



Pinellas County

Staff Report

File #: 24-1435A, **Version:** 1

Agenda Date: 10/29/2024

Subject:

Ranking of firms and agreement with Republic Parking System LLC for Concession Services - Airport Paid Public Parking Management and Operations.

Recommended Action:

Approval of ranking of firms and agreement with Republic Parking System LLC for Concession Services - Airport Paid Public Parking Management and Operations.

- This agreement provides Concession Services - Airport Paid Public Parking Management and Operations for the St. Pete-Clearwater International Airport (PIE).
- Four submittals were received and evaluated with award recommendation to Republic Parking System LLC as the highest ranked firm.
- This agreement has a term of ten years with a total estimated revenue in the amount of \$41,080.651.00.
- PIE will receive an 83% share of revenues, less the cost/expense of operating five shuttles.
- Republic Parking is the incumbent Airport Paid Public Parking Management and Operations Concessionaire and has been doing business at PIE since 2014. Since Fiscal Year 2014, PIE has made \$36,650,248.00 in net revenues from its current contract with Republic Parking.
- The Fiscal Year 2025 Proposed Budget includes paid parking concession revenue in the amount of \$4,119,655.12.

Contract No. 24-0419-RFP for a ten-year estimated revenue in the amount of \$41,080.651.00; Authorize the Chairman to sign and the Clerk of the Circuit Court to attest.

Strategic Plan:

Deliver First Class Services to the Public and Our Customers

5.2-Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of county services and support

5.4 Strive to exceed customer expectations

Summary:

This contract secures a concessionaire that can operate five (5) Airport parking lots (short-term, long-term, Key Lime lot, Strawberry lot, overflow lot) using efficient facility management techniques, new revenue control software, and cost-effective operations. In addition, five (5) new shuttle buses will be purchased for this contract to better serve our customers. The capital investment that will be made is \$1.07M. The Airport selected a firm qualified to balance customer service, increase Airport revenue, and provide the County with the flexibility to meet customer service requirements through a percentage of gross revenue concession services.

PIE will receive 83% of the revenues received from Republic Parking System LLC and the costs of

the shuttle buses of \$41.00/hour will be deducted from those revenues. Each year, the hourly shuttle cost will increase by 2% to absorb employee wage increases.

Background Information:

The Purchasing Division, on behalf of the Clearwater Airport, released a request for proposal (RFP) for the above-referenced services, resulting in four (4) submittals. Award recommendation to Republic Parking System LLC as the highest ranked firm for a 10-year term and estimated revenue in the amount of \$41,080.651.00.

Fiscal Impact:

Estimated 10-year net revenue: \$41,080,651.00

The estimated 10-year net revenue is based upon the gross revenues collected for FY2023 and subtracting the estimated annual shuttle costs.

Since FY2014, PIE has made \$36,650,248.00 in net revenues in its current contract with Republic.

The Agreement is included in the FY25 Proposed Budget. The FY26 Budget had not been created at the time of this Staff Report. The annual revenue expected to be generated from the Agreement is approximately 2.0% higher due to increased passenger enplanements. The annual amount expected to be spent on the Agreement is approximately 7.3% percent higher due to an increase in the shuttle service per hour billing rate.

Staff Member Responsible:

Thomas Jewsbury, Airport Director
Merry Celeste, Purchasing Director, Administrative Services
Joe Lauro, Director, Administrative Services

Partners:

N/A

Attachments:

Agreement
Ranking

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Title: Concession Services - Airport Paid Public Parking Management & Operations

AGREEMENT
24-0419-RFP
CONCESSION SERVICES -AIRPORT PAID PUBLIC PARKING
MANAGEMENT & OPERATIONS

THIS AGREEMENT (the "Agreement" or "Contract"), entered into on the date last executed below ("Effective Date"), by and between Pinellas County, a political subdivision of the State of Florida, whose primary address is 315 Court Street, Clearwater, Florida 33756 hereinafter referred to as the ("County") and Republic Parking System LLC a New York corporation referred to as the ("Concessionaire", "Contractor", "Vendor" or "Operator"), whose primary address is 307 Seventh Avenue Suite 301, New York, NY 10001 qualified to do business in the State of Florida, hereinafter referred to as the ("Concessionaire").

WITNESSETH:

WHEREAS, the County owns, operates, and maintains the St. Pete-Clearwater International Airport, hereinafter referred to as "Airport"; and

WHEREAS, the County has requested proposals from qualified companies to provide paid public parking concession and shuttle bus services at the Airport; and

WHEREAS, the County selected Republic Parking System LLC as the successful respondent to operate the paid public parking concession and shuttle bus service at the Airport; and

WHEREAS, the County and the Concessionaire now desire to enter into an Agreement to provide the services required to operate the paid public parking concession and shuttle bus service at the Airport; and

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, the parties hereby agree as follows:

ARTICLE 1
DEFINITIONS

- 1.1** "Agreement" shall mean this Concession Services Agreement for Paid Public Parking & Shuttle Bus Service, as may be amended from time to time.
- 1.2** "Airport" shall mean the St. Pete-Clearwater International Airport.

- 1.3 **"Airport Terminal"** shall mean the passenger Terminal Building at the St. Pete-Clearwater International Airport.
- 1.4 **"Assigned Area"** shall mean the area/areas at the Airport designated by this Agreement and Exhibit "A" attached hereto, as to the specific locations where the Concessionaire may conduct business.
- 1.5 **"Budget Year"** shall mean the County's fiscal year (October 1 - September 30).
- 1.6 **"Concessionaire/Contractor/Vendor/Operator"** shall mean the entity awarded the contract to operate the Airport's paid public parking concession and shuttle bus service.
- 1.7 **"Customer"** shall mean airport customers, airline customers, and any individual wishing to park in the parking lots.
- 1.8 **"Airport Director"** shall mean the Director of the Airport or designee authorized to act with respect to any or all matters pertaining to this Agreement.
- 1.9 **"Employee Parking"** shall mean the non-public parking areas exclusively designated for Airport employee parking.
- 1.10 **"Gross Revenues"** shall mean all gross receipts (whether cash, check, or credit/debit card transactions) received from all the operations of the paid public parking concession at the Airport and shall include and reflect adjustments for any and all cashier shortages, overages, and undercharges. Dishonored checks, uncollectable credit/debit card transactions, and other bad debts shall not be included in Gross Revenues. Monies that might otherwise be due from stolen vehicles or vehicles abandoned in the designated public parking areas shall not be included in gross revenues except to the extent that monies are collected.
- 1.11 **"Lost Tickets"** shall mean those tickets lost by customers for which the Concessionaire is responsible for reporting.
- 1.12 **"Parking Lots"** shall mean the Airport's parking lot(s) that are required to be serviced by the shuttle bus.
- 1.13 **"Percentage Concession Fee"** shall mean the fee percentage to be paid on gross revenues collected by the Concessionaire from the operation of the paid public parking concession.

- 1.14 "Request for Proposal (RFP)"** shall mean the County's soliciting document containing the scope of work requested and the basic terms and conditions of the proposed paid public parking concession and shuttle bus service.
- 1.15 "Revenue Control Equipment"** shall mean all equipment comprising the paid public parking lots revenue control system including, but not limited to, a central computer unit, cash registers, ticket dispensing machines, credit/debit card readers, entrance and exit mechanisms, and any other equipment or device that may be required or added to the system throughout the term of the Agreement.
- 1.16 "Rules and Regulations"** shall mean the Airport Rules and Regulations as approved by the County, as may be amended from time to time.
- 1.17 "Unaccounted Tickets"** shall mean tickets for which the Concessionaire shall be held accountable, whether destroyed by testing equipment or lost during or after processing.
- 1.18 "Year"** shall mean Agreement year unless otherwise specified.

ARTICLE 2 PREMISES

The County hereby provides the Assigned Area to the Concessionaire, and the Concessionaire hereby accepts the duty to operate the designated paid public parking areas of the Airport, which include but are not limited to short-term, long-term, Key Lime, Strawberry, and Overflow parking lots. The County may provide or lease other areas of the Airport to provide parking for Airport employees, patrons, guests, and invitees, subject to reasonable limitations regarding the site and competitive effect on existing paid public parking lot revenues.

The premises currently total 3,461 parking spaces, which consist of 280 paved short-term spaces, 888 paved long-term spaces, 1020 paved economy lot spaces (Key Lime lot), 778 economy non-paved spaces, which may be paved during the term of this Agreement (Strawberry lot) and 495 adjoining non-paved temporary lot spaces (Overflow lot), which may be paved during the term of this Agreement, as designated on Exhibit "A" attached hereto and made part hereof as may be amended from time to time, as determined by the Airport.

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At the discretion of and with written approval from the Airport Director or designee, the Concessionaire shall open and operate the Airport's Overflow parking lot. The Airport may lease the Overflow parking lot to other users from time to time throughout the year with no compensation due to be paid to the Concessionaire. The County may notify the Concessionaire of such temporary arrangements in writing. Should the Airport require the Overflow parking lot for additional airline patron parking, the Airport will temporarily suspend any other user's rights to the Overflow parking lot.

ARTICLE 3 TERM

3.1 Term

This Agreement shall be for a term of ten (10) years, commencing on the date last executed below ("Effective Date").

3.2 Option to Extend

At its sole discretion, the County reserves the right to extend this Agreement at the same terms and conditions for one (1) additional five-year (5) renewal option period. If the County extends this Agreement, the Concessionaire shall be notified in writing by the County on or before one hundred eighty (180) days prior to the Agreement's expiration date of the County's intent of extending this Agreement. The Concessionaire shall have the choice to accept the County's proposal to extend or allow the Agreement to expire. Concessionaire shall notify the County of their decision in writing within thirty (30) calendar days of receipt of the County's extension notification.

3.3 Holdover

In the event the Concessionaire, its successors, or assigns shall, with the consent of the County, remain in operation after the expiration of this Agreement, such holdover shall not be deemed as a renewal or extension of this Agreement but shall only create a month-to-month contract on the same terms, conditions, and covenants, including consideration, herein contained.

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ARTICLE 4 CONCESSION FEE

For the privilege of operating the paid public parking concession at the Airport and for the use of the Assigned Area described herein, the Concessionaire agrees to pay the County a Concession Fee as follows:

4.1 Percentage Concession Fee

The percentage of Gross Revenues shall be calculated as follows:

- a) 83% of annual gross receipts per year up to \$5,000,000.00,
- b) 83% of annual gross receipts in excess of \$5,000,000.00 per year

The Parties agree that the percentage of Gross Revenues will be reviewed on an annual basis and adjustments will be agreed to by both parties as and when needed.

An hourly rate will be paid by the Airport to the Operator per shuttle operating hour. The monthly total shall be deducted from the Concession Fee.

The hourly rate paid by the airport shall be \$41.00/hour. The hourly bill rate will increase by 2% every year on the anniversary of the start date of the Agreement, for the duration of the Agreement and any extensions.

4.2 Payment

On or before the 15th day of each month (or the next business day after the 15th day), the Concessionaire shall furnish the Airport Director a report of the Concessionaire's Gross Revenue during the preceding calendar month; simultaneously submitting the applicable Percentage Concession Fee based upon the cumulative, rolling annual gross receipt.

The Concessionaire shall submit a certified, sworn statement of the annual gross receipt by an officer of the Concessionaire on or before the 15th day of the month (or the next business day after the 15th day) immediately after the contract year. If the aggregate payments made for any contract year hereof shall exceed the applicable Percentage Concession Fee of said Gross Revenue, the excess balance shall be credited to the Concessionaire's account and applied against the next succeeding monthly payment(s).

Upon termination or expiration of this Agreement, an adjustment corresponding to the calculation outlined in Article 4.2 will be made, and the County shall pay any credit balance due the Concessionaire. Any deficit owed by the Concessionaire shall be paid to the County within sixty (60)

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days of this Agreement's final termination date or expiration.

Concessionaire's Gross Revenue shall not be reduced by any payment required of the Concessionaire for business expenses, including but not limited to discounts, payrolls, lost revenues, lost tickets, insurance(s), overhead, debt servicing, loans, operating expenses, franchise taxes, other taxes, fees, or assessments levied upon the concession or Concessionaire's activities, facilities, equipment, or real or personal property of the Concessionaire, all of which shall be the Concessionaire's sole responsibility.

All sums due hereunder, all reports of Gross Revenue, and any other reports required by the County shall be paid or delivered to the Office of the Airport Director.

4.3 Late Payments

All payments to the County hereunder shall bear interest at the rate of eighteen percent (18%) per year from the payment due date if not paid within five (5) days from the date due. Said interest shall be calculated on a daily basis and shall be due and payable when billed. In addition to payment of interest at said rate for any delinquency, an administrative fee of \$25.00 shall also be paid to the County for its additional accounting and recording expenses occasioned by such delinquent payment(s). In accordance with applicable Airport Rules and Regulations, the Airport Director may waive the imposition of interest and administrative fees.

ARTICLE 5 PERFORMANCE GUARANTY

Upon execution of this Agreement, the Concessionaire shall furnish the County with a valid Performance Guaranty (Guaranty) in the principal sum of One Hundred Thousand Dollars (\$100,000), issued by a company acceptable to the County, authorized to do business in the State of Florida, and payable to the County in the event this Agreement is canceled for cause or upon default by the Concessionaire. Such Guaranty shall be kept in full force by the Concessionaire during the term of this Agreement and any holdover and/or option or extension period thereof. The Guaranty shall be conditioned to ensure faithful and full performance of all the terms, covenants, and conditions of this Agreement by the Concessionaire. Evidence of the maintenance of this Guaranty shall be submitted to the County annually on the anniversary of this Agreement. The Guaranty shall extend to a date thirty (30) days after the expiration of this Agreement to provide for transition conditions contained in Article 16 herein.

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ARTICLE 6 RECORDS AND REPORTS

The Concessionaire shall keep and maintain true and accurate records in accordance with generally accepted accounting principles (GAAP). The Concessionaire shall submit a Gross Revenue statement to the Airport Director monthly, as stated herein.

In addition, the Concessionaire shall maintain and make available to the County for inspection, upon forty-eight (48) hours' notice and within normal business hours, the following:

- A. Records of all tickets purchased and used, including dispenser number, date, and time used.
- B. All used parking tickets, lost ticket forms, and validations for a period of three (3) months.
- C. A log to include incidents occurring, such as power outages, complaints, etc.
- D. Any and all other accounting records maintained locally that pertain to the receipt of parking revenues.
- E. Monthly overnight parking count.

All other records shall be retained at the Concessionaire's expense for the term of the Agreement and any holdover and/or option or extension period at an off-airport location as required by law. These records shall be available to the Director during normal business hours and upon forty-eight (48) hours' notice, no matter where retained. The County shall not store records for the Concessionaire.

ARTICLE 7 LOST AND UNACCOUNTED TICKETS

In the event a ticket is lost by a parking lot patron, the Concessionaire shall obtain, in a format approved by the Airport Director, the patron's name, address, telephone number, vehicle license number, date and time of parking lot entrance, flight number, and signed by such patron, and any other such other information as the Airport may require in writing. Concessionaire shall timestamp the form and retain it in lieu of such lost ticket. Appropriate procedures by the Concessionaire will be taken monthly to confirm all lost tickets.

ARTICLE 8 AUDIT

The County reserves the right to audit all accounting books of the Concessionaire during normal business hours and upon forty-eight (48) hours' notice.

Concessionaire shall provide the County with an annual audit report on all Gross Revenues as defined herein from its operations at the Airport. The audit reports shall be prepared by an independent Certified Public Accountant (CPA) in accordance with the provisions of the most recent "Codification of Statements on Auditing Standards." All audit reports shall be filed with the County within ninety (90) calendar days after the end of each calendar year and during the entire term of this Agreement and shall include the following: (i) Schedule of Gross Revenues by category and by month; (ii) Schedule of Gross Revenues by category upon which monthly payments to the County are computed and a list of payments to the Airport for such period; (iii) A calculation to determine that the total monthly and annual Concession Fees were paid in accordance with this Agreement; (iv) Schedule of shuttle bus operational costs by month.

The annual audit report shall include an opinion on the schedule of all Gross Revenues by category and by month, the schedule of payments to the Airport, the calculation of Concession Fees, and the schedule of shuttle bus operational costs by month. If the annual audit report indicates that the amount of the Concession Fees (together with any sales taxes thereon) due and owing for any calendar year is greater than the amount paid by the Concessionaire to the Airport during such calendar year, the Concessionaire shall pay the difference to the Airport; simultaneously submitting the audit report. If the Concession Fees paid by Concessionaire to the Airport during any calendar year exceeds the Concession Fees due and owing for such calendar year, the Airport shall credit the overpayment to the Concessionaire.

ARTICLE 9 PARKING RATES

The County shall establish and set a fee schedule for paid public parking lot rates at the Airport. These rates may be revised annually during its budget process at the sole discretion of the County or as delegated to the County Administrator or his designee, and the County will provide the Concessionaire, from time to time, thirty (30) days' notice of any such intent to revise the parking rates. Concessionaire shall collect all charges and fees the County has imposed for the use of the Assigned Area.

Concessionaire shall maintain a survey of all Florida commercial-service airports of their paid public parking lot rates and submit those from time to time to the Airport's Deputy Director for Finance and Administration for the Airport's review of its User Fees.

Paid Public Parking Lot Rates below are as of the effective date herein.

<u>Short-Term Lot</u>		<u>Long-Term Lot</u>	
First Hour	\$2.00	First Hour	\$2.00
Each additional 20 minutes	\$1.00	Each additional 20 minutes	\$1.00
Daily Maximum	\$24.00	Daily Maximum	\$15.00

The first twenty (20) minutes in short and long-term lots will be considered free.

<u>Key Lime Lot and Strawberry Lot</u>		<u>Overflow Parking Lot</u>	
First Hour	\$2.00	No charge	\$0.00
Each additional 20 minutes	\$1.00		
Daily Maximum	\$10.00		

Parking rates may be adjusted as and when needed at the sole discretion of the County.

**ARTICLE 10
OBLIGATIONS OF COUNTY**

10.1 Operation and Maintenance

The County shall be responsible for the operation and maintenance of the following:

- A. The general lighting system within the Assigned Area to include the structure lighting and bulb replacement.
- B. The external electrical distribution system to all cashier booths, inclusive of ticket dispensing machines, credit/debit card readers, and gates.
- C. Twenty-four (24) hour police and fire protection.
- D. Landscaping of the Assigned Area and entrance roadways.
- E. The structural components of the cashier booths, inclusive of the maintenance or replacement of the heat/air conditioners.
- F. The general maintenance or repair of the public parking lot areas to include surfaces, entrance and exit pavement, fencing, striping, and bumpers.
- G. Payment of utility charges associated with ticket dispensing machines, exit gates, and cashier booths, with the exception of communication services such as telephone, telecom, or wireless services.
- H. The cleanup of any trash and/or debris within the Assigned Area to include public parking lot entrances and exits. The County is not responsible for the cleanup of the cashier booths.
- I. County will provide Concessionaire with an adequate amount of handicapped parking spaces, as required by law, within the Assigned Area, with the stipulation that Concessionaire shall not

allow non- handicapped person(s) to use the designated handicapped parking spaces and furthermore agrees to tow all violator's vehicles at the vehicle owner's expense.

10.2 Facilities and Equipment

The County shall provide the following facilities and equipment:

- A. The temporary use of the existing County-owned Revenue Control Equipment. Within one hundred twenty (120) days of the commencement date of this Agreement, Concessionaire shall replace the existing County-owned Revenue Control Equipment with a new revenue control system at Concessionaire's sole cost, as set forth in Article 12.2 herein. The revenue control system includes a GPS route management system and an automated passenger counting system. The existing County-owned Revenue Control Equipment shall be returned to the County for their use or disposal.
- B. Existing cashier booths.
- C. County shall provide to Concessionaire a secured, on-site, private office area in the Terminal Building for the purposes of collecting and processing inventory data, storage of records and other Airport related business.
- D. The Airport shall provide parking for all Concessionaire employees. All employee parking assignments will be at the discretion of the County. Concessionaire employees shall park only where directed by the County. County reserves the right to charge non-County employees a parking fee.

Except as set forth in Articles 13 & 27 herein, Concessionaire shall not repair, paint, or otherwise modify any cashier booths, Revenue Control Equipment, or signage without the express written permission of the Airport Director.

ARTICLE 11 COUNTY'S RIGHTS

11.1 Courtesy or Free Parking

The County reserves the right to provide a reasonable number of free parking permits or tickets to persons conducting official business with County or other Airport employees. Such persons shall be allowed to exit the paid public parking lots without charge or at a discounted fee as determined by the

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Airport Director.

The Airport may conduct construction improvements from time to time, including a possible parking garage. The Concessionaire will work with the County to ensure that services will not be interrupted and the Concessionaire will work with the County during the planning and construction phases to ensure there are no interruptions in service.

11.2 Access to Premises or Assigned Area(s)

County and its duly authorized representatives shall have at any and all times and without prior notification, the full and unrestricted right to enter the Assigned Area(s) for the purposes of inspecting the premises and performing any required obligations of the County as set forth herein, or which may be deemed necessary for the operational needs of the Airport, or in the exercise of the County's police power, provided said entry shall not unreasonably interfere with the operations of Concessionaire's business.

ARTICLE 12 OBLIGATIONS OF CONCESSIONAIRE

12.1 Operational Requirements

The Concessionaire shall be responsible for the operation of the following:

- A. The Assigned Area twenty-four (24) hours per day, seven (7) days per week, holidays included, or as authorized by the County. The public parking lots shall remain open for such periods during each day of the week as may be necessary to meet reasonable demands for parking services and the cashier booths shall be staffed so to provide reasonable customer access for said services. If the cashier booths are operated less than twenty-four (24) hours per day, at the County's sole discretion, a cashier booth shall be staffed from one hundred twenty (120) minutes prior to the first airline departure until ninety (90) minutes after the last arrival or fifteen (15) minutes after the Terminal Building is closed, whichever is later. Last arrival shall mean the last actual passenger aircraft arrival even if the arrival of the flight is delayed until after the normal time of the scheduled flight. It is the Concessionaire's responsibility to be up to date with the flight schedules and to work with Airport Operations to either receive a copy of the week's flight schedule, or to be given access to the Airport's gate management system to research flight schedules.

The Concessionaire shall provide safe, reliable, and timely transportation of passengers via

shuttle bus (and properly trained drivers, whether they be CDL-certified or not, dependent on the number of passengers in the shuttle bus) to and from the Airport's Terminal Building and parking lots, 24 hours a day, 7 days a week, including holidays, unless otherwise agreed upon between the parties in writing and at the sole discretion of the Airport.

- B. The Concessionaire shall, at all times, during the term of this Agreement, furnish good, prompt, courteous, and efficient service adequate to meet all reasonable demands for said services at the Airport. Said services shall be performed in a fair, equal, and nondiscriminatory manner as defined in Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 (PL 100.259), Section 520 of the Airport and Airway Improvement Act of 1982, hereinafter referred to as "Title VI and related requirements". Concessionaire agrees that solicitation of tips is strictly prohibited by all personnel.

On behalf of the County, the Concessionaire shall collect all gross revenues from parking customers for the rental of space for the parking and storage of motor vehicles whether on an hourly, daily, weekly, or monthly basis. Concessionaire shall deposit all gross revenues in an account under the Concessionaire's name at a depository in a local area bank. Said account shall be exclusively for the deposit of gross revenues collected under this contract and shall not be co-mingled with other funds from other operations or sources.

- C. The Concessionaire shall assess and collect parking fees from all customers exiting the Airport public parking lots, except those granted courtesy or free parking by the Airport.
- D. On or before the 15th day of each month, Concessionaire shall submit to the County a statement, witnessed and certified correct by an Officer of the Company, accounting for all gross revenues collected from the parking operation during the previous month. A monthly lost ticket report, unaccounted ticket report, and free parking report shall be kept on Airport premises in case Airport staff needs to review the information.
- E. The Concessionaire shall employ a full-time manager responsible for the supervision of the Airport public parking lots. The manager shall not be assigned any responsibility associated with the operation of any other non- Airport public parking facility without the express written consent of the Airport Director.

The manager shall be assigned an office in the Airport Terminal Building where said manager shall be available during normal business hours unless a different schedule is approved by the Airport Director or his/her designee as being beneficial to the Airport. Manager shall attend all

Airport meetings that may impact Concessionaire, to include tenant manager meetings and project construction meetings that may impact the public parking lots. The Concessionaire further agrees to assign a qualified employee to manage the concession operation in the absence of the manager and to provide a means of contact for the manager twenty-four

(24) hours a day. The manager shall be on-call to Concessionaire's on-duty staff and the Airport twenty-four (24) hours a day, seven (7) days a week to address any operational needs. During periods of extended manager absence, such as vacations or prolonged illness, Concessionaire shall provide a qualified interim manager who shall work the normal scheduled hours of the manager.

The Concessionaire shall provide sufficient personnel at all times to operate all cashier booths to accommodate varying volumes of exiting traffic without unreasonable delay. An unreasonable delay shall be considered an exiting line longer than ten (10) vehicles or an exit time for any one vehicle greater than three (3) minutes during normal business hours. It is the goal of the County that the public shall not have excessive waiting periods. Failure of the Concessionaire to operate the cashier booths as such is cause for termination of this Agreement. Under normal operating conditions, management will be expected to adjust to abnormal conditions, such as an unexpected backup of traffic, as necessary.

F. The Concessionaire shall provide the County with an employee dishonesty bond for each employee. Each bond shall name the County as loss payee and shall be issued by a surety acceptable to the County. The bond for the Concessionaire's full-time manager shall be for a minimum of \$50,000 (fifty thousand dollars). All other employee bonds shall be for a minimum of \$10,000 (ten thousand dollars). All bonds must be effective for the entire term of this Agreement and any extensions or option periods thereof. Furthermore, all bonds shall include a provision for fifteen (15) days cancellation notice to the Airport Director. The Concessionaire shall also provide a Performance Security in the amount of \$100,000.00 prior to execution of the contract or issuance of a Purchase Order. When a performance security is submitted in the form of a bond, all bonds must be signed by an insurance agent who is licensed to do business in the State of Florida. The license may be held by a resident agent or a non-resident agent. The performance guarantee must be in the form of: a. A performance bond; or b. An irrevocable letter of credit.

G. Payment Card Industry Data Security ("PCI") Compliance - Contractor represents and warrants that for the life of the Contract, the software and services used for processing credit card transactions shall be compliant with standards established by the PCI Security Standards Council <https://www.pcisecuritystandards.org/>. The Contractor must clearly define the managed PCI DSS Requirements and provide a written agreement that the Contractor is responsible for the security of the cardholder data the Contractor possesses or otherwise stores,

processes, or transmits on behalf of the County. The Contractor agrees to indemnify and hold harmless the County harmless for, from, and against any and all claims, causes of action, suits, judgments, assessments, costs (including reasonable attorney's fees), and expenses arising out of or relating to any loss of customer credit card or Personal Identity Information ("PII"). The Contractor must, on an annual basis, submit the appropriate "Attestation of Compliance" to the County and clearly identify the services and system components that are included in the scope of their assessment.

- H. Contractor agrees to work with the County Technology Department to ensure all policies are adhered to.
- I. While on duty or whenever in the Assigned Area, all employees of the Concessionaire shall be neat, clean, and courteous. Concessionaire further agrees that all employees will wear company uniforms and identifiable badges with employee names in clear view. Said company badges shall include the first name and initial of the last name of each employee.
- J. No employee of the Concessionaire shall act inappropriately or use improper language or act in a lewd, loud, boisterous manner. At the sole lawful discretion of the County, the Concessionaire shall immediately remove any employee from service at the Airport who is discourteous or who does not present the professional image that the County requires.
- K. The Concessionaire shall employ personnel knowledgeable in performing their duties and shall be responsible for appropriately training their personnel with parking lot Revenue Control Equipment and customer service.
- L. Concessionaire shall develop a company policy pertaining to smoking, eating, and drinking around the parking revenue control equipment and cashier booths. If any damage to the revenue control equipment or the cashier booths is a result of personnel's smoking, eating, or drinking, the Concessionaire will be held solely responsible. Smoking and eating are prohibited in the cashier booths, and drinking is prohibited whenever a customer is present at the booth.
- M. Concessionaire and personnel are responsible for immediately reporting any unlawful act or hazardous activity or condition to the Pinellas County Sheriff's Department. In cases of health emergencies, 911 must be used. It is recognized that the Concessionaire and its employees are not trained to provide responsive security or first aid measures and will only report observed incidents to appropriate authorities. Notwithstanding anything to the contrary in this Agreement, Contractor is not responsible for providing any security services.
- N. Concessionaire must maintain employee records for five (5) years, to include copies of all

employee certifications and driver's license or any other valid forms of identification.

O. Concessionaire agrees that all non-supervisory employees classified as cashiers should start at a salary no lower than the current Federal minimum wage.

P. In order to process lost or not available customer entry tickets, the Concessionaire shall establish a procedure for performing a daily license plate inventory of parked vehicles for the purpose of determining the number of days that a vehicle has remained parked in the Assigned Area. The inventory shall be collected using a hand-held inventory collection device, which will upload the inventory data to the on-site office processing computer. The Concessionaire shall provide, solely at its own expense, the processing computer, hand-held collection device, and software designed for such purpose. The inventory system shall process the newly collected inventory against the existing database of license plates, so that the daily printed report of parked vehicles in the Assigned Area reflects the length of stay in days. The record of the daily license plate inventory shall be retained for a minimum of twelve (12) months.

The Airport Director may assess a penalty of \$100 (one hundred dollars) for each day that the Concessionaire fails to fully perform the daily inventory, except that no penalty shall be assessed if conditions are unsafe to perform the collection process or the Airport fails to maintain electric service to the on-site office where the processing computer is housed.

Q. Concessionaire shall be responsible for investigating and answering all complaints received that are relative to the concession. Investigations shall be performed within two (2) working days and submitted to the Airport Director or his/her designee in writing via email.

R. On a daily basis, the Concessionaire shall clean and keep the cashier booths free of litter, trash, or other debris at its sole expense. Concessionaire shall dispose of any and all trash only in the designated dumpster provided by the Airport.

S. Concessionaire shall, solely at its own cost and expense, pay any and all taxes and/or assessments properly levied by the city, County or other governmental entity against Concessionaire's property or income.

T. Concessionaire shall provide a complete and proper arrangement for the adequate sanitary handling and disposal of all trash, garbage and other refuse caused as a result of the operation of its business. Concessionaire shall provide and use suitable covered receptacles for all garbage, trash, and other refuse on or in the connection with the Assigned Area. Piling of boxes, cartons, barrels, or similar items in an unsightly or unsafe manner, on or about the Assigned Area, is

forbidden.

U. All articles left on the premises or in a shuttle bus shall be turned into the Airport Operations Department's lost and found immediately.

V. Direct traffic within the Assigned Area(s) as needed and upon the Airport's Director's request.

W. Maintain the Assigned Areas so that they are clean and free of litter and trash.

12.2 Facilities and Equipment

The Concessionaire shall provide the following facilities and equipment:

A. Within one hundred and twenty (120) days of the commencement date of this Agreement, the Concessionaire shall replace the existing County-owned Revenue Control Equipment with a new PARCS revenue control system to include all construction, civil work, permits and fees at the Concessionaire's sole cost. The new system shall include the Park Nexus Integration, Business Intelligence Study and all functionality as described in the Concessionaire's proposal and presentation documents as attached hereto. At a minimum, the Revenue Control Equipment shall include a central computer unit and enough cash registers, ticket dispensing machines, entrance and exit mechanisms, and any other equipment or device(s) that may be required or added to the system from time to time throughout the term of the Agreement based upon the number of entrances and exits to the parking lots that exist during the term of the Agreement. Concessionaire's Revenue Control Equipment shall revert to County ownership at the expiration or termination of this Agreement. Concessionaire further agrees that all Revenue Control Equipment shall be in good, working order when reverted to County.

