



BOARD OF COUNTY COMMISSIONERS

DATE: June 24, 2014

AGENDA ITEM NO. 12

Consent Agenda ☐

Regular Agenda ☒

Public Hearing ☐

County Administrator's Signature: 

Subject:

Approval of Ranking and Final Negotiated Agreement—Concession Services: Paid Public Parking Management and Operations
Contract No. 134-0063-P(RG)

Department:

Department of Environment and Infrastructure /
Purchasing

Staff Member Responsible:

Noah Lagos / Candy Mancuso

Recommended Action:

I RECOMMEND THE BOARD OF COUNTY COMMISSIONERS (BOARD) APPROVE THE FINAL NEGOTIATED AGREEMENT FOR REQUIREMENTS OF CONCESSION SERVICES AND PAID PUBLIC PARKING MANAGEMENT OPERATIONS WITH REPUBLIC PARKING SYSTEM, INC (REPUBLIC PARKING), CHATTANOOGA, TENNESSEE.

IT IS FURTHER RECOMMENDED THE CHAIRMAN SIGN THE AGREEMENT AND THE CLERK ATTEST.

Summary Explanation/Background:

On January 14, 2014, the Purchasing Department, on behalf of St. Pete-Clearwater International Airport (Airport), let a Request for Proposal (RFP) for requirements of management and operations services for Airport paid public parking concessions. The main objective of this solicitation was to secure a concessionaire that could operate Airport parking lots, using efficient facility management techniques with cost-effective operations. More specifically, the Airport seeks a firm qualified to balance customer service, increase Airport revenue, as well as provide the County with flexibility to meet customer service requirements, through a percentage of gross revenue concession services.

The solicitation was sent to over one hundred (100) vendors of which only one submitted a response – Republic Parking, who currently manages the Airport's paid parking. The firm ranking after evaluation is attached to this memo on a spreadsheet.

Staff contacted firms that were potentially interested in providing this service to obtain feedback for declining to respond. One firm indicated the reason for not submitting a proposal was they considered the structure of the concession agreement to be hi-risk as it required "considerable" capital investment; they did not feel they could be competitive. Another firm indicated they were more interested in a service fee contract.

Negotiations with Republic Parking were centered on the parking concession fees, operation of the long term parking lot shuttle bus services, and the flexibility for optional services through the duration of the contract. The results were as follows:

1) **Percentage Concession Fee:**

- a. 80% of annual gross receipts per year up to \$1,000,000
- b. 85% of annual gross receipts in excess of \$1,000,000 per year, up to \$2,000,000
- c. 90% of annual gross receipts in excess of 2,000,000 per year

- 2) The operation of the long term parking lot shuttle bus services will be paid on an hourly fee based on a sliding scale per shuttle bus, inclusive of operator, for each hour of operation as follows:
 - a. 0-800 hours per year billed at \$25.00 per hour
 - b. 801-1,200 hours per year billed at \$23.00 per hour
 - c. Over 1,200 hours per year billed at \$21.00 per hour

3) Optional Services

- a. The long-term parking shuttle cart services will be based on an hourly rate as follows:

Hourly Rate per week	Year 2014	Year 2015	Year 2016	Year 2017	Year 2018
• 80-100 hours	\$21.00	\$21.00	\$22.00	\$22.00	\$22.00
• Over 100 per week:	\$20.00	\$20.00	\$21.00	\$21.00	\$21.00

- b. Skycap services will be subject to negotiation on terms and conditions that are mutually acceptable to both parties at a future date, as indicated in the Agreement.

Based on projection of 1.1 million passengers, the Airport expects this contract will generate \$2 million in annual revenues. The concession services agreement is for a sixty (60) month term, effective July 1, 2014, and contains provision for one (1) sixty (60) month renewal option.

Fiscal Impact/Cost/Revenue Summary:

Estimated sixty (60) month revenue: \$ 10,000,000.00

Exhibits/Attachments:

Contract Review

Ranking Spreadsheet

Final negotiated Agreement including the following exhibits:

- Exhibit A - Paid Public Parking Lot Areas
- Exhibit B - Operational Procedures
- Exhibit C - Insurance Requirements



**PURCHASING DEPARTMENT
CONTRACT REVIEW TRANSMITTAL**

CATS
NO.: 4372

PROJECT: CONSESSION SERVICES-PAID PUBLIC PARKING MANAGEMENT AND OPERATIONS

RFP NUMBER: 134-0063-P (RG)

TYPE: ☐ Purchase Contract ☒ Other: **REVENUE** ☐ Construction-Less than \$100,000 ☐ One Time

In accordance with the policy guide for Contract Administration, the attached documents are submitted for review and comment.

Upon completion of review, complete Contract Review Transmittal and forward to next Review Authority listed. Please indicate suggested changes by revising, in RED, the appropriate section of the document reflecting the exact wording of the change.

RISK MANAGEMENT: Please enter required liability coverage on pages: 14-17 **PRODUCT ONLY** ☐

Estimated Revenue: \$ _____ *Airport, what is the expected annual revenue?*

REVIEW SEQUENCE	REVIEW AUTHORITY	REVIEW DATE	REVIEW SIGNATURE	COMMENTS (Attach Separate page if necessary)	COMMENTS INCORPORATED
1.	<u>Purchasing Dept.</u> J. Lauro, Director C. Mancuso, Ass't. Director	11/18/14	<i>[Signature]</i>	<i>Comments throughout</i>	
2.	<u>Requesting Dept.</u> Attn: N. Lagos B. Humberstone	11/21/14	<i>[Signature]</i>	<i>Many comments not appropriate due to lack of understanding of the nature of the work and industry standard</i>	
Using Dept please provide below information: <input type="checkbox"/> Yes, funding for this requisition is using grant Funding. <input type="checkbox"/> No, funding for this requisition is not using grant Funding. If grant funding is being used you must provide Purchasing with the exact clauses that need to be on attached document.					
3.	<u>Risk Management Director</u> Attn: Virginia E. Holscher (Check applicable box at right)	12/13/13	<i>[Signature]</i>	<i>See agreement</i> Pls see notes, p. 14-17 of RFP And p 25, 29 of agreement	HIGH RISK NOT HIGH RISK
4.	<u>BCC Finance</u> Attn: Cassandra Williams	12/4/13	<i>[Signature]</i>		
5.	<u>DEI:</u> Attn: David Scott	12/10/13	<i>[Signature]</i>		
6.	<u>Legal</u> Attn: M. Belknap M. Zas	12/10/13 12/20/13	<i>[Signature]</i> <i>see comments</i>	<i>See a agreement</i> <i>CEW</i>	<i>Where did this Agreement originate? It will not be a standard service</i>
7.	<u>Asst. County Administrator</u> Attn: M. Woodard	12/30/13	<i>[Signature]</i> <i>for M Belknap</i>		

RETURN ALL DOCUMENTS TO PURCHASING

Make all inquiries to:	Rosa E. Garcia, Procurement Analyst	at Extension 43148
Please return your requirements to Purchasing by: December 3, 2013		

PINELLAS COUNTY RANKING

CONCESSION SERVICES: PAID PUBLIC PARKING MANAGEMENT & OPERATIONS
RFP # 134-0063-P(RG)

Company Name	Point Total	Ranking
Republic Parking System Inc	940.00	1

**CONCESSION SERVICES AGREEMENT FOR
PAID PUBLIC PARKING & SHUTTLE BUS SERVICE
ST. PETE-CLEARWATER INTERNATIONAL AIRPORT**

**Concession Services Agreement for
Paid Public Parking & Shuttle Bus Service
St. Pete-Clearwater International Airport**

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EXHIBIT "C" - INSURANCE REQUIREMENTS

**CONCESSION SERVICES AGREEMENT FOR
PAID PUBLIC PARKING & SHUTTLE BUS SERVICE
ST. PETE-CLEARWATER INTERNATIONAL AIRPORT**

THIS CONCESSION SERVICES AGREEMENT (AGREEMENT), entered this ____ day of _____, 2014, between the Pinellas County Board of County Commissioners, a political subdivision of the State of Florida, hereinafter referred to as the "County", and Republic Parking System, Inc., a Tennessee corporation, 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, Inc. 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 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"** shall mean the entity awarded the contract to operate the paid public parking concession and shuttle bus service at the Airport.

1.7 **"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.

1.8 **"Employee Parking"** shall mean the non-public parking areas exclusively designated for Airport employee parking.

1.9 **"Gross Revenues"** shall mean all gross receipts (whether cash, check, or credit/debit card transactions) received from all of 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 any other bad debts shall not be included in Gross Revenues. Monies which might be otherwise due from stolen vehicles or vehicles abandoned in the designated public parking areas, shall not be included in Gross Revenues, except to the extent monies are actually collected. Credit/debit card fees and sales tax shall not be included in "Gross Receipts".

1.10 **"Lost Tickets"** shall mean those tickets lost by customers for which the Concessionaire is responsible for reporting.

1.11 **"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.

1.12 **"Remote Parking Lot"** shall mean the Airport's remote parking lot(s) that are

required to be serviced by the shuttle bus.

1.13 **"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.

1.14 **"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.

1.15 **"Rules and Regulations"** shall mean the Airport Rules and Regulations as approved by the County, as may be amended from time to time.

1.16 **"Unaccounted Tickets"** shall mean tickets for which Concessionaire shall be held accountable, whether destroyed by testing equipment or lost during or after processing.

1.17 **"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, of which include short-term, long-term and remote parking lot(s). The County may provide or lease other areas of the Airport for purposes of providing parking for Airport employees, patrons, guests, and invitees, subject to reasonable limitations regarding site and competitive effect on existing paid public parking lot revenues.

The premises totals 1,804 parking spaces which consists of 184 paved short-term spaces, 651 paved long-term spaces, 469 paved remote lot spaces, and 500 adjoining non-paved temporary remote lot spaces, 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.

It is further agreed that the Concessionaire will operate the Airport's remote parking lot, consisting of 469 parking spaces, in the event that this lot is needed for airline patrons of the Airport at those times when the short and long-term lots reach capacity. It is further agreed that the Airport may lease this parking lot to other users and lessees of the Airport throughout the calendar year and that the rents collected by the Airport for such use shall remain Airport revenue and not be considered parking operations Gross Revenue under this Agreement. Should the remote lot be needed for use by airline patrons, the Airport will temporarily suspend the other users and lessees right to this remote lot. The operation of the remote lot will be at the discretion of, and with the approval by, the Airport Director or his designee as the need arises.

ARTICLE 3

TERM

3.1 Term

This Agreement shall be for a term of five (5) years commencing on July 1, 2014 and ending on June 30, 2019.

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 County on or before one hundred eighty (180) days prior to the expiration date of this Agreement 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 from receipt of 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.

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(s) described herein, the Concessionaire agrees to pay to the County a Concession Fee as follows:

4.1 Percentage Concession Fee

The percentage of Gross Revenues shall be calculated as follows:

- a) 80% of annual gross receipts per year, up to \$1,000,000.
- b) 85% of annual gross receipts in excess of \$1,000,000 per year, up to \$2,000,000.
- c) 90% of the annual gross receipts in excess of \$2,000,000 per year.

4.2 Payment

On or before the 21st day of each month, 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 receipts.

The Concessionaire shall submit a certified, sworn statement of the annual gross receipts by an officer of the Concessionaire on or before the 21st day of the month 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) until repaid.

Upon termination or expiration of this Agreement, an adjustment corresponding to the calculation set forth in Article 4.2 will be made and any credit balance due the Concessionaire shall be paid by the County. Any deficit owed by the Concessionaire

shall be paid to the County within sixty (60) days of the final termination date or expiration of this Agreement.

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 required hereunder, shall bear interest at the rate of eighteen percent (18%) per year from the payment due date, if not paid within 15 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 Board of County Commissioners Resolutions or Board of County Commissioners approved 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 expiration of this Agreement to provide for transitions conditions contained in Article 16 herein. The terms of the Guaranty shall include language that requires fifteen (15) days advance notice to the Airport Director of cancellation.

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 twenty-four (24) hours notice and within normal business hours, the following:

- A. Records of all tickets purchased and used including dispenser number and date used.
- B. All used parking tickets, lost ticket forms, and validations for a period of three (3) years.
- C. A log to include incidents occurring such as power outages, complaints, etc, for the current contract period or one (1) year, and previous three (3) years.
- D. Any and all other accounting records maintained locally which pertain to the receipt of parking revenues.

All other records, including processed parking tickets, shall be retained and stored, at an off-airport location, and at Concessionaire's expense, for the term of the Agreement and any extension and 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 WRITTEN

7.1 Lost Tickets

Lost Tickets shall be accounted for using a lost ticket form, in a format approved by the Airport Director, and signed by the customer. Appropriate procedures will be taken monthly to verify the legitimacy of a minimum of twenty percent (20%) of lost ticket transactions with the customer whose name, address, telephone number and signature shall be included on the form. A record of such verification shall be submitted to the Airport Director with the monthly report of Concessionaire's Gross Revenue.

7.2 Unaccounted Tickets

Concessionaire shall purchase and use only tickets that include sequential serial numbers pre-printed on the ticket face by the ticket manufacturer. Tickets of a different color shall be purchased and used for each parking area (Short-Term Lot, Long-Term Lot, and Remote Lot) and for exception transaction tickets. Concessionaire shall load tickets into the ticket dispensers in order of the serial number sequence and shall maintain accurate records of those loaded serial numbers in a permanently bound log prepared in a format approved by the Airport Director. That log shall include the beginning and ending serial numbers of tickets loaded or removed from each ticket dispenser which shall be identified separately.

At the beginning of each business day, Concessionaire shall obtain an issued ticket from each ticket dispenser, recording the serial number of that ticket and the counter number reading for each lane on a Ticket Reconciliation Report form approved by the Airport Director. Each ticket shall be marked "PULL" on the face of the ticket and attached to the Ticket Reconciliation Report that shall be part of the Concessionaire's accounting report for that day. Concessionaire shall perform daily ticket reconciliation, using the Ticket Reconciliation Report as follows:

Beginning vehicle inventory count by area (Short-Term, Long-Term, Remote Lot):

Plus:	Tickets issued by ticket dispensers by area.
Less:	Number of vehicles counted, by area, during the next day's inventory.
Result:	Number of tickets for which Concessionaire is accountable.

