Liability --- EXC 5867707 --- 7/31/25-7/31/26 --- Aggregate \$10,000,000
 L: Excess Liability --- 20744112 --- 7/31/25-7/31/26 --- Aggregate \$10,000,000
 M: Excess Liability --- G48749781001 --- 7/31/25-7/31/26 --- Aggregate \$15,000,000

30 Days' Notice of Cancellation provided, 10 days for non-payment of premium. . If agreed upon in a written contract or agreement, the certificate holder is 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 the additional insureds if agreed upon in a written contract or agreement

E. COMPANY RESOLUTION

**COMPANY RESOLUTION
OF
MEMBERS OF LAZ PARKING CALIFORNIA, LLC**

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

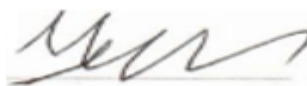
A Meeting of the Members of the Company was held on September 16, 2025.

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 Hawthorne, On-Street Paid Parking, Parking Enforcement and Revenue Collection (RFP).

FURTHER RESOLVED, that Conrad Midolo, Regional Vice President and Robert Maroney, Vice President, and/or are authorized to sign such documents, contracts and other agreements and such, documents, contracts and agreements shall be binding upon the Company.

DATED at Hartford, Connecticut, this 16th day of September, 2025



Glenn T. Terk, General Counsel