B. Concessionaire shall be responsible for providing and ensuring that two-way emergency information communications are maintained between the cashier booths and appropriate law enforcement authorities. Concessionaire shall pay for all telephone or any other necessary communication service(s).

C. Concessionaire shall provide, within 30 days from execution of this agreement, at their sole cost, five new vehicles with a GPS System, all vehicles for the operation of the shuttle bus service as required herein. The Concessionaire shall provide adequate amounts of passenger shuttle buses to handle Airport flight schedules to the various parking lots to ensure minimal wait times. The Concessionaire agrees to keep passenger shuttle buses on the premises at all times unless a shuttle is off-site for maintenance or repairs. If the Concessionaire purchases shuttle buses that require a Commercial Driver's License (CDL), the costs for the CDL training and licenses remain entirely with the Concessionaire. The concessionaire shall provide the following shuttles for the service at the Airport:

1. - New Shuttle Eleven Passenger ADA
2. - New Shuttle- Eleven Passenger ADA
3. - New Shuttle - Fourteen Passenger Non-ADA
4. - New Shuttle - Fourteen Passenger Non-ADA

5. - New Shuttle - Fourteen Passenger Non-ADA
6. - Fully Operable Used Shuttle for Peak Season
7. - Fully Operable Used Shuttle for Peak Season
8. - Fully Operable Used Shuttle for Peak Season

ARTICLE 13
MAINTENANCE OF FACILITIES AND EQUIPMENT

The Concessionaire shall be responsible for the following:

- A. Concessionaire shall perform all necessary maintenance and repairs on the existing parking Revenue Control Equipment system that is specifically provided herein to Concessionaire for temporary use by the County.
- B. Concessionaire shall be responsible for routine repairs and daily maintenance of all revenue control equipment including ticket dispensers, loading tickets, clearing ticket jams, as well as clearing jams in card readers. The County will replace any broken gate arms.
 - i. Concessionaire shall be responsible for providing; inspecting and maintaining all ticket dispensing stock in order to ensure effective control and management of the parking revenue control system. Ticket dispensers should be stocked at all times by the Concessionaire. Concessionaire shall provide all tickets necessary for use in the paid public parking lots that are subject of this Agreement.
- C. The Concessionaire shall provide a continuous maintenance program for all ticket dispensing equipment, credit/debit card readers, and gate units as necessary.
- D. Concessionaire shall be responsible for training of company personnel in concession operations and all applicable public parking lots' Revenue Control Equipment, whether that Revenue Control Equipment is the County-owned equipment or the Revenue Control Equipment purchased by the Concessionaire.

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ARTICLE 14 OPERATIONAL PROCEDURES

Concessionaire shall submit to the County written Standard Operating Procedures (SOP) prior to initiation of operations at Airport. The SOP is to include the following:

- A. Established accounting control procedures for collection of all parking fees, cash handling and bank deposit of parking fees, cash drawer balancing, and any other applicable procedure.
- B. Procedure for daily license plate inventory.
- C. Procedures for reporting unusual incidents, cashier report, etcetera.
- D. Duties of cashiers, manager(s), and shift supervisor(s).
- E. Procedures for dealing with vehicles left in the Assigned Area over different time periods. If a vehicle remains parked in any of the paid public parking lots more than ninety (90) days, Concessionaire shall notify the Airport in writing.
- F. Procedures for vehicle removal from the paid public parking lots.
- G. Operational procedures for the parking revenue control systems and equipment including the use of credit/debit cards and checks.

All Standard Operating Procedures shall be available for review by the Airport Director or designee and/or auditor.

ARTICLE 15 TRANSITION

Upon the termination of the Agreement, the Concessionaire shall cooperate with the County in achieving an effective and efficient transition of the operation and management of the concession. Concessionaire's failure to comply with this Article may be considered damaging to the County and will cause the County to demand payment on the Performance Guaranty. Language must specifically be included in the Guaranty to provide for this condition.

ARTICLE 16 LIABILITY, INDEMNITY, AND INSURANCE

Please refer to Exhibit "B" attached hereto for Concessionaire's insurance requirements.

Each party's total liability arising under or in connection with this Agreement, including for any claims is hereby limited to the sum of \$4,000,000 , provided that this limitation on liability shall not limit (i) any claims for tangible personal property damage, bodily injury, or death to the extent such property damage, injury or death is attributable to the negligence or willful misconduct of Concessionaire, County or their respective employees or agents and (ii) claims which may not be limited in accordance with applicable law.

ARTICLE 17 TERMINATION BY COUNTY

The County may terminate this Agreement upon the following:

17.1 Sixty (60) Day Notice

The County may terminate this Agreement upon sixty (60) days written notice to the Concessionaire for any reason whatsoever at the sole discretion of the County, with the understanding that all services being performed under this Agreement shall cease no later than sixty (60) days after notice at the County's sole discretion. If this termination option is exercised the County shall pay for the unamortized costs of the revenue computer system and new shuttle vehicles that were purchased. Straight-line depreciation shall be used for the calculation.

17.2 Default

The County may terminate this Agreement for cause if the Concessionaire shall default, fail to perform, or breach any of the terms and conditions herein contained. In the case of termination for cause, the Concessionaire shall be given thirty (30) days' notice of the breach, unless such breach is for immediate cause as included elsewhere herein, and Concessionaire will be given an opportunity within the thirty (30) day period to cure the breach. If, at the end of the thirty (30) days the breach is not cured to the satisfaction of the County, at its sole discretion, this Agreement is terminated immediately.

17.3 Voluntary Petition of Bankruptcy

The County may terminate this Agreement immediately if the Concessionaire shall file a voluntary petition of bankruptcy; or if proceedings in bankruptcy shall be instituted against the Concessionaire and it is thereafter adjudicated as bankrupt; or if a court shall take possession of the Concessionaire's assets pursuant to bankruptcy proceedings.

17.4 Assignment for the Benefit of Creditors

The County may terminate this Agreement immediately upon the making by the Concessionaire of an Assignment for the benefit of creditors.

17.5 Material Failure or Gross Negligence

The County may terminate this Agreement immediately upon a significant material failure by

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Concessionaire, either intentionally or through gross negligence, to properly collect, account for, and deposit parking revenues due to the Airport.

ARTICLE 18 TERMINATION BY CONCESSIONAIRE

This Agreement shall be subject to termination by the Concessionaire upon sixty (60) days written notice to the County in the event any one or more of the following contingencies occurs:

- 18.1 The issuance by a court of competent jurisdiction of an injunction substantially restricting use of the Airport for a period in excess of sixty (60) days.
- 18.2 The breach by the County of any of the terms, covenants, or conditions of this Agreement and the failure of the County to remedy such breach for a period of thirty (30) days after written notice is received from the Concessionaire.
- 18.3 The assumption by the United States Government or any authorized agency of same or any other governmental agency of the operation, control, or use of the Airport in such a way to substantially restrict the Concessionaire's ability to effectively manage the Assigned Area.
- 18.4 Suspension of scheduled airline operations at the Airport for a period of greater than ninety (90) days.

ARTICLE 19 SUBLETTING OR ASSIGNMENT

Concessionaire shall not sublet or assign this Agreement or the Assigned Area hereunder or any part thereof without the prior written approval of the County, which may be withheld at the County's sole discretion.

ARTICLE 20 WAIVER

No waiver by County of default by Concessionaire of any of the terms, covenants, or conditions hereof to be performed, kept, and preserved by Concessionaire shall be construed to be a waiver of any subsequent default. The acceptance of or the performance of all or any part of this Agreement by County for or during any period or periods after default of any of the terms, covenants, and conditions herein contained to be performed, kept, and observed by Concessionaire, shall not be deemed a waiver of any right on the part of County to declare a default or cancel this Agreement for a subsequent breach thereof.

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ARTICLE 21
SUBCONTRACTING

The Concessionaire shall not subcontract the performance of any of the terms or conditions of this Agreement without prior written approval of the County.

ARTICLE 22
COMPLIANCE WITH LAWS

Concessionaire, including its officers, agents, employees, and contractors, shall observe and comply with at all times all applicable laws, including but not limited to, the Airport Rules and Regulations, Pinellas County Ordinances, as amended, or as may be amended, or superseded, and all other statutes, ordinances, orders, directives, rules and regulations, of the federal, state, and local governments, including the United States of America, the State of Florida, the County, the Federal Aviation Administration, Department of Homeland Security and the Transportation Security Administration. Violations thereof by Concessionaire or its agents or employees, or revocation of permits or licenses required in the performance of this Agreement, shall be cause for termination of this Agreement, at the option of the County, if not corrected immediately.

ARTICLE 23
INGRESS AND EGRESS

The Airport Director and their designee shall have the right at all times to direct or prescribe regulations governing and controlling the flow of traffic within the Assigned Area and on the entire Airport.

ARTICLE 24
NONDISCRIMINATION

Concessionaire for itself, its personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree: 1) that no person, on the grounds of race, color, creed, sex, age, or physical or mental handicap, shall be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination; 2) that in the construction of any improvements and the furnishing of services, no person on the grounds of race, color, creed, political ideas, sex, age, or physical or mental handicaps, shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination; 3) that Concessionaire shall use the Assigned Areas in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and

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as said Regulations may be amended; 4) that County has provided handicapped accessible ingress and egress in specific locations and Concessionaire shall not block or close or otherwise cause the accessway to be nonfunctional without providing an alternative means of access approved in writing by the Airport Director.

Concessionaire acknowledges that the provisions of 49 CFR, Part 26, Disadvantaged Business Enterprise (DBE), 49 CFR, Part 23, Airport Concession Disadvantaged Business Enterprise (ACDBE) and 14 CFR, Part 152, Affirmative Action Employment Program, may be applicable to the activities of Concessionaire under the terms of this Agreement, unless exempted by said regulations and hereby agrees, such provisions are applicable, to comply with all requirements of the Department, the Federal Aviation Administration, and the U.S. Department of Transportation, in reference thereto, These requirements may include, but not be limited to, the compliance with DBE, ACDBE, and Employment Affirmative Action participation goals, the keeping of certain records of good faith compliance efforts, which would be subject to review by the various agencies, the submission of various reports, and including, if directed by the Department, the contracting of specified percentages of goods and services contracts to Disadvantaged Business Enterprises.

Noncompliance shall constitute a material breach hereof. In the event of such noncompliance and after all actions required by the United States Government have been exhausted, County shall have the right to cancel this Agreement.

ARTICLE 25 SHUTTLE BUS OPERATION

25.1 General

- A. When, at the direction of the Airport Director or designee, the operation of the outlying parking lots, identified as the Key Lime Lot, Strawberry Lot, and Overflow Lot, is initiated, the Concessionaire shall commence the shuttle bus transportation of customers between the overflow parking lots and the Terminal Building.
- B. Shuttle buses shall be no more than ten (10) years, of good quality, air conditioning, neat appearance without dents, rust, blemished paint and safe for operation. Such buses shall be subject to Airport approval.
- C. The Concessionaire shall provide shuttle bus service for the primary purpose of providing parking customers shuttle transportation service along a designated route approved by the Airport Director between the Terminal Building and the parking lots, identified as the Key

Lime Lot, Strawberry Lot, and Overflow Lot.

- D. The Concessionaire agrees to provide an adequate level of shuttle bus service to accommodate the varying volumes of traffic without unreasonable delay. The Airport reserves the right to evaluate the level of service as required and to require an expansion or reduction in the level of service when conditions justify same.
- E. A weekly schedule of shuttle bus service operating hours shall be submitted to Airport Operations for approval. The Concessionaire shall also maintain a current list of all shuttle bus drivers, along with a copy of their driver licenses, and keep the list of drivers readily available for Airport Operations review, during normal business hours.
- F. Upon the Airport's request, The Concessionaire shall allow the Airport to install and maintain advertising "wraps" on Concessionaire's shuttle buses. All costs associated with the installation, maintenance, and removal of the advertising wraps will be the sole responsibility of the Airport. The nature of the advertising will promote the Airport, airlines, and flight destinations or market commercial products or services. Airport badging shall be on both front doors at the cost of the Concessionaire.

25.2 Shuttle Bus Operations Regulations

- 25.2.1 Shuttle bus service shall be performed in accordance with the routes established by the Airport. The Airport shall have the right to modify the route and stops in accordance with the operational needs of the Airport.
- 25.2.2 Shuttle bus operations shall be spaced in such a way as to maximize capacity; however, customer waiting times shall at no time exceed twenty (20) minutes.
- 25.2.3 All shuttle bus drivers shall have the appropriate experience and proper licensing to operate a commercial shuttle bus and transport customers for hire.
- 25.2.4 Concessionaire shall provide training and documentation according to current American with Disabilities Act (ADA) directives regarding the proper operation of ADA lifts/ramps. As appropriate, information from the manufacturer's operations and maintenance manuals(s) shall be used. The Concessionaire shall be required to provide each driver with ADA sensitivity training prior to commencing operations at the Airport. Drivers shall not operate any shuttle bus vehicle without proper certification on the use and operation of the specific ADA lift/ramp installed on the shuttle bus.
- 25.2.5 Concessionaire will ensure that all company shuttle buses, its vendors, and contractors are parked in the designated parking areas only and not in a manner that interferes in any way with any other operations at the Airport.
- 25.2.6 Concessionaire shall not charge passengers for shuttle bus service or initiate gratuities.

25.3 Vehicle Maintenance

All vehicles used in the operation of the Concession shall be in compliance with all applicable federal, state, and local laws, rules, and regulations, as now or hereafter promulgated or amended. At a minimum, the model year of all vehicles used in the operation of the concession shall be within the immediately preceding ten (10) year period. The Concessionaire shall be responsible for all service, maintenance, repairs, and/or replacement of all shuttle buses. No maintenance and/or repairs to the shuttle bus shall be performed in the Assigned Area. The Concessionaire will also provide fuel for all service vehicles.

25.3.1 Shuttle buses shall be a late model(s) (not more than ten (10) years old), of good quality, air-conditioned, clean, neat in appearance without dents, rust, blemished paint, safe for operation, and shall be subject to the approval of the Airport. Any graphics displayed on shuttle buses also require the prior approval of the Airport.

25.3.2 The Concessionaire shall be responsible for maintaining the interior of the shuttle bus in a first-class appearance. All shuttle buses shall be cleaned at the beginning of each shift or as necessary.

25.3.3 If required, the Concessionaire shall be responsible for any and all costs associated with the temporary rental of an interim shuttle bus.

25.3.4 Shuttle buses shall be maintained in appearance and mechanical condition throughout the term of the Agreement. Any graphics displayed on shuttle buses shall require the prior approval of the Airport Director or designee.

25.4 Inspection of Shuttle Bus

25.4.1 Concessionaire shall perform a daily safety check of all shuttle buses before commencing daily transport operations and shall promptly report to the Airport, any maintenance item which may impair the safe operation of the vehicle.

25.4.2 Airport shall also be authorized to inspect all shuttle buses during the Concessionaire's regular business hours to determine whether the Concessionaire is in compliance with the terms and conditions contained herein.

25.5 Payment to Concessionaire to Operate Shuttle Bus

25.5.1 As consideration for providing shuttle bus services, the Concessionaire will be paid by the Airport an hourly fee (Shuttle Bus Service Fee) of \$ 41.00 per hour per shuttle bus, inclusive of the operator, for each hour a shuttle bus is required to

operate. The Shuttle Bus Service Fee will be deducted from the Concessionaire's monthly Percentage Concession Fee payment to the Airport, pursuant to Article 4.2, contained herein. When the shuttle bus is in operation, this hourly Shuttle Bus Service Fee will be substantiated by the Concessionaire's submittal of a monthly report that shall accompany the Monthly Gross Revenues Report. At the time of this Agreement, the annual cost is estimated to be \$718,320 per year, assuming five (5) shuttle buses operating 17,520 hours per year. Annual review of the current revenues may incur changes in these quantities to be mutually agreed upon by the parties as dependent on flight schedule changes.

ARTICLE 26

SKYCAP SERVICE OR VALET SERVICE (OPTIONAL)

"This space remains blank for optional skycap service or valet service provision."

ARTICLE 27

MISCELLANEOUS

27.1 County Not Liable

The County shall not be responsible or liable to Concessionaire for any claims for compensation or any losses, damages, or injury sustained by Concessionaire resulting from (a) cessation for any reasons of air carrier operations at the Airport Terminal or (b) diversion of passenger traffic to any other facility. County shall not be responsible or liable to Concessionaire for any claims for compensation or any losses, damages, or injury whatsoever sustained by supply, heat, air conditioning or electric current, or from an act of God, state of war, terrorism, civilian commotion or riot, or any cause beyond the control of County. All personal property placed on or moved onto the Assigned Area shall be at the sole risk of Concessionaire. County shall not be liable for any damage or loss of any personal property placed or moved onto the Assigned Area.

27.2 Authorized Uses Only

Notwithstanding anything to the contrary herein, Concessionaire shall not use or permit the use of the Assigned Area or the Airport for any illegal or improper purpose or for any other purpose which would invalidate any policies of insurance, now existing or hereafter written on the Airport for County or Concessionaire.

27.3 Waivers

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The failure of County to insist on a strict performance of any of the Agreements, terms, covenants, and conditions hereof shall not be deemed a waiver of any rights or remedies that County may have for any subsequent breach, default, or non-performance, and County's right to insist on strict performance of this Agreement shall not be affected by any previous waiver or course of dealing.

27.4 Subordination to Federal Agreements

This Agreement shall be subject and subordinate to all the terms and conditions of any instrument and documents under which County acquired the land or improvements thereon and shall be given only such effect as will not conflict with nor be inconsistent with such terms and conditions. Concessionaire understands and agrees that this Agreement shall be subordinate to the provisions of any existing or future Agreement between the County and the United States of America or any of its agencies relative to the operation or maintenance of the Airport, the execution of which has been or may be required as a condition precedent to the expenditure of federal funds for the development of the Airport.

27.5 County's Governmental Authority

Nothing in this Agreement shall be construed to waive or limit County's governmental authority or sovereign immunity as a political subdivision of the State of Florida to regulate Concessionaire or its operations.

27.6 Rights Reserved to County

All rights not specifically granted to the Concessionaire by this Agreement are reserved to the County.

27.7 Invalidity of Clauses

The invalidity of any portion, Article, paragraph, provision, clause, or any portion thereof of this Agreement shall have no effect upon the validity of any other part or portion thereof.

27.8 Inspections

The authorized employees and representatives of the County and any applicable federal, state, and local governmental entity having jurisdiction hereof shall have the right of access to the Assigned Area at all reasonable times for the purposes of inspection for compliance with the provisions of this Agreement and/or applicable laws.

27.9 Remedies Cumulative

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The rights and remedies of the parties with respect to any of the terms and conditions of this Agreement shall be cumulative and not exclusive and shall be in addition to all other rights and remedies of the parties.

27.10 Paragraph Headings

The headings of the various Articles and sections of this Agreement, and its Table of Contents, are for convenience and ease of reference only, and shall not be construed to define, limit, augment, or describe the scope, context, or intent of this Agreement or any part or party of this Agreement.

27.11 Binding Effect

The terms, conditions, and covenants of this Agreement shall inure to the benefit of and be binding upon the parties hereto and their successors, assigns, and sub- Concessionaires, if any. This provision shall not constitute a waiver of any conditions against assignment or subletting.

27.12 Public Entity Crimes

As provided in Section 287.132-133, Florida Statutes by entering into this Agreement or performing any work in furtherance hereof, Concessionaire certifies that it, its affiliates, suppliers, subcontractors, and consultants who will perform hereunder, have not been placed on the convicted vendor list maintained by the State of Florida Department of Management Services within the thirty-six (36) months immediately preceding the Effective Date. This notice is required by Section 287-133(3) (a), Florida Statutes.

27.13 Excusable Delay

Any party performing under this Agreement shall use reasonable efforts to remedy the cause or causes of an excusable delay. Excusable delays are those delays due to force majeure, acts of God, fire, flood, earthquake, explosion, riot, sabotage, windstorm, or labor dispute, and shall toll the time to perform under this Agreement.

27.14 Incorporation by References

All exhibits attached hereto and referenced herein, shall be deemed to be incorporated in this Agreement by reference.

27.15 Construction

The terms of this Agreement shall not be strictly construed against one party as opposed to the other

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based upon who drafted it.

27.16 Radon

Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed Federal and State guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from the County's public health department.

27.17 Federal Aviation Act, Section 308

Nothing herein contained shall be deemed to grant Concessionaire any exclusive right or privilege within the meaning of Section 308 of the Federal Aviation Act.

Waiver of Claims

Concessionaire hereby waives any claim against Pinellas County and agents, or employees for loss of anticipated profits caused by any suit or proceedings directly or indirectly attacking the validity of this Agreement or any part thereof, or by any judgment or award in any suit or proceeding declaring this Agreement null, void or voidable, or delaying the same or any part thereof from being carried out.

27.18 Right to Develop Airport

It is further covenanted and agreed that County reserves the right to further develop or improve the Airport and all landing areas and taxiways or to modify add or close any parking lots as it may see fit, regardless of the desires or views of Concessionaire and without interference or hindrance.

27.19 Condemnation

If the whole or any part of the premises shall be condemned or taken by (or sold in lieu thereof to) any public authority under the power of eminent domain, County and Concessionaire shall each be entitled to receive and retain such separate awards and portions of lump sum awards as may be allocated to their respective interest in any condemnation proceedings, or as may be otherwise agreed. Termination of this Agreement shall not affect the right of the respective parties to such awards.

27.20 Relationship of Parties

Nothing contained herein shall be deemed or construed by the parties hereto, or by any third party, as creating the relationship of principal and agent, partners, joint venturers, or any other similar such

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relationship between the parties hereto.

27.21 Non-Liability of Agent of Employees

No officer, agent, or employee of County shall be charged personally or held contractually liable by or to the other party under the provisions of this Agreement or because of any breach thereof or, because of its or their execution or attempted execution.

27.22 Right to Amend

In the event that the Federal Aviation Administration or its successors requires modifications or changes in this Agreement as a condition precedent to the granting of funds for the improvement of the Airport, or otherwise, Concessionaire agrees to consent to such amendments, modifications, revisions, supplements, or deletions of any of the terms, conditions, or requirements of this Agreement as may be reasonably required.

27.23 Force Majeure

Neither party hereto shall be liable to the other for any failure, delay, or interruption in the performance of any of the terms, covenant, or conditions of this Agreement, due to causes beyond the control of that party, including without limitation, strikes, boycotts, labor disputes, embargoes, acts of God, acts of the public enemy, acts of superior governmental agencies, weather conditions, floods, riots, rebellion, sabotage, or any other circumstance for which such party is not responsible or which is not in its own power to control.

27.24 Representative of County

The Airport Director or designee shall be designated as the official representative of County in all matters pertaining to this Agreement and shall have the right to act on behalf of County with respect to all action required of County in this Agreement.

27.25 Signs and Advertisements

Concessionaire will not allow any billboards, signs, or other advertising media, except those which have prior written approval of the County, to be displayed within the Assigned Area or upon the exterior of any improvements or appurtenances thereto. Concessionaire further agrees to not allow the distribution of handbills within the Assigned Area or any signs or other advertising media which concern goods or services other than those furnished or offered for sale by the Concessionaire, except those which have prior written approval of the County and have been advertised through the County's advertising concessionaire.

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27.26 Damage to County's Property

Concessionaire shall repair or replace and pay for all damage(s) to the County's property caused by the wrongful or negligent acts or omissions of Concessionaire, its agents, employees, contractors, and suppliers arising out of, directly or indirectly, Concessionaire's use or occupancy of the Assigned Area, except normal wear and tear accepted.

27.28 E-Verify

Concessionaire and any subcontractor(s) must register with and use the E-Verify system in accordance with Florida Statutes Section 448.095. A Concessionaire and subcontractor may not enter into a contract with the County unless each party registers with and uses the E-Verify system. If a Concessionaire enters a contract with a subcontractor, the subcontractor must provide the Concessionaire with an affidavit stating that the Subcontractor does not employ, contract with, or subcontract with unauthorized aliens. The Concessionaire must maintain a copy of the affidavit for the duration of the contract. If the County, Concessionaire, or Subcontractor has a good faith belief that a person or entity with which it is contracting has knowingly violated Florida Statutes Section 448.09(1) will immediately terminate the contract with the person or entity. If the County has a good faith belief that a Subcontractor knowingly violated this provision, but the Concessionaire otherwise complied with this provision, the County will notify the Concessionaire and order that the Concessionaire immediately terminate the contract with the Subcontractor. A contract terminated under the provisions of this section is not a breach of contract and may not be considered such. Any contract termination under the provisions of this section may be challenged to Section 448.095(2)(d), Florida Statute. Concessionaire acknowledges upon termination of this agreement by the County for violation of this section by Concessionaire, Concessionaire may not be awarded a public contract for at least one (1) year. Concessionaire acknowledges that Concessionaire is liable for any additional costs incurred by the County as a result of termination of any contract for a violation of this section. Concessionaire or Subcontractor will insert in any subcontracts the clauses set forth in this section, requiring the subcontracts to include these clauses in any lower tier subcontracts. Concessionaire will be responsible for compliance by any Subcontractor or Lower Tier Subcontractor with the clause set forth in this section.

27.29 CONFIDENTIAL RECORDS, PUBLIC RECORDS & AUDIT

A. Audit

The County reserves the right to conduct an audit of the Concessionaire's records related to this Agreement and any Products or Services provided hereunder, pursuant to Pinellas County Code, Chapter 2. The Concessionaire must retain any such records for five (5) years following Contract completion and must provide the County or their authorized representatives complete access to such records for audit purposes during the term of the Agreement and

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for five (5) years following Agreement completion. This provision does not entitle County to audit any records that are not related to the Agreement.

B. Confidential Records & Information

Each party will maintain as confidential any Confidential Records & Information, to the extent authorized by Federal and Florida law. Access to Confidential Records & Information will be limited by the Parties to only those employees or agents that must have access to comply with the terms of the Agreement.

C. Cooperation with the Inspector General

Concessionaire will fully cooperate with the Pinellas County Clerk of the Circuit Court's Inspector General in any investigation, audit, inspection, review, or hearing initiated by the Inspector General on behalf of the County that is associated with the administration or performance of the Agreement, including but not limited to providing timely access to records, authorizing interviews of Concessionaire agents or employees, and responding to requests for information. Concessionaire will include and enforce this requirement in any subcontractor agreement.

D. Public Records

Concessionaire acknowledges that information and data it manages in relation to the Agreement may be public records in accordance with Chapter 119, Florida Statutes. Concessionaire agrees that prior to providing Services it will implement policies and procedures to maintain, produce, secure, and retain public records in accordance with applicable laws and regulations, including but not limited to Section 119.0701, Florida Statutes. Notwithstanding any other provision of this Agreement relating to compensation, the Concessionaire agrees to charge the County, and/or any third parties requesting public records only such fees allowed by Section 119.07, Florida Statutes, and County policy for locating and producing public records during the term of this Agreement. A Concessionaire who fails to provide the public records to the public agency within a reasonable time may be subject to penalties under s. 119.10.

Upon request from the County's custodian of public records, Concessionaire will provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.

Concessionaire will ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Concessionaire does not transfer the records to the County.

Upon completion of the contract, the Concessionaire will transfer to the County, at no cost, all public records in possession of the Concessionaire or will keep and maintain public records as required by law. If the Concessionaire transfers all public records to the County upon completion of the contract, the

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Concessionaire will destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Concessionaire keeps and maintains public records upon completion of the contract, the Concessionaire will meet all applicable requirements for retaining public records. All records stored electronically must be provided to the County, upon request from the County's custodian of public records, in a format that is compatible with the information technology systems of the County.

**IF THE CONCESSIONAIRE HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONCESSIONAIRE DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS, ADMINISTRATIVE SERVICES, AT
(727) 464-3341,
clerkinfo@mypinellasclerk.org
ATTN: PUBLIC RECORDS LIASON
315 COURT STREET, 4TH FLOOR, ROOM 400, CLEARWATER, FL 33756**

The Parties acknowledge and agree that the statements and provisions in this Section are required by Florida Statutes to be included in certain contracts. The inclusion of these provisions will not be construed to imply that the Concessionaire has been delegated any governmental decision-making authority, governmental responsibility, or governmental function, or that Concessionaire is acting on behalf of the County as provided under section 119.011(2), Florida Statutes. As stated above, Concessionaire may contact the County with questions regarding the application of the Public Records Law; however, Concessionaire is advised to seek independent legal counsel as to its legal obligations. The County cannot provide Concessionaire advice regarding its legal rights or obligations.

27.30 Severability

If any section, subsection, sentence, clause, phrase, or portion of the Agreement is for any reason held invalid or unconstitutional by any court of competent jurisdiction, such portion will be deemed separate, distinct, and independent provision, and such holding will not affect the validity of the remaining portion thereof.

27.31 Governing Law & Venue

This Agreement and any associated purchases will be governed by and construed in accordance with the laws of the State of Florida (without regard to principles of conflicts of laws). The Parties agree that all actions or proceedings arising in connection with this Agreement will be tried and litigated exclusively in the appropriate court located in or for Pinellas County, Florida. This choice of venue is mandatory. Each Party waives any right it may have to assert the doctrine of *forum non conveniens* or similar doctrine or to object to venue with respect to any proceeding brought in accordance with this section.

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ARTICLE 28
NOTICES

Notices required herein may be given by registered or certified U.S. mail. Either party shall have the right, by giving written notice to the other, to change the address at which its notices are to be received. Until any such change is made, notices to the County shall be delivered as follows:

County: Airport Director's Office
 St. Pete-Clearwater International Airport
 14700 Terminal Boulevard, Suite 221
 Clearwater, FL 33762

Pinellas County Purchasing Department 400 South Ft. Harrison, Sixth Floor Clearwater, FL 33756

Notices to Concessionaire shall be deemed sufficient if in writing and mailed, registered, or certified, postage prepaid, and addressed to Concessionaire at:

Concessionaire: Republic Parking System LLC
 Jeffrey Cushman
 307 Seventh Avenue Suite 301
 New York, NY 10001

If notice is given in any other manner or at any other place, it will also be given at the place and in the manner specified above.

ARTICLE 29
ENTIRE AGREEMENT

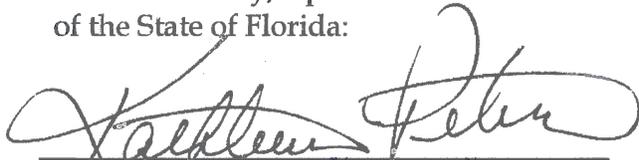
The parties agree that this Agreement, including attached Exhibits A - E, sets forth the entire Agreement between the parties, and there are no promises or understandings other than those stated herein. In the event of a conflict between the terms of this Agreement and the Exhibits, this Agreement shall prevail over the Exhibits, which will prevail in the order listed over subsequent Exhibits. None of the provisions, terms, and conditions contained in this Agreement may be added to, modified, superseded, or otherwise altered except by written instrument executed by the parties hereto.