The number of tickets for which Concessionaire is accountable shall be compared to the number of customer exit transactions (any exits involving processed tickets or lost tickets) recorded, by area, for that business day.

Concessionaire shall deliver to the Airport Director, with its submission of the Concessionaire's Gross Revenue report:

A Monthly Ticket Reconciliation Report which performs the above reconciliation, by area, based on the vehicle inventory counts at the beginning of the month, all tickets issued during the month, all ticket transactions performed during the month and the vehicle inventory count at the end of the month. The report shall compare the number of tickets for which the Concessionaire is accountable against the number of transactions reported for the month, by area, and compute the number of tickets not accounted for, if any. Concessionaire shall be liable for penalties which shall be paid to the Airport within fifteen (15) days of the end of the accounting month, if the number of "unaccounted tickets" which exceed one half percent ($\frac{1}{2}\%$) of gross revenue computed by each area (Short-Term, Long-Term, Remote Lot if applicable) according to the following schedule:

The maximum daily rate for the number of "Unaccounted Tickets" which are greater than one half percent ($\frac{1}{2}\%$) but less than one percent (1%) of Gross Revenue.

Twice maximum daily rate for the number of "Unaccounted Tickets" which are greater than one percent (1%) but less than two percent (2%) of Gross Revenue.

Three times the maximum daily rate for the number of "Unaccounted Tickets" which are greater than two percent (2%) but less than five percent (5%) of Gross Revenue.

Five times the maximum daily rate for the number of "Unaccounted Tickets"

which are greater than five percent (5%) of Gross Revenue.

7.3 Undeliverable Tickets

Concessionaire shall be liable, at a rate of five dollars (\$5.00) per ticket, for any processed tickets that cannot be produced and delivered to the Airport Director for audit upon the Airport Director's request.

7.4 Unused Tickets

Any unused tickets removed from ticket dispensers, damaged, or otherwise considered to be unusable stock shall be delivered to the Airport Director for accounting and disposal with the monthly report of Concessionaire's Gross Revenue.

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 to the County 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 Concessionaire to the Airport during such calendar year, the Concessionaire shall pay the difference to the Airport; simultaneously submitting the audit report. If the amount of 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 at the sole discretion of the County, or as delegated to the County Administrator or his designee, and 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 that have been imposed by the County for use of the Assigned Area. In the event the County reduces parking rates, the Percentage Concession Fee will be reduced proportionally.

Public parking rates shall be prominently displayed on signs and maintained at all entrances and exits to the public parking lots by Concessionaire at their sole expense, which shall be subject to the approval of the Airport Director. Neither Concessionaire nor its personnel shall solicit business outside of the Assigned Area(s) in any manner, whatsoever.

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	\$14.00	Daily Maximum	\$11.00

The first ten (10) minutes in short and long-term lots will be considered free.

<u>Remote Parking Lot</u>	
Daily Maximum	\$8.00

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 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, parking lot lighting, and cashier booths, with the exception of communication services.
- H. The cleanup of any trash and/or debris within the Assigned Area to include public parking lot entrances and exits. County is not responsible for the cleanup of the cashier booths.
- I. Adequate handicapped parking areas will be provided within the Concession Premises by the County. Their use by non-handicapped persons shall not be permitted. Enforcement of unauthorized use of handicapped parking spaces will be performed by the County and violators may be towed at the vehicle owner's expense as determined by

the Director.

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 that includes a central computer unit, 3 cash registers, 6 ticket dispensing machines, 11 entrance and exit mechanisms, and 2 credit/debit card readers. Within one hundred and 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.
- B. Three (3) 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 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 so by the County. County reserves the right to charge non-County employees a parking fee.

Concessionaire shall not repair, modify, or paint 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

County reserves the right to provide a reasonable number of free parking permits to persons conducting official business with County. Such persons shall be allowed to exit

the paid public parking lots without charge or at a discounted fee as determined by the Airport Director.

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 ninety (90) 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.
- 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. Concessionaire agrees that solicitation of tips is strictly prohibited by all personnel.

- C. On behalf of the County, 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.
- D. 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 County and those persons entitled to the passage as provided by Florida Law, as may be amended from time to time.
- E. Concessionaire shall submit to the County a monthly lost ticket report, unaccounted ticket report and free parking report included with the monthly gross revenue statement.
- F. 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.
- G. 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 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.

- H. 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 exit lane wait 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 Concessionaire to operate the cashier booths as such are 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.
- I. The Concessionaire shall provide 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.
- J. While on duty or whenever in the Assigned Area(s), 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.

As a minimum, all Concessionaire employees must:

- Read, write and speak English effectively at a level appropriate for good customer service.
 - Have the ability to deal with the public and maintain an effective working relationship.
 - Be 18 years of age or older.
 - Understand basic mathematics and be capable of handling money transactions.
- K. No employee of the Concessionaire shall act inappropriately or use improper language or act in a lewd, loud, boisterous manner. At the sole 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.
- L. 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.
- M. 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 is prohibited in the cashier booths and drinking is prohibited whenever a customer is present at the booth.
- N. Concessionaire and personnel are responsible to immediately report any unlawful act or hazardous activity or condition to the Pinellas County Sheriff's Department.
- O. 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.

- P. Concessionaire agrees that all non-supervisory employees classified as cashiers should start at a salary no lower than the current Federal minimum wage or the State of Florida minimum wage, whichever is greater.
- Q. 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.
- R. 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 in writing.
- S. 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.
- T. Concessionaire shall pay any and all taxes/assessments properly levied by the city, county or other governmental entities against Concessionaire's

property or income. County agrees to reimburse Concessionaire for fifty percent (50%) of the cost of said taxes/assessments within sixty (60) days of receipt of proof of payment that is acceptable to the County in their sole discretion. Reimbursement shall be in the form of a credit and shall be deducted from the Concessionaire's monthly Percentage Concession Fee payment to the Airport.

- U. 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.
- V. All articles left on the premises or in a shuttle bus shall be turned into the Airport Operations Department's lost and found immediately.
- W. Direct traffic within the Assigned Area(s) as needed and upon the Airport's direct request.
- X. Maintain the Assigned Area 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, Concessionaire shall replace the existing County-owned Revenue Control Equipment with a new revenue control system at Concessionaire's sole cost. At a minimum, the Revenue Control Equipment shall include a central computer unit, 3 cash registers, 6 ticket dispensing machines, 11 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. 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, normal wear and tear excepted, 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. Within ninety (90) days of the commencement date of this Agreement, Concessionaire shall provide, at their sole cost, all vehicles for the operation of the shuttle bus service as required herein. Concessionaire to provide a minimum of two (2) 14-25 passenger shuttle buses on premises at all times.

ARTICLE 13

MAINTENANCE OF FACILITIES AND EQUIPMENT

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. County will replace any broken gate arms.
- C. 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.

- D. The Concessionaire shall provide a continuous maintenance program for all ticket dispensing equipment, credit/debit card readers, and gate units as necessary.
- E. Concessionaire shall be responsible for training of company personnel in concession operations and all applicable public parking lots Revenue Control Equipment.

ARTICLE 14 OPERATIONAL PROCEDURES

Concessionaire shall submit to the County written Standard Operating Procedures (SOP) no later than three (3) days from the award of contract or prior to initiation of operation, whichever occurs first. 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 in excess of 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, contents for required reports and forms, and the format must be approved by the Airport Director or designee and shall become Exhibit "B" of this Agreement.

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 and language shall specifically be included in the Guaranty to provide for this condition.

ARTICLE 16 LIABILITY, INDEMNITY, AND INSURANCE

See Exhibit "C" attached hereto for Concessionaire's insurance requirements.

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. Should the County terminate the concession agreement without cause during the original five (5) year term; the County will reimburse Concessionaire for their non-depreciated investment in new PARCS equipment. County reimbursement will not include remote parking shuttle vehicles and is conditioned upon the equipment be in good working order with normal wear and tear excepted and shall revert to County ownership. County reimbursement will be calculated on the actual Concessionaire's cost of equipment and installation, and amortized using the straight-line method, minus any excessive wear-

and-tear. The determination of excessive wear-and-tear of the equipment will be at the sole discretion of the Airport Director.

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 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:

- A. 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.
- B. 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.
- C. 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.
- D. 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.

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 FAA, and the TSA. 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 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 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), 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 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 remote parking lot is initiated, the Concessionaire shall commence the

shuttle bus transportation of customers between the remote parking lot and the Terminal Building.

- B. 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 remote parking lot(s).
- C. The Concessionaire agrees to provide an adequate level of shuttle bus service to accommodate the varying volumes of traffic without unreasonable delay. 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.
- D. A weekly schedule of shuttle bus service operating hours shall be submitted to Airport Operations for approval. 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.
- E. Upon the Airport's request, Concessionaire shall allow the Airport to install and maintain advertising "wraps" on Concessionaire's shuttle buses. All cost associated with the installation, maintenance, and removal of the advertising wraps will be at 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. The Airport agrees not to install wraps that contain competitive parking operations, direct competitors of Concessionaire or alternate airport transportation (taxis, limos, etc.) that would potentially reduce on-site parking revenue. Any and all revenue generated from said shuttle bus "wraps" shall not be shared with Concessionaire.

25.2 Shuttle Bus Operations Regulations

- A. 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.

- B. Shuttle bus operations shall be spaced in such a way as to maximize capacity; however, to the best extent practicable, customer waiting times shall at no time exceed ten (10) minutes.
- C. Shuttle bus service control shall be managed from an approved location utilizing modern communication equipment with the Airport Operations Department.
- D. All shuttle bus drivers shall have the appropriate experience and proper licensing to operate a commercial shuttle bus and transport customers for hire.
- E. Concessionaire shall provide training and documentation according to current American with Disabilities Act (ADA) directives regarding the proper operation of ADA lift/ramps. As appropriate, information from the manufacturer's operations and maintenance manuals(s) shall be used. 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.
- F. 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.
- G. 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 minimum, the model year of all vehicles used in the operation of the concession shall be within the immediately-preceding five (5) year period. 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. Concessionaire will also provide fuel for all service vehicles.

- A. Shuttle buses shall be late model (not more than five 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.
- B. 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.
- C. If required, Concessionaire shall be responsible for any and all costs associated with the temporary rental of an interim shuttle bus.

25.4 Inspection of Shuttle Bus

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

25.5 Payment to Concessionaire to Operate Shuttle Bus

As consideration for providing remote lot shuttle bus services, the Concessionaire will be paid by Airport an hourly fee (Shuttle Bus Service Fee) on a sliding scale per shuttle

bus, inclusive of operator, for each hour a shuttle bus is required to operate. The annual sliding scale for the hourly rate for service is as follows:

- 0 - 800 hours per year billed at \$25.00/hour.
- 800 - 1,200 hours per year billed at \$23.00/hour.
- Over 1,200 hours per year billed at \$21.00/hour.

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 Concessionaire's submittal of a weekly report to the Airport Director's Office.

25.6 Long-Term Parking Lot (Optional Service)

At Airport's written request, Concessionaire agrees that within ninety (90) days of Airport's request to provide Gem Cart (or equivalent) shuttle service to assist customers parking in the long-term parking lot. Concessionaire shall establish a signed drop-off and pick-up point curbside at the Terminal Building. In the long-term parking lot, Concessionaire shall meet passengers at their car, as they start walking to the Terminal Building, or at designated "pick up" locations and offer assistance transporting passengers and their luggage to and from the Terminal Building. During peak arrival times, Concessionaire shall be stationed predominately at the Terminal Building, and during peak departure times Concessionaire shall be stationed in the long-term parking lot.

As part of the hourly rate, Concessionaire shall acquire, maintain and operate two (2) shuttle vehicles that will be equipped with a minimum of six (6) passenger-seating and a luggage rack. All vehicles shall be equipped with weather enclosures to protect from inclement weather.

As consideration for providing long-term parking lot shuttle services, the Concessionaire shall be paid by Airport an hourly fee (Long-Term Shuttle Service Fee). The following fee schedule is inclusive of operator and billed for each hour a shuttle cart is required to operate by the Airport.

Initial Term

80 - 100 Hours Per Week

Year:	2014	2015	2016	2017	2018
Hourly Rate:	\$21.00	\$21.00	\$22.00	\$22.00	\$22.00

Above 100 Hours Per Week

Year:	2014	2015	2016	2017	2018
Hourly Rate:	\$20.00	\$20.00	\$21.00	\$21.00	\$21.00

Option Term

80 - 100 Hours Per Week

Year:	2017	2018	2019	2020	2021
Hourly Rate:	\$23.00	\$23.00	\$24.00	\$24.00	\$25.00

Above 100 Hours Per Week

Year:	2017	2018	2019	2020	2021
Hourly Rate:	\$22.00	\$22.00	\$23.00	\$23.00	\$24.00

The above Long-Term Shuttle Service Fee schedule is based on a minimum of 80 hours per week for the combined hours of both shuttle vehicles. Should the County terminate the Long Term Shuttle Service; the County will provide Concessionaire with sixty (60) days written notice and reimburse Concessionaire for their non-depreciated investment in new shuttle vehicles. County reimbursement is conditioned upon the shuttle vehicles be in good working order with normal wear and tear excepted and shall revert to County ownership. The amount of reimbursement will be calculated on the actual Concessionaire's purchase receipts and amortized using a five year straight-line method, minus any excessive wear-and-tear. The determination of excessive wear-and-tear of the equipment will be at the sole discretion of the Airport Director.

ARTICLE 26
SKYCAP SERVICE (OPTIONAL)

In the event that the Airport desires Concessionaire to provide Skycap Services, Concessionaire agrees to provide said service, subject to the negotiation of terms and

conditions that are mutually acceptable to both parties as contained in a written amendment to the Agreement.