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Pinellas County, a political subdivision
of the State of Florida:



Signature

Kathleen Peters
Printed Name

Chair
Printed Title

October 29, 2024.
Date

ATTEST: KEN BURKE, CLERK

By: 

APPROVED AS TO FORM
By: Keiah Townsend
Office of the County Attorney



Contractor:

Signed by: 

Signature

Tarek Moussa
Printed Name

Chief Revenue Officer
Printed Title

9/16/2024 | 07:52:47 PDT
Date

EXHIBIT "A" PARKING LOT AREAS MAP



EXHIBIT "B" INSURANCE REQUIREMENTS

5. Insurance Requirements

5.1. INSURANCE (General)

The Vendor must provide a certificate of insurance and endorsement in accordance with the insurance requirements listed below, prior to recommendation for award. The Vendor shall obtain and maintain, and require any subcontractor to obtain and maintain, at all times during its performance of the Agreement in Phase 1 insurance of the types and in the amounts set forth. For projects with a Completed Operations exposure, Vendor shall maintain coverage and provide evidence of insurance for 2 years beyond final acceptance. All insurance policies shall be from responsible companies duly authorized to do business in the State of Florida and have an AM Best rating of VIII or better.

5.2. INSURANCE (Requirements)

1. Submittals should include, the Vendor's current Certificate(s) of Insurance. If Vendor does not currently meet insurance requirements, Vendor shall also include verification from their broker or agent that any required insurance not provided at that time of submittal will be in place prior to the award of contract. Upon selection of Vendor for award, the selected Vendor shall email certificate that is compliant with the insurance requirements. If the certificate received is compliant, no further action may be necessary. The Certificate(s) of Insurance shall be signed by authorized representatives of the insurance companies shown on the Certificate(s).
2. **The Certificate holder section shall indicate Pinellas County, a Subdivision of the State of Florida, 400 S Fort Harrison Ave, Clearwater, FL 33756. Pinellas County shall be named as an Additional Insured for General Liability. A Waiver of Subrogation for Workers Compensation shall be provided if Workers Compensation coverage is a requirement.**
3. Approval by the County of any Certificate(s) of Insurance does not constitute verification by the County that the insurance requirements have been satisfied or that the insurance policy shown on the Certificate(s) of Insurance is in compliance with the requirements of the Agreement. County reserves the right to require a certificate of insurance, including endorsement(s), at any time during the Bid and/or contract period.
4. If any insurance provided pursuant to the Agreement expires or cancels prior to the completion of the Work, you will be notified by CTrax, the authorized vendor of Pinellas County. Upon notification, renewal Certificate(s) of Insurance and endorsement(s) shall be furnished to Pinellas County Risk Management at InsuranceCerts@pinellascounty.org and to CTrax c/o JDi Data at PinellasSupport@ididata.com by the Vendor or their agent prior to the expiration date.
 1. Vendor shall also notify County within twenty-four (24) hours after receipt, of any notices of expiration, cancellation, nonrenewal or adverse material change in coverage received by said Vendor from its

insurer Notice shall be given by email to Pinellas County Risk Management at InsuranceCerts@pinellascounty.org. Nothing contained herein shall absolve Vendor of this requirement to provide notice.

2. Should the Vendor, at any time, not maintain the insurance coverages required herein, the County may terminate the Agreement,.
5. If subcontracting is allowed under this Bid, the Primary Vendor shall obtain and maintain, at all times during its performance of the Agreement, insurance of the types and in the amounts set forth; and require any subcontractors to obtain and maintain, at all times during its performance of the Agreement, insurance limits as it may apply to the portion of the Work performed by the subcontractor; but in no event will the insurance limits be less than \$500,000 for Workers' Compensation/Employers' Liability, and \$1,000,000 for General Liability and Auto Liability if required below.
 1. All subcontracts between the Vendor and its Subcontractors shall be in writing and are subject to the County's prior written approval. Further, all subcontracts shall
 1. Require each Subcontractor to be bound to the Vendor to the same extent the Vendor is bound to the County by the terms of the Contract Documents, as those terms may apply to the portion of the Work to be performed by the Subcontractor;
 2. Provide for the assignment of the subcontracts from the Vendor to the County at the election of Owner upon termination of the Contract;
 3. Provide that County will be an additional indemnified party of the subcontract;
 4. Provide that the County will be an additional insured on all insurance policies required to be provided by the Subcontractor except workers compensation and professional liability;
 5. Provide a waiver of subrogation in favor of the County and other insurance terms and/or conditions
 6. Assign all warranties directly to the County; and
 7. Identify the County as an intended third-party beneficiary of the subcontract. The Vendor shall make available to each proposed Subcontractor, prior to the execution of the subcontract, copies of the Contract Documents to which the Subcontractor will be bound by this Section C and identify to the Subcontractor any terms and conditions of the proposed subcontract which may be at variance with the Contract Documents.
6. Each insurance policy and/or certificate shall include the following terms and/or conditions:
 1. The Named Insured on the Certificate of Insurance and insurance policy must match the entity's name that responded to the solicitation and/or is signing the agreement with the County.

2. Companies issuing the insurance policy, or policies, shall have no recourse against County for payment of premiums or assessments for any deductibles which all are at the sole responsibility and risk of Vendor.
3. The term "County" or "Pinellas County" shall include all Authorities, Boards, Bureaus, Commissions, Divisions, Departments and Constitutional offices of County and individual members, employees thereof in their official capacities, and/or while acting on behalf of Pinellas County.
4. All policies shall be written on a primary, non-contributory basis.

The minimum insurance requirements and limits for this Agreement, which shall remain in effect throughout its duration and for two (2) years beyond final acceptance for projects with a Completed Operations exposure, are as follows:

5.3. WORKERS' COMPENSATION INSURANCE

Worker's Compensation Insurance is required if required pursuant to Florida law. If, pursuant to Florida law, Worker's Compensation Insurance is required, employer's liability, also known as Worker's Compensation Part B, is also required in the amounts set forth herein.

1. Limits

1. Employers' Liability Limits Florida Statutory
 1. Per Employee \$ 500,000
 2. Per Employee Disease \$ 500,000
 3. Policy Limit Disease \$ 500,000

If Vendor is not required by Florida law, to carry Workers Compensation Insurance in order to perform the requirements of this Agreement, County Waiver Form for workers compensation must be executed, submitted, and accepted by Risk Management. The County Waiver Form is found at <https://pinellas.gov/services/submit-a-workers-compensation-waiver-request/>. Failure to obtain required Worker's Compensation Insurance without submitting and receiving a waiver from Risk Management constitutes a material breach of this Agreement.

5.4. COMMERCIAL GENERAL LIABILITY INSURANCE

Includes, but not limited to, Independent Vendor, Contractual Liability Premises/Operations, Products/Completed Operations, and Personal Injury. No explosion, collapse, or underground damage exclusions allowed.

1. Limits

1. Combined Single Limit Per Occurrence \$ 1,000,000
2. Products/Completed Operations Aggregate \$ 2,000,000
3. Personal Injury and Advertising Injury \$ 1,000,000

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4. General Aggregate \$ 2,000,000

5.5. BUSINESS AUTOMOBILE OR TRUCKER'S/GARAGE LIABILITY INSURANCE

To cover owned, hired, and non- owned vehicles. If the Vendor does not own any vehicles, then evidence of Hired and Non-owned coverage is sufficient. Coverage shall be on an "occurrence" basis, such insurance to include coverage for loading and unloading hazards, unless Vendor can show that this coverage exists under the Commercial General Liability policy.

1. Limit
 1. Combined Single Limit Per Accident \$1,000,000

5.6. EXCESS OR UMBRELLA LIABILITY INSURANCE

Excess of the primary coverage required, in paragraphs above. No explosion, collapse, or underground damage exclusions allowed.

1. Limits
 1. Each Occurrence \$ 4,000,000
 2. General Aggregate \$ 4,000,000

5.7. CRIME/FIDELITY/FINANCIAL INSTITUTION INSURANCE

Coverage shall include Clients' Property endorsement similar or equivalent to ISO form CR 04 01, with at least minimum limits as follows:

1. Limits
 1. Each Occurrence or Claim \$ 1,000,000
 2. General Aggregate \$ 1,000,000

5.8. PROPERTY INSURANCE

Vendor will be responsible for all damage to its own property, equipment and/or materials.

- A. All policies shall be written on a primary, non-contributory basis.

The minimum insurance requirements and limits for this Agreement, which shall remain in effect throughout its duration and for two (2) years beyond final acceptance for projects with a Completed Operations exposure, are as follows:

<u>Workers' Compensation Insurance Limit</u>	Florida Statutory
Employers Liability Limits	
Per Employee	\$ 500,000
Per Employee Disease	\$ 500,000
Policy Limit Disease	\$ 500,000

2. Commercial General Liability Insurance including, but not limited to, Independent Contractor, Contractual Liability Premises/Operations, Products/Completed Operation and Personal Injury.

Limits

Combined Single Limit Per Occurrence	\$ 1,000,000
Products/Completed Operations	\$ 1,000,000
Aggregate	
Personal Injury and Advertising Injury	\$ 1,000,000
General Aggregate	\$ 2,000,000

3. Business Automobile or Trucker's/Garage Liability Insurance covering owned, hired and non-owned vehicles. Coverage shall be on an "occurrence" basis, such insurance to include coverage for loading and unloading hazards, unless Concessionaire can show that this coverage exists under the Commercial General Liability policy.

Limit

Combined Single Limit Per Accident	\$ 1,000,000
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4. Excess or Umbrella Liability Insurance excess of the primary coverage required, in paragraphs (A), (B), and (C) above:

Each Occurrence	\$ 1,000,000
General Aggregate	\$ 1,000,000

Property Insurance Concessionaire will be responsible for all damage to its own property, equipment and/or materials.

5. Crime/Fidelity/Financial Institution Insurance coverage shall include Clients' Property endorsement similar or equivalent to ISO form CR 04 01 05 06, with at least minimum limits as follows:

Limits

Each Occurrence	\$ 100,000
General Aggregate	\$ 100,000

Exhibit C – RFP Scope of Work

6. Scope of Work / Specifications

6.1. OBJECTIVE

The St. Pete-Clearwater International Airport (Airport) is soliciting proposals for a Concessionaire to operate and provide services for the operation of a paid public parking concession that includes, at a minimum, shuttle bus service between the Airport Terminal Building and the overflow parking lots, and revenue computer systems that will serve the various toll plazas that serve the lots. The concession services agreement will be based on a percentage of gross revenue.

The County's specific goals with a Concession Services Agreement include, but are not limited to the following:

- a. Provide the Airport users with a methodology to operate Airport public parking lots, to obtain the highest degree of customer service available.
- b. Provide flexibility to the County in order to meet customer service requirements.
- c. Operate the parking lots using efficient facility management techniques with the most cost-effective operation available to effectively balance customer service and enhance Airport revenue.

6.2. SPECIAL REQUIREMENTS

1. In order to be considered by the County, it is mandatory that a proposer shall have a minimum of five (5) years of continuous successful experience in operating parking facilities at a small hub or larger commercial service airport in the United States with similar passenger traffic.
2. Related experience is to include the operation of multiple lots in a single airport, inventory control, experience with lost ticket accountability, experience with advanced revenue control equipment, and a minimum of 250 transactions per day at its largest facility.
3. Proposers shall provide a list of airports at which they have performed the required services, including examples demonstrating their capabilities to manage and operate airport parking facilities.

6.3. OPERATIONAL REQUIREMENTS

1. The Concessionaire will provide safe, reliable, and timely transportation of passengers via shuttle bus (and properly trained drivers, whether they be CDL certified or not, dependent on the number of passengers in the shuttle bus) to and from the Airport Terminal Building and the overflow parking lots, 24 hours a day, 7 days a week, including holidays, unless otherwise agreed upon between the parties and at the sole discretion of the Airport Director or designee.
2. The public parking lots shall remain open for such periods during each day of the week as may be necessary to meet reasonable demands for parking services and the cashier booths shall be staffed so to provide reasonable customer access for said services.
3. If the cashier booths are operated less than twenty-four (24) hours per day, at the County's sole discretion, a cashier booth shall be staffed from one hundred twenty (120) minutes prior to the first airline departure until ninety (90) minutes after the last arrival or fifteen (15) minutes after the Terminal Building is closed, whichever is later. Last arrival shall mean the last actual passenger aircraft arrival even if the arrival of the flight is delayed until after the normal time of the scheduled flight.
4. The Concessionaire shall furnish good, prompt, courteous, and efficient service adequate to meet all reasonable demands for the required services at the Airport. All services shall be performed in a fair, equal, and nondiscriminatory manner as defined in Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 (PL 100.259), Section 520 of the Airport and Airway Improvement Act of 1982, hereinafter referred to as "Title VI and related requirements".
5. The Concessionaire shall collect all gross revenues from parking customers from the rental of space for the parking and storage of motor vehicles whether on an hourly, daily, weekly, or monthly basis. Concessionaire shall deposit all gross revenues in an account under the Concessionaire's name at a depository in a local area bank. Said account shall be exclusively for the deposit of gross revenues collected under this contract and shall not be co-mingled with other funds from other operations or sources.
6. The Concessionaire shall assess and collect parking fees from all customers exiting the Airport public parking lots, except those granted courtesy or free parking by the Airport.

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7. The Concessionaire shall employ a full-time onsite manager responsible for the supervision of the Airport public parking lots. Such manager shall not be assigned any responsibility associated with the operation of any other non-Airport public parking facility without the express written consent of the Airport Director or designee.
8. The manager shall be assigned an office in the Airport Terminal Building where they will be available during normal business hours unless a different schedule is approved by the Airport Director or his/her designee as being beneficial to the Airport.
9. The manager will be required to attend all Airport meetings that may impact Concessionaire, to include tenant manager meetings and project construction meetings that may impact the public parking lots.
10. The Concessionaire shall assign a qualified employee to manage the concession operation in the absence of the manager and to provide a means of contact for the manager twenty-four (24) hours a day.
11. The manager shall be on-call to Concessionaire's on-duty staff and the Airport twenty-four (24) hours a day, seven (7) days a week to address any operational needs.
12. During periods of extended manager absence, such as vacations or prolonged illness, Concessionaire shall provide a qualified interim manager who shall work the normal scheduled hours of the manager.
13. The Concessionaire shall provide sufficient personnel at all times to operate all cashier booths to accommodate varying volumes of exiting traffic without unreasonable delay. An unreasonable delay shall be considered an exiting line longer than ten (10) vehicles or an exit time for any one vehicle greater than three (3) minutes during normal business hours. It is the goal of the County that the public shall not have excessive waiting periods. Under normal operating conditions, management will be expected to adjust to abnormal conditions, such as an unexpected backup of traffic, as necessary.
14. All employees of the Concessionaire shall wear company uniforms and identifiable badges with employee names in clear view. Said company badges shall include the first name and initial of the last name of each employee. Uniforms shall not look like any County or other Tenant branded uniforms misleading the public.
15. No employee of the Concessionaire shall use improper language or act in a lewd, loud, boisterous manner. At the discretion of the Airport Director, the Concessionaire shall immediately remove any employee

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from service at the Airport who is discourteous or who does not present the professional image that the Airport requires.

16. The Concessionaire shall employ personnel knowledgeable in performing their duties and shall be responsible for appropriately training their personnel with parking lot Revenue Control Equipment and customer service.
17. Concessionaire shall develop a company policy pertaining to smoking, eating, and drinking around the parking revenue control equipment and cashier booths. If any damage to the revenue control equipment or the cashier booths is a result of personnel's smoking, eating, or drinking, the Concessionaire will be held solely responsible. Smoking in and around the parking toll plazas is prohibited.
18. Concessionaire and personnel are responsible to immediately report any unlawful act or hazardous activity or condition to the Pinellas County Sheriff's Department. In case of health emergencies, 911 must be used.
19. Lost or not available entry tickets:
 - a. In order to process lost or not available customer entry tickets, the Concessionaire shall establish a procedure for performing a daily license plate inventory of parked vehicles for the purpose of determining the number of days that a vehicle has remained parked in the Assigned Area.
 - b. The inventory shall be collected using a hand-held inventory collection device, which will upload the inventory data to the on-site office processing computer.
 - c. The Concessionaire shall provide, solely at its own expense, the processing computer, hand-held collection device, and software designed for such purpose.
 - d. The inventory system shall process the newly collected inventory against the existing database of license plates, so that the daily printed report of parked vehicles in the Assigned Area reflects the length of stay in days. The record of the daily license plate inventory shall be retained for a minimum of twelve (12) months.
20. Concessionaire shall be responsible for investigating and answering all complaints received that are relative to the concession. Investigations shall be performed within two (2) working days and submitted to the Airport Director or his/her designee in writing via email.
21. On a daily basis, the Concessionaire shall clean and keep the cashier booths free of litter, trash, or other debris at its sole expense. Concessionaire shall dispose of any and all trash only in the designated dumpster provided by the Airport. Quarterly, the Airport Cleaning Contractor will deep clean the booths.

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22. Concessionaire shall, solely at its own cost and expense, pay any and all taxes and/or assessments properly levied by the city, county or other governmental entity against Concessionaire's property or income.
23. Concessionaire shall provide a complete and proper arrangement for the adequate sanitary handling and disposal of all trash, garbage and other refuse caused as a result of the operation of its business.
24. Concessionaire shall provide and use suitable covered receptacles for all garbage, trash and other refuse on or in the connection with the Assigned Area.
25. Concessionaire will direct traffic within the Assigned Area(s) as needed and upon the Airport's direct request.

6.4. FACILITIES AND EQUIPMENT REQUIREMENTS

1. Within ninety (90) days of the commencement date of the agreement, Concessionaire shall replace the existing County-owned Revenue Control Equipment with a new revenue control system at Concessionaire's sole cost, unless the Concessionaire is currently on premises. In that instance, their submission should estimate when they will replace their current revenue control system.
2. At a minimum, the Revenue Control Equipment shall include a central computer unit, and enough cash registers, ticket dispensing machines, entrance and exit mechanisms, and any other equipment or device(s) that may be required or added to the system from time to time throughout the term of the Agreement based upon the number of entrances and exits to the parking lots that exist during the term of the Agreement.
3. Concessionaire's Revenue Control Equipment shall revert to County ownership at the expiration or termination of the agreement. Concessionaire further agrees that all Revenue Control Equipment shall be in good, working order when reverted to County.
4. Concessionaire shall be responsible for providing and ensuring that two-way emergency information communications are maintained between the cashier booths and appropriate law enforcement authorities.
5. Concessionaire shall pay for all telephone or any other necessary communication service(s) or utilities.
6. Concessionaire shall provide, at their sole cost, all vehicles for the operation of the shuttle bus service as required herein.

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7. Concessionaire is required to provide adequate amounts of passenger shuttle buses to handle Airport flight schedules to the various parking lots to ensure minimal wait times. Concessionaire shall keep the passenger shuttle buses on premises at all times. If the Concessionaire purchases shuttle buses that require a Commercial Driver's License (CDL), the costs for the CDL training and licenses remain with the Concessionaire. The passenger shuttle bus plan shall be addressed in its RFP submission.

6.5. MAINTENANCE OF FACILITIES AND EQUIPMENT

1. Concessionaire shall perform all necessary maintenance and repairs on the existing parking Revenue Control Equipment system that is specifically provided herein to Concessionaire for temporary use by the County.
2. Concessionaire shall be responsible for routine repairs and daily maintenance of all revenue control equipment including ticket dispensers, loading tickets, and clearing ticket jams in card readers. County will replace any broken gate arms.
3. Concessionaire shall be responsible for providing; inspecting and maintaining all ticket dispensing stock in order to ensure effective control and management of the parking revenue control system. Ticket dispensers should be stocked at all times by the Concessionaire. Concessionaire shall provide all tickets necessary for use in the paid public parking lots as well as a continuous maintenance program for all ticket dispensing equipment and gate units as necessary.
4. Concessionaire will be responsible for training of company personnel in concession operations and all applicable public parking lots Revenue Control Equipment.

6.6. OPERATIONAL PROCEDURES

Proposers are to develop Standard Operating procedures, which shall include at a minimum:

1. Established accounting control procedures for collection of all parking fees, cash handling and bank deposit of parking fees, cash drawer balancing, and any other applicable procedure.
2. Procedures for daily license plate inventory, reporting unusual incidents, cashier report, etcetera.
3. Duties of cashiers, manager(s), and shift supervisor(s).
4. Procedures for dealing with vehicles left in the Assigned Area over different time periods.

5. Procedures for vehicle removal from the paid public parking lot.
6. Operational procedures for the parking revenue control systems and equipment including the use of credit/debit cards and checks.
7. A copy of the operational procedures shall be available for Airport or auditor review at all times.

6.7. SHUTTLE BUS OPERATION REQUIREMENTS

1. The Concessionaire shall provide shuttle transportation services for parking customers along a designated route approved by the Airport Director between the Terminal Building and the parking lot(s). The required services shall accommodate the varying volumes of traffic without unreasonable delay.
2. A weekly schedule of shuttle bus service operating hours shall be submitted to Airport Operations for approval after reviewing the flight schedule. Concessionaire shall also maintain a current list of all shuttle bus drivers, along with a copy of their driver licenses and keep the list of drivers readily available for Airport Operations review, during normal business hours.
3. Shuttle bus operations shall be spaced in such a way as to maximize capacity. However, customer waiting times shall not exceed twenty (20) minutes.
4. Shuttle buses shall be no more than ten (10) years old, of good quality, air conditioning, neat appearance without dents, rust, blemished paint and safe for operation, along with Airport badging on the doors. Such buses shall be subject to Airport's approval.
5. All shuttle bus drivers shall have the appropriate experience and proper licensing to operate a commercial shuttle bus and transport customers for hire.
6. Concessionaire shall provide training and documentation according to current American with Disabilities Act (ADA) directives regarding the proper operation of ADA lift/ramps.
7. Concessionaire will be required to provide each driver with ADA sensitivity training prior to commencing operations at the Airport. Drivers shall not operate any shuttle bus vehicle without proper certification on the use and operation of the specific ADA lift/ramp installed on the shuttle bus.

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8. Concessionaire will ensure that all company shuttle buses, its vendors or contractors are parked in the designated parking areas only and not in a manner that interferes in any way with any other operations at the Airport.
9. Concessionaire shall not charge passengers for shuttle bus service or initiate gratuities.
10. Shuttle buses must have enough seating capacity and storage racks to place luggage, car seats, etc. to not exceed 20-minute passenger wait times.

6.8. VEHICLE MAINTENANCE

1. All vehicles used in the operation of the Concession shall be in compliance with all applicable federal, state and local laws, rules and regulations.
2. At minimum, the model year of all vehicles used in the operation of the concession shall be within the immediate preceding ten (10) year period.
3. Concessionaire shall be responsible for all service, maintenance, repairs, and/or replacement, including fueling of all shuttle buses. No maintenance and/or repairs to the shuttle bus shall be performed in the Assigned Area.
4. Shuttle buses shall be maintained in appearance and mechanical condition throughout the term of the agreement. Any graphics displayed on or in shuttle buses will require the prior approval of the Airport Director or designee.
5. Concessionaire shall be responsible for maintaining the interior of the shuttle bus. All shuttle buses shall be cleaned at the beginning of each shift or as necessary.
6. Concessionaire shall perform a daily safety check of all shuttle buses before commencing daily transport operations and shall promptly report to the Airport, any maintenance item which may impair the safe operation of the vehicle.

6.9. RECORDS AND REPORTS

1. The Concessionaire shall keep and maintain true and accurate records in accordance with generally accepted accounting principles (GAAP).

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2. On a monthly basis, the Concessionaire will submit a Gross Revenue statement to the Airport's Accounting Department.
3. The following records and reports must be available to the County for inspection, upon twenty-four (24) hours' notice and within normal business hours. They are not required to be submitted to the Airport monthly but must be immediately available for review by Airport staff. Examples of reports will be attached to the Agreement:
 - a. Records of all tickets purchased and used including dispenser number and date and time used.
 - b. All used parking tickets, lost ticket forms, and validations for a period of three (3) months.
 - c. A log to include incidents occurring such as power outages, complaints, etc.
 - d. Any and all other accounting records maintained locally which pertain to the receipt of parking revenues.
 - e. Monthly overnight parking count.
4. All other records shall be retained, at Concessionaire's expense, for the term of the agreement and any holdover and/ or option or extension period, at an off-airport location as required by law. These records shall be available to the Director during normal business hours and upon forty-eight (48) hours' notice, no matter where retained.
5. The Airport will not store records for the Concessionaire.

6.10. CONCESSION FEE

1. Percentage Concession Fee:
 - a. For the privilege of operating the paid public parking concession at the Airport, and for the use of the Assigned Area described herein, the Proposer must provide a percentage share concession fee in its RFP response.
2. Payment
 - a. On or before the 15th day of each month or the next business day, the Concessionaire shall furnish the Airport Director a report of the Concessionaire's Gross Revenue during the preceding calendar month; simultaneously submitting the applicable Percentage Concession Fee based upon the cumulative, rolling annual gross receipt.
 - b. The Concessionaire shall submit a certified, sworn statement of the annual gross receipts by an officer of the Concessionaire on or before the 15th day of the month immediately after the contract year.

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- c. If the aggregate payments made for any contract year exceed the applicable Percentage Concession Fee of said Gross Revenue, the excess balance shall be credited to the Concessionaire's account and applied against the next succeeding monthly payment(s).
- d. Concessionaire's Gross Revenue shall not be reduced by any payment required of the Concessionaire for business expenses, including but not limited to discounts, payrolls, lost revenues, lost tickets, insurance(s), overhead, debt servicing, loans, operating expenses, franchise taxes, other taxes, fees, or assessments levied upon the concession or Concessionaire's activities, facilities, equipment, or real or personal property of the Concessionaire, all of which shall be the Concessionaire's sole responsibility.

6.11. SHUTTLE BUS SERVICE FEE

- 1. As consideration for providing shuttle bus services, the Concessionaire will be paid by Airport an hourly fee per shuttle bus, inclusive of operator, for each hour a shuttle bus is required to operate. The hourly fee shall be included in Concessionaire's RFP response.
- 2. Proposer is to provide an hourly rate for shuttle bus services, which will be deducted from the Concessionaire's monthly Percentage Concession Fee payment to the County.
- 3. When the shuttle bus is in operation, this hourly Shuttle Bus Service Fee will be substantiated by Concessionaire's weekly report that will be kept in the Concessionaire manager's office.

6.12. ADDITIONAL SERVICES

The Airport is considering enhancing customer service experience by adding shuttle bus service in long-term parking and skycap services at curbside of the Terminal Building.

1. *Expanded Shuttle Bus Services*

- a. Proposer to outline recommended operational procedures for servicing parking areas more often during holidays or other heavy passenger demand and provide the associated operational cost, if any, to the Airport for the additional service.
- b. Proposer is to demonstrate a "route" plan that provides preferential services to passengers parked in the long-term lot vs. overflow lots, i.e., shorter pick-up and drop-off times, etc.



Exhibit D - Vendor Submittal

**SOLICITATION 24-0419-RFP
CONCESSION SERVICES - AIRPORT
PAID PUBLIC PARKING MANAGEMENT
& OPERATIONS**

**St. Pete-Clearwater
International Airport
Clearwater, Florida**

June 4, 2024



June 4, 2024



Agreement #24-0419-RFP

Title: Concession Services - Airport Paid Public Parking Management & Operations

Attn: Patricia Cortez, Lead Procurement Analyst Pinellas
County
Pinellas County Courthouse Annex Bldg., Sixth Floor
Clearwater, FL 33765

Re: Solicitation 24-0419-RFP | Concession Services - Airport Paid Public Parking Management & Operations

Dear Patricia,

On behalf of Republic Parking, we are pleased to submit our proposal for Concession Services - Airport Paid Public Parking Management and Operations at St. Pete-Clearwater International Airport.

Our proposal illustrates our commitment to continuing the partnership with the Airport and using our knowledge, experience, financial ability, and skilled personnel to provide first-class parking operations for all the stakeholders of St. Pete-Clearwater International Airport.

Republic Parking has consistently demonstrated our value and commitment to St. Pete-Clearwater International Airport and its' travelers over the terms of our past agreement, and our understanding of the challenges facing the Airport is impossible to match. Our operations manager, frontline staff, and regional vice president have supported St. Pete-Clearwater International Airport for many years and represents an invaluable source of institutional knowledge going forward.

We have refocused our resources and organizational structure back to our roots as a premier parking operator. This restructuring enables Republic Parking to commit to more than \$1M in investment at St. Pete-Clearwater International Airport that includes:

- 1 New Shuttle Bus Fleet
- 2 Fleet GPS/Passenger Count System
- 3 TIBA Revenue Control System
- 4 Mobile Payments
- 5 Real Time Data Analytics

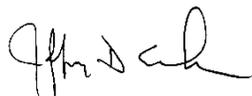
It is Republic Parking's local leadership and our corporate support that drive our commitment to the Airport with the following:

- 6 Developing a productive and engaged workforce
- 7 Accomplishing organizational effectiveness
- 8 Inspiring innovation - leveraging technology
- 9 Maximizing utilization of existing parking resources
- 10 Maximizing regional economic growth
- 11 Strengthening financial health

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We are excited and honored for this opportunity to continue operating parking and shuttle operations at St. Pete-Clearwater International Airport. If you have any questions regarding this submittal, please do not hesitate to contact our team.



Sincerely,

Jeff Cushman
Vice President - Aviation



Tarek Moussa
Chief Revenue Officer

SUPPORT TEAM CONTACTS

Jeff Cushman, Vice President, Aviation

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Jordan Sharer, Senior Vice President, Southeast

T: 770.402.9548 | E: jordan.sharer@reimaginedparking.com

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EXECUTIVE SUMMARY

Depth of Experience

Since our conception in Chattanooga, Tennessee, in 1965, Republic Parking has continually grown to become part of the largest parking network in the U.S. and Canada. Under the corporate umbrella of Reimagined Parking, Republic Parking is part of a family of nationally recognized brands that include Impark, Lanier, AmeriPark, and Park One – and is the one of the world’s leading tech-powered, people-driven parking solutions provider. Our workforce of 8,000 manages 3,000 high-density parking facilities across 500 North American cities, processes 34 million parking transactions annually and include every type of parking operations: airports, municipalities, universities, healthcare, and event venues.

This diversity in types of parking operations, sizes of the operations, and the varied environments we operate in, allow for an incredible amount of experience – all which supports Republic Parking bringing the best-in-class processes and services to St. Pete-Clearwater International Airport. The depth of our operations, in Florida particularly, allows us to be able to reallocate resources like personnel and equipment between operations quickly and efficiently.

At the same time, Republic Parking recognized decades ago the intrinsic value of resourcing an aviation-specific division. This organizational structure allows Republic Parking to ensure industry expertise and internal investment are focused on the unique airport environment. Where economies of scale apply, corporate resources are shared across various verticals.

Of our 50+ airport operations, six are in Florida and include large hub, medium hub, small hub, and regional airports but we consider operations such as St. Pete-Clearwater International Airport to be our niche; a niche we have spent decades developing the organizational structure and expertise to support.

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CLIENT AIRPORT	SERVICES PROVIDED	ORIGINAL CONTRACT DATE
Anchorage Int'l	Parking, Shuttles, Commercial Roadway	2005
Arcata-Eureka	Parking	1975
Augusta Regional	Parking, Shuttles	1966
Birmingham Shuttlesworth Int'l	Parking, Valet	2015
Bismarck Municipal	Parking	2016
Blue Grass	Parking, Valet, Shuttles	1975
Brownsville-South Padre Int'l	Parking	2021
Cape Cod Gateway	Parking	1994
Charleston Int'l	Shuttles	2016
Charlotte Douglas Int'l	Parking, Valet	2014
Colorado Springs	Parking, Valet, Shuttles	2015
Columbia Metropolitan	Parking	2002
Daytona Beach Int'l	Parking	1967
Erie Int'l	Parking	1989
Fairbanks Int'l	Parking, Ground Transportation	1995
Fayetteville Regional	Parking	1999
Florence Regional	Parking, Meters	2015
Fort Smith Regional	Parking	1978
Glacier Park Int'l	Parking	2019
Grand Forks Regional	Parking	1991
Grand Junction Regional	Parking	1992
Gulfport-Biloxi Int'l	Parking	2000
Harrisburg Int'l	Parking, Shuttles	2017
Hilton Head Island	Parking, Meters	1995
Juneau Int'l	Parking	2010
Key West Int'l	Parking	2019
Killeen Fort Hood Regional	Parking	1995
Lafayette Regional	Parking	1986
Lubbock Preston Smith Int'l	Parking, Shuttles, Commercial Roadway	2004
Lynchburg Regional	Parking	1990
McAllen Int'l	Parking	2007
McGhee Tyson	Parking, Valet	2003
Meadows Field	Parking	1985
Melbourne Int'l	Parking	2016
Mid America	Parking	2018
Missoula Int'l	Parking	1999
Monterey Regional	Parking	1976
Montgomery Regional	Parking	2020
Montrose Regional	Parking	1995
Northwest Florida Beaches Int'l	Parking, Shuttles	1992
Phoenix-Mesa Gateway	Parking, Shuttles	2017
Plattsburgh Int'l	Parking, Shuttles	2010
Raleigh Durham Int'l	Parking, Shuttles	2021
Redding Municipal	Parking	2013
Santa Barbara	Parking, Shuttles	2018
South Bend Regional	Parking, Valet	1969
St Petersburg Clearwater Int'l	Parking, Shuttles	2002
State College Regional	Parking	1989
Valley Int'l	Parking, Meters	2010
Williston Int'l	Parking	2014

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Title: Concession Services - Airport Paid Public Parking Management & Operations

The terms of service reflect our demonstrated commitment to aligning our operations with the goals of our clients through years of growth and periods of unpredictability. While our organization structure and key staff members have changed over the years, our exceptional tenure reflects our ability to remain the airport’s partner of choice.

Republic Parking has comprehensive experience operating complex airport parking operations that include both parking and shuttles with multiple lots. Such environments required the operator to be able to operate each lot independently and yet retain the ability to maximize the economies of scale. If Long Term fills at the Airport, the operator is expected to move incoming traffic in a customer- oriented and efficient manner to either Key Lime or Strawberry lots. Such coordination requires the operator to remain vigilant of parking conditions in each of the lots and recognize when the transition to a different lot must begin.

Key to this process is using critical functionality of the PARCS such occupancy and overnight inventory statistics. To use such functionality effectively, the operator must take operational steps such as ensuring that space and car counts are accurate.

Volume plays a significant role in the complexity of an operation. The following airports process more than 250 transactions / day. Republic Parking has a demonstrated history of successfully operating operations of every size and complexity in every type of environment.

CLIENT AIRPORT	2023 PARKING TRANSACTIONS
Charlotte Douglas Int'l	3,031,047
McGhee Tyson	426,405
Anchorage Int'l	350,728
Colorado Springs	334,650
Blue Grass	274,857
St Petersburg Clearwater Int'l	265,498
Northwest Florida Beaches Int'l	261,924
McAllen Int'l	231,164
Columbia Metropolitan	227,449
Phoenix-Mesa Gateway	216,370
Santa Barbara	188,271
Fairbanks Int'l	176,271
Lubbock Preston Smith Int'l	175,905
South Bend Regional	169,382
Daytona Beach Int'l	150,326
Lafayette Regional	145,270
Harrisburg Int'l	139,925
Augusta Regional	136,188
Gulfport-Biloxi Int'l	114,365
Valley Int'l	106,893
Glacier Park Int'l	102,712
Grand Junction Regional	102,503
Melbourne Int'l	95,252

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Depth of Your Republic Parking Team

Organizational structure is critical to our ability to perform effectively and efficiently. Republic Parking's on-site parking team will continue to be led by our Onsite Manager, Marina Kukolj, who, as indicated above, lives locally and is the day-to-day contact.

With more than 10 years of experience at the Airport, Marina has proven herself to be a valuable resource for the organization. She is dedicated to the airport operation 100% of her time in a full-time capacity.



Managerial Success

Marina has been extraordinarily successful in sourcing and retaining exceptional staff despite the most challenging employee market in recent memory. Additionally, Marina has managed to minimize staff turnover, maximize the labor budget, and build a team of great employees, some of whom have exceptional tenure.

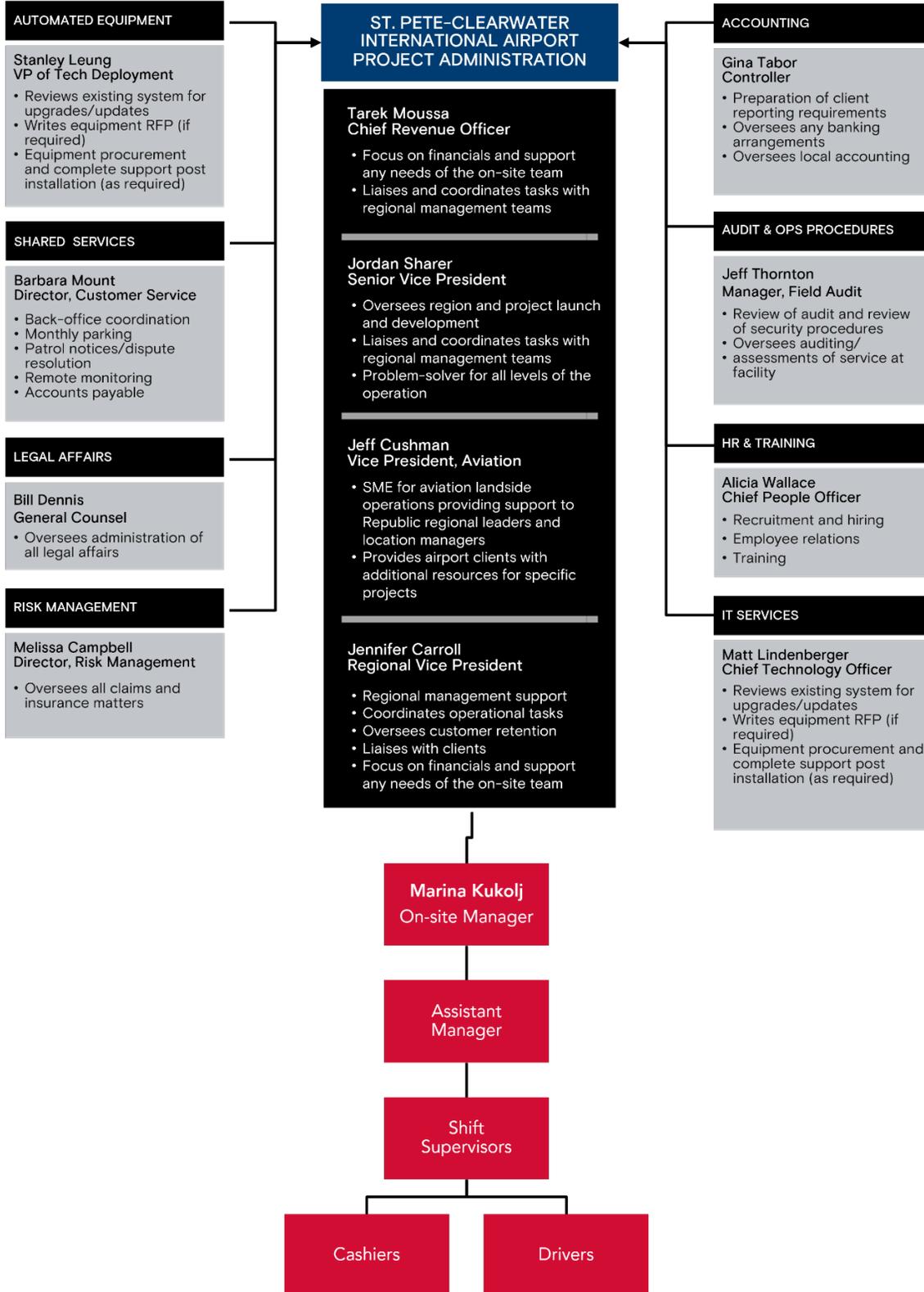
Additional Support

The Airport parking operations will also be supported by a senior management team with more than one hundred years of combined parking experience. That team includes Republic Parking's Regional Director, Jennifer Carroll, Senior Vice President Jordan Sharer, and Vice President of Aviation, Jeff Cushman.

Please refer to Republic Parking's organizational chart on the following page, which outlines the team responsible for the parking operation. As our organizational chart will demonstrate, the journey between frontline employees and our senior management representatives is short. There is little chance for important facility information or news to get lost in translation.

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Why Republic Parking?

Republic Parking provides several advantages for St. Pete-Clearwater International Airport including:

- 4 Complete understanding and experience related to the challenges associated with the operation of airport commuter parking programs. We have a **proven** track record and supporting references validating our ability to deliver on our operational, financial, and service commitments.
- 5 No impact to passengers and visitors regarding transitioning. Our team has direct knowledge and experience of the user groups and the service levels required for the benefit of the traveling public at the Airport.

Over the past 60 years, Republic Parking has operated every type of airport parking operate built on a foundation of core strengths:

- 6 Providing a Productive and Engaged Workforce
- 7 Practicing Organizational Effectiveness
- 8 Inspiring Innovation - Leveraging Technology
- 9 Maximizing Utilization of Existing Parking Resources
- 10 Maximizing Regional Economic Growth
- 11 Strengthening Financial Health
- 12 Championing Social Responsibility

Value Proposition

Under new, focused ownership, we are the premier airport parking operator in North America. As the incumbent at St. Pete-Clearwater International Airport, Republic Parking brings institutional knowledge, Airport-specific knowledge, and industry-leading purchasing power ensuring that the upcoming transition to the new agreement is seamless and at the best value.

No other parking operator can match Republic Parking's 60+ years of commitment to airports facing many of the same challenges as St. Pete-Clearwater International Airport.

There are six major value propositions that Republic Parking brings to the table:

- 1 Implementation of Business Intelligence (BI) Studio as one single source of truth for all parking-related operations.
- 2 Introduction of new technology such as the GPS system for the shuttles at our expense.
- 3 Professional installation of the new Parking Access and Revenue Control System (PARCS) in a manner customized to the specific operational needs of St. Pete-Clearwater International Airport.



- 4 Implementation of the shuttle fleet that has been designed specifically for the Airport. Republic Parking understands the operational requirements of the fleet and, as such, has accounted for a fleet of five shuttles rather than the four defined in the RFP based on our experience.
- 5 Republic Parking's knowledge of St. Pete-Clearwater International Airport is unmatched. Our hiring practices and training programs have provided the Airport with the staff and processes that have supported the Airport's reputation as a marketing leader in customer-centric parking services.
- 6 By retaining full operations with Republic Parking, St. Pete-Clearwater International Airport avoids the transition costs and inherent liability of implementing a new operator. The cost of transitions such as this can be upwards of 30% of the contract's first-year value.

TAB 1-QUALIFICATIONS

No other operator has the experience of managing airport parking operations similar to the Airport as Republic Parking. As reflected below, we specialize in airports of similar size and scope. We operate larger facilities but airports such as St. Pete-Clearwater International Airport is our niche market. As noted previously, our tenure at these airports reflects how our performance is measured over extended periods of time.

CITY	STATE	CODE	AIRPORT NAME	HUB	PASSENGERS
Sanford	Florida	SFB	Orlando Sanford International Airport	P-S	1,174,471
Birmingham	Alabama	BHM	Birmingham-Shuttlesworth International Airport	P-S	1,081,328
Knoxville	Tennessee	TYS	McGhee Tyson Airport	P-S	1,069,565
St. Petersburg	Florida	PIE	St. Pete-Clearwater International Airport	P-S	1,021,007
Colorado Springs	Colorado	COS	City of Colorado Springs Municipal Airport	P-S	941,917
Mesa	Arizona	AZA	Phoenix-Mesa Gateway Airport (formerly Williams AFB)	P-S	795,407
Panama City	Florida	ECP	Northwest Florida Beaches International Airport	P-S	794,846
Key West	Florida	EYW	Key West International Airport	P-S	741,130
Lexington	Kentucky	LEX	Blue Grass Airport	P-S	657,018
Harrisburg	Pennsylvania	MDT	Harrisburg International Airport	P-S	636,756
Columbia	South Carolina	CAE	Columbia Metropolitan Airport	P-S	566,660
McAllen	Texas	MFE	McAllen Miller International Airport	P-S	477,636
Fairbanks	Alaska	FAI	Fairbanks International Airport	P-S	450,694
Santa Barbara	California	SBA	Santa Barbara Municipal Airport (Santa Barbara Airport)	P-S	440,229
Missoula	Montana	MSO	Missoula Montana Airport (was Missoula International)	P-S	425,563
Lubbock	Texas	LBB	Lubbock Preston Smith International Airport	P-S	405,157
South Bend	Indiana	SBN	South Bend International Airport	P-S	366,617
Harlingen	Texas	HRL	Valley International Airport	P-S	355,190
Kalispell	Montana	FCA	Glacier Park International Airport	P-S	307,242

Current Airport Operations

As discussed earlier, the breadth of our airport operations includes airports of every size and scope as well as the environment. Included in these airports:

- 55 US and Canadian airports
- Airports like St. Pete-Clearwater International Airport are our niche
- 19 small hub airports
- 8 airports in Florida, Alabama, and Louisiana

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U.S. AIRPORTS:

- Anchorage Int'l
- Humbolt County
- Augusta Regional
- Cape Cod Gateway
- Birmingham Shuttlesworth Int'l
- Bismarck Municipal
- Blue Grass
- Brownsville South Padre Island
- Charleston Int'l
- Charlotte Douglas Int'l
- Colorado Springs
- Columbia Metropolitan
- Daytona Beach Int'l
- Erie Int'l
- Fairbanks Int'l
- Fayetteville Regional
- Florence Regional
- Fort Smith Regional
- Glacier Park Int'l
- Grand Forks Regional
- Grand Junction Regional
- Gulfport-Biloxi Int'l
- Harrisburg Int'l
- Hilton Head Island
- Juneau Int'l
- Key West Int'l Airport
- Killeen Regional
- Lafayette Regional
- Lubbock Preston Smith Int'l
- Lynchburg Regional
- McAllen Int'l
- McGhee Tyson
- Meadows Field
- Melbourne Int'l
- MidAmerica St. Louis
- Missoula Int'l
- Monterey Regional
- Montgomery Regional
- Montrose Regional
- Northwest Florida Beaches Int'l
- Orlando Sanford Int'l
- Phoenix-Mesa Gateway
- Plattsburgh Int'l
- Raleigh Durham Int'l
- Redding Municipal
- Santa Barbara
- South Bend Regional
- St Petersburg Clearwater Int'l
- State College Regional
- Valley Int'l
- Williston Int'l

CANADA AIRPORTS:

- Edmonton Int'l
- Ottawa Int'l
- Winnipeg Int'l

Existing Service-Level Matrix

Republic Parking has established an internal service level matrix to assist in measuring location performance and provide staff with feedback. Historically, the focus on performance feedback was based on direct input from the client. We began rolling out this initial matrix since the beginning of 2021 to address concession operations where the client, because of the agreement structure, provided less direct performance feedback.

PERFORMANCE	DESCRIPTION	STANDARD
Delivery of Monthly Reports	Reports submitted complete and on time	100%
Customer Service Survey Scores (1)	Maintain a minimum score of 4.0 of 5.0 by operation	90%
Customer Complaint Resolution (2)	Response time meets procedure deadlines	95%
Staffing Levels	Schedules are staffed per Staffing Plan	90%

- 1 **Monthly Reports** – The manager is responsible for ensuring the scheduled reports are delivered on-time, complete, and accurate.
- 2 **Customer Service Survey Scores** – We are proposing the introduction of QR-based surveys to be promoted in each type of operation (self-parking and shuttles). Data would be collected and stored digitally, and results would be included in the monthly reporting package. The report would include detailed results of the month’s surveys, a summary of the scores in the form of an average score per survey question, and proposed solutions to any areas receiving a score below the standard. These reports will be used internally and will be provided to the Airport monthly.
- 3 **Customer Complaint Resolution** – We are formalizing our process for responding to customer complaints/contact. The process would include document the process, from receipt of the complaint to resolution) and include details of each contact as part of the monthly reporting package. The report would include recommendations to address identified root causes of any issues that reflect a trend of dissatisfaction.
- 4 **Staffing Levels** – Republic Parking documents our staffing in a more detailed manner. While there are incidents where staffing issues are outside the manager's control, reporting the staffing levels in more detail and including what we are doing to management will hold the location more accountable.

As we implement GPS tracking on the shuttles, we will add shuttle performance measurements to the matrix. These can include headway times, route times, and dwell times. This information will assist the manager in maximizing the efficiency of the shuttle fleet and operating schedule.

TAB 2 - BACKGROUND AND EXPERIENCE

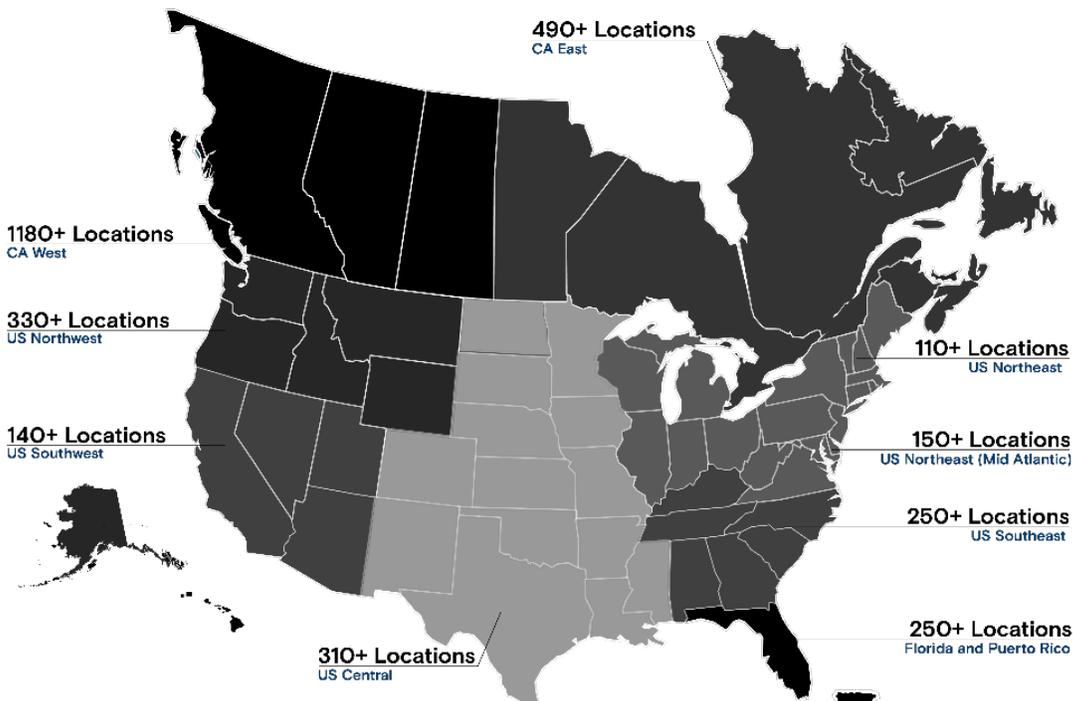
Technical & Practical Experience

Republic Parking was formed in Tennessee in 1965. Our firm is authorized and licensed to operate in the state of Florida, and we are in good standing and compliant with all federal, state, and local laws, rules, and regulations.

Republic Parking is part of Reimagined Parking, which consists of a family of nationally recognized brands – Impark, Lanier, AmeriPark, and Park One – and is the world’s leading tech-powered, people-driven parking solutions provider. Our workforce of 8,000 manages 3,000 high-density parking facilities across five hundred North American cities, generating 34 million digital transactions annually. Our technical experience lies in operating every type of parking – airport, municipality, university, healthcare, hospitality, and commercial. Each of these types of parking operations requires a different focus. Some require flexibility in the services offered. Others require stringent adherence to policy and procedures.

Republic Parking has continually grown to operate more than fifty airports in the United States and Canada today. Our partner brands and our experience in the diverse types of parking operations allow Republic Parking to take the best-in-class services from each contributing partner and apply them at Northwest Florida Beaches International Airport.

Market Presence



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Under the Reimagined Parking umbrella, Republic Parking is part of an organization committed to operating in the most efficient manner. For this reason, we share corporate resources wherever possible, and in meeting today's labor market demands, much of the Airport's direct support will be provided by staff working remotely.

Company Background & Qualifications

Since its inception in 1965, Republic Parking has served its clients honestly, eagerly, and professionally. Our reputation for integrity and proven commitment to keeping pace with the ever-changing demands of our clients and their customers has made us an industry leader today. We provide parking management, staffing, valet services, shuttle and ground transportation services, traffic enforcement, and consulting services to more than fifty airport accounts in the United States and Canada. Please refer to Depth of Experience (page 5) for detailed information on our firm's experience.

Republic Parking is part of Reimagined Parking. The Reimagined Parking family of Canadian and U.S.-recognized brands – Impark, Lanier, Republic Parking, AmeriPark, and Park One – is the world's leading tech-powered, people-driven parking solutions provider.



Our workforce of 8,000 employees manages 3,000 high-density parking facilities across 500 North American cities, generating 34 million digital transactions annually.

We are, by every metric, the industry leader in parking management, valet shuttle, ground transportation, and parking technology products and services, with a portfolio of high-profile airport, commercial real estate, retail, hospitality, event, healthcare, municipal, and education locations across North America.

Industry Affiliations

Our teams fully embrace and support industry initiatives, civic and charitable endeavors, and organizations that promote diversity and opportunity in our industry. Key members of our Steering Committee serve in industry-specific volunteer and professional capacities. Such groups include the IPMI technology committee, Women-in-Parking, PIPTA Board of Directors, Accredited Parking Organization (APO) Site Reviewer, State and Regional Parking Association Boards, CAPP Board of Directors, and more.

By partnering with Republic Parking, our clients benefit from the additional exposure they gain through our corporate commitment to participation in these important capacities and industry causes.

IPMI/NPA & Regional Association Engagement

We are proud members of national, regional, and local parking organizations and associations across the country, including IPMI, the National Parking Association, TPTA, PIPTA, PAG, CPPA, PIPTA, SWPTA, MSPTA, PAV, CPA, and FPTA, to name a few. These organizations are purposed to advance the public parking profession by providing a forum for members to interact, exchange ideas and information, and provide technical and legislative support. This inures to the benefit of our clients' public-sector parking programs and their capacity for excellence and customer service.



This active participation and commitment to these organizations, combined with the ongoing education of our employees, enables Republic Parking to leverage our Subject Matter Experts and Operation teams' keen knowledge and reputations in public and private sector operations.

Accredited Parking Organization

In 2019, we earned status as an Accredited Parking Organization (APO) with Distinction through the International Parking and Mobility Institute (IPMI), one of very few organizations in the world to do so. APO with Distinction is a designation for parking organizations that recognizes best practices in responsible parking management and operations, customer service, professional development, sustainability, safety, and security and represents the top 5% of parking organizations worldwide. To earn accreditation, an organization must demonstrate its commitment to ongoing evaluation and improvement through the implementation of parking industry best practices. Applicant organizations collaborate with third-party reviewers to organize and present evidence of accomplishment of more than 150 criteria in 14 categories.



Parking program administrators across the country have benefited from choosing an APO-certified partner, such as Republic Parking. They know that a company that achieves this prestigious certification will incorporate best practices and conduct business with a comprehensive standard of excellence, day in and day out. In addition, we have assisted several organizations and parking facilities in achieving APO certification.

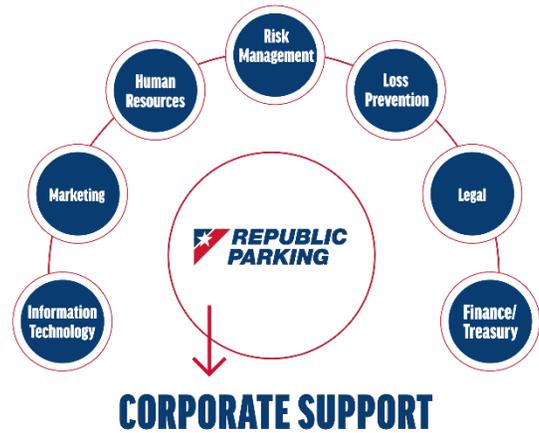
IPMI Technology Committee

Republic Parking is a member of the IPMI Technology Committee. The Technology Committee provides education on innovative technology, how to implement that technology, and best practices on leveraging multiple technologies as the industry advances and evolves. The committee meets monthly to discuss technology and create educational presentations, articles, and blogs on parking technology. The committee meets monthly to discuss parking technology trends, best practices, etc.



Corporate and Management Support

We will provide the parking operation with various layers of management and support, including Technology Integration, Accounting, Internal Audit, Human Resources, Training, and Risk Management Departments. Our managers (Regional VPs, SVPs, and SMEs) will be accessible 24/7. Our regional and corporate offices will back our local team.



Local Operations Support

With our multi-layered management structure throughout the region, you are merely a phone call away from having a member of our senior management team on-site, ready to assist with all matters relative to the operations of your parking program. In addition to financial, accounting, auditing, risk management, and human resources support from our corporate office, operating support will be on-site and present, including but not limited to the following capacities:

- On-site management personnel are required to deliver a bi-monthly operational review presentation updating appropriate executives on your operation. Successes, challenges, and new strategies are discussed at length.
- Our executives will make regular unannounced site visits/inspections. In addition, these executives will work with the local team to develop strategic planning initiatives to present to ownership and the appropriate stakeholders.
- Executives and operational support will be available for planning, budgetary, or other meetings where you may need a specialized level of input or experience.
- We have developed a manager-in-training program that has identified potential leaders on our team who can be called on to fill gaps that arise. Additionally, we have a base of part-time employees who are only classified as part-time until a full-time position becomes available.

Corporate Resources

We are experienced in all aspects of parking management and have a wealth of expertise and resources, including the following:

- 12 A legal team working to provide the best advice to the branches on all legal matters.
- 13 An internal risk management department that consults directly with our broker and handles claims and preventative risk management issues.
- 14 A loss prevention department that reports directly to the board of directors.



- 15 A human resources department that is committed to providing quality support services, such as training, succession planning, and employee relations, which align each individual's career potential with our company's strategic plan and values.
- 16 A marketing group that develops marketing and promotional material to meet the needs of individual facilities.
- 17 A technical services department that analyzes the parking equipment of the parking program and will write an RFP and evaluate responses on behalf of client properties.
- 18 Several consultants that can offer advice on revenue generation modeling, pro forma costing of new parking structures, traffic management consulting, etc.
- 19 Finance and treasury departments that can provide capital to fund equipment purchases and other improvements to parking facilities.
- 20 An in-house signage and graphics company that specializes in garage signage and wayfinding.

Republic Parking Project Team

On-site Management

Our team will consist of the same core group of managers and staff who have been responsible for the success of the Airport's parking program and providing outstanding customer service to your parking patrons. Our onsite parking team is led by our Manager, Marina Kukolj. Marina is supported by our regional management team and SMEs as detailed below herein.

Marina Kukolj

On-site Manager



Marina Kukolj began her parking career with Republic Parking in 2012 as a Cashier. She quickly learned the ins and outs of the industry and was promoted to Assistant Manager in 2013. Marina was promoted again to serve as Operations Manager in 2021. Prior to joining Republic Parking, Marina worked in separate roles and industries, enhancing her adaptability and critical thinking skills. With 12+ years of experience at St. Pete-Clearwater International Airport, Marina has developed extensive expertise in parking operations and customer service, ensuring a smooth and efficient parking experience for all airport visitors. Her commitment to excellence and deep understanding of the Airport's operations makes her an invaluable asset to our management team. We are lucky to have someone of Marina's stature overseeing our parking operation at the Airport. Her long tenure and proven leadership highlight her dedication and proficiency in managing complex parking operations in a busy airport environment. She is also fluent in Serbian and Croatian, adding to her ability to communicate effectively with a diverse range of clients and colleagues.

Senior Management & Subject Matter Experts

Our senior management team has significant industry-leading experience managing and operating

similar parking programs, and we are committed to providing support to solve routine and complex issues related to the airport's parking operations. Please see a summary of that experience below.



Jennifer Carroll

Regional Director

Jennifer Carroll joined Republic Parking in 2006 as a site manager. Her previous role in hotel property management prepared her well for this role. She spent three years as the general manager of The Jacksonville International Airport for Republic Parking. Currently, Jennifer oversees ten (10) airport

properties in the southeastern US, most of them in Florida. Her responsibilities include customer service training, P&Ls, revenue control equipment installations, personnel matters, and everything else associated with running top-notch airport parking, valet, and shuttle locations.

Jordan Sharer



Senior Vice President - Southeast

Jordan Sharer joined the Republic Parking team in March 2004 as an Assistant Manager. She was quickly promoted to oversee numerous high-profile properties as Territory Manager in 2008, then Regional Director in 2020 to include the state of Alabama in her portfolio. In this capacity, Jordan supervised

the management and operation of all Lanier accounts in the Atlanta area, including existing Class-A properties and any new acquisitions. Currently, Jordan serves as Senior Vice President, overseeing our parking operations within Arkansas, Mississippi, Alabama, Georgia, and the Carolinas. Jordan specializes in client retention, financial efficiencies, and operational adjustments and focuses on high-level manager development and support. With her experience, she enjoys starting and participating in committees dedicated to operational improvement.

Jeffrey Cushman



Vice President - Aviation

Jeff Cushman has 30 years of experience working in aviation landside operations, including parking, shuttle, and ground transportation operations. That experience began as the assistant manager for parking at the Portland International Airport and includes serving as the general manager for parking,

shuttles, and/or ground transportation operations at the Portland International Airport, Phoenix Sky Harbor International Airport, Washington-Dulles International Airport, and Los Angeles International Airport. Additionally, he has held positions as regional director for multiple airport landside operators and positions in landside administration and business development with the Port of Seattle Authority and Metropolitan Washington Airports Authority.

TAB 3 - PROPOSED PLAN

As the incumbent, Republic Parking has continuously demonstrated our parking and shuttle operations expertise here in St. Pete-Clearwater International Airport as reflected in our safety and customer service records. As we introduce the new shuttles and parking equipment, this service will only improve through enhanced functionality and the ability to collect and analyze data to improve performance. Along with our organizational changes such as the restructuring from REEF, Republic Parking is excited for our operations at St. Pete-Clearwater International Airport to lead our further evolution as a technology and customer service leader of airport landside operations.

Parking Operations Plan



Republic Parking is proud of our history of parking operations at St. Pete-Clearwater International Airport, including our response to pandemic and post-pandemic operations. Our manager and regional vice president have actively partnered with airport staff to adapt to a situation never experienced in the airport environment. Our ability to maintain service and staffing levels during, both during the pandemic and ramping back up after restrictions were lifted, reflects our knowledge of the local labor market and the flexibility of our supervisors, assistant manager, and manager. Even during the downsizing during the pandemic, Republic Parking maintained access and cash controls over the airport's physical assets and revenue, and we have learned much during the challenges.

We restructured our organization and corporate support departments around our experienced parking executive team. Additionally, we invested in a new accounting system, COUPA, that introduces much greater efficiency for Republic Parking and our vendors in the processing of accounts receivable and payable. We further invested in technology specifically designed for the parking industry. We have expanded the functionality of ParkNexus as the integrator/depository of data across the full range of parking technologies including the PARCS, parking guidance, License Plate Recognition/Inventory, valet management, and reservations. To remain competitive during this RFP process, we will clearly identify what we have included in our pricing and what we have not included as we do not know if the airport is interested in the enhancements.