ARTICLE 27 MISCELLANEOUS

27.1 County Not Liable

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

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 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 Venue

The venue for any action arising from this Agreement shall be in Pinellas County, Florida.

27.9 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.

27.10 Remedies Cumulative

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.

27.11 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.

27.12 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.

27.13 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.

27.14 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.

27.15 Incorporation by References

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

27.16 Construction

The terms of this Agreement shall not be strictly construed against one party as opposed to the other based upon who drafted it.

27.17 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.

27.18 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.

27.19 Waiver of Claims

Concessionaire hereby waives any claim against the Pinellas County Board of County Commissioners and the State of Florida and its officers, 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.

27.20 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 on a temporary or permanent basis as it may see fit, regardless of the desires or views of Concessionaire and without interference or hindrance. However, Concessionaire shall be provided monetary relief as contained in Article 17.1 of this Agreement.

27.21 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.

27.22 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 relationship, between the parties hereto.

27.23 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.

27.24 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.

27.25 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.

27.26 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.

27.27 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.

27.28 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.

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 County shall be delivered as follows:

County: Airport Directors 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, Inc.
 ATTN: Chris J. Howley, Executive Vice President
 633 Chestnut Street, Suite 2000
 Chattanooga, TN 37450

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
SEVERE WEATHER PLAN

Each year no later than May 1, the Concessionaire shall submit a Severe Weather Plan to the Airport for approval. The Plan will include a specific operation plan in the event of hurricane. The Concessionaire will receive guidance for the Plan from the Airport to ensure that the Concessionaire conforms to the Airport's overall Severe Weather Plan.

ARTICLE 30
ENTIRE AGREEMENT

The parties agree that this Agreement sets forth the entire Agreement between the parties, and there are no promises or understandings other than those stated herein. 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.

(The remainder of this page is left intentionally blank)

IN WITNESS WHEREOF, COUNTY and the CONCESSIONAIRE have executed this Agreement as of the day and year first above written.

ATTEST:
KEN BURKE,
CLERK OF THE CIRCUIT COURT

County:
PINELLAS COUNTY, FLORIDA
by and through its Board of County
Commissioners

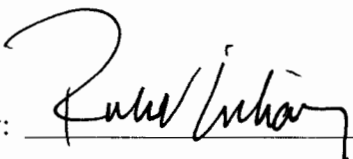
BY: _____
Deputy Clerk

(Seal)

BY: _____
Chairman

ATTEST:

CONCESSIONAIRE:
REPUBLIC PARKING SYSTEM, INC.

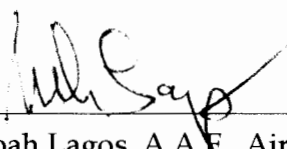
By:  _____

By:  _____
Its: Executive Vice President

APPROVED AS TO FORM:

APPROVED AS TO CONTENT:
OFFICE OF THE AIRPORT DIRECTOR

By:  _____
Senior Assistant County Attorney

By:  _____
Noah Lagos, A.A.E., Airport Director

CORPORATE ACKNOWLEDGMENT

Republic Parking System, Inc.

STATE OF Tennessee)
) ss.
COUNTY OF Hamilton)

BEFORE ME, personally appeared Chris J. Hawley
to me well known and known to me to be the individual(s) described in and who
executed the foregoing instrument as Executive Vice President of the
above named corporation, and severally acknowledged to and before me that
they executed such instrument as such Executive Vice President,
respectively, of said corporation, and that the seal affixed to the foregoing
instrument is the corporate seal of said corporation, and that it was affixed to
said instrument by due and regular corporate authority, and that said instrument
is the free act and deed of said corporation.

WITNESS my hand and official seal this 23 day of May,
2014.

Michelle L. Mull
Notary Public

My Commission Expires: 11-17-15



EXHIBIT "A"
PAID PUBLIC PARKING LOT AREAS



46th STREET NORTH

REMOTE LOT

LONG TERM

ROOSEVELT BOULEVARD

EMPLOYEE LOT

SHORT TERM

TERMINAL BUILDING

TERMINAL RAMP

RAMP

EXHIBIT "A"

EXHIBIT "B"
OPERATIONAL PROCEDURES BY CONCESSIONAIRE



Standard Operating Procedures Manual



PARKING SOP MANUAL

Table of Contents

- I. General Operating Procedures
 - A. IBM Manager's Manual for IBM Locations
 - B. Cashier's Manual for IBM Locations
 - C. General Rules
 - D. Maintenance and Cleaning Schedule
- II. Customer Relations
 - A. Customer Assistance
 - B. Mystery Shopper Reports
- III. Cash Handling
 - A. IBM Cashier Transaction Procedures
 - B. Credit Card Procedures
 - 1. Omni Cashier Procedures
 - 2. Omni Manager Procedures
 - C. Ticket Reconciliation
 - 1. Narrative
 - 2. Ticket Control Diagram
 - D. Refund Procedures
 - 1. Republic Parking Refund Policy
 - 2. Procedure for issuing refund
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**PARKING SOP
MANUAL**

SECTION 1

General Operating Procedures

SECTION I.A

REPUBLIC PARKING SYSTEM



Manager's Manual For IBM Locations

(Revised August 1, 2003)

MANAGER PROCEDURES

This manual has been produced as a general guideline for a typical operation that uses IBM point of sale terminals (fee computers). Before reading this manual, you should read and thoroughly understand the IBM Cashiering Procedures manual and the Employee Handbook. If you do not have these materials, ask your Supervisor for a copy.

THE REPORTING PROCESS

In order to standardize the reporting requirements in all IBM locations, the following reports and supporting documents are required to be forwarded to the Chattanooga Accounting office on a daily basis.

END OF DAY TAPES

These reports are printed by the last cashier of the day. These tapes include the Combined Cashier Report and Cleared Tickets report. Information regarding Cleared Tickets can be found starting on page two (2) of this manual. These reports automatically print in duplicate each day. The second group of reports, which contain a Sales by Rate Report, is the one that you send to Accounting.

BANK DEPOSIT SLIP

An electronically encoded bank deposit slip verifying the amount of the deposit in cash, check, and coin is to be included with the daily reports. If credit cards are accepted, you will be required to send in a Settle Complete every day. Credit card procedures are detailed in a separate manual.

TICKETS

You will be responsible for checking ALL no-charge exception tickets for correct authorization and full signatures. In addition, you will be responsible for making sure that the cashiers are legibly completing ALL portions of the Lost Ticket Form.

The daily report, settle complete, and electronically encoded deposit slip are to be placed in an envelope and mailed to the home office bookkeeper as soon as possible after they have been checked for accuracy.

The reports must be completed on a daily basis. Be sure to retain your own copy of the master report. The best method is to use carbon paper and make two copies at once.

That way, when you are finished, you have an exact copy of what is being sent.

THE CLEARED TICKET

What is a Cleared Ticket?

A cleared ticket is a ticket that a cashier cleared (pressed the clear key) for some reason. There are two (2) types of cleared tickets.

The first type occurs when a cashier presses the clear key BEFORE the fee computer screen says, "PAY ONLY \$????"

The cause for the clear was because the cashier realized that he/she:

- a. Entered the wrong ticket number
- b. Entered the wrong ticket dispenser (spitter)
- c. Entered the wrong time
- d. Entered the wrong date

The second type of clear occurs when cashier presses the clear key AFTER the fee computer screen says, "PAY ONLY \$???" The cause for the clear in this case could be:

- a. The customer backed out of the lane to write a check and another patron came into their lane. The cashier had to press the CLEAR key to start the next transaction.
- b. The customer questioned the rate being charged and the cashier cleared the ticket, and reprocessed the ticket to be sure of the information entered.
- c. A coupon key was pressed by mistake. The cashier then had to clear the transaction and start over.
- d. The Short Term rate is different from the Long Term rate and the cashier rings the ticket up as Short Term, and then presses the Long Term rate, which changes the amount owed.

Both types of Cleared Ticket are important and must be investigated by you to see if a problem exists that warrants attention. Too many of either type of Clear can indicate a problem.

How can I determine the number of Cleared Tickets?

To illustrate how both types of clears appear on the Combined Cashier Report, refer to the following illustration marked Exhibit 1. Notice the two (2) numbers circled next to the word CLEARS, labeled "A" and "B".

Exhibit 1

COMBINED CASHIER REPORT

-----0086 01:47:01 11-16 94 02-----

CLEARS	(4) A	(0.09) B
DWR\TIME	3	0.00
SPLD TICKET	13	0.00
PRESET COUP	16	0.00
SHORT TERM	337	626.50
LONG TERM	129	1416.00
COMPUTD LOST	4	12.00
TOTAL SLS	506	2074.50
OPENING BANK	0	600.00
TOTAL SALES	0	2074.50
CREDIT CARD	0	68.50
DROPS	4	1880.00
BANK S/B	0	726.00
PER CASHIER	0	726.00
CASH	498	1986.00
CHECK	1	19.00
CUST SHORT	1	9.00
CREDIT CARD	6	68.50
TOTAL	506	2074.50
OPEN COUNTER	0	10278.52
GATE OPENS	0	5.06
COUNTER S/B	0	10283.58
PER CASHIER	0	10283.52
DIFFERENCE	0	0.01
RPS EMPLOYEE	14	0.00
A\P AUTH	21	0.00

The circled number labeled "B" has the number 9. This number represents the first type of Cleared Ticket. This indicates that the cashiers working out of this booth "Cleared" the fee computer using the CLEAR KEY 9 times while entering information during transactions PRIOR to the computer displaying the fee.

The circled number labeled "A" has the number 4. This number represents the second type of clear. This indicates that the cashiers working out of this booth pressed the CLEAR KEY 4 different times after the computer displayed the amount owed.

How do I read the information on the Cleared Tickets Report?

Each transaction that was "Cleared" after displaying the amount owed is represented by two lines on the Cleared Tickets Report. On Exhibit 2 (below), notice that there are four pairs of lines or four transactions. The Combined Cashier Report indicated that there were four, type A, Cleared Transactions.

Exhibit 2

Cleared Tickets Report					
-----0005 03:47:17 11-16-94 02-----					
5	86361	07:32	11/15	0003	
2	2.50	07:39	11/15		31
4	90884	13:17	11/15	0010	
1	7.00	19:48	11/15		65
3	33559	20:03	11/15	0010	
1	0.50	20:30	11/15		98
3	33559	20:03	11/15	0010	
1	0.50	20:30	11/15		98

Look at the first Cleared Ticket in the Cleared Tickets Report of EXHIBIT 2. The 2 lines read as follows:

5 86361 07:32 11/15 0003
2 2.50 07:39 11/15 31

(The first line reads):

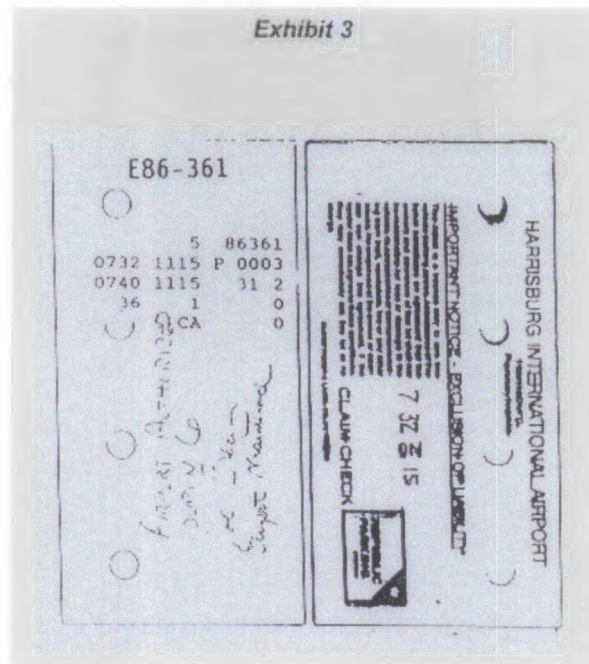
Spitter #5 (or Spitter E), ticket number 86361. The cashier entered the entrance time as 7:32 and 11/15 as the entrance date. The ticket was processed by cashier #3.

(The second line reads):

The ticket was processed under rate #2. The computer monitor displayed the amount owed as \$2.50. The transaction took place at 7:39 on 11/15 according to the fee computer internal clock. The transaction was to be #31.

It is important to note that the transaction information printed on the ticket by the validation printer of the IBM MAY NOT agree with the information on the Cleared Tickets Report. The Cleared Tickets Report information indicates what the cashier keyed into the computer prior to the ticket being "Cleared". Looking at the differences may indicate why the ticket was cleared by the cashier.

Look again at the information from the first ticket of the Cleared Tickets Report and compare it with what appears on the ticket. Exhibit 3 shows the information printed on the parking ticket.



The IBM validator prints information on the back of the parking ticket when the transaction has been completed by the cashier pressing the Cash, Check or Credit Card key. This information is listed on five lines of print.

Line 1 reads: Spitter #5 (or Spitter E), ticket Number 86361

Line 2 reads: Entrance time, Entrance Date, Cashier Number

Line 3 reads: Exit time, Exit date, transaction number, booth #

Line 4 reads: Rate code charged, number of coupons, dollar value

Line 5 reads: Type of payment, \$ amount to be collected

Why did the cashier Clear the ticket?

With the type "B" Clear, there is no way of knowing why the ticket was cleared because the IBM does not maintain information on this type of Clear. Since the cashier Cleared the information before the IBM determined the fee to be charged, it is assumed that the cashier discovered an error in the information that he/she entered into the IBM.

The type "A" Clear does result in the IBM maintaining a record of the information that the cashier keyed in prior to pressing the Clear Key.

Look again at Exhibits 2 and 3 (the first Cleared Ticket transaction) and compare the information on the parking ticket with the information on the Cleared Tickets Report.

Do the ticket numbers match?

YES

Was the customer charged \$2.50?

NO, there is a difference.

This was a no-charge transaction and the completed transaction was processed as a coupon transaction. The 36 printed on the ticket by the IBM validator indicates that the ticket was processed as a #6 coupon transaction. Since the ticket was properly authorized with an approved signature, the transaction may be reconstructed as follows:

- a. A customer arrived at the booth and presented the ticket to the cashier.
- b. The cashier processed the transaction as a normal ticket.
- c. When the fee was displayed as \$2.50, the customer explained that he was not supposed to be charged because the ticket was validated (signed).
- d. The cashier cleared the ticket, started over, and the ticket was processed as a no-charge transaction.

After your review, write (directly on the Cleared Tickets Report next to the two line description) "OK" if the reason for the Clear is acceptable. Circle the two-line transaction description if you question the acceptability of the Cleared Ticket.

What are you to do if you cannot find a ticket that is listed on the Cleared Tickets Report?

Look first to the Primary Audit Report on the cashier tape. Look for the ticket number and see if that ticket number appears as a different transaction number than what is indicated on the Cleared Tickets Report. If you have more than one booth at your location, try another cashier's Primary Audit Report to see if that ticket number is included in their transaction listing. And finally, if the ticket cannot be found it is possible that:

- a. A customer may have walked up to the booth, handed the cashier the ticket and asked how much the parking was going to be. The cashier keyed in the ticket and told the man how much it was going to cost. The customer did not exit that day or did not use the ticket when exiting.

OR

- b. The ticket may have been misplaced.

OR

- c. The cashier doesn't want you to see that ticket.

Immediately perform an audit of the cashier. Note on the Audit Report that a cleared ticket is missing. Make a notation on the Activity Report submitted that month. Question the cashier about the cleared ticket and audit the cashier more frequently. If a pattern of problems is discovered notify your Supervisor for advice on handling the matter.

TICKET CONTROL

Ticket control is a major responsibility of the Manager. As the Manager, you must make every effort to account for all tickets. In the parking business, tickets (cars) are our inventory, or stock on hand. It is vitally important for you to understand the reports that you routinely prepare.

In a typical operation, the day stops after the last flight comes in and the night cashier pulls a Stop Ticket and does a car count. The ticket is called a Stop Ticket because the day stopped or ended with that ticket. That same ticket is also called a Start Ticket because that ticket ALSO started a new day. The number of cars that the night cashier counted is the Ending Inventory. This same car count is the Beginning Car Count for the new day.

For example:

On the first day a facility opened for business, new ticket stock was placed into the ticket spitter with a beginning number of 00-001 (# 2 below), and 300 (# 5 below) cars were parked in the lot (Beginning Inventory).

During the course of the day, the cashiers have collected a total of 577 tickets (575 vehicle transactions [# 10 below] and 2 Start/Stop tickets [#6a below]).

At 11:00 p.m. the last flight has arrived and all customers have exited the parking lot. The cashier obtains a parking ticket from the ticket spitter, ticket number 000-780 (Stop Ticket [#1 below]).

After obtaining the Stop Ticket at 11:00 p.m., the cashier counts the cars on the lot and determines that there are now 500 cars parked in the lot. These 500 cars (# 6 below) represent the ENDING INVENTORY (UNPAID CARS).

To complete the Ticket Accountability section of the Daily Master Report, fill in the appropriate lines in the report as follows using the information from the Consolidated Cashier Report and the ticket and car count information from the last cashier.

- | | | |
|----|-------------------------------|---------|
| 1. | Stop No | 000-780 |
| 2. | Begin No | 000-001 |
| 3. | Tickets Issued..... | 779 |
| 4. | Total Issued per Lot..... | 779 |
| 5. | Add Beginning Inventory | 300 |
| 6. | Less Ending Inventory | 500 |

6a. Less Start/Stop (Spoiled).....	2
7. To Account For	577
8. Tickets per Computer Count.....	577
9. o Over o Short	0
10. Gate Openings per Computer	575
11. Exits per Gate Counter	575
12. o Over o Short	0

By comparing what should have been collected with what was actually collected, shortages are discovered and action may be taken to determine the reason for the shortage and steps taken to eliminate the cause of the shortage. By understanding ticket accountability and investigating the over/shorts for tickets everyday, you are able to maintain control of the facility. While there are factors to consider that may account for ticket shortages at a given location, generally the report should not show ticket shortages.

It is your responsibility to make sure that you have relayed to your cashier or inventory personnel the importance of accurate car counts. Inaccurate car counts result in false indications of ticket shortages or overages on the daily reports.

At the end of each month, the Monthly Activity Report is to be completed. In order to be able to complete this report, the daily totals of tickets collected, by category, should be maintained on a work sheet, which is included with the instructions for completing the Monthly Activity Report. Total the number of tickets collected in each category for End of Month Totals.

The number of tickets short on a given day may not seem significant, but when totaled for the month, the number of tickets compound and may be cause for concern.

CASHIER AUDIT PROCEDURES

A cashier audit must be performed at least once each two week period for every cashier on staff. Audits are performed to insure that the cashiers are properly entering information from the tickets and that exception tickets are properly documented. By routinely performing audits, the Manager can assess the performance of each cashier and be able to take corrective action when necessary BEFORE a problem becomes a habit. Audits can reveal a potential problem that may have otherwise been overlooked.

In order to perform an audit, the following documents must be reviewed:

- a. The Primary Cashier Report

- b. The Primary Audit Report
- c. The Cleared Tickets Report
- d. Journal Tape
- e. All of the cashier's tickets
- f. The Audit Form

Examine the Primary Cashier Report to see how many total tickets the cashier collected. Count the tickets turned in by the cashier and make sure that every transaction number is accounted for properly. The number of tickets collected as indicated by the IBM should coincide with the number of tickets actually turned in. If the number of tickets turned in does not coincide with the report totals, it means you did not account for each transaction number. You will need to go through the tickets again to determine which tickets are missing. Be sure to count the no-charge tickets and any cleared tickets.

Now check the entrance date and time from the ticket spitter time stamp printed on each hand entered ticket, for those with machine readable tickets. If you do not have machine readable tickets you must look at every ticket. Does the entrance date and time on the ticket match what the IBM validation printer marked on the ticket? Check each and every ticket to make sure that there are no discrepancies. If there are discrepancies, document them on the Audit report. If you have a machine readable system there should be very few tickets that are hand entered. If there are a lot of hand entered tickets it could be a sign that there is a problem with your system, or a problem with a cashier.

Compare the vehicle counter readings with the IBM counter readings. The counter portion of the Combined Cashier Report as well as each and every Primary Cashier Report shows the number of gate openings authorized by the IBM, and the vehicle exit counter readings as reported by the cashier(s). Review the Shift Event Log for entries that explain the reason for the difference between counters.

Provide the cashier an opportunity to respond to any discrepancies discovered during the audit process. Explain to the cashier that the audit is not intended to find fault with the cashier's performance, but it is a method of assisting the cashier in the performance of their duties. Ask the cashier if he/she has any difficulty in performing any of the assigned tasks. After the discussion, instruct the cashier to sign and date the Audit Form. The Audit Reports must remain in the personnel file of the cashier for a minimum of one year.

Your Supervisor and/or the Chattanooga Accounting Office may request tickets and reports in order to perform audits. These audits will include both unaudited and previously audited materials. Do not make the assumption that there is something wrong if audit materials are requested. These random audits serve to document that all procedures are being followed, or to identify areas in the operation of a facility that may need to be improved.

PERSONNEL

Personnel Management is one of the more significant challenges facing the Manager. The key to success in personnel management is communication and experience.

Communicating with your Supervisor on personnel issues relating to your operation will play a vital role in helping you to overcome any potential for disputes with employees. Rely on the experience of your Supervisor to assist you in areas that are unfamiliar to you.

Experiencing conflict within your operation is never pleasant. Many conflicts with employees can be avoided by ensuring that the employee is aware of the expectations of the Manager and Republic Parking. A formal review of the Republic Parking System Employee Handbook allows the prospective employee to know what duties he/she will be asked to perform and the policies that will be enforced.

Most importantly, you will have a smoother and more enjoyable work force if you make sure to treat everyone equally. Every person should be required to be in complete uniform (including name tag) every minute that they are on duty. Every person should be expected to follow all procedures at all times. Every person should be disciplined in exactly the same fashion. Showing favoritism is wrong, and it will lead to problems with your staff, Republic Parking, and perhaps governmental agencies. The best way to avoid any problems is to expect every member of your team to do the right thing all of the time, and to not settle for less than 100% effort from everyone. How you act sets the tone for how your staff will act.

THE EMPLOYEE'S PERSONNEL FILE

The Employee Personnel File contains information relevant to the employee and the job she/he is performing.

The file should contain the following:

- 1 Employee Application
- 2 I-9 Form
- 3 W-4 Form
- 4 Any additional City/County Tax forms
- 5 8850 Pre-Screening Notice
- 6 Background Check form (if applicable)
- 7 Any Written Warnings

- 8 Employee Handbook Acknowledgement
- 9 Confidentiality Acknowledgement
- 10 Drug-Free Workplace Pledge
- 11 Employee Disciplinary Procedures Acknowledgement Form
- 12 Acknowledgement of "At-Will" Employment
- 13 Payroll Change Notices
- 14 Customer Compliment/Complaint Letters
- 15 Uniform Policy
- 16 Overage/Shortage Log (If Applicable)
- 17 Separation Notice
- 18 Any grievance letters
- 19 Cashier Audits
- 20 Uniform Order Forms
- 21 Other information describing the Cashier's performance

At no time should the employee file contain any medical information. All medical information must be kept in a separate file located in a different location than the employee files. This includes all Doctor's excuses, requests for medical leave, reports of injury, or any other type of medical information.

The information contained in the Employee File is a written record of a person's employment with the Company and can be used to document an employee's positive or negative performance. The information contained can be useful should any disputes arise during employment. The forms needed for a complete file are available from the Home Office in Chattanooga. This information must be kept on-site in a locked file with Manager access only.

The Employee File should be updated as often as there are items pertinent to that employee. Any time an employee misses scheduled work days (excused or unexcused, but not related to any medical issue), requests leave (other than for medical reasons), receives disciplinary action, commendations, or is audited this file should be updated.

The employee has a right to review the contents of his/her Employee File. The request for review must be in writing. You must provide access to the Employee File within seven days. The Employee File must NOT leave the location! The employee has the right to enter a written statement explaining her/his disagreement with the contents of the Employee File. The statement must be signed and dated by the employee.

ORDERING SUPPLIES

Items such as tickets and uniforms are ordered from the Chattanooga office by using standard order forms. If you do not have these forms or the instruction for using them contact your supervisor. Equipment or repair parts and supplies are ordered through your supervisor or the contact person for repairing the type of equipment that you need (see Support, on page 16). Small supplies (paper towels, rubber bands, pens, etc.) should be purchased locally using your petty cash fund. Do not purchase more supplies than you will use in six months. We do not save money by purchasing in bulk and then having to store items that we can not use in a short period of time.

Another item which directly impacts the cost of parts and materials is shipping costs. The company that you are dealing with to get your parts or supplies will be happy to ship in whatever fashion you request. Make sure that you request the most economical shipping. If you request overnight shipping for something that you won't need for a while you will pay too much. Save overnight shipping for emergencies.

You may be asked to ship a part for repair. When doing so please be sure to properly **package the parts so that they don't suffer further damage in shipping.** They must be properly wrapped so as not to bounce around inside the shipping container. When shipping electronic parts avoid the use of plastic peanuts unless you have placed the part in a plastic bag first. Otherwise the plastic peanuts may get into the electronics and do further damage. Remember to ship more expensive items in a way that can be tracked by the shipping company. We can't afford to lose parts in the mail.

Always remember that you are the person responsible to have all equipment in working order and all supplies on hand that you will need. Your job does not end when you place the order or request parts or service. You need to follow through until the job is done. **Even if your supervisor has said "I'll take care of that", it is your job to remind the appropriate party when the action needed does not happen like it is supposed to.** People sometimes forget, and sometimes parts that are shipped do not arrive. If you wait beyond the time when you should have received something it may be that it got lost and will never arrive. You must be persistent and see all things through to their completion.

SIGNS

All signs used in our operations must be approved in advance by your supervisor. We have standard signs that we use in most circumstances and we have specific reasons for why we do what we do with signs. In order to maintain a proper image we require

that all signs be professionally made. Do not post hand written signs of any kind except in an emergency, and then only for long enough to get a professional sign made if it will become a permanent part of the operation.

PAYMENT OF FEES

When accepting payment for parking, we prefer to be paid in cash or by credit card. If your location does not accept credit cards and the customer has insufficient cash, and if you have approval to do so at your location, you may accept a check. If the customer has none of the above ways to pay you must use a Declaration of No Funds (DNF) form. The DNF is only to be used as a last resort and only after you have tried all other means of collection. If you accept a DNF you will be required to follow the DNF procedures for collecting this note in the future.

Procedures for accepting credit cards, checks, and DNFs are all spelled out in separate manuals. Make sure that you have the manuals that apply to your location.

A MANAGER'S TYPICAL DAY

There are certain activities that the Manager of a location will perform on a daily basis. The order in which these activities are performed is left to the Manager's discretion. The following outline of a Manager's typical work day is the routine most often adopted by Managers. The Manager of a location must be able to set priorities and alter this schedule to respond to incidents, special situations, and needs of the operation as they arise.

Upon arrival, the Manager should check all equipment to be sure that it is all in working order. Next, review the SHIFT EVENT LOGS from the previous day(s). The Shift Event Log will alert you to any equipment problems that might not have been seen by you and which must be dealt with immediately. The log may also include information on incidents that occurred that will have a bearing on the preparation of the Daily Report.

On a routine basis, check the ticket dispensers and the IBMs to be sure that all clocks are synchronized.

Begin the daily reporting routine by verifying the cash deposits of the cashiers from the previous day. When counting the day's revenue, be sure to keep the cashier's deposit that you are currently counting separate from the money from other cashiers. Only after verifying the amount of the deposit should the money be placed with money from other

cashiers that has been previously counted.

If you have any type of change fund or any bank money, verify that it is correct. After counting all of the money, prepare a deposit slip for the bank.