Staffing Plan

Every employee is important to Republic Parking, regardless of their position as cashier, driver, supervisor, assistant manager, or manager. It is the leadership team, the manager, assistant manager, and the supervisors that provide the core consistency and provide the staff with support during the exceptions to normal policies and procedures. These critical team members are there for emergency situations, customer escalations, and to take up slack during unexpected rushes or facility closures. The schedule below reflects the

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importance we place on having coverage that supports the peak periods.

POSITION	MON	TUE	WED	THU	FRI	SAT	SUN
Marina (Manager)	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	—	—
Asst. Mgr.	16:00 - 00:00	16:00 - 00:00	16:00 - 00:00	—	—	09:00 - 17:00	09:00 - 17:00
Supervisor	11:00 - 19:00	—	—	07:30 - 15:30	07:30 - 15:30	07:30 - 15:30	09:00 - 17:00
Supervisor	17:00 - 01:00	—	—	17:00 - 01:00	15:00 - 01:00	16:00 - CL	16:00 - CL

Our manager, Marina Kukolj, started with us as a cashier and has moved up the ranks from assistant manager to the manager position. Marina took over as manager in 2021, during COVID, and has done an amazing job rebuilding operations. She is an incredible source of institutional knowledge. Republic Parking is committed to Marina’s continued growth as a parking professional. We will be launching an airport-specific management training program including monthly virtual meetings with all the location managers. Our experience shows that location managers learn as much from their peers as they do from structured training programs.

The parking staff schedule below reflects our onsite experience. It ensures that we have staff onsite 24/7 and that we are prepared to service those customers arriving at the airport earlier than planned or departing from the parking facilities later than anticipated. Our staffing plans are changing based on passenger traffic. Republic Parking and our manager recognize that labor expenses are a substantial portion of the operating expense, and we manage it accordingly. Our experience allows us to offer the highest return of revenue to the airport because of our focus on fiscal responsibility – the lower our operating expenses, the higher the concession fee we can propose. No competitor can match this experience and as such, is only guessing at staffing plans and associated costs.

The schedule below communicates our understanding of the flexibility needed to be customer-centric yet fiscally responsible. Clearly, traffic requires fewer staff on Tuesday than on Friday and Saturday. Booth assignments are driven by customer demand (B1-B5 below). Booth 1 (B1) is most often kept unstaffed but available for a manager or supervisor to step in if needed.

POSITION	MON	TUE	WED	THU	FRI	SAT	SUN
Cashier	11:00 - 19:00 (B1)	03:00 - 11:00 (B3)	10:00 - 19:00 (B2)	07:30 - 15:30 (B1)	07:30 - 15:30 (B1)	07:30 - 15:30 (B1)	09:00 - 17:00 (B1)
Cashier	17:00 - 01:00 (B1)	11:00 - 19:00 (B3)	03:00 - 11:00 (B3)	17:00 - 01:00 (B1)	09:00 - 17:00 (B2)	09:00 - 17:00 (B2)	09:00 - 17:00 (B2)
Cashier	09:00 - 17:00 (B2)	19:00 - 03:00 (B3)	11:00 - 19:00 (B3)	09:00 - 17:00 (B2)	17:00 - 01:00 (B2)	17:00 - 01:00 (B2)	17:00 - 01:00 (B2)
Cashier	17:00 - 01:00 (B2)	10:00 - CL (B4)	19:00 - 03:00 (B3)	17:00 - 01:00 (B2)	03:00 - 11:00 (B3)	03:00 - 11:00 (B3)	03:00 - 11:00 (B3)

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Cashier	03:00 - 11:00 (B3)	—	08:00 - 16:00 (B4)	03:00 - 11:00 (B3)	11:00 - 19:00 (B3)	11:00 - 19:00 (B3)	11:00 - 19:00 (B3)
Cashier	11:00 - 19:00 (B3)	—	16:00 - CL (B4)	11:00 - 19:00 (B3)	19:00 - 03:00 (B3)	19:00 - 03:00 (B3)	19:00 - 03:00 (B3)
Cashier	19:00 - 03:00 (B3)	—	—	19:00 - 03:00 (B3)	08:00 - 16:00 (B4)	08:00 - 16:00 (B4)	08:00 - 16:00 (B4)
Cashier	08:00 - 16:00 (B4)	—	—	08:00 - 16:00 (B4)	16:00 - CL (B4)	16:00 - CL (B4)	16:00 - CL (B4)
Cashier	16:00 - CL (B4)	—	—	16:00 - 00:30 (B4)	17:00 - 01:00 (B5)	08:00 - 16:00 (B5)	08:00 - 16:00 (B5)
Cashier	—	—	—	—	—	16:00 - CL (B5)	16:00 - CL (B5)
Cashier	11:00 - 19:00 (B1)	03:00 - 11:00 (B3)	10:00 - 19:00 (B2)	07:30 - 15:30 (B1)	07:30 - 15:30 (B1)	07:30 - 15:30 (B1)	09:00 - 17:00 (B1)
Cashier	17:00 - 01:00 (B1)	11:00 - 19:00 (B3)	03:00 - 11:00 (B3)	17:00 - 01:00 (B1)	09:00 - 17:00 (B2)	09:00 - 17:00 (B2)	09:00 - 17:00 (B2)

Key to any staffing plan is a structured retention plan. The RFP process allows us to review our history in the local market and adjust accordingly for the future. The labor market is significantly different today than it was in 2019, as the County has experienced it themselves. Tenured employees provide the highest performance and customer service. While we have been successful at staffing to date, it has been recruitment that has kept us staffed, not retention. Cashiers can go anywhere to earn more than minimum wage. Below is our proposed retention plan for St. Pete-Clearwater International Airport:

Coaching and Support

We provide personalized, ongoing coaching and feedback to all employees. We believe recognizing and acknowledging good performance, encouraging employees to take on new challenges, and giving feedback on their strengths and developmental needs regularly will improve job performance and job satisfaction while fostering personal and professional growth and adopting skills that benefit the employee, customer, and organization.

Opportunities for Growth and Advancement

Republic Parking is always looking for motivated professionals within our company who can manage people and have a demonstrated background in outstanding customer service. We believe in promoting from within and giving people the opportunity to grow with our organization. Marina is an example of that, as is the regional vice president, Jennifer Carroll.

Employees are encouraged and supported to seek growth and advancement opportunities within the company. We believe all employees should have the space and ability to share their voices, learn new things, and gain leadership experience to achieve career fulfillment, enjoyment, and advancement. A key component of the opportunity to advance is cross-training. We actively promote employees to volunteer to be cross-training.

Republic Parking has shown our ability to recruit, train, and retain excellent employees, specifically in the airport vertical. Our culture and development process has empowered our employees to excel in roles for our clients while retaining an average tenure that far exceeds the industry standard. Our proven ability to set these employees up for success has translated into deeper partnerships with our clients.

Employee Rewards & Recognition

Republic Parking is proud to introduce the "Employee Rewards & Recognition" program, a comprehensive suite of incentives and acknowledgments designed to celebrate and honor the hard work and dedication of our staff at St Pete - Clearwater International Airport.



- **Employee of the Month** - Each month, one standout employee will be named "Employee of the Month," and receive a reward for their contributions. This accolade recognizes exceptional service and commitment to our operations.
- **Service Anniversary Recognition** - Milestones matter at Republic Parking. On their service anniversaries, employees will be honored for their loyalty and dedication. For 1, 5, and 10-year milestones, employees will enjoy a complimentary lunch and receive special commemorative pins as a token of our appreciation.
- **Contract Anniversary Celebrations** - Every contract anniversary – or "Birthday" – will be an opportunity to bring our team together, with pizza provided for all staff on that shift, fostering camaraderie and a sense of community.
- **Health and Wellness Initiatives** - Understanding the importance of physical and mental well-being, we will offer programs such as yoga sessions, subsidized gym memberships, and meditation workshops.
- **Team Building and Appreciation Events** - Seasonal gatherings, including a summer picnic, a fall BBQ, and various outings, will be organized to cultivate team spirit and express our gratitude for our team's collective efforts.
- **Customer Feedback Recognition** - Employees who receive positive mentions in customer surveys will be formally recognized, highlighting the significance of customer satisfaction in our service delivery. This directly feeds into the Employee of the Month program. Employees are prohibited from requesting or soliciting survey feedback from customers.

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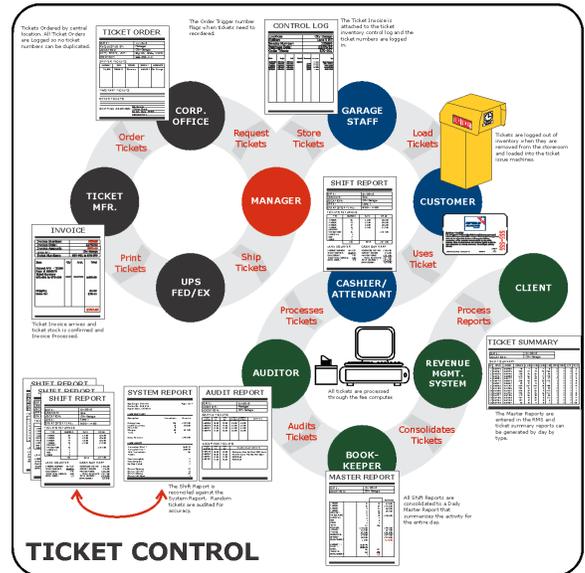
Republic Parking’s "Employee Rewards & Recognition" program is a testament to our commitment to our people, acknowledging their contributions and fostering an environment where every team member feels valued and motivated.

Cash Control

Total revenue control starts with control and balancing of the three basic functions within the parking operation: *Ticket Control, Transaction Control and Cash/Revenue Control*. Over the years, we have developed very stringent and detailed methods creating total accountability and an audit trail for each of these categories.

Ticket Control

This chart demonstrates the controls in place from the purchase of ticket stock through the collection and reporting of the revenues to the county. The basis for a sound revenue control system is the control of the inventory item. In parking, our inventory is the parking space, but the control item is the ticket. All tickets are tracked from the time they are ordered. All tickets are entered "in" to the Ticket Inventory directly from the invoice. When a machine needs tickets, the next group of sequentially numbered tickets are distributed to the machine and noted as "out" in the Ticket Inventory Log.



Tickets are always issued in sequential order. The date and time of issue is imprinted on each ticket at the time the ticket is issued, either by a ticket machine or manually stamped on a time clock by the lot attendant. The customer takes the ticket as proof of his entry time and as acceptance of the terms and conditions under which the customer parks the vehicle.

When the customer wishes to exit the facility, he presents the ticket to the lot attendant for processing. The time of entry is keyed into the computer or read by a bar code reader. The Fee Computer calculates the correct fee and displays the fee on the customer fee display. The lot attendant will then collect the fee and place the money in the cash drawer.

All transactions must be processed through the fee computer or stamped on the time clock. Every ticket issued must be collected and accounted for on the lot attendant shift report. Every shift report is audited to ensure all tickets are returned and all revenue is deposited to the bank.

The audited shift reports are consolidated on the Daily Master Report and reported to the corporate office. Revenue and statistical ticket information is tracked for management purposes.

The corporate accounting department compiles and distributes the financial statements based on the source documents (primary reports, bank accounts etc.) to support the field offices. The financial statements are then used to compile the client reports.

Transaction Control

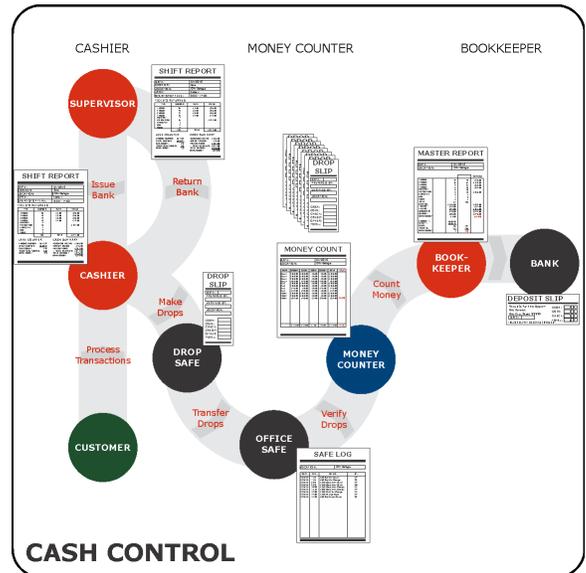
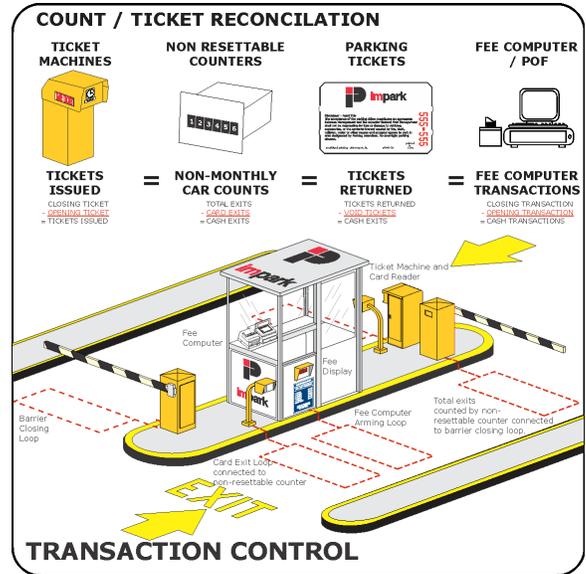
This chart demonstrates the controls in place for total oversight and accountability of all transactions. It includes details on the use of independent non-resettable counters to balance transactions with the automated PARCS.

Cash/Revenue Control

The first step in a successful parking operation is to provide clear and concise procedures for operating your revenue control system. To ensure proper execution of these procedures, we create written transaction procedures and train all parking personnel in these procedures until they are fully understood and can be consistently performed. Managers, supervisors, and lot attendants must understand the procedures completely to be able to address unanticipated issues.

When the standardized procedures cannot be followed, the deviations must be clearly noted in a shift event log, providing management and auditors with an easy to understand, documented, explanation of what took place. The logbook provides valuable insight, as well as transparency. This leads to better understanding by all and a demonstration that proper procedures were followed. Legitimate transactions can be more easily confirmed, without spending unnecessary time to investigate.

Lastly, we review 100% of all exception tickets for compliance with procedures. This includes an audit of all completed Lost Ticket forms by first verifying the entry date by comparing the license plate number with our inventory, and then contacting the customer to gauge their satisfaction with our service and to verify the amount collected. A record is maintained of all Lost Tickets so that we can verify if someone may be abusing the system. This procedure is also followed for any other exception transactions that result in free or reduced charges. The following procedures outline each part of the total cash control process.



Exit Booth

The lot attendant will charge parking fees as determined using the PARCS equipment. Once the fee has been determined, the lot attendant may accept cash, credit card, or in-state, non-starter checks for payment. The exit gate, which is controlled by the fee computer, will be opened only upon satisfactory payment of parking charges. The cash collected will be placed in the cash drawer of the fee computer.

Office & Reporting

Each day, all payments collected during the shift will be recounted by the cashier who compares the totals to the individual shift reports generated. The manager or assistant manager then recounts the entire day's revenue to prepare the daily bank deposit. All exception tickets will be examined for audit purposes and reviewed when compiling daily reports.

A daily record will be maintained to document the number of tickets issued, tickets collected, transaction totals and revenue collected. Records for each employee will be maintained to monitor cashier's overages and shortages.

Cashiering

Every cashier responsible for the collection of money is required to complete the cashier shift report. Each cashier on each shift will comply with the following procedures:

ii. *General:*

- A unique password or login method will be assigned to each cashier. This will be the means of logging on to the fee computer.
- Each cashier will be given a change fund of a designated amount.



iii. *Shift beginning, the cashier going on duty will observe the following procedures:*

- Log onto the computer.
- Verify the change fund and place it in the cash drawer.
- Be in uniform.
- Have on a name badge/name plate.
- Verify that sufficient supplies (exception tickets, receipt tape, etc.) are on hand.
- Turn on the open lane light (if applicable).

Normal Cash/Credit Card Transaction

Upon receipt of payment from the patron, the amount (if different from the fee displayed) is keyed in and the amount of the patron's change is displayed. The proper change is given to the patron, the "vend" or cash key is pressed, and the gate opens, allowing the patron to exit. The ticket is placed in transaction order in the proper bin to be turned in and reconciled at log-off/shift end.

Reporting

Reporting Capabilities

Through monthly reports, we inform our clients of the state of their parking program. This can include financial and operational performance, customer satisfaction, market forces, and any number of statistical analyses that are necessary to keep our clients informed.



We can provide a wide variety of reports, and daily, weekly, monthly, and quarterly reporting packages geared specifically toward your preferences. Our team is familiar with the Airport’s accounting and reporting standards, as the current parking operator.

Our monthly reporting package can provide an elevated level of supplemental reports, including:

- **Certified Monthly Gross Receipts:**

- By Facility
- Validations
- Lost Tickets
- Refunds
- Overages/Shortages
- Sales Tax
- YTD Total Gross Revenue
- Summary of Concession Fee Percentages/Revenue

26 Summary of Shuttle Bus Hours/Expense:

- Total Monthly Shuttle Hours
- YTD Shuttle Hours
- Expense by Hour
- Total Shuttle Hours Expense
- Shuttle Hours by Driver
- Total Shuttle Hours Operated

27 Revenue General Ledger

- By Facility
- By Day of Month
- Monthly Rent

Republic Parking can also provide Audit and Operation Reports, as well as other custom reports with the addition of the proposed technology:

- iv. Passenger Counts
- v. Headway Times
- vi. Route Times
- vii. Customized dashboard
- viii. Customer Survey Results / Summary

Review & Budgeting Procedures

Republic Parking will conduct a review of your parking operations to identify financial opportunities and operational design improvements. We work with the on-site management team and proper emphasizing company policies, procedures, and industry best practices.

Annual budgets will be prepared based upon the operational plan, historical information, expected operating results, and our knowledge of the parking facility. Budgets will include an annual operating budget detailed by month, as well as monthly and annual comparisons of the budget. All budget variances will receive the immediate attention of our senior management team for corrective action.

Internal Auditing

Our revenue-handling procedures are constantly under the watchful eyes of our internal Loss Prevention Department, which operates with autonomous authority and reports directly to our executive committee. External audits are conducted on an annual basis by an independent accounting firm. All day-to-day revenue transactions are subject to the following levels of assessment:



- ix. **Field assessments** – field assessments, like most other reviews, are performed randomly and unannounced; our employees are never aware when they will be reviewed.
- x. **Branch-level assessments** – these assessments are conducted on a randomly scheduled basis by our Loss Prevention Department. These reviews focus strictly on back-office revenue controls, providing a detailed check on systems in two distinct areas: operational procedures and financial procedures.
- xi. **Internal audits** – internal audits are carried out on a systematic basis by auditors in our Loss Prevention Department, who operate independently and with autonomous authority within our organization, reporting directly to our executive committee.
- xii. **Fee computer audits** – fee computer audits are performed to verify that the revenues collected correspond with the revenue results recorded in the fee computer's internal audit mechanisms.

Record Keeping and Collection

Record Retention

We operate strictly under the principle of division of duties. Much emphasis is placed on separating those counting cash or posting revenue from those balancing the revenue received against tickets, or other inventory sold. This reconciliation is completely independent of the on-site operation and ensures that all deposits are made, and available for audit. We also operate a strict policy on the retention of records. In many cases, clients will require additional special record retention procedures, and these are easily respected.

Data Retention

All data will remain the property of the Airport and will remain in the database until archived. The rules for archiving data will be mutually agreed upon during the implementation process. Archived data would be stored offline for restoration based on data retention rules provided by the County. Data can be transmitted to you at any time, and the system can be downloaded in any standard specified format.

Inventory Control

License Plate Recognition and Inventory Systems

Republic Parking operates License Plate Inventory (LPI)/License Plate Recognition (LPR) systems at most of our airports and municipalities across the country. We are well positioned to ensure that vehicles are inventoried in an efficient manner and that the systems are functioning consistently and at the highest performance levels.

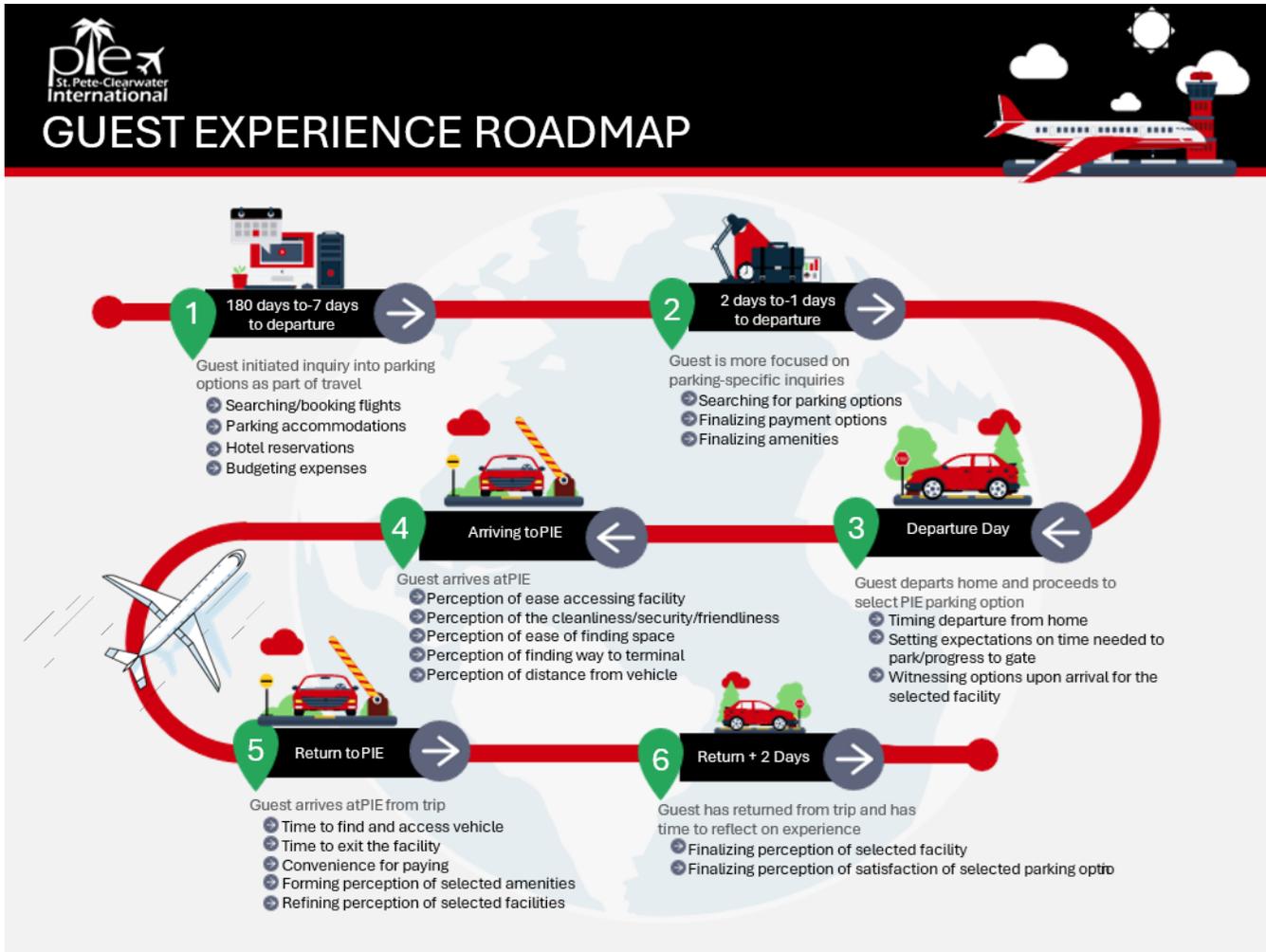


As our industry has seen more custom license plates, vanity plates and the use of symbols in license plates LPI and LPR systems have been improving their technology to read and capture these unique plates. In the case of Florida, with the number of out of state plates, the read rate of these systems is that much more important.

Republic Parking is proposing integrating License Plate Recognition into the Parking Access and Revenue Control System (PARCS) at both the entrances and exits. There are numerous benefits for using LPR including security against stolen, swapped, or manual tickets. LPR also allows St. Pete- Clearwater International Airport to charge the customers the actual amount for lost tickets rather than the daily rate. This is both an improvement in the customer experience as well as reducing delays in exiting while lost ticket fees are negotiated. Unfortunately, LPR only identifies when and where the vehicle entered and exited a facility. It does nothing to assist a customer or the airport to locate the specific location of a vehicle. LPI records the specific location of a vehicle. We are proposing to update our current LPI system to retain the ability to assist in finding vehicles in the parking facilities.

Technology and Service Enhancements

Prior to today's level of integration, our ability to impact a customer began when the customer pulled a ticket at the entrance of the lot and ended when the exiting the lot after paying a cashier. Today, we have the ability to influence the airport passenger's experience in far more ways than ever before, both before they arrive at the airport and after they leave.



Since 2021, Republic Parking has built an industry-leading suite of technology and supplemental services for our airport clients.

Mobile Payment Solutions

Historically, Pay-on-Foot kiosks were used to encourage customers to pay for their parking prior to returning to the parking lot. This reduced the time the customer spent in the exit lane and improves the throughput for the entire exit plaza. The industry is moving away from the expensive kiosks and other hardware as digital payment solutions and data security have improved. Customers are encouraged to pay for parking while they wait for luggage or in pre-security waiting areas and the expense of purchasing, maintaining, and servicing cash in kiosks are eliminated. We will offer to accept payments through an Apple or Android mobile application; however, we also plan to implement a SMS and QR-based system which offers all the functionality of mobile applications but do not require the customer to download the app.

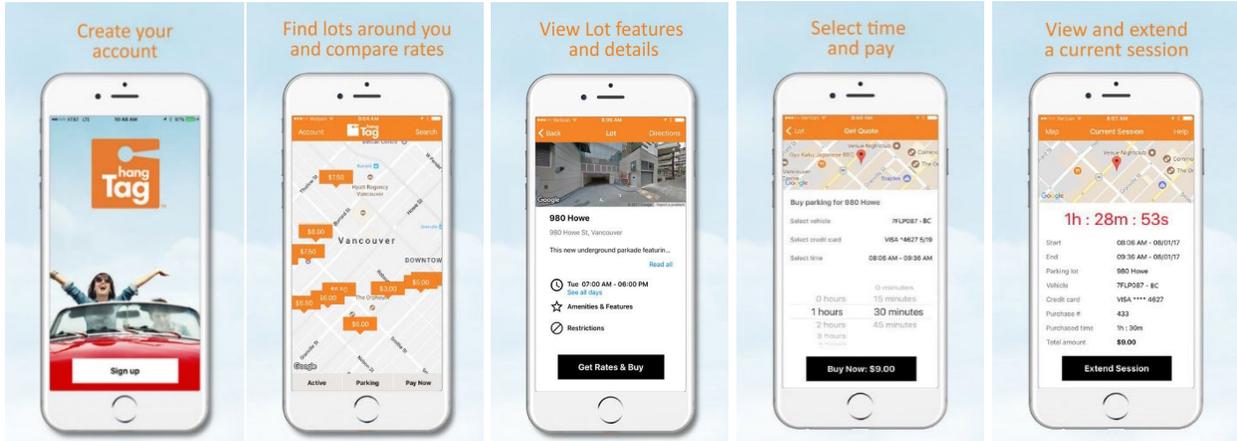
Republic Parking will implement our hangTag™ mobile payment solutions at the St. Pete-Clearwater International Airport parking facilities. Included will be our hangTag mobile payment application and Park+Pay SMS and QR code-based products for employees to use. We are including the hangtag™

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solution for future consideration should we wish to expand mobile functionality beyond payment solutions.

Our hangTag™ mobile application makes it easy to find and pay for parking. Using the hangTag™ app on Android & iOS devices, patrons can see a map of supported parking locations and pay for parking with more ease than ever. hangTag™ is also readily adaptable to support monthly parking operations such as premium parking and employee parking.



Park+Pay is our newest contactless mobile payment solution. With Park+Pay, there is no need to visit a pay station or download an app to register and pay for parking. Our solution provides various payment options for parking customers, including traditional credit card payments and digital options like Apple and Google wallets.

The parking customer has two options to pay for parking, which are unique to each parking lot:

- 28 **Scan to Pay** – scan a custom QR code and use a dedicated URL to make payment.
- 29 **Text to Pay** – text a lot number to a designated short code to receive a link to pay for parking.

In three easy steps, a customer can scan, register their license plate, make payment, and be on the way to their destination.

Key highlights of our Park+Pay program are:

- No app downloads required.
- Pay with Apple Pay and Google Pay.
- Initial payment and parking extensions.
- Resend receipt.
- Integrated into ParkNexus BI Studio analytics.
- Email receipt with a link to retrieve session.
- 30 Integration with enforcement databases.



HangTag

ParkNexus's consumer facing brand and product suite for digital payments



- QR code payments
- Mobile App iOS & Android
- BI Studio Analytics (Invitation only)
- Meter & Enforcement Integrations
- Digital Permits (ePermit)
- Valid Parker Aggregator

ParkNexus | Our Vision

ParkNexus is an enterprise-grade cloud-based parking management and operations platform coupled with a robust business intelligence studio. Our vision for St. Pete-Clearwater International Airport is to deliver parking solutions by creating the nexus of best-of-breed parking technology solutions that are seamlessly integrated with a suite of world class management services which delivers results for the industries we serve. ParkNexus will ingest data from the PARCS, LPR, and LPI initially. Data collection will expand as additional functionality is added such as reservation systems, valet, and monthly parking. This system will be provided at no cost to the County.



BI Studio | Real-time Data Analytics

To assist with ensuring the maximum amount of revenue is generated, we have priced our proposal to include our data analytics tool.

Today, many parking administrations struggle to effectively manage data from stand-alone reporting platforms such as mobile payments, pay stations, LPR equipment, PARCS, and digital permitting. To meet immediate reporting needs many parking organizations resort to using antiquated management tools like spreadsheets to sort, standardize, and evaluate the valuable data gathered from multiple systems and vendors.

We solve the problem of piecemeal parking data management with our unified Business Intelligence (BI) Studio data analytics capabilities.

Dashboards for an at-a-glance overview of all operations:



Analytical dashboards allow management the ability for self-service access and drill down into data to immediately see the information that is most relevant to them and discover actionable insights. Revenue, utilization, customer behavior, results, and KPIs are just a few of our broad capabilities.