The bank deposit should be transported to the bank and deposited as soon as possible every day that the bank is open, including weekends. Those days that the bank is not open, use a night drop depository at your bank. You should prepare two (2) copies of the deposit slip, plus the original. Have the bank electronically validate all three (3) slips. One (1) will be retained by the bank, one (1) will be sent to Chattanooga, and one (1) should be stapled to your paperwork. While at the bank, obtain the change needed to last until the bank is open again (3 day weekends usually require more change).

After verifying the individual shift reports and preparing the bank deposit, the Master Report may be completed.

Mail the Master Report, the validated deposit slip, the settle complete, the IBM reports and any other supporting documents to the Chattanooga Accounting office every calendar day, including weekends. The deposit slips from weekends or holidays should be mailed as soon as they are received from the bank. Do not hold daily reports waiting for the validated deposit slips. Send the reports each day, and send the deposit slips as soon as you have them. Include any new employee information, approved invoices, etc.

Perform an audit of a cashier of your choosing. Be sure to fill out the cashier audit form completely.

The rest of the day should be devoted to cashiering and performing other management duties. During the time that you are not actively involved with customers, you may address other issues that are a part of the duties of Manager, such as;

A. Personnel Management

- a. Training/Re-training cashiers
- b. Scheduling
- c. Interviewing
- d. Hiring
- e. Working on Personnel Files

B. Preparing statistical reports on business activity.

C. Reviewing the inventory sheets.

D. Facility Inspection

- a. Appearance of the booth, canopy, and parking equipment
- b. Supply inventory
 - 1. Ticket stock
 - 2. Ribbons or cartridges
 - 3. Receipt/Journal/Credit Card paper
 - 4. Gate arms
- c. Appearance of pavement, markings and signs

E. Routine preventive maintenance of equipment

Note: It is imperative that you keep a log of the maintenance of the equipment. Routine maintenance on the equipment controls costs and helps to reduce equipment malfunctions. Equipment technical manuals should be read for a more complete understanding. Your IBMs are covered by a 24/7 maintenance contract.

If you are instructed to contact IBM, you should call 1-800-426-7378. Before calling them you will need the serial number from the back of your computer. The service contract is held under the computer serial number even if your problem is the printer, monitor, or any other part. When they ask for the serial number, regardless of how they phrase the question, give them only the computer serial number.

SUPPORT

Republic Parking System has a network of support available to you whenever you need it. People knowledgeable in various aspects of the operations can assist you in items such as auditing, human resources, customer relations, equipment repair, computer operations, credit card operations, and many more. From time to time we publish a list of telephone numbers to use to contact these support people. Make sure that you have an up to date listing and use it. If you do not have the list, contact your supervisor.

SUMMARY

You, as Manager, are charged with the responsibility of maintaining a successful parking operation. While there are others within the Company available to assist you, YOU represent Republic Parking System at your facility. The facility's appearance, the reporting that is submitted by you and the employees on your staff are a reflection of you and your ability as Manager.

Take the time to read and understand the various manuals, handbooks and other materials that are provided to you. Maintain accurate and complete records. Become familiar with Federal, State and Local labor laws. Share with your Supervisor any ideas, suggestions, comments, and constructive criticism.

- 1 Double check your figures for accuracy. When a report is completed, review it and know WHAT you are reporting. Investigate your concerns and discuss those concerns with your Supervisor. Be responsive to the needs of your location.
- 2 Perform audits on a routine basis to eliminate the potential for revenue losses and to identify areas where a cashier(s) may need re-training. Use the audit as a positive tool in assisting the cashier to achieve their potential.
- 3 Identify, evaluate, and document the specific duties and responsibilities of each position at your location including that of Manager. Prepare a written description for each employee classification. Maintain and continually update Employee Personnel files.
- 4 Learn as much as possible about the various types of equipment at your location. Read the technical manuals and perform suggested routine maintenance on these pieces of equipment (DO NOT attempt maintenance that is beyond your ability. If in doubt, contact your Supervisor). Routine equipment maintenance often can prevent problems before they occur.
- 5 Develop a good relationship with the Landlord. Be responsive to his/her needs as well as to the needs of Republic Parking System. Advise your Supervisor when the Landlord has a request for changes in the operation.

MANAGER FUNCTIONS FOR IBM FEE COMPUTERS

ACCESSING MANAGER FUNCTIONS

If the key lock is on the upper left of the keyboard, the Manager key position is one-quarter turn counter clockwise.

If the key lock is on the upper right of the keyboard, the Manager key position is one-eighth turn clockwise. There is a black dot at this position. Note. If this is your keyboard, the "Y" key is selected by holding down the Ctrl key and pressing the "S Y" key. The "Z" key is selected by holding down Ctrl and pressing the "U Z" key.

Notice that you cannot remove the key from the keyboard when it is in Manager position. When you turn the Manager key off TAKE IT WITH YOU.

When the Manager key is turned to the Manager position, the Sentry 4000 System will display "MGR PASSWORD PLS". Type the manager password and depress the "X" key.

EXITING MANAGER FUNCTIONS

Turn the key off, press clear (/) and Sentry will return to "LOG ON PLEASE".

If you forget to turn the Manager key off, Sentry will prompt you "TURN OFF MGR KEY". Turn the key and depress clear (/) twice. (Once to correct the error, and once to return to the cashiering mode.)

SETTING THE TIME AND DATE

Log on to the Manager Functions

At X ENTER FUNCTION, type 79 (enter). The system time will be displayed.

At ENTER HHMM 1531__, type the correct hour and minutes (enter). If the time displayed is correct, (enter). The system date will be displayed.

At ENTER DATE 012902__; type the correct date {month, day, year} (enter). If the date displayed is correct, (enter).

NOTE: 1531 and 012902 were utilized for example purposes only.

CASHIER CODES (Printing / Modifying)

A valid cashier code is the last four (4) digits of each individual cashier's social security number.

To Print a list of active cashier codes:

Log on to the Manager Functions

At X ENTER FUNCTION, type 87 (enter).

At X F087 _ AMDPLS, press the "P" (coupon) key. The list will print on the receipt printer. The display will return to X ENTER FUNCTION.

To Modify (Enter or Delete) Cashier Codes:

Review the previously printed list of active cashier codes to determine which record number to modify. The record number is located on the left side of the list directly under the title "MGR". Valid record numbers are 0001, 0002, 0003 etc. Each record contains eight steps, four digits each, where the cashier codes are recorded. Note: 0000 (zero, zero, zero, zero) is not a valid cashier code. Advance through the steps by pressing the (enter) key. Return to previous steps by pressing the (receipt) key. To exit the record you must advance through each of the eight codes, where the display returns to X F087 _ AMDPLS.

At X ENTER FUNCTION, type 87 (enter).

At X F087 _ AMDPLS, press "M" and type the record number to be modified (enter). (example: M0001(enter)). The first cashier code in record 0001 will be displayed. In the following example, the cashier code in step 1 is number 4821.

The display will change to X F087 M0001S01 C 1 4821. M0001S01 is read as "Modify Record 0001 Step 01".

At X F087 M0001S01 C 1 4821, perform one of the following:

- 1) keep the displayed cashier code by pressing (enter) to advance to the next step
- 2) change the displayed cashier code by typing a new cashier code over the existing number and pressing (enter) to advance to the next step
- 3) delete the displayed cashier code by typing 0000 (zero, zero, zero, zero) over the displayed number and pressing (enter) to advance to the next step

Exit the record by pressing (enter) through each of the remaining cashier codes, where the display returns to X F087 _ AMDPLS.

Press the "P" (coupon) key to print the list or turn the key off and press clear (/) twice to return to the cashiering mode.

REPUBLIC PARKING SYSTEM



**Cashier's Manual
For IBM Locations**

CASHIERING PROCEDURES

While each individual location has its own unique characteristics, our goal is to achieve the greatest amount of uniformity possible. This manual is intended to assist each of you, in conjunction with the Accounting Department of Republic Parking System, in making sure each of us knows exactly how to perform the essential functions for which we are responsible. From cashiers to managers, to bookkeepers, to executives, all will benefit.

GENERAL DISCUSSION ON IBM'S

A clear understanding of the point of sale terminal (fee computer) you are working with is essential. This section of the manual will touch on the inner workings of the IBM's, as they relate to our use of them.

Since the computer revolution in the business environment, some of us have been left out in the cold when it comes to the general terms associated with computers. The terms used to describe parts of the computer are very basic, and it is imperative that everyone knows what terminology is used. There are eight (8) basic pieces of equipment that make up your fee computer. They are;

1. The CPU (Central Processing Unit)
2. The Keyboard
3. The Monitor
4. The Cash Drawer
5. The Printer
6. The Customer Fee Display
7. The Modem
8. The Scanner

The CPU is the main part of the fee computer. The CPU on the IBM is that part of the fee computer that contains the On/Off switch, as well as the disk drive (the slot that the 3 1/2" diskette goes into). The Keyboard is self explanatory. The Keyboard sits on top of the CPU. The Cash Drawer, which you should be familiar with, sits underneath the CPU. The Monitor, or Screen, is that part of the fee computer that you see sitting next to the printer. The Monitor, looks somewhat like a TV screen, and displays information when you are processing transactions. The Customer Fee Display is, more often than not, located outside of your booth and this device displays to the customer the amount they owe. The Printer sits next to the Monitor and it prints information on tickets and paper tapes. The Modem is typically located inside the computer, but sometimes is a small box located next to the computer, that is plugged into a telephone line. Through this unit, information is automatically retrieved from your computer by the Home Office in Chattanooga. The Scanner is located either inside the keyboard or as a separate attachment. It is the device which reads the information from the tickets in order to determine the correct fees to be collected.

The CPU

The CPU is the brain of the whole system. The IBM fee computers have two (2) drives; Drive A and Drive C. Drive C is located inside the computer where you can't see it. It is called the Hard Drive because when computers were first developed they needed a way to distinguish between the two types of drives. Since one drive was used for inserting the disks that were pliable (*floppy*), they named it accordingly. The opposite would be a Hard Drive. Since this drive is not used to read diskettes, but it is the drive that makes everything work, and is fixed in place, they called it the Hard Drive. It contains all of the necessary programs that you need to run transactions. If it is not working the computer will not work.

The other drive (Drive A) is inside the little door that is located next to the ON/OFF switch. If you look, you will see a horizontal slot where the 3 1/2" diskette is inserted. This is known as the Floppy Drive, even though the diskettes used in it are not as *floppy* as they used to be.

VERY IMPORTANT: The only time this drive (Drive A) works is when the other drive tells it to work. Other than that, this drive sits idle most of the time. Many people think that a diskette must be in the *floppy* drive in order for the computer to work. This is not the case. The only time you MUST have a diskette in the *floppy* drive is when you log off as cashier. Other than those times, the diskette should be in the out position.

Why should the log off diskette be in the out position?

If, for any reason, you must turn your computer **off** to try and correct some type of printer error, and the diskette is in the *floppy* drive, here is what happens. You turn the computer off, wait 5 seconds and turned it back on. Now the computer looks for a place to find what it needs to start running again. In other words, the computer looks for something to drive it to do what we want it to do. It searches in alphabetical order, so the first drive it goes to is the "A" or Floppy Drive. If you have your log off diskette in the locked IN position, the computer tries to read the information off of that diskette. There is nothing on your log off diskette to help the computer work so it tells you something is wrong by displaying:

Non-System Disk or Disk Error
Replace and press any key when ready.

The computer will not start if the diskette is in the IN locked position. It would be like trying to start your car with the trunk key. You can't do it unless you have the correct key.

Why can't we just keep it in all the time?

If, as was stated above, you are in the middle of a line of cars and your printer malfunctions, you are stuck at that point and you can't get out without turning off, and then turning back on your computer. In your haste to get the line of cars moving again, you forget to pop the diskette out of the Floppy Drive. You will get the error message as listed above. Now you have to pop the diskette out and start all over again. How much time have you lost and how many patrons will not be too happy? The risk of forgetting to put the diskette IN when you log off, greatly outweighs the risk of forgetting to pop the diskette back out if your computer happens to freeze up. If you forget to put the disk in when you log off, the computer gives you a second chance to push it in. You don't get a second chance in the above scenario and precious time is lost!! Another problem is the possibility of something like lightning striking. If this happens with the floppy in, we will lose the information already on the diskette, as well as the information contained on the hard drive. Leaving the disc out when not needed is the best tool for preventing these types of problems.

While touching on the subject of log off diskettes, it is important that you have seven 7 log off diskettes for each fee computer. Each diskette should be labeled with the appropriate day of the week, and the booth number. Make sure that you have the correct day of the week diskette inserted into the floppy drive when you log off.

The Monitor

The monitor (screen) is turned off when not in use in order to prevent "burn-in." What is burn-in? It is when messages commonly displayed on the screen get burned into the makeup of the monitor. There is an easy way to tell if you have monitor burn-in. The most common message displayed on the monitor is "TICKET NO PLEASE." If you were to turn your screen off and you could still read "TICKET NO PLEASE" on the screen, your monitor has had these words burned into it. As time goes by, this message may become so prominent that it is visible all the time no matter what else you may have on the screen. There is no way to correct this problem except to purchase a new monitor. This problem has been lessened by the installation of a screen saver, which comes on after the machine has been idle for a long period. When the burn-in occurs and gets to a bad point, contact your Supervisor to determine if it should be replaced.

The Printer

In most cases, the main trouble spot with the system is the printer. It's no wonder with the extensive workout these devices get. The main problem with the printer is caused mostly by our tickets. Ticket particles and/or dust accumulate in the printer. If the printer is not cleaned periodically, this buildup sometimes covers little sensors (electric eyes) located in the printer, which allow the printer to function properly. Ticket dust should and can be controlled through regular cleaning.

Another problem often encountered is the ticket received from a customer that looks like it has been through the washing machine a couple of times. These tickets will cause a great deal of trouble to the printer, and more often than not will cause a great deal of

trouble for you. The solution to this problem is don't even try to have this ticket validated. Use a scrap sheet of paper and attach that scrap with the printing on it to the ticket. Do not use lost claim checks or printed receipt forms. They cost too much to use as scrap. The best thing to use would be paper from the receipt printer.