Republic Parking will provide a custom BI Studio instance exclusively for the Airport as part of our service. We will work with the

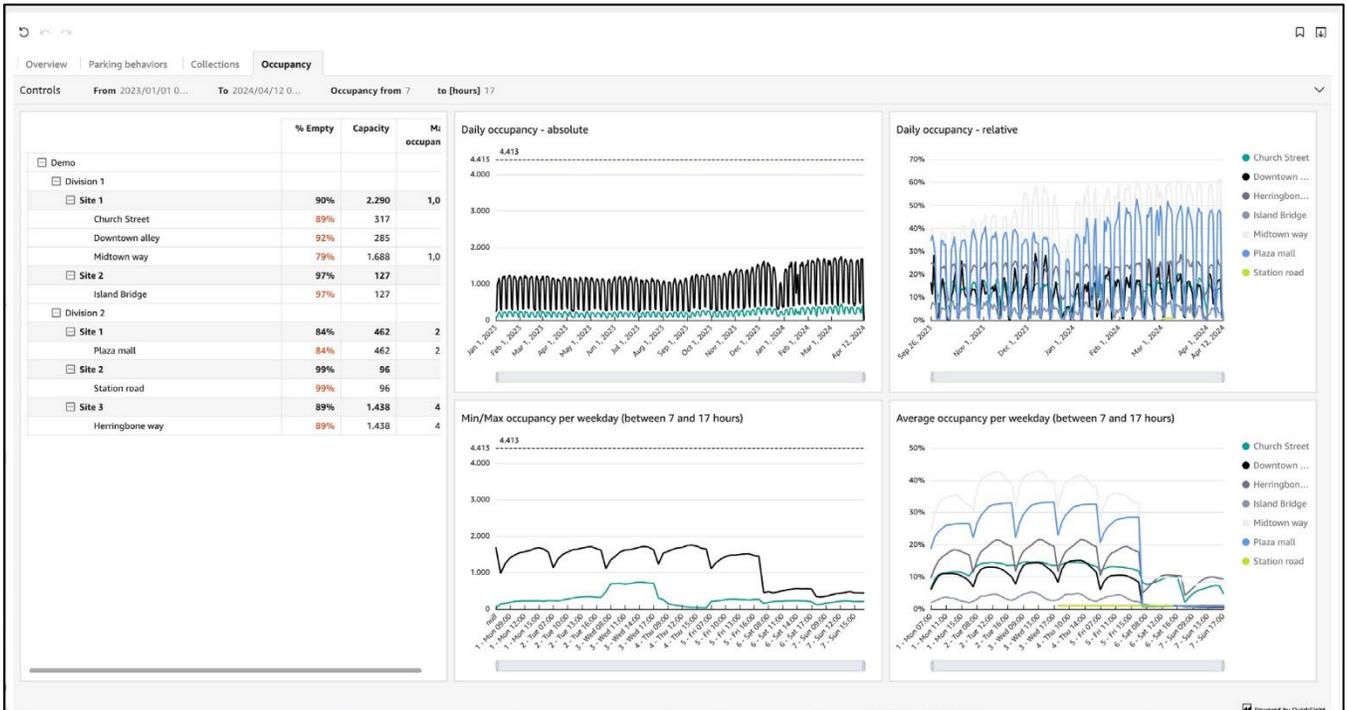
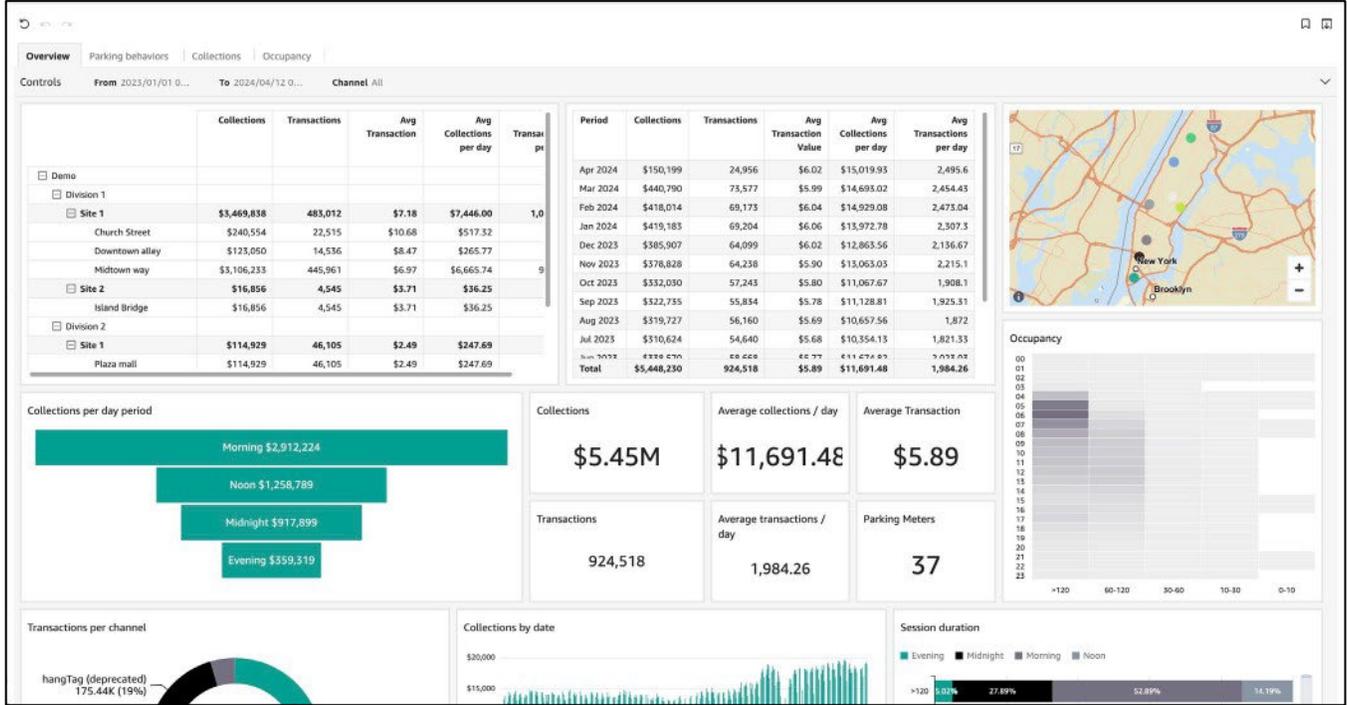
property management to develop the custom visualizations and insights that are needed to effectively manage the parking programs. Data can be managed at an individual parking facility location with roll-ups that can be managed on a portfolio basis by custom date ranges.

As data is managed in many ways due to the number of revenue generation and reporting systems that it tabulates data from, the data will be in as near real-time as possible based on the various system data transfer capabilities. With access to data in a way that Stream has not had previously, we are confident that this will provide enhanced reporting and analysis that will allow us to make data-driven decisions more quickly, easily, and accurately.

This data is critical to understanding the efficacy of the parking programs and provides us with greater insights into the overall business. Reports can be generated to assist with business decisions, budgeting, statistical analysis, etc. Our relationship with HUB allows us to integrate PARCS data into BI Studio quickly and there will not be a charge to the County for this product.

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Shuttle Operations Plan

Republic Parking has demonstrated our ability to provide a professional, courteous shuttle service in a timely and safe manner. The RFP process will allow us to improve on that performance by introducing innovative technology and recommending other technologies for the Airport to consider. To remain competitive during the RFP process, we will clearly identify what we have included in our pricing and what we have not included as we do not know if the airport is interested in the enhancements.



As with parking operations, our team has stayed on top of shuttle operations as we moved into and out of the pandemic. Whether downsizing or rebuilding services, we have proven our ability to manage assets and staff to meet the high expectations of the airport. Your local Republic Parking team did an incredible job at recruiting shuttle operators at the budgeted wages when the pandemic increased wages in every part of the service sector. Our proposal will address those market changes and allow us to increase our retention of shuttle drivers.

The technology we are proposing will allow us to operate more efficiently and collect critical data that will be used to measure performance and better manage resources. Customers will benefit from real-time information. The County will benefit from actionable data such as passenger counts and shuttle headways that bridge the divide between passenger data and landside services data.

Staffing Plan



The shuttle staff schedule below reflects our extensive onsite experience. It ensures that we have staff onsite 24/7 and that we are prepared to service those customers arriving at the airport earlier than predicted or departing from the parking facilities later than anticipated. Our staffing plans change based on passenger traffic. Republic Parking and our manager recognize that labor expenses are a substantial portion of the operating expense, and we manage it accordingly. Our experience allows us to offer the highest return of revenue to the airport because of our focus on fiscal responsibility – the lower our operating expenses, the

higher the concession fee we can propose. No competitor can match this experience and as such, is only guessing at staffing plans and associated costs.

The schedule below communicates our understanding of the flexibility needed to be customer-centric yet fiscally responsible. Clearly, traffic requires fewer staff on Tuesday than on Friday and Saturday. Shuttle assignments are driven by customer demand and Republic Parking's prior experience operating at the Airport.

POSITION	MON	TUE	WED	THU	FRI	SAT	SUN
Driver	04:00 - 14:00 Shuttle 1	05:00 - 14:00 Shuttle 1	05:00 - 14:00 Shuttle 1	03:30 - 13:30 Shuttle 1	03:30 - 13:30 Shuttle 1	04:30 - 14:30 Shuttle 1	04:00 - 14:00 Shuttle 1
Driver	14:00 -00:00 Shuttle 1	14:00 -00:00 Shuttle 1	14:00 -00:00 Shuttle 1	13:00 -00:00 Shuttle 1	13:00 -00:00 Shuttle 1	14:00 -00:00 Shuttle 1	14:00 00:00 Shuttle 1
Driver	04:30 -14:30 Shuttle 2	08:00 -14:30 Shuttle 2	08:00 -14:30 Shuttle 2	04:00 -14:00 Shuttle 2	04:00 -14:00 Shuttle 2	05:00 -14:30 Shuttle 2	04:30 -14:30 Shuttle 2
Driver	14:30 -00:30 Shuttle 2	14:30 -00:30 Shuttle 2	14:30 -00:30 Shuttle 2	14:00 -00:00 Shuttle 2	14:30 -00:30 Shuttle 2	14:30 -00:30 Shuttle 2	14:30 - 00:30 Shuttle 2
Driver	09:00 -16:00 Shuttle 3	—	—	04:30 -14:30 Shuttle 3	04:00 -14:00 Shuttle 3	05:30 -15:00 Shuttle 3	10:00 -19:00 Shuttle 3
Driver	16:00 -01:00 Shuttle 3	—	—	14:30 - 00:30 Shuttle 3	14:30 -00:30 Shuttle 3	11:00 -19:00 Shuttle 4	16:00 -01:00 Shuttle 3
Driver	—	—	—	—	04:30 -14:30 Shuttle 4	—	—
Driver	—	—	—	—	11:00 -19:00 Shuttle 5	—	—

Please note that we are currently operating five shuttles on Friday between 11:00 – 19:00 rather than the four shuttles defined in the RFP.

Our understanding of the flight schedule and the impact the flights have on parking traffic allow us to maximize the schedule. For example, we know the breaks in arriving and departing flights and schedule all the employee breaks during these down times.

Fleet Replacement

Republic Parking has years of unparalleled experience operating the shuttle fleet at St. Pete-Clearwater International Airport. This allows us unique knowledge of how the service impacts equipment over time.

This inside knowledge allows us to recognize that we need **five** shuttles, not four, as described in the RFP and our pricing reflects the new fleet of five shuttles. We are proposing either Ford Starcraft Allstars or Ford Glavals. We are collaborating with



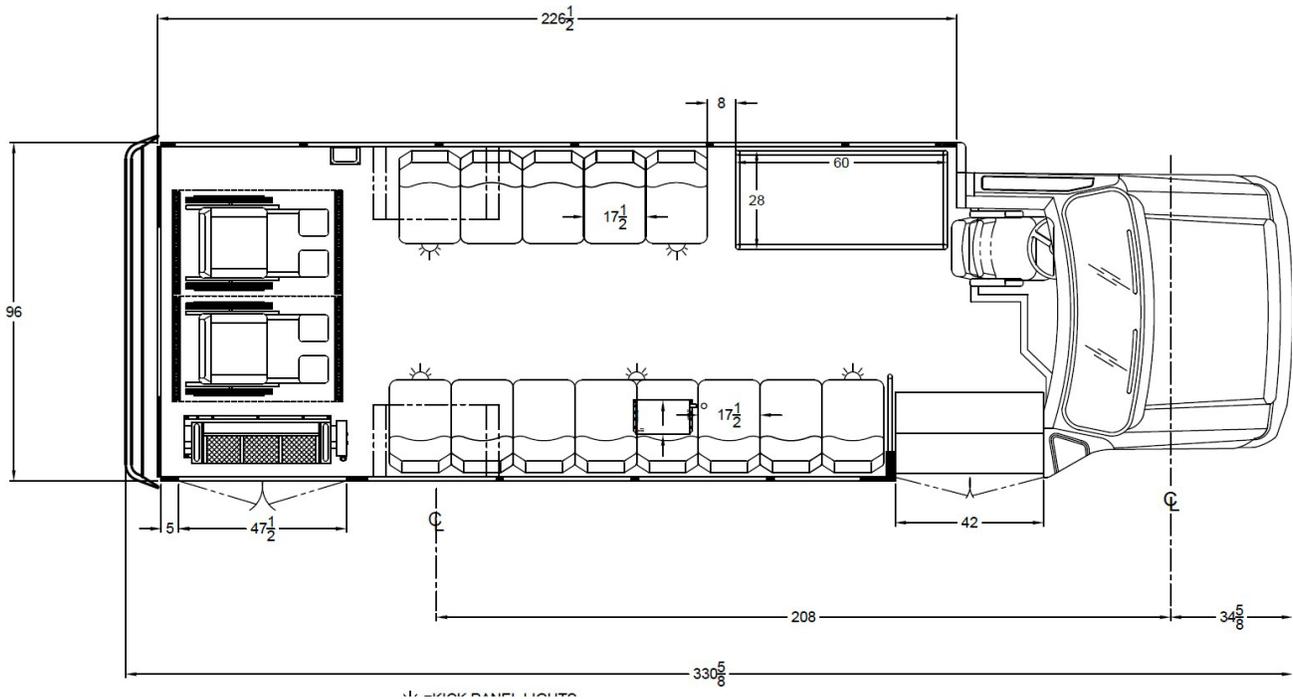
vendors on who can deliver the shuttles in time for the proposed 1 January start date. We are looking at two different vendors to get the best delivery date, but these dates change frequently. This fleet of five shuttles is the minimum required for the Airport’s operations.

While our current staffing schedule calls for five shuttles on Friday, it is industry norm to have a minimum of 20% surplus in the fleet to address shuttles being pulled for maintenance. In the case at St. Pete-Clearwater International Airport, industry standards would call for six shuttles. We do not feel that is

necessary in the short term as Monday, Tuesday, and Wednesdays can be scheduled as maintenance days. We still have the peak schedule to address.

Historically, we have needed a fleet of up to eight shuttles in the route to maintain service levels during peak periods such as Thanksgiving and Christmas. For this reason, we are proposing to retain two shuttles from the existing fleet. We are currently operating a fleet of eight shuttles; we are proposing to retain two 2019 Chevrolet Starcraft Allstar shuttles. They have 60K and 63K miles and will function as cover shuttles when seasonal peak periods require additional shuttles to maintain service levels.

We are proposing the following, or similar, layout for the buses. The diagram below shows the layout of the Ford Glaval shuttles. We are proposing space for only one wheelchair. All shuttle buses will have perimeter seating, ADA accommodation, and a luggage rack. The two bus models we are looking at are both American-made and powered by gasoline engines.



Fleet Maintenance

Maintenance is critical to capturing all the value of the shuttle fleet. We have built a great relationship with the local, veteran-owned maintenance shop, Right Way Auto Air and Repair.

Right Way recognizes the importance of reducing the length of time they have our vehicles in the shop, and we are pleased with the turnaround time and quality of work. Located less than three miles from St. Pete-Clearwater International Airport, Right Way will be used for both preventive and ad hoc maintenance for the fleet. Our onsite manager will be responsible for ensuring the fleet is maintained according to the factory preventive maintenance and recommended service schedules and is expected to always understand the

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fleet status. The fleet manager will be responsible for scheduling maintenance and overseeing mileage of each vehicle to ensure the workload is evenly distributed amongst the fleet. The manager must approve of any use of the back-up shuttles. For the first three years, we expect the fleet to need only tire replacement, oil changes, and brakes. The current fleet is averaging a little more than 13,000 miles per year. We expect that we will need to refresh the interior during the initial contract.

The pre-trip and post-trip inspections are a vital part of the maintenance plan. Drivers are held accountable for doing a pre-trip check to include any physical damage, all lights, tires, windshield wipers, the wheelchair lift, air conditioners, and heaters. If the driver finds a deficiency that creates a safety issue, the deficiency is reported to the manager on duty to confirm. If confirmed, the vehicle is taken out of the service rotation and schedule for repair by the maintenance provider. The post-trip inspection is to confirm that nothing happened during the shift that the driver was not aware of, and that the vehicle is fit for continued service.

Should the unexpected occur and there is a possibility that the fleet will drop below what normally constitutes enough shuttles to meet service standards, the manager will inform airport staff of the issue and the remedial steps being taken to address it. Examples of such a situation include vandalism or an incident that involved more than one bus.

Expanded Operations

Periodic changes in shuttle service demand and emergencies occurring without warning require flexibility throughout the staff. The manager must prioritize resources. Drivers must be flexible to changes in routes or responsibilities. Republic Parking has site-specific experience of the seasonal traffic demands and has successfully ramped up and reduced shuttle operations at St. Pete-Clearwater International Airport. Key to our continued success is remaining aware of the approaching increase in demand for shuttle service:

- prepare the updated staff schedule for drivers
- ensure that the airport staff are aware of the plan and agree
- have contingencies plans if the demand increases faster or slower than scheduled

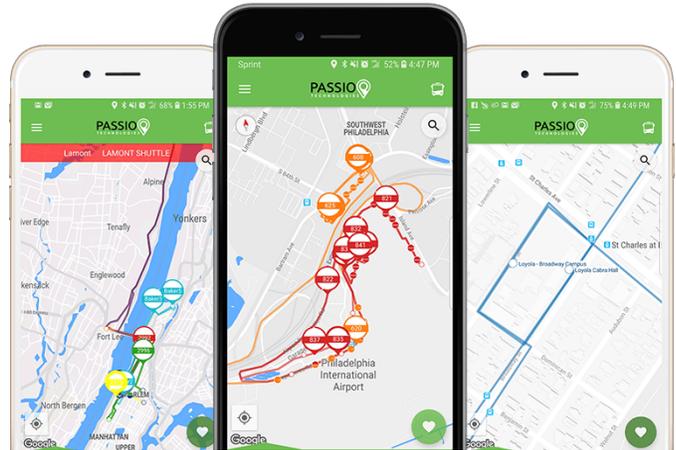
No one will be better suited to do this than Marina, our on-site Manager. Her experience in this scenario is invaluable. Her ability to get employees cross-trained will add additional depth to her planning.

Technology and Service

Our financial proposal includes a GPS/Passenger Count system for all the shuttles. This system will offer several essential functions that provide for a better customer experience, greater efficiency in the use of the shuttle fleet, and provide actionable data on passenger counts and route performance such as headways, route run times, and dwell times. We have relationships with several providers of GPS/Passenger Count systems and will finalize the decision on which system to use upon award of the contract.

GPS Tracking App/Program

With GPS tracking and supporting app, passengers can see real time bus locations, schedules, and ETA on a mobile device. The platform offers the best vehicle tracking system with all the latest real-time updates and centralized data collection repository. We expect that repeat or frequent users of the airport will readily adopt the use of the shuttle tracking function to better plan their arrival and departure from the parking facilities/airport.



Such applications quickly and seamlessly track our vehicles and easily count passengers tagging them with GPS coordinates and time/day as they enter and exit, including different passenger types or groups. Passengers can track shuttle vehicles in the mobile app without any registration.

This functionality improves the passenger experience, allowing them to see where the shuttles are at in relation to their locations. It is an efficiency multiplier for the operations team. It allows supervisors and managers to see where shuttles are bunching up and the passenger count allows staff to track shuttle occupancy in real-time and to review occupancy over time.

Automated Passenger Counting System

Automating the passenger count system provides the shuttle program detailed reports that show where people are getting on/off the shuttles, and what time it is happening.

The system can track disabled passengers, bicycles on board, or any other passenger type. Once the count has been made, the time, date, driver name, route name, latitude, longitude, and stop name are all recorded and transmitted to the reporting and query database server.

Once uploaded to the reporting server, all reports are available and there is no formatting, downloading, or designing needed, all the reports are saved in groups and can be instantly accessed, exported, or sent via e-mail as needed.

The information is customized for our specific operation and can be customized for customer specific tracking. Examples include counting passengers from a different department/institution or tracking the number of passengers who were left at a stop due to overcrowding.

This system will increase in value as the Airport continues to grow. It allows us to maximize the efficiency of the of our fleet and to understand what the passengers are doing in terms of boarding and deboarding



the shuttles. It is our intention to integrate this information into BI Studio to be displayed on the parking dashboard.

QR-based Customer Service Surveys

Direct customer feedback provides invaluable performance information that is used to spot changes in trends, recognize areas needing improvement, and recognize individual employee performance.

The key to a successful survey program is to make access to the surveys as easy as possible and to keep the survey content small and simple.

Our pricing includes the development of the surveys, creation and maintenance of the data collection points, and production and installation of the QR codes throughout the shuttle buses and at the shuttle stops.

Data collected via the surveys will be shared in a monthly report. The report will include the comments and any follow-up. More details of our customer service program are defined in Tab 4 - Customer Service & Transition Approach.



Parking Access and Revenue Control System (PARCS)

Republic Parking has the proven ability to operate any system available in the industry. With our experience in managing every type of parking and access system, we are more than prepared to recommend and operate any parking system (both hardware & software), as well as make future recommendations to further enhance the efficiency of the Airport's parking program.

Republic Parking has partnered with several equipment firms to provide innovative parking technology solutions for our clients at the lowest possible cost. In addition, our equipment partners understand the importance of servicing the equipment and have committed to providing the highest levels of service, response, and quality craftsmanship in the industry. Our experience spans sixty years of parking equipment history and innovation and currently includes the following systems at the following airports:

Client Airport	Equipment	Client Airport	Equipment
McAllen International	Amano	Plattsburgh International	DataPark
Bismarck Municipal	Amano	St Petersburg Clearwater Int'l	Datapark
Mid America Airport	Amano	State College Regional	DataPark
Birmingham Shuttlesworth Int'l - Valet	AVPM	Charlotte Douglas International	Designa
Colorado Springs	DataPark	Hilton Head Island	Digital
Fort Smith Regional	Datapark	Birmingham Shuttlesworth Int'l - shuttle and selfpark	HUB Zeag
Grand Junction Regional	DataPark	Redding Municipal	OmniPark
Gulfport-Biloxi International	DataPark	Erie International	Orbility
Killeen Fort Hood Regional	Datapark	Brownsville-South Padre International	ParkingBoxx
Lubbock Preston Smith International	DataPark	Orlando Sanford International	ParkJockey
Valley International	DataPark	Phoenix-Mesa Gateway	S&B
Anchorage International	Datapark	Arcata-Eureka	Standard
Augusta Regional	Datapark	Florence Regional	T2
Cape Cod Gateway	Datapark	Lafayette Regional	TIBA
Daytona Beach International	DataPark	Montrose Regional	TIBA
Fairbanks International	Datapark	Columbia Metropolitan	TIBA
Glacier Park International Airport	Datapark	Fayetteville Regional	TIBA
Grand Forks Regional	DataPark	Juneau International	TIBA
Harrisburg International	Datapark	Lynchburg Regional	TIBA
Key West International Airport	Datapark	Northwest Florida Beaches Int'l	TIBA
Meadows Field	Datapark	Santa Barbara Airport	TIBA
Melbourne International	DataPark	South Bend Regional	TIBA
Missoula International	Datapark	Williston International	TIBA
Monterey Regional	Datapark	Blue Grass	ZEAG
Montgomery Regional	DataPark	McGhee Tyson	ZEAG

Proposed Equipment

Republic Parking is proposing the latest, most dependable TIBA system to support parking operations at St. Pete-Clearwater International Airport. We propose this equipment because of the overall cost of the system, the dependability, and the ability to have the system serviced in a timely and professional manner.

The proposed TIBA system supports integration with the latest technologies such as pay-by-phone, reservation systems, frequent parking programs, PCI DSS compliance, Google/Apple Pay, EMV card readers, and the ability to export data to support systems such as our BI Studio.

The proposed system will ensure that St. Pete-Clearwater International Airport parking operations remain current for the foreseeable future.

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Equipment includes:

ITEM TYPE	ITEM NAME	DESCRIPTION	QUANTITY
PARCS Hardware	Entry Lane - Transient & Monthly	<p>Entry Lane</p> <p>Includes Entry Station, Barrier Gate with Straight or Articulating LED Arm, Breakaway gate flange and Lane Installation</p> <p>Includes: Touch Screen, HID Proximity Reader, QR Barcode Scanner, Bluetooth Reader, Pinhole Camera, Voice Annunciation and VOIP Intercom SIP ready for UMOJO. Excludes motorized ticket reader</p>	7
PARCS Hardware	Exit Lane - Transient & Monthly	<p>Exit Lane</p> <p>Includes Exit Station, Barrier Gate with Straight or Articulating LED Arm, Breakaway gate flange and Lane Installation</p> <p>Includes: Touch Screen, HID Proximity Reader, QR Barcode Scanner, Bluetooth Reader, Pinhole Camera, Voice Annunciation, VOIP Intercom SIP ready for UMOJO and Add-on NFC reader. Excludes motorized ticket reader.</p> <p>Includes EMV Reader by Windcave</p>	4
PARCS Hardware	POS Cashier terminal	<p>Point of Sale Cashier Terminal</p> <p>Includes barcode scanner, cash drawer and customer fee display</p> <p>Includes EMV Reader by Windcave</p>	4
Consumables	Consumable Starter Kit	Includes receipt paper rolls and validation labels	1
PARCS Hardware	License Plate Recognition Addon Kit	<p>Includes 2 LPR Controllers, 11 LPR Modules, 11 LPR Pole mounting kits and 22 LPR Cameras - Installation Included</p> <p>Each Lane includes 1 IR Camera and 1 OV Camera</p>	11
PARCS Backend	Cloud Hosted Solution CapEx Only	Includes cloud environment, UMOJO and card card gateway setup. Credit card gateway and UMOJO licenses included.	1
PARCS Hardware	Network Kit	Includes Lockable Server Rack, APC Battery Backup and a network switch	1

Replacement Plan

Unparalleled Experience

Republic Parking has completed dozens of successful equipment replacement projects in both the airport and non-airport environments. Examples of the most recent include Harrisburg, PA, Columbia, SC, and Williston, ND. Republic Parking installed TIBA in Columbia and Williston specifically.



Republic Parking's history of successful replacement projects is based on our recognition of the importance of close coordination with the client's entire team and firsthand knowledge of an operation's tempo and intricacies play in a successful installation. Our experience with the Airport's parking operations will contribute significantly to ensuring the replacement of the Parking Access and Revenue Control System has the most minimal impact on revenue and customer service.

The installation process will be led by the Regional Vice President, Jennifer Carroll, and the local Manager, Marina Kukolj, both of which have years of operational experience at St. Pete-Clearwater International Airport. Jennifer will work closely with the HUB installation team on the overall schedule and lane testing. Marina will focus on managing the impacts the operation has on revenue control and customer service.

Pre-installation Activity

Prior to finalizing the GANTT schedule for the installation, Republic Parking will work with airport staff to review functionality and determine if the Airport wishes to perform any complementary work outside of the scope of Republic Parking's operations. Thirty days prior to the scheduled beginning of the installation, Jennifer and Marina will present a detailed GANTT chart reflecting the installation plan, lane-by-lane. The installation plan will describe the sequence of lane closures, by lot. Pending the final confirmation of what loops must be replaced, we expect to be able to replace a lane of equipment, either entry or exit, every day.

Installation

It is our intent to complete the remote lots (Strawberry and Key Lime) first. Short Term entrances will be completed next, and then the three northern-most exit lanes (one staff and two automated lanes). This will allow our operations team to direct exiting short-term traffic to the two lanes converted to the new system and reduce the number of manual transactions that must be processed. Prior to the start of the implementation Republic Parking will work with Airport staff to identify a safe means to keep the short-term traffic to the northern end of the exit plaza and the departing long-term traffic to the south. Reducing the manual tickets as much as possible will reduce the risk of loss of revenue (human error entering the manual ticket information) and the decline in customer service (having to back customers out of a lane that cannot process the ticket

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because the old and new systems are not compatible). Installation of the new server will be the final step.

Revenue Control

Republic Parking remains responsible for the accurate collection and processing of all parking revenues throughout the replacement project. This includes comprehensive testing of credit card processing and

Equipment Maintenance

We have unparalleled experience maintaining Parking Access and Revenue Control Equipment (PARCS) of every brand and complexity. Specifically, Republic Parking supports TIBA systems at the following airports:

- Lafayette Regional
- Montrose Regional
- Columbia Metropolitan
- Fayetteville Regional
- Juneau International
- Lynchburg Regional
- Northwest Florida Beaches Int'l
- Santa Barbara Airport
- South Bend Regional
- Williston International

Republic Parking has years of experience maintaining the existing PARCS in the St. Pete-Clearwater International Airport environment. The success of our equipment maintenance plan is rooted in the importance we place on our local staff being competently trained on performing Level I preventive maintenance and repairs and our relationship with the PARCS manufacturers to provide rapid response to those maintenance issues outside our staff's level of training.

Equipment will be inspected daily, and the inspections will be documented. Any deficiencies such as gate arms needing adjustment will be addressed as part of the inspection.

Ad hoc issues such as ticket jams, loop detectors needing to be reset or LPR cameras needing to be re-aligned will be addressed immediately upon report of the issue.



Logs will be kept of all maintenance activity to allow the manager to look for trends over time. Any such trends that the manager recognizes will be reported to TIBA and root causes will be researched. Information documented in the log will include:

- Date of Maintenance
- Time of Maintenance
- Lot
- Lane
- Type of Lane (Entrance/Exit)
- Time Lane OUT of Service
- Time Lane RETURNED to Service
- Maintenance Performed (Gate Arm Reset, Ticket Jam Cleared, etc.)

Tracking this information over time allows us to identify developing trends. For example – Are we

having issues with loops in the Key Lime Lot? Are we realigning LPR cameras at a specific lane in the Exit Plaza? Once the trend has been identified, we initiate conversation with TIBA on root causes.

TAB 4 - CUSTOMER SERVICE & TRANSITION APPROACH

Methodology to Achieve Customer Service Excellence

Historically, automation and mobile solutions were introduced solely to reduce operating expenses and customers were expected to adapt to the new systems. Today, particularly after the pandemic, it is the customer demanding automation and access to mobile solutions for ease and independence of use. This evolution has not reduced the focus on customer service but rather increased it. When a customer interacts with staff, they expect more from the experience, not less.



With this change, Republic Parking's expectations of our staff have evolved. Where previously the focus was on the task performed by the employee, we now place more emphasis on how the task is performed as it relates to the interaction with the customer and with the customer's satisfaction with the interaction.

For this reason, Republic Parking has adjusted our approach to training and performance measurement from being task-focused to outcome-focused. While procedures remain important, success is no longer defined by the staff simply following steps 1-3. Success is driven by the outcome of the process – revenue was collected accurately, and the customer was satisfied.

This change in approach starts with our training and retention of the best employees and is supported by our customer service program.

Training

The value you can expect from an employee depends on the quality of training and support they receive, right from the start. Strong foundational training not only defines the expectations for each role, but also provides the knowledge and tools employees need to meet those expectations. That's why we take great care to provide a comprehensive training program, with the mandatory training catalogue encompassing a full range of customer service strategies, work safety procedures, and site-specific technical skills. Through Reimagined Learning, our corporate training platform, employees can actively take part in ongoing learning – long after their first day orientation!

Onboarding for Success

All new hires take part in mandatory onboarding to set expectations early, build a welcoming

environment, and provide clear lines of communication and support for new team members.