In the Model 2 Printer, the three (3) blue buttons next to the printer lid each control specific functions. You won't use the "I". The "II" advances the receipt paper. The "III" advances the Journal tape. If you ever see the message "TIGHTEN JO PAPER", you will know to check to make sure that the journal (JO) paper is wrapped tightly around the clip. Then press the "III" button to advance the journal paper.

The Model 4 Printer has blue buttons that look like arrow heads or diamonds. The buttons on the top operate the paper advance. The buttons on the front will allow you to advance the ticket into the printer, or to eject the ticket from the printer.

This statement should be etched in all of our minds. **Never Open Or Touch The Printer Lid While The Printer Is Operating.** The printer is sensitive and should not be disturbed when it is operating.

When changing the ribbons on these printers, be careful to make sure that the diaper pin like tab that holds the print head in front is securely locked in place.

Finally, make sure that the printer is out of the direct sunlight. Direct sunlight may effect the printer's operation.

The Keyboard

Everyone should become familiar with the setup of the keyboard. The keys and their functions are basic. You need to take the time to learn the purpose of each key. These keys and their functions do vary from location to location. The best and easiest way to learn about them is to invest the time looking. Remember, any time the computer is telling you to PRESS ANY KEY, you should make sure the log off diskette is in the out position. Then start the power down, and then power up procedure. Pressing any or every key to try and fix this error message will not work. Do not mistake the screen saver message, which says ANY KEY TO RESUME, for the error message shown above.

SUMMATION

This manual was designed to help you better understand the terminology used when referring to IBM's, and to provide a little more insight for you of just how things work in your IBM fee computer. If you encounter any errors or problems with any piece of this equipment, you can now identify what part of the computer you are having problems with when you are asked. This will help us, as well as the IBM technicians, when we have to figure out just exactly what the problem is with an IBM.

Finally, IBM's, are durable and should be very long-lasting at the operation. While it is not expected that you provide thorough cleaning of every component, we do ask that

everyone take extreme caution when working around the IBM. Eating, drinking, or smoking around the IBM is strictly prohibited. In addition, there is nothing wrong with wiping down the fee computer with a damp (not wet) towel in an effort to keep the fee computer clean. Everyone should be doing their part in helping to create a clean and presentable environment, not only to the patrons of the parking facility but for our own people as well.

Remember that any and all questions or problems that you may have with any part of your operation should be directed to your supervisor. Do not take direction from fellow employees instead of asking the correct person. By following this procedure we will be able to minimize mistakes and problems for all of us. Also remember that your suggestions for improving our operations are always welcome. We can not always implement every suggestion at every location, but you will never know what might be accepted if you do not offer it.

A TYPICAL DAY

Whether you have a 24 hour per day operation, or an operation that is closed for part of the day, your day starts and stops at some point. It absolutely has to in order for you to reconcile a day's worth of tickets and revenue. In a 24 hour per day operation, a specific time (e.g. 4:00 AM) marks the end of one day and the beginning of another. In operations NOT open 24 hours per day, the last flight in normally determines when the day ends, and that usually happens late at night. The beginning of the day starts when the first cashier opens up for the day. Usually that is in the early morning.

Exactly who closes and who opens varies from location to location. Sometimes a Manager opens the day, and sometimes a cashier opens the day. The same could be true for the closing. Whatever the case may be, the essential job to be performed, and when the job is performed, must not vary.

Transaction Procedures have been distributed to all of you. These cover the particulars of operating the fee computer at your location. We will not be going into the specifics of how to do a typical transaction in this manual, as every location has transaction procedures written specifically to deal with the local requirements. We are going to discuss procedures that each location should be following on a daily basis. Equally important, we will try to touch upon some procedures that your location may, or may not, be familiar with.

OPENING UP FOR A NEW DAY

Correctly opening an operation at the beginning of the day is crucial to the success of your location. It is not just opening the cashier booth, logging on, and waiting for a customer. In a typical location with one or two exit booths, one person opens the facility first thing in the morning. This person should be arriving at the work site with enough time to complete the following necessary duties prior to serving the first patron at the exit booth. The first step in opening the operation is to verify the cleanliness of the booth

and the immediate area. Everyone must contribute to keeping the booth and the parking area in general clean. If the booth or the parking area is not clean, make an entry in the Shift Event Log, and take the action necessary to clean the booth and/or parking area.

The IBM fee computer monitor should be turned off. When you turn it on it should boot up to a screen that says "LOG ON PLEASE." Proceed to log on the IBM by using your cashier number, the appropriate starting bank, and the audit number.

Now find the log off diskette labeled for that particular day (if it is Monday, find the Monday log off diskette), and put that log off diskette into the drive, but do not push it all the way in (DO NOT LOCK IT IN).

Be sure to count your opening bank before placing your money in the drawer. Now check the NIGHT DROP for tickets and money left by patrons who exited between closing and opening. Proceed to enter these sales into the fee computer. Once finished, lock your cash drawer. Make sure that you take the cash drawer key with you, so that no one can get into your cash drawer while you are away from your booth and proceed to the next step.

It is time to go to the ticket dispenser(s) and dispense a ticket from each machine. After you have the ticket(s), count the number of cars parked in each lot. Write that number down on a slip of paper or on one of the tickets that you pulled. Return to the exit booth and run these tickets through the computer as a Void (see transaction procedures for how to process a Void).

Paper clip together the tickets pulled from the dispensers, and the car count. Place them in the safe, or other designated place, for review later by the manager. Pick up all trash (paper bags, broken bottles, soda cans, etc.) so that the parking lot area looks presentable to our patrons. This is a crucial part of opening for business. The importance of a clean parking lot cannot be over-emphasized. Once this has been accomplished we are ready for the next step.

It is time to go back to the booth and retrieve the inventory sheets that were prepared by the inventory person. Follow procedures as established for your location regarding verification of inventory. We use the sheet to determine the length of stay and assist in collecting monies owed by those patrons who may have lost their ticket. It is vital that the parking lot be organized in such a way that the inventory is performed exactly the same way each day. Organizing the lot so that the inventory is done the same way every time makes the job of the inventory person easier for updating the date of entry for each vehicle. This also makes it easier for the cashier when checking for a license number.

The final step in opening is to get prepared to greet your patrons as they exit. Once there, start by getting all of the potential forms that you will utilize during your shift ready and available. Get your Shift Event Log and date it for that day. Make sure you have Lost Ticket Forms at your fingertips. Don't forget to unlock your cash drawer, or it won't open when you process a ticket.

STARTING A TYPICAL SHIFT

If you are the first cashier of the day, starting your shift is easy. First count your bank to make sure that all the money is there, and then place your opening bank in the cash drawer. Try to keep all of the bills facing the same direction. A well organized cash drawer goes a long way toward avoiding any potential for money shortages. Next, check to see if you have plenty of receipt and audit tape in the IBM printer. If you do not, the tape could run out during your shift. This could spell trouble for you if a customer has to wait for a receipt while you are replacing the paper in the printer. Once that is completed, start the process of logging on by typing in your cashier number, opening bank, and audit counter number. Finally, make sure that you have everything you need at your immediate fingertips in the way of supplies like lost tickets, pens, money drop slips, etc... Now you should be ready for business.

DURING A SHIFT

The procedures during your shift (between starting and ending your shift) do not involve very much, but may assist you in some very profound ways. First and foremost are money drops. There is nothing more aggravating and frustrating than trying to close out your shift when not properly prepared. All of those dollar bills, checks, and coins must be counted in order to enter your TILL AMOUNT. One of the best reasons for the money drop is that it allows you to have less money to count at the closing of your shift, which will result in faster closeouts.

THE MONEY DROP

These drops should be used to remove some of the money out of your cash drawer during your shift, but not all of it. At shift change or closing time you make a final drop. A final drop normally is less than the money drops made during your shift, if you are following the procedure correctly.

A money drop is made when your drawer contains a significant amount of money and you are in a slow period in your shift. The manager will designate that your drawer not contain over a certain amount of money. The primary purpose of making a money drop is to decrease the amount of money that you will have to count when you are ready to close out. A secondary purpose of the money drop is to reduce the amount of money that could be taken out of your drawer. While the chances of being robbed are very low, if a thief were to demand the contents of your cash drawer the robber wouldn't be getting very much money if you are utilizing money drops effectively. When you make a money drop, you are trying to get rid of the big denominations of money. The goal is to get the hundreds, fifties and some of the twenties put into the safe. Once you make a money drop and enter the amount of the money drop into the fee computer, you will not have to count that money again.

To enter a money drop into the fee computer, first make sure you have the money counted and ready to drop into the safe. Next, press 1(D/P/R/D). The computer will now tell you to enter the amount of the drop. Type in the amount of the drop and then press (Enter). The printer will issue a receipt indicating the amount of the drop. Once the receipt has printed attach the receipt to the money, place them in a drop bag (usually a zip lock bag) and drop this money into the safe. Always double check to make sure the money has gone completely into the safe.

While the money drop is indeed important, do not make money drops if the money drop threatens the amount of change that you will end up with. You are required to be able to make change to patrons. If it is early in your shift, it is not a good idea to drop every single twenty and ten dollar bill that is in your drawer. You could run out of change when a patron hands you a one hundred dollar bill.

SHIFT EVENT LOG

Another procedure that you should be following is to document in writing any unusual things that happen while you are working your shift. Those items should be recorded in the Shift Event Log. Did you get any customer complaints? Have there been any delayed flights that you know about? Was traffic heavier than normal through your lane? Did you have any equipment malfunctions (spitters, gates, fee computer, credit card equipment)? Did you encounter any problems during your shift? Problems like these, or anything else out of the ordinary, are what you should be documenting on your Shift Event Log. This is a most valuable tool not only for your location manager, but also for you. Please also keep in mind that the Shift Event Log is not the appropriate media to voice complaints or make editorial comments. This is a business record and should be treated as such. If you have complaints or other items to discuss they should be directed to your supervisor either in person or through a separate memo.

Last, but certainly not least, you should be sprucing up your booth during slow periods between flights. Wiping down windows, sweeping out the booth, wiping the fee computer off, and sweeping the exit lane(s), are only a few of the things that you can be doing. If you need supplies, write the manager a note so that the supplies can be obtained on the next shopping trip.

CLOSING A TYPICAL SHIFT

If you are NOT the last cashier of the day, the following procedures will apply. The most important rule of thumb immediately prior to closing out is not to close out in the middle of, or just before, a rush. Not only will patrons be disgruntled, but your relief cashier will be starting a shift under some pretty intense stress, not to mention the wrath of all those customers who have been waiting in line to exit. It's a good idea to look very closely out across the lot for patrons ready to exit. If you see customers in the lot, walking toward their vehicles, it's a pretty safe bet that they will be coming in your direction soon.

If you utilize the procedures outlined in this manual, the close-out procedure should be easy, as well as expedient. If you have a two lane operation and the other booth is occupied, it's a good idea to put some type of cone or barricade in your exit lane to prevent patrons from attempting to exit through your lane during this process.

The most time consuming aspect of a closeout is finding out your till amount. You should know your till amount prior to logging off of the fee computer. This will go a long way toward expediting the smooth transition of a shift change. Our ultimate goal is for an uninterrupted transition. There should not be any time where the IBM is idle (held up for some reason). The faster you log off, the faster the next person can get logged on. Accuracy can be achieved more effectively if you are prepared to log off, than if you wait until the last minute. Here are some tips for a more efficient transition:

Why wait until the last minute to start counting the money in your cash drawer or till? Here are some alternatives. About 30 minutes prior to your shift ending time, try getting together a good starting bank for the next cashier. Set it aside in a safe place. That way, when the next cashier comes in, they can start counting the bank money and by the time you log off, they will be ready to log on.

Using a scrap sheet of paper, start adding up those checks and all of your larger denominations of money. All of the 100's and 50's should have already been dropped. Once you have noted these on your scrap paper, put all of what you have counted together, away from what you still have in your working drawer. If you deal with a lot of coins, such as quarters, count them out in denominations of \$5 or \$10, and place them in a separate cash drawer coin slot. Mark them down on that slip of scrap paper, adding that in to the total. By doing this, you will help speed up the counting process.

Once you know how much money is in your till, there is no traffic, and your relief is ready, begin the closeout process by pushing the diskette for the day into the drive. Next, check to make sure you have enough paper (receipt tape) in your printer. Now, key in your cashier number, till amount, and audit counter number. At this point, the computer will ask you if you are the last cashier by saying, "END OF DAY (Y/N)". Type "N". At this point the computer will copy your shift information on to the log off diskette, and then proceed to print out your cashier reports. You should log off the credit card machine at this time.

While these reports are being printed, you can take all of your money out of the cash drawer. Meanwhile the other cashier, having already verified the bank, can place their bank money in the cash drawer. Once the reports are printed, push out the log off diskette by pressing in on the tab.

Now take your cashier reports from the printer and fold them end to end until the Primary Cashier Report is facing you.

Place the tickets you collected during your shift, your cashier close-out tape, your credit card slips and session report, and your money in a drop bag and place them in the drop safe. Double check to ensure that the bag went all of the way into the safe. Now empty the trash can if applicable, sign out either via time card or time sheet and you are done.

REMEMBER, you are never to log another cashier on. Everyone works only using their own cashier number. Logging another cashier on the fee computer is like filling out a time sheet for them. It must never be done. If you do it you may be terminated.

THE LAST CASHIER OF THE NIGHT

The last cashier of the night logs off in the same fashion as any other cashier except that when the question "End of day Y/N" comes up, you enter "Y". This tells the computer to automatically print the end of day reports. All you have to do is make sure that there is plenty of paper in the printer before you begin this procedure. When all reports have finished printing you should not only tear off the paper that has come out of the printer, you should also remove the journal paper that contains the day's information.