Onboarding will include a location-specific blend of the following:

- **First Day Orientation** - New hires across all departments learn about the company, make connections, and get excited about their new roles.
- **Reimagined Parking 101** - New hires gain access to Reimagined Learning, an online corporate learning platform with a plethora of valuable courses. To start, employees are assigned the Reimagined Parking 101 orientation to learn about our history, values, and exciting plans, as well as how to continue to return to the platform for ongoing learning.
- **Onsite Orientation** - Our staff will receive site-specific training to orient themselves with the technical training, safety concerns, and other custom needs of their location.

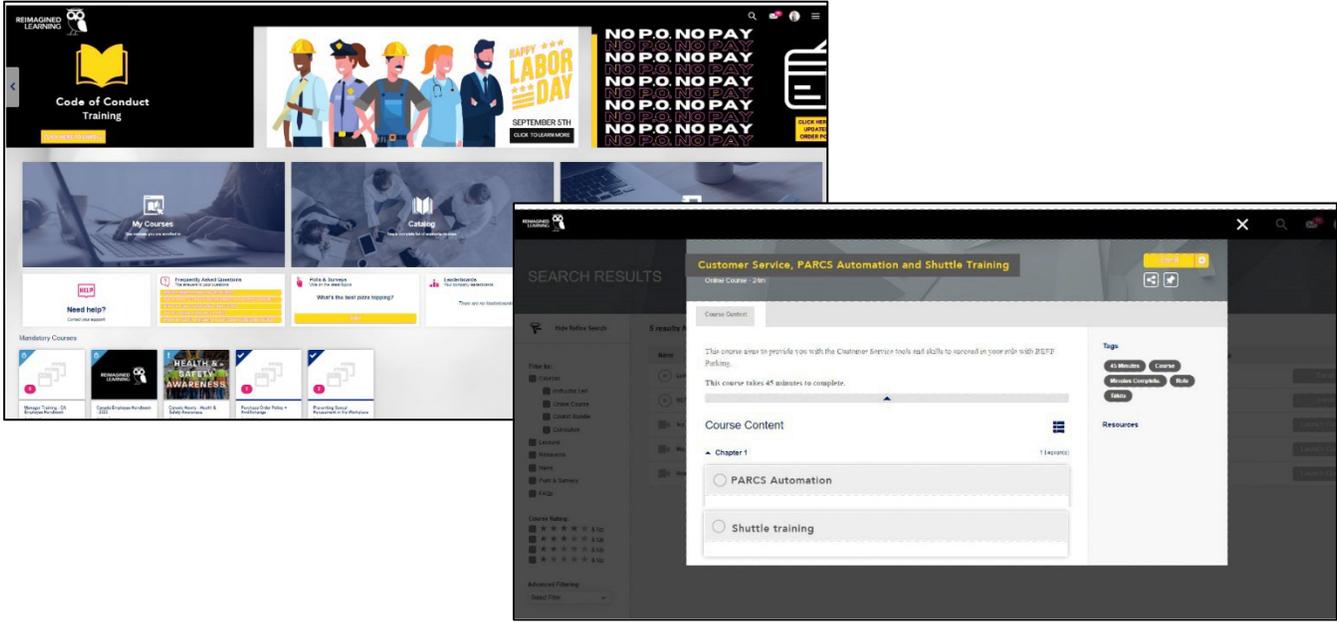


At the end of the training session and with ongoing training, Republic Parking staff are fully equipped with the information and resources to successfully perform their duties and maintain customer satisfaction.

Reimagined Learning Education Platform

We believe that ongoing education and regular refresher training is fundamental to employee growth and satisfaction, efficient functioning at all locations, and the safety of all visitors and staff. New training modules are issued and assigned to employees through the Reimagined Learning online learning platform and often include knowledge assessments to mark not only course completion, but also course comprehension. Staff will receive a notification when a new module is assigned to them by their manager. Course progress can then be tracked by the employee's manager and our Human Resources Department to ensure proper completion of training and assessments.

Employees will build on their Reimagined Learning training with onsite, location-specific training and consistent coaching, all in a team-based environment that encourages continuous learning and high-quality work.



Ongoing Education

Republic Parking is committed to assisting our employees with furthering their education. Continuing education opportunities include:

- **Parking Best Practice Webinar** – Our Municipal/Government Division holds a webinar on the first Friday of each quarter to promote parking best practices. All operations staff assigned to a government client are invited. Topics include municipal audit best practices, frictionless parking, the importance of data analytics, parking trends, etc. We are excited to introduce this to our Airport Division in 2024.
- **Customer Service Training** – We partner with IPMI to provide annual customer service training.

Performance Standards

Standards for Customer Care

Our goal is to provide industry-leading customer service to parking patrons and clients alike. As a leader in service delivery, we encourage all our frontline employees to develop a sense of ownership over our parking operations, and they take a great deal of pride in ensuring that our parking facilities are well maintained and that customers feel cared for and respected. Our parking ambassadors greet our customers to make sure that regular parkers feel welcome, and visitors are assisted with tickets or provided directions as they arrive at the location.

Central to our success in ensuring every employee provides excellent customer service is our philosophy of accountability. Every employee is always accountable for their performance and actions. Customer service issues are addressed immediately with a focus on what happened, why it happened, and should it have happened. There can be situations where we are dissatisfied with customer interactions and

identify the situation as a learning opportunity that needs to be shared with the entire staff.

When it comes to customer service, we set the bar high. All employees are required to be always courteous and helpful. Our employees will meet or exceed the following standards for customer care.

Attitude

- Be pleasant and attentive and treat all customers in a friendly, professional manner.
 - Always display a positive attitude toward customers and fellow employees.
 - Practice de-escalation techniques when encountering an upset customer. Remain composed, try to calm the customer, and use the LAST system: listen, apologize, solve, and thank.
 - Be capable of communicating clearly in English with customers.
 - Use a proper and courteous vocabulary and maintain eye contact and a pleasant tone of voice with customers.
- 
- Make every effort to satisfy customers' needs, even when those needs may be outside of your job scope.
 - Call for the appropriate services or additional assistance, if necessary, to meet a customer's needs.
 - Always maintain proper posture.
 - Do not use foul or inappropriate language at any time.
 - Do not gather with other employees to chat about non-business related issues while on duty.
 - Do not eat, drink, chew gum, or smoke in other than designated areas of the workplace.
 - Do not nap or sleep on duty or in a public area.
 - Do not use personal cell phones, radios, or leisure digital devices while on duty.

Appearance

- Be well groomed, clean, and present a professional appearance.
- Wear only appropriate accessories while on duty, as determined by employer.
- Wear nametags and/or official identification that is always visible to the public.
- Wear clean, neat, and pressed uniforms while on duty.
- Wear sunglasses only while outdoors and during daylight hours.

Knowledge

- Be capable of providing directions and know where and how to obtain requested information or services for customers.
- Know where and how to obtain assistance to resolve customers' questions or problems if language barriers arise.
- Know where and how to obtain assistance to respond to



medical and operational emergencies.

Other Expectations

- Assist patrons who need help finding their vehicles in the parking facilities or loading/unloading their luggage at the shuttle stops.
- Offer a receipt with every transaction.
- As necessary, jump start customer vehicles with dead batteries (after a written liability waiver has been signed by the patron).
- Provide resources and contacts for locksmith services if needed.
- Provide air to inflate flat tires.

Our ongoing commitment to customer satisfaction also means that we are dedicated to immediately resolving concerns and questions as outlined earlier. We are continually pushing to achieve new standards of excellence, and we are proud to be an industry leader in this regard.

Customer Feedback

Republic Parking is committed to quality in all aspects of the parking industry and our parking operations are guided by measurements of success. This commitment is demonstrated by the variety of customer feedback programs utilized by our teams to monitor the quality of service at our locations. Republic Parking management will monitor these channels and respond directly to the Airport’s needs regarding parking management issues. Additionally, constant, and open communication with the Airport will be a vital component in monitoring our performance.



Customer Response Program

We prioritize open dialogue and regular feedback to ensure positive customer experiences and consistent client satisfaction. Republic Parking monitors, tracks, and responds to all customer inquiries. Inquiries are logged onto a Customer Response Form and copied to the Manager, who is responsible for completing the response process. Our parking operations field customer feedback through several communication channels, both passive and proactive. Passive channels refer to channels in which the customer initiates contact such as telephone calls, person-to-person discussions, and emails. Proactive channels include surveys, digital and printed, that are initiated by Republic Parking and request feedback on specific topics.

Additionally, social media sites have become increasingly important platforms for customer service activities that were traditionally conducted by phone or in person at the lot or storefront level.

Customer Satisfaction Surveys

Direct feedback from the customers is always the best measurement of customer service. Important considerations in collecting such information include:

- Ease of use of the survey tool
- Limited time needed to complete the survey
- Ability to collect information in systemic manner
- Ability to update survey frequently to address changes in operations or the environment
- Ease of analysis of data
- Ability to store information over time



Surveying customers is a science that, when done correctly, improves the value of the information. Key components of a well-designed survey include:

- Specificity of the questions that narrowly focus the feedback on the desired topic. For example, we avoid surveys that ask questions about parking and shuttle service in the same survey. Experience in one of the services will affect the response to all the services in the survey.
- Structured response options produce more valuable information than open-ended questions. Surveys should have very limited open-ended questions – one is preferable.
- Surveys should reflect the current environment. Surveys that ask questions that are no longer relevant create disdain in the customer. Stop asking about the impacts of a construction project that ended a year ago.
- Collecting the data in a manner that supports analysis is the difference between surveys producing “data” and surveys producing “actionable information.”

Surveys are periodically distributed to solicit feedback on the parking operation and level of customer service. The surveys would be QR-based and would allow for results to be electronically collected, reported, and analyzed. Survey results are analyzed by our operations team and shared with the Airport to identify areas for improvement across all parking operations.

This approach allows us to solicit feedback on the facilities and the level of services. In addition to periodically surveying parkers/visitors, surveys are also distributed to every client annually. Over the past several years, our company has consistently achieved 90% or higher survey scores.

The QR codes will be prominently visible for ease of use (e.g., at check-in/check-out, at parking facility entry/exit points, near shuttle stops, and on the buses, etc.). *Try our live QR code:*

CUSTOMER SURVEY
Give it a try! Take the survey.

Parking Customer Satisfaction Survey

Thank you!
We value your feedback.

REPUBLIC PARKING

St. Pete-Clearwater International Airport parking customer survey

Thank you for your interest in providing valuable feedback regarding your parking experience at St. Pete-Clearwater International Airport. This feedback is very important to us.

The following survey should take less than 3 minutes to complete. You are welcome to provide contact information if you wish a staff member to call you directly.

* Required

Thank you again for your time and effort.

1. Date you parked in our facility *
Please input date (M/d/yyyy)

2. What location? *
Enter your answer

3. Approximate time you entered the parking lot *
Enter your answer

4. Approximate time you departed the parking lot *
Enter your answer

5. How was your overall parking experience? (5=very good - 1=very disappointing) *
1 2 3 4 5

6. How clean was the parking facility? (5=very good - 1=very disappointing) *
1 2 3 4 5

7. How easy was your payment transaction? (5=very good - 1=very disappointing) *
1 2 3 4 5

Agreement #24-0419-RFP

Title: Concession Services - Airport Paid Public Parking Management & Operations

Complaint Resolution

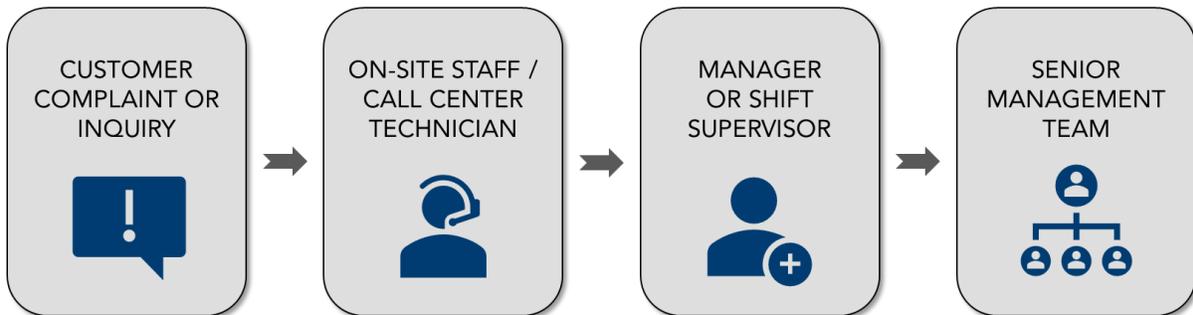
If a patron experiences any issue or problem with any of the parking services provided by Republic Parking, then there is a clear escalation process they can follow to get help to receive help and resolve the issue as quickly as possible. We have designed the process based on feedback for our customers.

We always strive to listen to our customers and to act on suggestions that we think will make a positive difference. The goal is to manage and resolve any situation with clarity and simplicity, while also exceeding service expectations and maintaining customer satisfaction.

With an automated system, most customer interactions will occur through intercom. As a result, we will manage intercom communication through the command center and that means the patron will have a single point-of-contact with Lanier to make communication simple and easy.

- Initial interaction will be to guide patrons on the parking and payment process through signage and ease of use technology.
- Provide first-class service to resolve issues promptly at the customer touch point (i.e. at the location or via intercom).
- Manage Service Faults:
 - Level One – Republic Parking staff will receive and document customer concerns. Most simple parking issues (i.e. lost tickets, lost validations, etc.) will be resolved at this level. Customer service representatives will document and escalate to level two if issues cannot be resolved.
 - Level Two – Supervisors to assist customer with escalated issues from customer service representatives. Supervisors will investigate details, provide options, and escalate to level three for approval as needed.
 - Level Three – On-site Manager will work with customers to correct and resolve transaction issues, refund cases, and financial issues requiring authorizations.
 - Level Four – Senior Managers will compile dashboard or report to communicate customer issues, provide recommendations, and resolution information to the Airport.
- A dashboard report will be provided on a to the Airport to track complaint level, complaint type,

CUSTOMER ESCALATION PROCESS:



resolution efficiency, and resolution effectiveness. Proposed Number of Employees (Customer Service)

Central to our success is our policy that the nearly thirty members of our team are held accountable for the customer service they provide – managers to cashiers/ drivers. Supervisors and managers are responsible to support frontline staff when an issue needs to be escalated but the frontline staff is responsible for their participation in the process until it is escalated. The manager works with the Regional Vice President and corporate staff to launch and periodically refresh the customer surveys.

The onsite manager is expected to escalate an issue to the Regional Vice President that the manager is not able to resolve with the resources available to them.

Transition Plan

As the incumbent, Republic Parking would eliminate the expense and liability associated with transitioning an operation to a new operator.

It is especially important to note that our approach to the new contract would include a 2-hour training session for every employee on the terms and expectations of the new contract. St. Pete-Clearwater International Airport has gone through the expensive process of putting out the parking management contract to align operational expectations with the current airport environment. Republic Parking will not treat the first day of the new contract as business as usual. The training session will ensure that employees know the new expectations and have the tools to meet those expectations immediately. This training will be conducted between notification of award and the start date of the new contract.



Additionally, our corporate support teams, such as accounting and treasury, will receive the new contract to ensure that they are also brought up to speed on any changes under the new agreement. This communication will be led by Jennifer Carroll, Republic Parking’s Regional Vice President supporting the Airport operations.

Agreement #24-0419-RFP

Title: Concession Services - Airport Paid Public Parking Management & Operations

Establishing Employee Expectations

We believe comprehensive and ongoing training empowers our employees by providing them with the skills, knowledge, best practices, and behaviors they will need to thrive in our company. As such, we will prepare our team by providing the training and tools to meet or exceed customer expectations.



Republic Parking's onboarding training extensively covers company policies and procedures, departmental roles, and employee resources. It sets clear expectations for employee behavior, including performance, attendance, and customer service standards. The training also explains what employees can expect from the company, including compensation, benefits, and leave allocation. Important safety and compliance programs are introduced, and all new hire forms are completed to embrace and welcome new employees into our company as valued team members. Location-specific orientation and on-the-job training programs are reviewed one-on-one with on-site manager to ensure all employees understand the expectations and level of service required at the Airport.

Each staff member is provided with an Employee Handbook and a Location-Specific Standard Operations Procedure (SOP) Manual. The Employee Handbook contains information about key personnel policies, employee conduct, benefits, expectations of the Company and other information employees will need to succeed in their career with us. Our SOP manual includes operational procedures and policies related specifically to the employee's assigned location. The Operations Manual is also utilized in the on-going training program for team members working at the location. The SOP manual will be our team's guide to providing the Airport and its end users with an exceptional customer experience. It will be important that our on-site team understands the manual and is able to provide consistent guest service delivery every time.

TAB 5 - PROPOSED FINANCIAL RETURN TO THE COUNTY

Our financial proposal reflects our commitment to the investment into our St. Pete-Clearwater International Airport operations of more than \$1M between the replacement of the revenue control equipment, the purchase of the **five** (based on actual experience rather than the four noted in the RFP) new shuttles, and introduction of the innovative technologies including shuttle GPS/Passenger Counts, mobile payment, and BI Studio data analytics.

While the contract term of ten years supports such investments, the requirement to propose one fixed concession fee for the full ten years requires that operators price Year 1 at the same price as Year 10. Expenses will not remain the same over the course of ten years and, as the pandemic has emphasized, it is increasingly difficult to project expenses with any certainty. This is particularly the case after the pandemic where all expenses, including wages, have increased far more quickly than anyone would have predicted at the beginning of the current contract. Florida minimum wage is a good example. No one predicted minimum wage would increase more than 77% between 2019 and 2026 when it increased by only 16% between 2010 and 2019. Fuel prices are another example of the need for the operators to be conservative in their pricing.

Year	Min. Wage
2010	\$7.25
2016	\$8.05
2017	\$8.10
2018	\$8.25
2019	\$8.46
2021	\$10.00
2023	\$12.00
2024	\$13.00
2026	\$15.00

Our proposed hourly bill rate for the shuttle service includes the cost of the fleet, a 3% annual increase in wages each year of the contract and operating shuttles at 16,276 hours per year (actual) rather than 17,520 provided in the RFP. If we budget an hourly rate on the 17,520 and we operate less, we risk not being able to cover the expenses.

Our proposal for both the hourly shuttle rate and the concession percentage reflects these challenges and use current operations for the number of shuttles operating and the number of hours shuttles are operating.

Agreement #24-0419-RFP

Title: Concession Services - Airport Paid Public Parking Management & Operations

TAB 6 - NO EXCEPTIONS TO RFP OR SAMPLE SERVICES AGREEMENT

Republic Parking has reviewed the RFP in detail and is willing and eager to enter into an agreement with the County. In the interest of transparency, we would like to review a few items in the contract with you as we believe minor edits would benefit both parties. To this end, we respectfully request the opportunity to address these provisions upon award.

Please see our exceptions on the following page.

Exceptions

SECTION	LEGAL COMMENTS / PROPOSED LANGUAGE
General Requirements: Article 12 (Obligations of Concessionaire (subsection K)).	Because Concessionaire is a parking service provider, we propose a sentence clarifying that while Concessionaire will report any observed or known unlawful acts or hazardous conditions, Concessionaire employees are not trained security guards and Concessionaire will not be providing any security services.
Mutual Risk Language	We propose that the contract includes a mutual liability cap and a mutual waiver of consequential damages. In addition, we propose that language be included that confirms that Concessionaire will not be liable for claims or damages to the extent arising from the acts or omissions of employees, contractors for agents of the Airport or third parties.

Exhibit E – Presentation Documents

July 15, 2024

Attn: Patricia Cortez, Lead Procurement Analyst
Pinellas County
Pinellas County Courthouse Annex Bldg., Sixth Floor
Clearwater, FL 33765

Re: Oral Presentations for Solicitation 24-0419-RFP | Concession Services - Airport Paid Public Parking Management & Operations

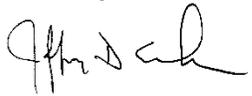
Dear Patricia,

On behalf of Republic Parking, we are pleased to confirm our participation in the scheduled presentation on July 25th at 11:00 Eastern Time.

Please find our responses to the four questions provided in the Oral Presentation Outline attached.

We are excited and honored for this opportunity to continue this process and operating parking and shuttle operations at St. Pete-Clearwater International Airport. If you have any questions regarding this submittal, please do not hesitate to contact our team.

Sincerely,



Jeff Cushman
Vice President - Aviation
424.428.9918
jeffrey.cushman@reimaginedparking.com

Complete and return the attached spreadsheet with the proposed bus schedule, hours, and total expenses.

Republic Parking will submit the completed form on or before the deadline on July 18th as defined in the Oral Presentation directions.

If the due date for this should change, please contact Jeff Cushman and we will meet the new timeline.

Elaborate on your company's proposal for the revenue share based on your proposed business model.

Provide your plan if we are unable to implement all the enhancements your company offered in their proposal and explain how this will affect the County.

Revenue Share:

Republic Parking is proposing a concession fee to the Airport of 83% and includes the following:

Wages:

One of the greatest challenges for every service provider in Florida is the rapid, unscheduled increase in wages. Like every other state, Florida's minimum wage has increased significantly since the beginning of the original contract – primarily driven by the pandemic.

Year	Min. Wage
2010	\$7.25
2016	\$8.05
2017	\$8.10
2018	\$8.25
2019	\$8.46
2021	\$10.00
2023	\$12.00
2024	\$13.00
2026	\$15.00

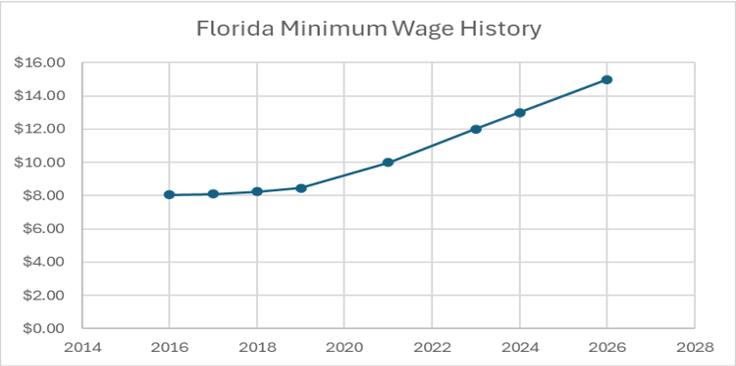
There are several ways of looking at the increases: by percentage of increase over time. Immediate increase dollars per hour and an annual escalator of 3% after

dollar amount over time and by the in the employee wages of two (2) 2025.

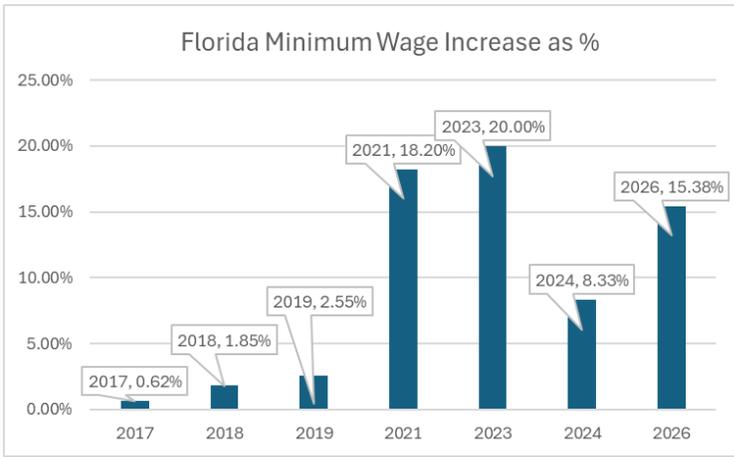
The budgeted wage increases affect both the drivers and cashiers. Much of our success is built on the flexibility provided by our focus on cross-training between drivers and cashiers. This is an absolute

and the cashiers. Much of our on cross-training between drivers

must to ensure customer service is maintained in an environment where operational needs between cashiers changes very quickly



an drivers and



Retention:

The value of retaining well-trained, high performing employees goes without saying. Improving retention is a key component of our pricing strategy. Our current operating budget is ten years old, and our employees are paid minimum wage. At the current wages, an employee that is denied an unreasonable request can quit and find another job with equal pay at nearly any fast food or retail operation. Current tenure averages are short because employees can replace our wages with little to no difficulty. Our pricing raises wages above minimum wage and includes an increase of 3% every year. While this is no guarantee against rapid minimum wage increases in the future, barring any situation like the pandemic, we expect that our pricing strategy will allow us to improve employee retention in the future.

Capital Investment:

Parking Operations:

Republic Parking installs more Parking Access and Revenue Control System (PARCS) equipment in the airport environment than any other parking operator and we maintain relationships with all the major vendors. Being equipment agnostic, our clients can expect Republic Parking to offer equipment best suited for their unique environment. As every PARCS vendor is constantly offering new technology and functionality, shopping PARCS vendors is an ongoing process. Our pricing for the revenue control equipment is based on two excellent systems – TIBA and HUB. We are currently leaning towards HUB's new Jupiter system. This system supports the latest in integration and we have already integrated our proposed BI Studio and hangtag™ systems. Additionally, the HUB Jupiter system will readily support future services such as online booking and valet operations, should PIE choose to expand their customer service offerings.

Republic Parking has also priced an extensive upgrade in collecting and managing customer service performance with the use of QR code surveys and addition of a mystery shopper program. These programs will be customized to collect information specific to PIE operations and will be updated periodically to ensure the information collected remains pertinent. The programs provide information in a format that can be ingested into the BI Studio dashboards and offer actionable information to both the operator and PIE.

Shuttle Operations:

Republic Parking is proposing a fleet of five new Starcraft Allister shuttles for both the ADA and non-ADA versions. Five is the minimum number of shuttles needed to maintain operations in non-peak periods. As of the time of this response, the vendor has committed to having the units in stock and deliverable within 30 days of finalizing the procurement agreement. These shuttles are Chevy G3500/4500 chassis and have an excellent performance record. The non-ADA units seat 14 passengers and include a 72” luggage rack. The ADA units seat 11 passengers with one wheelchair and include a 54” luggage rack. Both shuttles are less than 25 feet long. This is critical for operating in the very tight conditions in the remote lot, where turning radiuses. Republic Parking is proposing the mix of shuttle types that will find the balance between supporting our ADA customers and moving the most passengers in a safe and efficient manner.

This fleet of five new shuttles will be subsidized with 2-3 additional used shuttles to support peak periods. Republic Parking’s pricing strategy supports these additional shuttles remaining onsite during non-peak periods. All the used shuttles will meet the Airport’s requirements to be less than ten years old.

To further maximize shuttle operations, our pricing strategy includes installation of a GPS-based location tracking system. This system will provide several key functions. It allows us to collect vital performance information such as hours in operation, headway times between stops, route run times, and dwell times (how long the shuttle is stopped at each point along the route). Additionally, the system will allow the drivers’ performance to be supervised in real-time. The manager or supervisor can identify delays on the route and provide guidance to the



drivers and the airport should intervention been required. Finally, the system will include a passenger count system. This automates the tracking of onboarding and deboarding passengers and provides information critical to manage passenger load plans.

Delays in Implementing Recommended Functionality

If the Parking Access and Revenue Control System (PARCS) was not implemented, none of the proposed technologies such as BI studio, hangtag™, reservations, or valet would not be possible. None of these can integrate to the existing DataPark. Operations would continue as they are today. The revenue share percentage of the Airport would be increased to reflect the reduction of expenses. If the implementation of the proposed systems were to be delayed, the impact would be based on the length of the delay. If only a matter of a couple of months, then the only impact would be a delay in delivering the proposed functionality to the Airport. If the delay were to be longer, Republic Parking would request language in the agreement addressing pricing. We would need to discuss how the delay would impact amortization of the equipment on our budget.

If the purchase of the new shuttle fleet was to be delayed, the hourly bill rate for shuttle operations would be adjusted to reflect no cost in of the new fleet and proposed GPS system but the new rate would include a much higher cost of maintenance as the current fleet is past its expected life cycle and the drivers' wages increase to address increases in wages and issues with retention.

Provide a proposed schedule/time requirements and implementation of your company's proposed enhancements.

Installation of the PARCS:

Project Phasing

The project phases are described below, with related responsibilities and deliverables.

Project Start-up

System Design and Configuration

Testing

Training

Installation

Project Close-out

The schedule of each phase of the project is an estimate at this time but should be relatively accurate. At the time the system is ordered, the installation schedule will be refined to be much more detailed. Our experience installing equipment will ensure the system is installed as quickly as possible but there are external factors. The equipment must be ordered, manufactured, and delivered. That is dependent upon finalizing the design and expected functionality and is dependent on the workload of the manufacturing plant and shipping schedule.

There may be operational needs that affect the schedule. For example, depending on when installation is approved, the Airport may choose to wait until a peak period is over before starting the installation. We will work with the Airport to determine how we phase in each lane and lot, and it is not unusual for a lane or lot to be put on hold while traffic slows down or another project is completed.

Phase 1 -- Project Start-up

Schedule: Notice of Award + 30 days

Final assembly the project team

Project Kickoff meeting with the client Team

The purpose of Project Start-up is to prepare the client and Republic teams for a successful implementation and includes all steps leading up to the Project Kickoff meeting with the client team. The Republic team will review the implementation methodology and tools with the client project team during the kick-off. This session provides a structured approach to introducing the implementation process to the client project team members.

Phase 2 -- System Design and Configuration

Schedule: Phase 1 + 30 days

The primary objectives of System Design and Configuration is to ensure the final system design meets expected outcomes and confirm infrastructure is in place.

Conduct Software workshops to review in detail the system design and configuration requirements

Document system configuration requirements

Complete the Conceptual Design Review (CDR), Preliminary Design Review (PDR) and Final Design Review (FDR) and obtain sign-off The System Design and Configuration phase is the process of taking the initial work contained in the client Technical Specification and HUB RFP Response to the appropriate level of detail required to design and configure the new PARCS. The HUB team will meet with the client team as per the approved System Design Workshop schedule. During the sessions, the HUB Business Analyst(s) will work with the client project team to gather and evaluate the necessary business information to develop functionality and configure the PARCS.

The outcome for the System Design phase will be a comprehensive working functional requirements document, i.e., System Configuration Document (SCD) and Configuration Workbook which, along with the client Technical Specification, will become the blueprint for the system setup and installation.

Phase 3 - Phase 5 -- Installation, Training, and Testing

Schedule 2 + 55 days:

Install CDMS and test (5 business days)

Install and test lane equipment (45 business days)

Lane Acceptance Testing (3 business days)

The Republic team will begin the onsite installation according to the project schedule which begins with the installation of the head end servers and software at the hosting facility then follows with the test lane equipment and related testing then the remaining lane equipment installations for each facility. HUB will work with the client team to determine the best sequence for lane installations including managing the appropriate number of simultaneous lane closures during the install. Weekly team meetings will be held to review completed and upcoming work and to plan around operational needs. After the equipment is installed and configured in a lane, the Republic Team will perform a Lane Acceptance Test before lanes are released to be used by the public. The entire lot will be tested before the installation team move on to the next lot. Republic Parking will walk through the final acceptance test with the Airport when the system is ready for turnover.

Phase 6 -- Project Close-out

Schedule: Phase 5 + 10 business days

Project Close-out is the last phase of the implementation. The primary objectives of this phase include:

Complete final system acceptance procedures and obtain client approval

Transition from Implementation to Service

Following the successful completion of the last facility installation, Republic Parking and the PARCS manufacturer will close out the installation punch list and begin the System Acceptance Testing as defined in the client Technical Specification. During the Acceptance testing phase, any issues will be documented, reviewed, and resolved production issues reported by the client team.

The PARCS installation will require some civil work if we are to implement License Plate Recognition (LPR), which we strongly encourage. LPR is required to add such functionality as frictionless parking and is a significant customer enhancement. The civil work would include extending the existing pads at the entrance and exits to support the poles where the LPR cameras would be positioned.

Shuttle Fleet

At the time we were submitting this response, we were told by our vendor that we can get the five new shuttles delivered in **30 days from the signed contract**. Since they are in stock, we do not have to wait for production, but Republic Parking cannot finalize the purchase until we have an executed agreement. The vendor has plenty in stock currently.

We are working on confirming we can have the GPS system installed in the new shuttles while we wait for delivery or if we need to install the system when they are delivered to us. We will try to get the system installed by the vendor, so the shuttles are delivered with the systems installed.

We are doing the same to get the graphics put on the shuttles. Best case scenario is that we can get the graphics installed at the vendor's facility. If not, we can have the installation schedule when the vehicles are delivered.

Elaborate and provide details on the enhanced software packages you proposed and the benefits to the County should your company be awarded the work.

Parking Operations:

HUB Jupiter PARCS

The proposed PARCS provides enhanced functionality with the latest technologies such as pay-by-phone, reservation systems, frequent parking programs, PCI DSS compliance, Google/Apple Pay, EMV card readers, and the ability to export data to support systems such as our BI Studio.

At the entrance lanes, we will be able to improve the customer's experience by offering touch screen, high visibility gates, LPR cameras, proximity card readers, QR scanners, blue tooth reader, pin hole cameras and intercom communications.

At the exits, we will offer high visibility gates, touch screen, LPR cameras, proximity card reader, QR code reader, Bluetooth reader, pin hole camera and intercom communications.

This functionality support implementing frictionless entry/exit, integration of reservations, monthly parking, frequent parker program, valet, pay-by-phone, and license plate recognition for accurately calculating lost ticket and manual transaction fees and preventing loss of revenue through swapped or stolen tickets. The technology in this system places PIE in a strong position to continue to adopt new functionality as it is released.

BI Studio

To assist with ensuring the maximum amount of revenue is generated, we have priced our proposal to include our data analytics tool.

Today, many parking administrations struggle to effectively manage data from stand-alone reporting platforms such as mobile payments, pay stations, LPR equipment, PARCS, and digital permitting. To meet immediate reporting needs many parking organizations resort to using antiquated management tools like spreadsheets to sort, standardize, and evaluate the valuable data gathered from multiple systems and vendors.

We solve the problem of piecemeal parking data management with our unified Business Intelligence (BI) Studio data analytics capabilities.

Dashboards for an at-a-glance overview of all operations:



Analytical dashboards allow management the ability for self-service access and drill down into data to immediately see the information that is most relevant to them and discover actionable insights. Revenue, utilization, customer behavior, results, and KPIs are just a few of our broad capabilities.

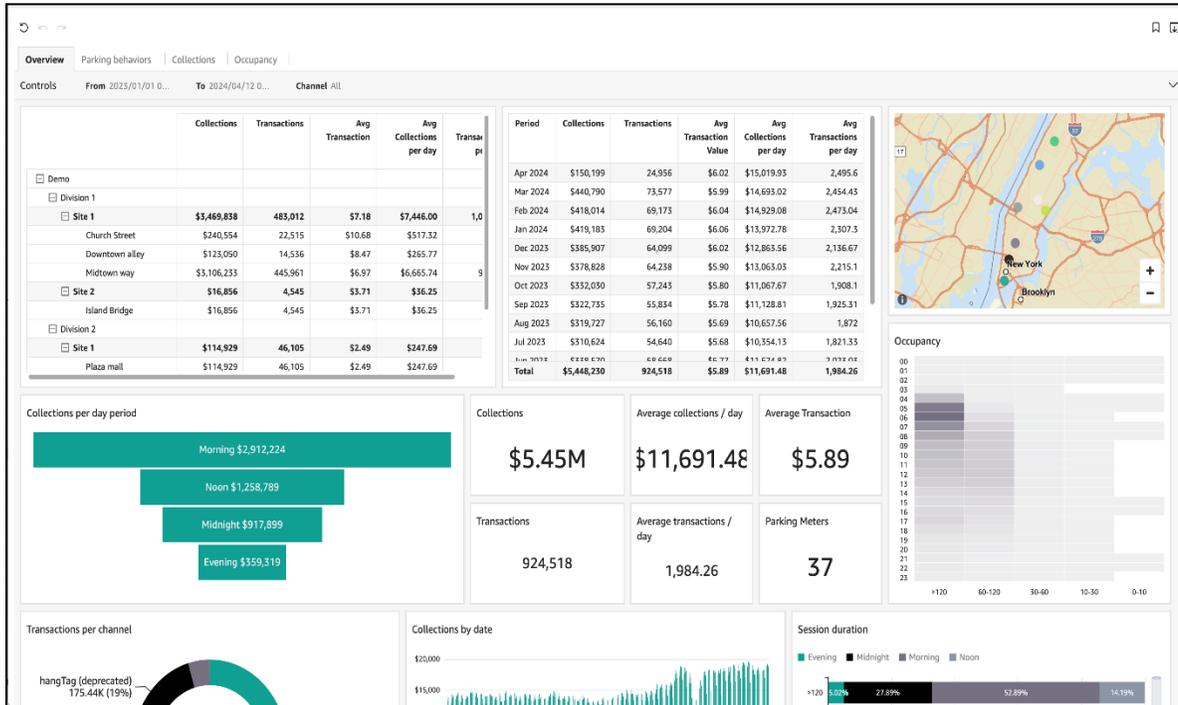
Republic Parking will provide a custom BI Studio instance exclusively for the Airport as part of our service. We will work with the property management to develop the custom visualizations and insights that are needed to effectively manage the parking programs.

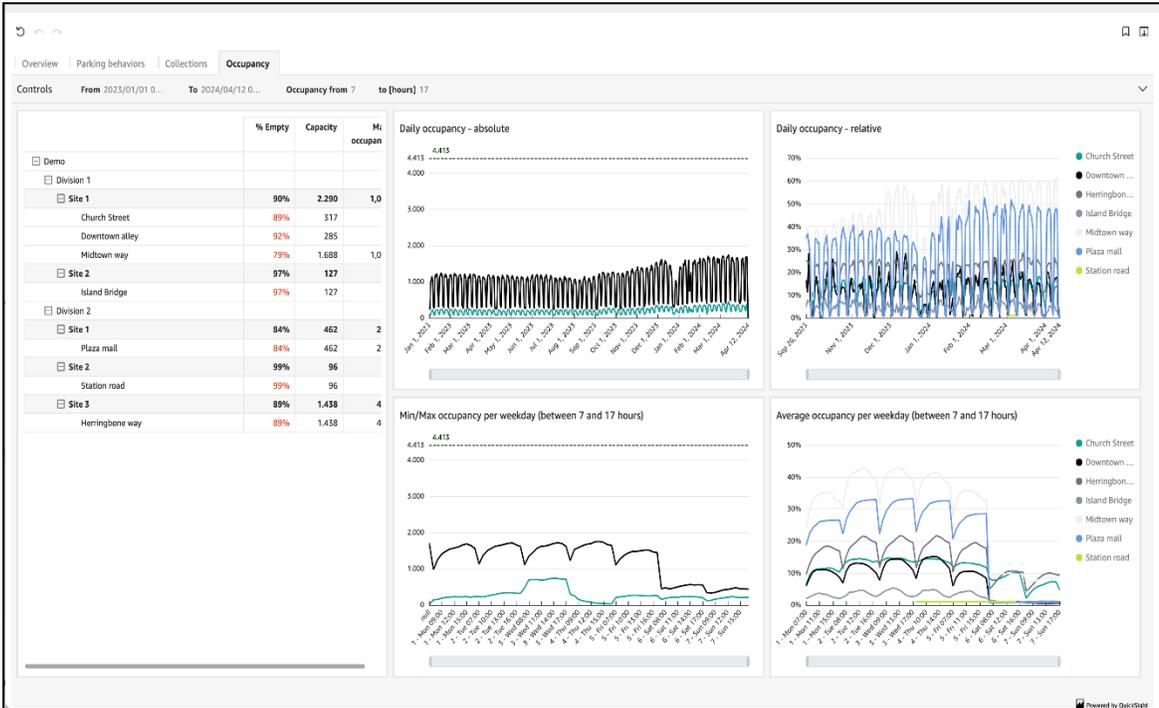
Data can be managed at an individual parking facility location with roll-ups that can be managed on a portfolio basis by custom date ranges.

As data is managed in many ways due to the number of revenue generation and reporting systems that it tabulates data from, the data will be in as near real-time as possible based on the various system data transfer capabilities. With access to data in a way that Stream has not had previously, we are confident that this will provide enhanced reporting and analysis that will allow us to make data-driven decisions more quickly, easily, and accurately.

This data is critical to understanding the efficacy of the parking programs and provides us with greater insights into the overall business. Reports can be generated to assist with business decisions, budgeting, statistical analysis, etc.

Our relationship with HUB allows us to integrate PARCS data into BI Studio quickly and there will not be a charge to the County for this product.





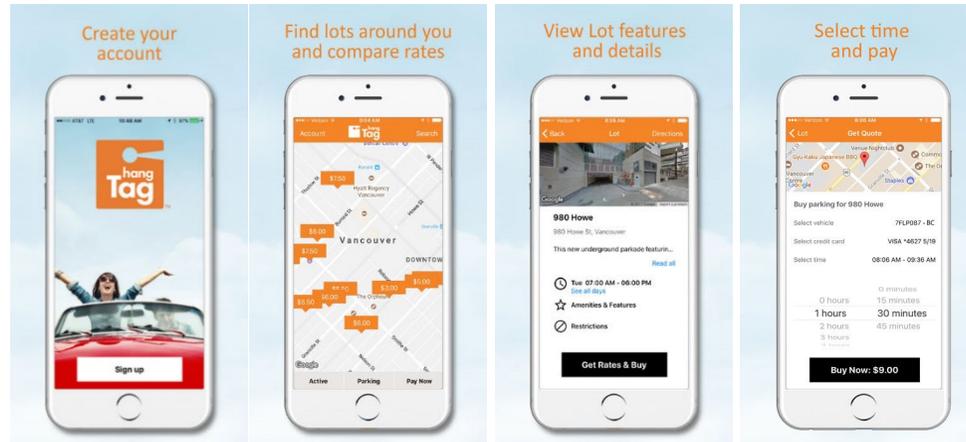
hangTag™

Mobile Payment Solutions

Historically, Pay-on-Foot kiosks were used to encourage customers to pay for their parking prior to returning to the parking lot. This reduced the time the customer spent in the exit lane and improves the throughput for the entire exit plaza. The industry is moving away from the expensive kiosks and other hardware as digital payment solutions and data security have improved. Customers are encouraged to pay for parking while they wait for luggage or in pre-security waiting areas and the expense of purchasing, maintaining, and servicing cash in kiosks are eliminated. We will offer to accept payments through an Apple or Android mobile application; however, we also plan to implement a SMS and QR-based system which offers all the functionality of mobile applications but do not require the customer to download the app.

Republic Parking will implement our hangTag™ mobile payment solutions at the St. Pete-Clearwater International Airport parking facilities. Included will be our hangtag™ mobile payment application and Park+Pay SMS and QR code-based products for employees to use. We are including the hangtag™ solution for future consideration should we wish to expand mobile functionality beyond payment solutions.

Our hangTag™ mobile application makes it easy to find and pay for parking. Using the hangTag™ app on Android & iOS devices, patrons can see a map of supported parking locations and pay for parking with more ease than ever. HangTag™ is also readily adaptable to support monthly parking operations such as premium parking and employee parking.



Park+Pay is our newest contactless mobile payment solution. With Park+Pay, there is no need to visit a pay station or download an app to register and pay for parking. Our solution provides various payment options for parking customers, including traditional credit card payments and digital options like Apple and Google wallets.

The parking customer has two options to pay for parking, which are unique to each parking lot:

Scan to Pay – scan a custom QR code and use a dedicated URL to make payment.

Text to Pay – text a lot number to a designated short code to receive a link to pay for parking.

In three easy steps, a customer can scan, register their license plate, make payment, and be on the way to their destination.

Key highlights of our Park+Pay program are:

No app downloads required.



Pay with Apple Pay and Google Pay.

Initial payment and parking extensions.

Resend receipt.

Integrated into ParkNexus BI Studio analytics.

Email receipt with a link to retrieve session.

Integration with enforcement databases.

HangTag
ParkNexus's consumer facing brand and product suite for digital payments

The graphic features a central smartphone displaying a 'PARK + PAY' interface with a QR code and a text-based payment option for location 3303. To the left, a laptop shows BI Studio analytics charts. To the right, another laptop displays a data table. The bottom section contains six icons representing services: QR code payments, Mobile App (iOS & Android), BI Studio Analytics (Invitation only), Meter & Enforcement Integrations, Digital Permits (ePermit), and Valid Parker Aggregator. The HangTag logo is in the top right corner.

QR code payments

Mobile App
iOS & Android

BI Studio
Analytics
(Invitation only)

Meter &
Enforcement
Integrations

Digital Permits
(ePermit)

Valid Parker
Aggregator

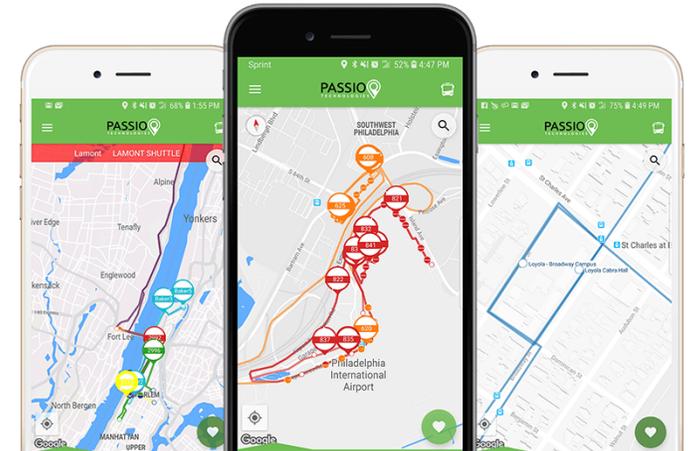
Shuttle Operations:

GPS Route Management

GPS Tracking App/Program

With GPS tracking and supporting app, passengers can see real time bus locations, schedules, and ETA on a mobile device. The platform offers the best vehicle tracking system with all the latest real-time updates and centralized data collection repository. We expect that repeat or frequent users of the airport will readily adopt the use of the shuttle tracking function to better plan their arrival and departure from the parking facilities/airport.

Such applications quickly and seamlessly track our vehicles and easily count passengers tagging them with GPS coordinates and time/day as they enter and exit, including different passenger types or groups. Passengers can track shuttle vehicles in the mobile app without any registration.



This functionality improves the passenger experience, allowing them to see where the shuttles are at in relation to their locations. It is an efficiency multiplier for the operations team. It allows supervisors and managers to see where shuttles are bunching up and the passenger count allows staff to track shuttle occupancy in real-time and to review occupancy over time.

Automated Passenger Counting System

Automating the passenger count system provides the shuttle program detailed reports that show where people are getting on/off the shuttles, and what time it is happening.

The system can track disabled passengers, bicycles on board, or any other passenger type. Once the count has been made, the time, date, driver name, route name, latitude, longitude, and stop name are all recorded and transmitted to the reporting and query database server. Once uploaded to the reporting server, all reports are available and there is no formatting, downloading, or designing needed, all the reports are saved in groups and can be instantly accessed, exported, or sent via e-mail as needed.

The information is customized for our specific operation and can be customized for customer specific tracking. Examples include counting passengers from a different department/institution or tracking the number of passengers who were left at a stop due to overcrowding.

This system will increase in value as the Airport continues to grow. It allows us to maximize the efficiency of the of our fleet and to understand what the passengers are doing in terms of boarding and deboarding the shuttles. It is our intention to integrate this information into BI Studio to be displayed on the parking dashboard.





St. Pete-Clearwater International Airport

Parking Management & Operations
Presentation



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INTRODUCTION / TEAM



Tarek Moussa
Chief Revenue Officer



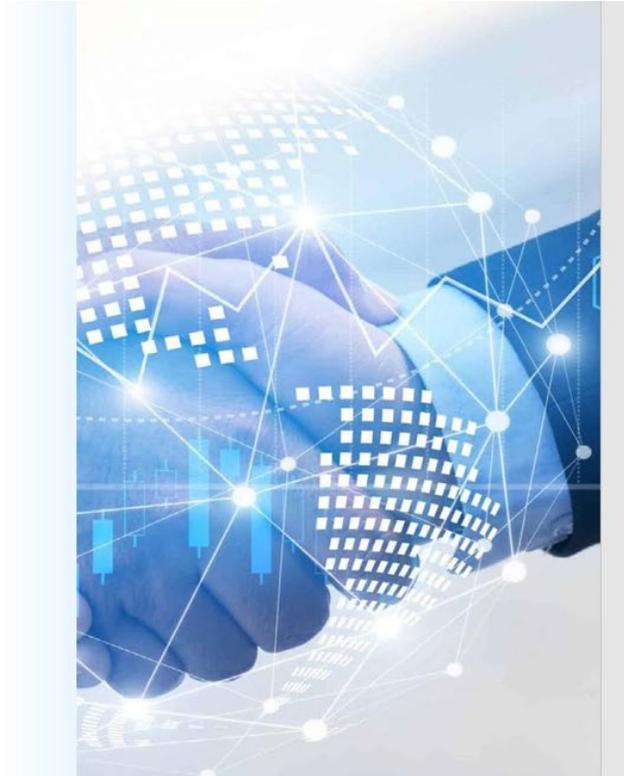
Jason Plonski
EVP, Specialty Verticals



Jeff Cushman
VP, Aviation



OUR VALUE PROPOSITION



A LEGACY OF PARKING EXCELLENCE

Republic Parking is a part of Reimagined Parking and its family of brands. Our combined expertise is unmatched in the industry.

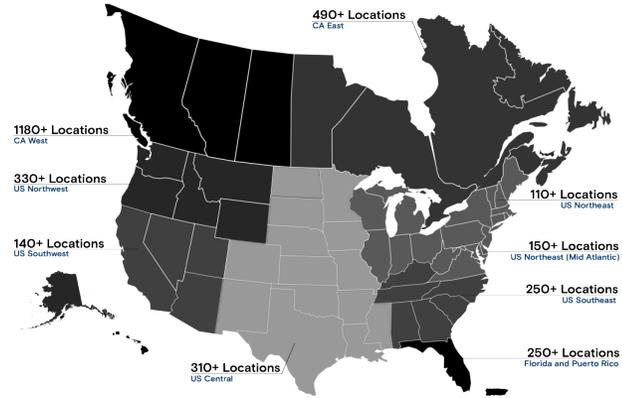
60+
Years

3,000+
Locations

500+
Cities

34 Million+
Digital Transactions

8,000+
Team Members



AIRPORT PARKING EXPERIENCE

U.S. AIRPORTS:

Anchorage International	Key West International Airport
Humbolt County Airport	Killeen Regional
Augusta Regional	Lafayette Regional
Cape Cod Gateway	Lubbock Preston Smith International
Birmingham	Lynchburg Regional
Bismarck Municipal	McAllen International
Blue Grass	McGhee Tyson
Brownsville South Padre Island	Meadows Field
Charleston International	Melbourne International
Charlotte Douglas International	MidAmerica St. Louis
Colorado Springs	Monterey Regional
Columbia Metropolitan	Montgomery Regional
Daytona Beach International	Montrose Regional
Erie International	Northwest Florida Beaches Int'l
Fairbanks International	Phoenix-Mesa Gateway
Fayetteville Regional	Plattsburgh International
Florence Regional	Raleigh Durham International
Fort Smith Regional	Redding Municipal
Glacier Park International	Santa Barbara
Grand Forks Regional	South Bend Regional
Grand Junction Regional	St Petersburg Clearwater Int'l
Gulfport-Biloxi International	State College Regional
Harrisburg International	Valley International
Hilton Head Island	Williston International
Juneau International	

CANADIAN AIRPORTS:

Ottawa International
Winnipeg International

- 51 U.S. and Canadian Airports
- 19 small hub airports
- 8 airports in Florida, Alabama, and Louisiana

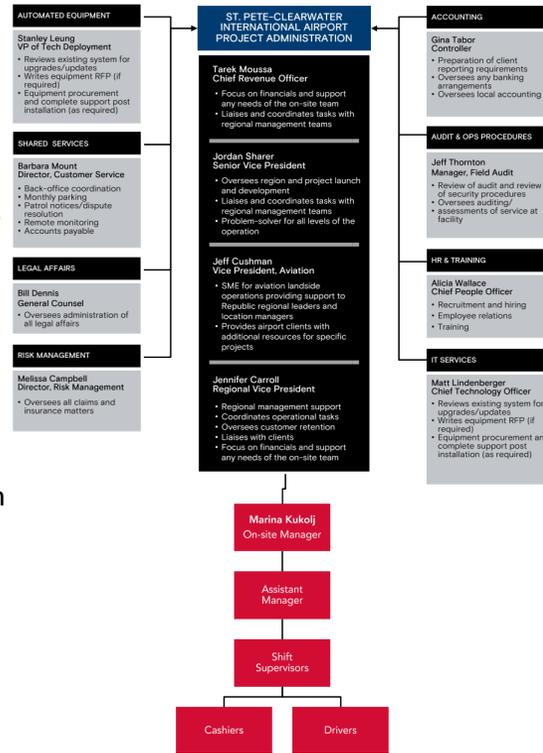


MANAGEMENT SUPPORT

Senior Management Involvement

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Proposed Revenue Share Model

COMPETITIVE WAGES

- Addressing significant state-mandated minimum wage increases
- Above minimum wage for retention
- Built in annual increases of 3% to maintain compression



CAPITAL INVESTMENT

More than \$1.07M in investments

- New PARCS
- Fleet of five new shuttles
 - ADA compliant
 - Non-ADA
 - 2-3 used shuttles for peak season
- GPS route management system
- Automated passenger counting system



CAPITAL

More than \$1.07M in investments



- 12 New PARCS
- 13 Fleet of five new shuttles
 - 13.1 ADA compliant
 - 13.2 Non-ADA
 - 13.3 2-3 used shuttles for peak season
- 14 GPS route management system
- 15 Automated passenger counting system



Implementation Plan

PARCS DEPLOYMENT

More Value of Republic Parking's Experience

- 16 Collaborative effort between PIE, Republic Parking, and PARCS vendor
- 17 Phasing accounts for unique PIE environment: traffic, on-going projects, etc.
- 18 Republic Parking provides a dedicated project manager that works with the PARCS vendor project manager and client



Scheduling Variables:

- 18.1 Civil infrastructure
- 18.2 Traffic/peak seasons
- 18.3 On-going projects
- 18.4 Manufacturing schedules/shipping
- 18.5 Specific requests by the client

PARCS DEPLOYMENT (CONT.)

Scheduling Variables (Cont.):

Phase 1: Project Start-up / Equipment Manufacture / Delivery

Schedule: Notice of Award + 60 days

← Possible civil work

Phase 3 - Phase 5: Installation, Training, and Testing

Schedule 2 + 55 days:

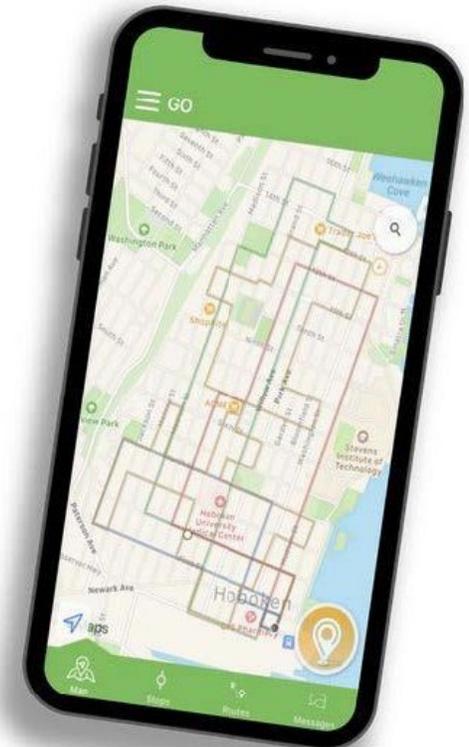
- Install CDMS and test (5 business days)
- Install and test lane equipment (45 business days)
- Lane Acceptance Testing (3 business days)

Phase 6: Project Close-out

Schedule: Phase 5 + 10 business days

SHUTTLE FLEET & SUPPORT TECHNOLOGY

- 19 At this time, the proposed new shuttles are in stock for delivery within 30 days
- 20 GPS route management system installation
- 21 Automated passenger count system installation
- 22 Provides customized information based on user roles
- 23 Able to incorporate future applications



DELAY OR PHASING IN OF PROPOSED ENHANCEMENTS

PARCS

- 24 Continue with current system
 - 24.1 Restricts introduction of new functionality
 - 24.2 Nearing end of life cycle
 - 24.3 Adjust revenue share %
 - 13 Remove cost of CapX
 - 14 Increase costs of maintenance

Shuttle Fleet

- 25 Delay replacement of current fleet
 - 25.1 Service levels cannot be guaranteed with current fleet
 - 25.2 Delays in ordering fleet may result in delays in receiving the fleet
 - 25.3 Adjust revenue share %
 - 5 Restructure amortization schedule
 - 6 Increase maintenance costs/short term rentals

Enhanced Software Packages

PARKNEXUS INTEGRATION

- F. Enterprise-grade, cloud-based parking management and operations platform
- G. Best-of-breed parking technology solutions
- H. Ingests data from the PARCS, LPR, and LPI initially
- I. Scalable as additional functionality is added such as reservation systems, valet, and monthly parking



BUSINESS INTELLIGENCE (BI) STUDIO

- J. Dashboards for an at-a-glance overview of all operations
- K. Allows management the ability for self-service access and drill down into data
- L. Our relationship with HUB allows us to integrate the PARCS data into our BI Studio platform quickly

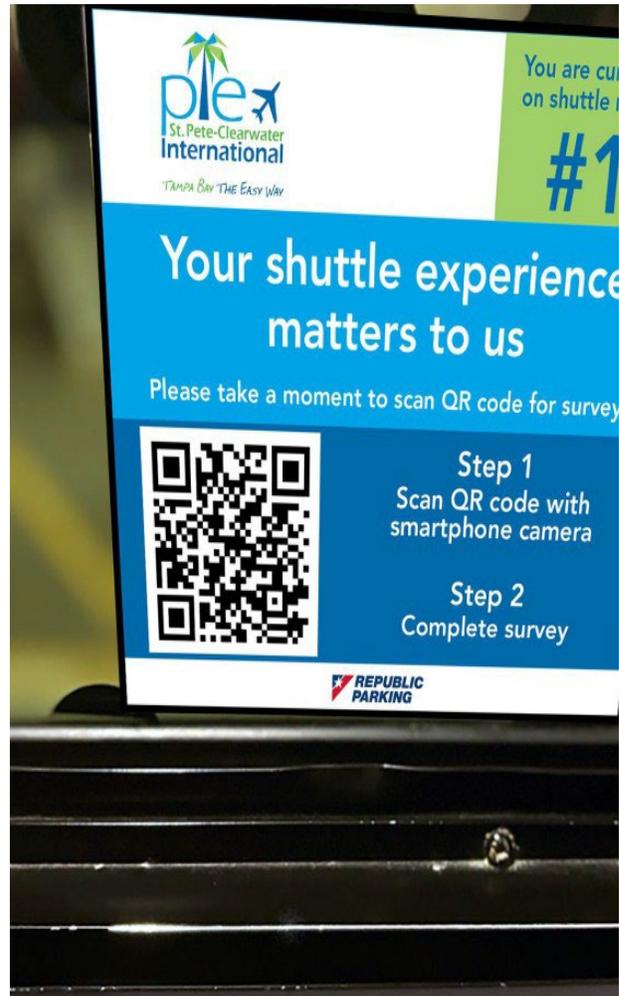
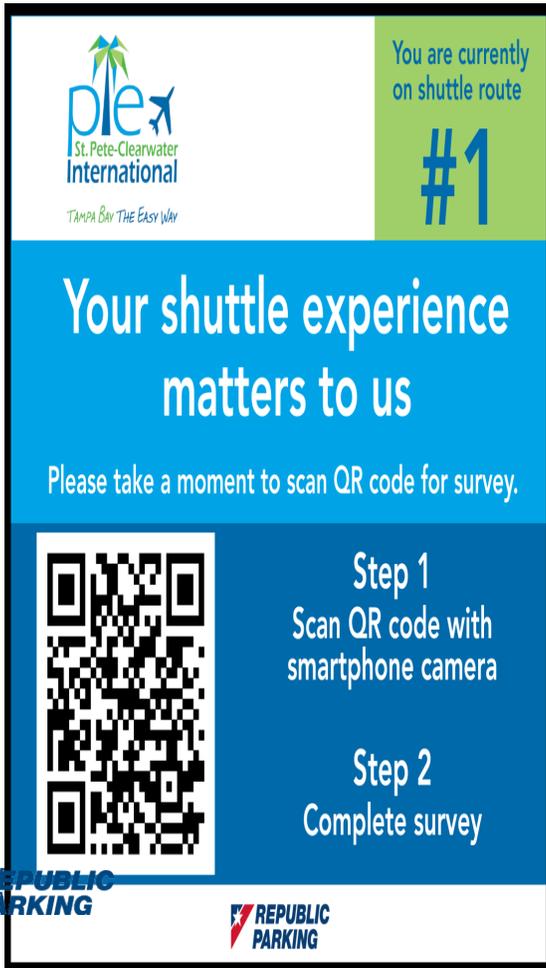


Agreement #24-0419-RFP

Title: Concession Services - Airport Paid Public Parking Management & Operations

CUSTOMER SURVEY

Give it a try! Take the survey:



Certificate Of Completion

Envelope Id: 00A7DB53AAB9413DA78D27ECF41FD56B	Status: Completed
Subject: Complete with DocuSign: FINAL EXECUTION 24-0419 RFP.ConcessionServicesAirportPaidPublicParkingM...	
Source Envelope:	
Document Pages: 151	Signatures: 1
Certificate Pages: 5	Initials: 0
AutoNav: Enabled	Envelope Originator: Monica Vining monica.vining@reimaginedparking.com
Envelope Stamping: Enabled	IP Address: 174.49.87.101
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	

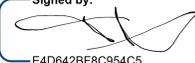
Record Tracking

Status: Original 9/16/2024 7:09:16 AM	Holder: Monica Vining monica.vining@reimaginedparking.com	Location: DocuSign
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Signer Events

Tarek Moussa
tarek.moussa@reimaginedparking.com
Chief Revenue Officer
Security Level: Email, Account Authentication (None)

Signature

Signed by:

E4D642BF8C954C5...
Signature Adoption: Drawn on Device
Using IP Address: 68.129.145.136

Timestamp

Sent: 9/16/2024 7:16:53 AM
Viewed: 9/16/2024 7:52:42 AM
Signed: 9/16/2024 7:52:47 AM

Electronic Record and Signature Disclosure:
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ID: 2ded9c08-7ba8-45cb-81f0-c044c9553b03

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Jeff Cushman
jeffrey.cushman@reimaginedparking.com
Security Level: Email, Account Authentication (None)

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Jason Plonski
jason.plonski@reimaginedparking.com
Security Level: Email, Account Authentication (None)

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Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent	Hashed/Encrypted	9/16/2024 7:16:53 AM
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Envelope Summary Events	Status	Timestamps
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Signing Complete	Security Checked	9/16/2024 7:52:47 AM
Completed	Security Checked	9/16/2024 7:52:54 AM

Payment Events	Status	Timestamps
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