Now re-attach the journal paper to the clip on the winding wheel so that it is ready for the next cashier's transactions. Press the "III" button on the printer itself to help you tighten the "JO PAPER" (Journal paper). This will cause the paper to wrap itself around the wheel. This is very important. If the paper isn't tight, the fee computer will not work.

If you are the last person on duty in a multiple booth operation, you may be called upon to "end the day" for each of the fee computers. You do this the same way for each computer. You log on as though you were going to work this booth, then immediately log off using the "Y" response to end the day. Your manager will advise you if you are to do this. **DO NOT DO THIS UNLESS YOU ARE TOLD TO DO SO.** If you "end the day" when you are not supposed to, you can do a lot of harm, so don't guess. Ask your manager.

INVENTORY

Depending upon the size and scope of operations, exact procedures and the order in which they are performed may differ. Typically, the inventory procedure is performed after all of the flights have come in and there is no activity in your parking lot. Some larger locations have hand held data collectors which are used to record the license numbers. In those locations there are printed instructions to guide you through the collection, download and look-up functions. Other locations collect the information by hand. Inventory sheets are used to record the license plate numbers of all cars still left on the parking lot. These sheets are a vital part of the revenue control system. Their main purpose is to assist us in determining the proper fee for a patron that has lost their ticket, and may be uncertain as to the date of arrival in our facilities.

Inventory should be performed in the same manner every day, no matter who does it. Once this method is established by the manager everyone should walk the parking lot that same way every single day. After establishing a pattern for inventory, you will see that inventory will go much faster for everyone who has to do it.

While the company form used to document plates is straight forward, often there are unusual license plates that don't seem to fit into any category. These license plates should be listed under Out of State or Misc. in the far right column of the form. All other plates should be entered using the first *number* you read on the license plate reading from left to right, and put that license plate in that column. Any unusual license plates with NO numbers should be put in another column, or make another column and call the column "personalized". One other thing to remember is that we do not recognize the letter "O" when recording inventory. All round digits, whether they appear to be an "O", or a zero should be treated as a zero. This helps us to avoid errors in interpretation.

Once inventory is complete, go to the ticket dispenser(s) and get a ticket. In addition, count the number of cars parked in the parking lot. Write that number down on one of the tickets. Proceed now to the exit booth and begin the process of closing out as stated in the previous section. Once finished, make sure that the log off diskette for that day is removed and put in its proper storage place. Prior to leaving, go through the following checklist.

1. The monitor is turned off, but the fee computer is left on.
2. The log off diskette for the day has been removed and stored in its proper place.
3. The cash drawer is in the open position, and the money hold down clips are all in the up position.
4. The trash can is empty and the booth is clean.
5. The booth is secure. All windows and doors are shut and securely locked.
6. All monies are deposited in bank, or placed in the safe.
7. The exit gate is in the up position. Please Note: On Federal APD G89 & 90 style gates, flip the switch labeled "Auto/Manual" to "Manual", but DO NOT turn the gate unit off.
8. Inventory sheet(s), reports, and the tickets you pulled are out of sight from a person looking into the booth, but are in a location that the manager has designated.

SECTION I.C

REPUBLIC PARKING SYSTEM ST. PETERSBURG- CLEARWATER INTERNATIONAL AIRPORT GENERAL RULES FOR EMPLOYEE CONDUCT

1. WORK SCHEDULES

- A. All shifts include a 30 minute unpaid meal period. This period must be taken with the approval of the supervisor on duty and not to interfere with customer traffic.
- B. Employees are to sign in not more than 5 minutes before the schedules starting time, and are required to be at their assigned workplace at the posted shift starting time.
- C. Each employee must work their assigned shift. Switching or substituting of shifts or days off without prior written approval of your supervisor will not be permitted. Any request for a switch or substitution that requires the use of overtime must have prior written approval of the Manager.
- D. It may be necessary from time to time to make changes to our schedules. Therefore it is the responsibility of each individual to monitor the posted schedules to ensure that they report to work at the correct time and place for the assigned shift.

2. BREAKS

Meal breaks are for a period of 30 minutes. Employees are required to clock out for their meal period. Reporting back late from a meal period will be treated as any other tardiness, and lost time will be deducted from the hours worked that day.

3. ATTENDANCE

With the nature of this Airport, we are required to provide our services every day of the year. Reliable employee attendance is important to our ability to provide first class service to those who use the St. Petersburg- Clearwater International Airport parking facilities. Likewise, regular and prompt attendance is important to you and your fellow employees. Good attendance is an indication of a proper sense of responsibility. Poor attendance will not be accepted.

- A. ILLNESS/EMERGENCY – If an employee is unable to report to work as scheduled due to illness or emergency they must contact the supervisor on duty as soon as possible, but not less than 2 hours prior to the start of the scheduled shift to explain the situation.
- B. DOCTOR'S RELEASE – Any employee off sick for more than one day is required to provide the Company with a signed release from a Doctor authorizing that person's return to work. The release must specify what days were missed, the reason therefore, and the specific date on which the employee is allowed to return to work.
- C. JURY DUTY – Please inform your Supervisor as soon as you receive notice of jury service so that proper arrangements can be made to cover your shifts.

D. **FAILURE TO REPORT** – If you do not show up for work when scheduled, and you have not notified us that you are unable to work, we must assume that you have voluntarily resigned, so we will hire your replacement.

E. **LEAVING EARLY** – Employees needing to leave early must get prior approval from their Supervisor. Leaving your position without prior permission from your Supervisor, or before your replacement is in position to take over for you is cause for immediate termination.

F. **ABSENCES/LATENESS** – We cannot employ, or keep in our employment people who are habitually absent or late. Arriving at work any time after the assigned starting time, or returning from a meal break at any time after the assigned return time is considered late. All attendance problems will be recorded on a daily basis and reviewed by the Manager. In addition to disciplinary action, attendance problems will be considered during performance reviews.

G. **BEREAVEMENT LEAVE** – If an employee has a death in their immediate family i.e. parents, spouse, in-laws, sibling, or children of the employee, three days bereavement time will be granted.

H. **PHONE CALLS** – Placing and/or receiving personal phone calls while on duty is unacceptable. No personal cell phones are to be used to make or receive calls while on duty, except during breaks. Personal affairs and calls need to be made or taken care of during your break period. Emergency phone calls will need to be made or received from time to time. When this happens the supervisors will take a message or call the employee in, depending upon the urgency of the call. Under no circumstances is a driver to talk on a phone while operating a vehicle. That is a safety hazard.

4. HOLIDAYS

At the St. Petersburg- Clearwater International Airport we are required to provide our services every day of the year. Regretfully, this does not allow us to give our employees off on a holiday. If your regular schedule calls for you to work on a day that turns out to be a holiday you will be required to work that day. Holiday pay is provided according to the following schedule:

To receive holiday pay (or time and one half for hours worked) the employee must have been in our continuous employ for at least the last 90 days, and have worked their last scheduled shift day before the holiday, the selected shift on the holiday, and their first scheduled shift after the holiday. Those not working as outlined above do not qualify for, and therefore will not receive, holiday pay. Persons that do not qualify for holiday pay will be paid at their regular rate for hours worked.

For purposes of holiday pay, the designated holidays are New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. The days shown above are the only recognized holidays and, for purposes of pay, we recognize the shifts only as follows:

If your shift begins at 2200 hour the calendar day before or later, until 2159 hours on the calendar day of the holiday, and you meet the previous criteria you will receive holiday pay for hours worked on that shift on the defined holiday.

5. UNIFORMS AND PERSONAL APPEARANCE

A. All employees are provided with uniforms at no charge to the employee. Each employee is required to properly wear the complete uniform, including name tag, while on duty. This includes tucking in the shirt and buttoning the buttons. Failure to appear for work in a complete and clean uniform will result in your being sent home, without pay, to correct the problem.

B. Any uniforms that are lost or damaged by the employee, including lost nametags, will be the financial responsibility of the employee. All uniforms must be returned at the end of your employment without damage.

C. No employee may work with curlers in their hair, or with their hair worn in a manner that does not present a neat and clean appearance in the opinion of the Company. Beards, mustaches below the corners of the mouth, side burns below the ear lobe, multiple or dangling earrings on woman, or any kind of earrings on men are not permitted.

D. In the interest of workplace safety and the personal well being of our staff members, proper footwear is required. The only acceptable footwear is a closed toe, low heel oxford boot or loafer types of tennis shoes with a substantial sole of either leather or rubber. Thongs, sandals or other types of footwear are not permitted. Socks should reasonably match or coordinate with the color of the pants. Shoes should be a solid dark color or all white. If there are medical reasons that prevent compliance with this section please direct your request for an exemption to the Manager.

E. Persons leaving our employ will not receive their final pay until all property of Republic Parking or the St. Petersburg- Clearwater International Airport has been returned or paid for.

6. ATTITUDE AND PERSONAL ACTIONS

A. As a representative of Republic Parking you are expected to treat all of those with whom you come in contact with the utmost courtesy and respect. The only thing that we can provide to the people we deal with each day is service. Therefore it is of paramount importance that every person you meet at work leave you with the feeling that you really care about dealing with them. This will serve to enhance the reputation of Republic Parking and the St. Petersburg- Clearwater International Airport. This positive and professional attitude should be shown to all you meet including our customers, fellow employees, supervisors, Airport Authority personnel, service technicians, and anyone else with whom you may come in contact.

B. We will not tolerate any obscene, threatening or abusive language under any circumstance. If you cannot control your behavior while at work you will need to seek other employment. Even if a customer or other person verbally assaults you first, you may not retaliate. Failure to act properly could cost you your employment.

C. The threat of physical harm or fighting with customers or any other person will be cause for your termination, regardless of who began the altercation. If you are confronted with a person that you are unable to control yourself without improper behavior, you should immediately contact your supervisor and then let the supervisor deal with the situation.

D. Any employee found attempting to steal, cheat, manipulate or otherwise engage in dishonest practices will be terminated without any warning. This is also true for anyone caught defacing or destroying any property at work, whether belonging to Republic Parking or the St. Petersburg- Clearwater International Airport, or any other firm or individual.

E. Formal training will be provided to every employee before they are assigned any new duty. Pay close attention during training so that you will gain the maximum benefit, and be able to provide first-class parking service to the persons who use the St. Petersburg-Clearwater International Airport.

F. While on duty (except during approved breaks) you may not smoke or consume food or beverage at any time. Speaking on the radio or telephone while assisting customers is unacceptable unless it is in the performance of duties. You may only smoke in designated smoking areas and during approved breaks.

7. ACCEPTANCE OF CUSTOMERS PERSONAL PROPERTY

No employee is to accept personal property from any customer at any time. This specifically includes vehicle keys, wallets, driver's licenses or any other property, regardless of the reason.

8. EQUIPMENT MALFUNCTIONS

All equipment malfunctions are to be reported to your supervisor as soon as possible. If the malfunction is not corrected in a reasonable amount of time you should remind the Supervisor of the problem.

9. PROBLEM RESOLUTION

When in doubt about what to do or how to do it DO NOT GUESS! Contact your Supervisor for instruction.

Should you have questions about any work related matters address those questions to your Supervisor. If your Supervisor cannot answer your questions, or if there is a problem between you and your Supervisor, you should feel free to contact the Manager directly to resolve the problem.

ACKNOWLEDGEMENT

I, _____, HEREBY ACKNOWLEDGE RECIEPT OF THE General Rules For Employee Conduct for Republic Parking System at the St. Petersburg-Clearwater International Airport.

I have had the opportunity to read these rules and to have any questions answered for me. I agree that I will follow these rules at all times while at work to the best of my ability.

Employee's Signature

Date

Supervisor/Manager _____ Date _____

SECTION I.D

St. Petersburg- Clearwater International Airport Equipment Maintenance and Cleaning Schedule

CLEANING SCHEDULE

DAILY

Clean Trash from Parking Lots and landscaped areas
Sweep/Clean Trash From Traffic Lanes
Clean Booth Windows
Wipe Counters
Dust/Clean Key Boards
Dust/Clean Phones
Empty Trash
Wipe of all Gates and Spitters
Wipe Down Gate Arms

WEEKLY

Shop Vac Booth Interiors
Shop Vac Window tracks
Sweep Booth Exteriors
Clean Signs (sweep bugs, wash)
Shop Vac Equipment Interiors

SEMI ANNUALLY

Wax Gate and Spitter Exteriors

EQUIPMENT MAINTENANCE SCHEDULE

TICKET DISPENSERS

Check Displays	(daily)
Clean Ticket Head sensors feed tracks with air	(weekly)
Inspect all belts	(weekly)
Clean Rollers	(monthly)
Clean Ticket Head with Cleaning Card	(monthly)

GATES

Inspect Cabinets	(daily)
Inspect Barrier Arms	(daily)
Check Barrier Arm Attachment	(daily)
Check Loop Sealant	(weekly)
Check Loop Wires	(weekly)
Check/Replace Rubber End Stop	(yearly or as needed)
Check Loop Frequencies	(monthly)

PARKWEB

Check Intercoms	(daily)
Check displays	(daily)
Clean Ticket Head with air	(weekly)
Clean Credit Card Acceptor	(weekly)
Clean Ticket head with Cleaning Card	(monthly)

SECTION II.A

Customer Assistance

Services available to customers include jump-starting vehicles, obtaining assistance with flat tires, and providing air for vehicle tires. We shall make all reasonable efforts to resolve vehicle problems through assistance with communication or other means reasonably available.

**REPUBLIC PARKING SYSTEM
VEHICLE EMERGENCY SERVICE LIABILITY RELEASE FORM
ST. PETERSBURG- CLEARWATER INTERNATIONAL AIRPORT**

Date _____ Service Order Number _____

Vehicle Location (include level, row and space) _____

Customer Name _____

Customer Address _____

License Plate/State _____ Make/Model/Color _____

Service Provided _____ Battery Jump Start _____ Inflate Tire _____ Water _____

I, _____, am the owner or otherwise have legal right to possession of the foregoing vehicle. I understand that employees of Republic Parking System (RPS) rely on this representation in agreeing, at my request, to provide me with the service indicated above, (hereinafter referred to as "Service").

For and in consideration of free service being provided me by RPS, I agree to indemnify fully and hold harmless Republic Parking System, Inc., St. Petersburg- Clearwater International Airport, Okaloosa County and the respective members, officers, directors, employees, and agents of each, collectively known as "Airport", from and against all liabilities, losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including reasonable attorney's fees) which may be incurred by, charged to, or recovered from any of the foregoing by reason of damages to or destruction of any property, or injury or death of any person arising out of, by reason of, or with respect to any action, inaction, performance, failure of performance, conduct or omission of any nature of Airport in providing the service, or arising out of my use of any service equipment.

I am aware that serious damage to vehicles and/or injury to persons can occur from the improper use of the equipment provided by RPS. I have fully read instructions that may be provided for equipment, and understand them fully. In addition to the indemnity set forth above, for and in consideration of such equipment being made available, I hereby waive any and all claims of whatsoever kind or nature that I may have against RPS or the Airport, which may occur, result from, or arise, out of my use of such equipment.

Signature _____

Date _____

Driver's License Number _____

State _____

RPS Employee Signature _____

Date _____

SECTION II.B

Mystery Shopper Reports

Mystery Shopper Reports are routinely performed on both the employee of Republic Parking System, and the material condition of the parking facility. The results of these surveys are made available to the employee, site Manager, and the Airport Director. They are utilized to provide feedback on all aspects of job performance and customer service.

**REPUBLIC PARKING SYSTEM
MYSTERY PARKER REPORT**

ServiceProbe	423-443-8602	Parking Fee	\$1.00
Republic Parking Location:	St Pete Airport	Employee Name:	Deanna
Time/Date In:	8:44 AM 11/14/14	Time/Date Out:	9:10 AM 11/14/14
		Ticket No:	134040

Please rate on a scale of 1-5 with 1 = poor and 5 = excellent.

- | | |
|-----------------------------------|----------|
| 1. How clean is the cashier area? | Rate 1-5 |
| a. Booth neat and clean | 5 |
| b. Windows clean | 5 |
| c. Rate sign visible and clean | 5 |
| d. Exit lane and surrounding area | 5 |

Comments: (Please describe in complete sentences your impression of the above areas.)

The exit area had a well kept appearance. The booth was tidy and the windows were clean. The rate sign was clean and easily visible from my vehicle. The lanes and surrounding area were free of litter and debris.

- | | |
|---|----------|
| 2. Impression of Parking Area | Rate 1-5 |
| a. Did you observe any "trip and fall" hazards, potholes, cracks in the pavement, or other conditions that may present a potential for injury? | 5 |
| (For example, was there a large grease spot on the surface, a piece of re-bar protruding from a wheel stop, or other condition that may be present that needs to be brought to management's attention.) | |
| b. When you entered and exited the facility were the entrance and exit gate arms in the closed position? | 5 |
| c. Were any vehicles parked in areas not specifically designated as parking spaces? (If yes, please give a description of the area where the vehicle was parked.) | 5 |
| d. Were the gates, ticket dispensers, and other equipment in working order, including entrances and exits you did not use to access/exit the parking lot? | 5 |

Comments: (Please describe in complete sentences your impression of the above areas, as well as the overall condition of the parking area.)

The entrance and exit gates were working properly and in good repair. The ticket dispenser and all other equipment were working correctly. The lot was in good condition.

I did not observe any vehicles parked in areas that were not marked parking spaces.

- | | |
|---|----------|
| 3. Impression of cashier: | Rate 1-5 |
| a. Uniform clean and neat | 5 |
| b. Friendly greeting, smile | 5 |
| c. Well groomed | 5 |
| d. Positive attitude | 5 |
| e. Employee nametag visible (If no nametag, please describe the employee) | 5 |

Comments: (Please describe in complete sentences the cashier's appearance and attire, whether the uniform showed the Republic Parking logo, and note the cashier's attitude.)

The cashier smiled and greeted me pleasantly when I arrived at the booth. She was dressed neatly in a red Republic Parking polo shirt with slacks and a nametag. She was well groomed. She was courteous and wished me a nice day.

- | | |
|--|--------|
| 4. Transaction process | Yes/No |
| a. Did the employee tell you the fee that you owed? | Yes |
| b. Did the employee count the change out loud? | No |
| c. Did the employee use the fee computer? | Yes |
| d. Was the fee indicator visible? | Yes |
| e. Did the price you were told match the price on the fee indicator? | Yes |
| f. Did the employee offer you a receipt? | Yes |

Comments: (Please describe in complete sentences the amount of cash you gave the cashier and the change you received, as well as how the receipt was handled).

The cashier told me the fee, as it appeared correctly on the fee indicator. I gave her a \$5 bill and she repeated the amount I gave her. She silently counted the change and then handed it back to me. She handed me the receipt and said, "Thank you and have a good day."

SECTION III.A

CASHIER TRANSACTION PROCEDURES

REPUBLIC PARKING SYSTEM ST. PETERSBURG -CLEARWATER INTERNATIONAL AIRPORT

These procedures contain information and examples for transactions that have been programmed into the fee computer at the St. Petersburg- Clearwater International Airport. (See List)

Each cashier will be responsible for processing the correct transaction and collecting the correct amount of money for each ticket. This can be accomplished by correctly entering_____ every ticket by number and following the sequence for each type of transaction.

1. Drops
2. DNF Payments (for Invoiced Customer Shortages)
3. Handicapped Parking
4. Lost Tickets (Computed)
5. Night Drops
6. No Charge Tickets
7. Regular Tickets
8. Special / Manual Tickets
9. Spoiled Tickets

TRANSACTION SEQUENCE

Routinely you will swipe the ticket through the bar code reader and finalize the transaction at "Please Pay \$" with the appropriate tend key. In the event that the ticket cannot be read by the bar code reader or the amount is predetermined (not to be computed), you must depress the "J" key and enter the ticket information manually.

To manually process transactions, read and answer the messages on the computer screen. In the following examples, the lines in quotation marks " " are the prompts from the computer, the lines that are **highlighted** contain information keyed in from the tickets and the transaction keys selected are in brackets (). Enter the ticket number from the ticket. Enter the time exactly as it is printed on the ticket. To enter the current date, press the enter key. Any other date is entered by month and day, ex. Feb. 13, is entered 213. Dollars are entered without decimals, ex. \$5.00 is 500.

1. DROPS

Use this transaction to record cash removed from the till prior to log off.

"TICKET NUMBER PLEASE"

1

(DPRD)

"ENTER AMOUNT"

\$

(ENTER)

2. DNF PAYMENTS

Use this transaction to record the collection of payment for previous customer shortages that were recorded on the declaration of no funds forms.

"TICKET NUMBER PLEASE"

4

(DPRD)

"ENTER AMOUNT"

\$

(ENTER)

3. HANDICAPPED PARKING

Use this transaction to record the value of handicapped customer ticket transactions.

"TICKET NUMBER PLEASE"
**SWIPE THE TICKET
THROUGH THE
READER**
"PLEASE PAY \$"
9 (CHARGE)
"ENTER
AMOUNT"
(ENTER)

4. LOST TICKETS (Computed)

Use lost claim tickets forms to process this transaction. Each form must be completely filled out and signed by the customer and cashier.

"TICKET NUMBER PLEASE"
(LOST)
"ENTER TIME IN"
ESTIMATED TIME IN (ENTER)
"ENTER DATE IN"
(ENTER)
"RATE SCHED PLEASE"
(RATE # 1)
"PLEASE PAY \$"
(CASH)

5. NIGHT DROPS (Drop Box Income Only)

13 is the only number programmed for this transaction. Use this transaction to account for tickets and payments that are dropped off by customers when the cashier is not present.

WITHOUT TICKETS -

"TICKET NUMBER PLEASE"
13 (OTHER)
"ENTER AMOUNT"
\$ (ENTER)
"PLEASE PAY \$"
(CASH)

WITH TICKETS -

"TICKET NUMBER PLEASE"
"J"
TICKET NUMBER (SPITTER)
"ENTER TIME IN"
13 (OTHER)
"ENTER AMOUNT"
\$ (ENTER)
"PLEASE PAY \$.\$\$" **(CASH)**

6. NO CHARGE TICKETS

Use this transaction when there is no charge for the customer to park. Each ticket must be properly validated with an authorized rubber stamp or signature.

<u>List</u>	<u>Key #</u>
-------------	--------------

RPS Emp	1
Airport Auth	2
Tow Trucks	3
Police/Security	4
Maintenance	5

"TICKET NUMBER PLEASE"
SWIPE THE TICKET
IN THE READER
"PLEASE PAY \$"
COUPON KEY # FROM
LIST (COUPON)
"PLEASE PAY 0.00"

(CASH)
or (CREDIT)

7. REGULAR TICKETS

These are the typical transaction types for this location. Payments can be keyed as cash, check, coupon or short (DNF Invoice).

**SWIPE THE TICKET THROUGH
THE READER
"PLEASE PAY \$"
(CASH)**

Typically every ticket will be processed by swiping the ticket through the reader. In the event that the ticket information cannot be read, proceed as follows:

"TICKET NUMBER PLEASE"

"J"

TICKET NUMBER (SPITTER)

"ENTER TIME IN"

(ENTER)

**(ENTER) "ENTER DATE"
DATE"**

ENTER THE DATE or (ENTER)

"PLEASE PAY \$"

(CASH) or (CREDIT)

7. SPECIAL / MANUAL TICKETS

This transaction type over-rides the system and must be justified in writing. If equipment malfunction causes the use of this transaction, notify the manager immediately.

**SWIPE THE TICKET THROUGH
THE BAR CODE READER**

"PLEASE PAY 5.00"

200 (SPECIAL)

"PLEASE PAY 2.00"

(CASH)

NOTE: \$5.00 and \$2.00 are utilized for example purposes only.

8. SPOILED TICKETS

A spoiled ticket is one not issued to a customer. Use this transaction to account for start/stop tickets, tickets used to test the spitter or for tickets found on the lot.

"TICKET NUMBER PLEASE"

"J"

(VOID)

"TICKET NUMBER PLEASE SP"

TICKET NUMBER (SPITTER)

"VALIDATE"

SECTION III.B.1

Cashier Procedures VeriFone Omni 3750 Credit Card Terminal

April 7, 2005

Should the display show the date / time / SOFTPAY / COMM Server **press F2** for SOFTPAY. The display will change to the date / time / Sale / Check / Settlement. This is the menu for processing credit card transactions.

A clerk log on is required to begin each shift. The log on sequence is keyed during the initial credit card transaction of each shift. Subsequent transactions require only the 2 digit clerk id, which is keyed after the card is swiped and prior to keying the transaction amount. The display will prompt for each entry required.

Transaction Procedures

Transactions may be processed by swiping the credit card or hand keying the credit card number.

Routinely you will swipe the credit card through the slot on the right side of the terminal with the magnetic stripe down facing the terminal. Use the keypad to type the information necessary to complete the transaction as prompted on the display.

In the event the magnetic stripe cannot be read by swiping the card:

Press the "F2" (Sale) key to hand key the credit card information.

Continue by typing the card number and the information necessary to complete the transaction as prompted on the display. **Note:** Using the credit card imprinter and a manual sales slip, make an imprint of the credit card. Fill in the sale information and have the customer sign the sales slip. Provide the customer with a copy of the manual sales slip along with the Customer receipt from the credit card printer. Staple the original signed imprinted slip to the Merchant copy of the sales receipt.

The terminal will dial out for authorization of every hand keyed transaction; every American Express transaction and every transaction over \$50.00. A signature is required for every hand keyed and American Express transaction. No signature is required for VISA, MasterCard or Discover transactions under \$25.00.

Receipts

Two receipts will print automatically. The first receipt is the Merchant copy which will have the signature line when a signature is required. The second receipt is the Customer copy which is to be presented to the customer along with their credit card.

Note: The Customer copy of the receipt displays a truncated card number and is the only copy of a receipt to be presented to the customer.

After the Merchant copy of the receipt prints the printer will pause and beep several times. The beeping is to alert the cashier to tear the receipt from the printer. The Customer receipt will print automatically.

Processing Transactions

Initial Transaction

Swipe the credit card, the display will prompt for the Clerk ID:

Type your 2 digit Clerk ID and press the "Enter" key.

At: Logon / Yes / No:

Press "F1" for yes.

At: Password:

Type the last 4 digits of your social security number and press the "Enter" key.

At: Password: **** / Amount: \$ 0.00:

Type the amount of the transaction and press the "Enter" key.

The Merchant copy of the receipt will print automatically. Tear the receipt from the printer. If there is a signature line on the receipt, present the receipt to the customer for their signature. Tear the customer copy of the receipt from the printer. Retrieve the signed Merchant copy of the receipt and present the customer copy of the receipt and the credit card to the customer.

Subsequent Transactions

Swipe the credit card, the display will prompt for the Clerk ID:

Type your 2 digit Clerk ID and press the "Enter" key. The display will prompt for the amount.

Type the amount of the transaction. Press the enter key.

The Merchant copy of the receipt will print automatically. Tear the receipt from the printer. If there is a signature line on the receipt, present the receipt to the customer for their signature. Tear the customer copy of the receipt from the printer. Retrieve the

signed Merchant copy of the receipt and present the customer copy of the receipt and the credit card to the customer.

Re-Printing a Merchant Copy of a Receipt (Customer receipts cannot be reprinted)

Note: Only the receipts for transactions processed since the last settlement will reprint.

Press the purple "REPRINT" key to the right of the black ALPHA key on the keypad. The display will change to REPRINT menu.

Re-Print Last Receipt

Press F2 to reprint the last receipt.

Re-Print Any Receipt

Press the "F3" (Any Receipt) key.

Type the invoice number of the receipt to be reprinted and press the "Enter" key.

Voiding a Transaction

At the SOFTPAY menu:

Press the purple "More" key one time.

Press the "F1" (Void) key one time.

To Void the Last Transaction Processed:

At "VOID – Void Last Trans?":

Press the "F1" (Yes) key to void the Last Transaction.

The screen will display the card number and the amount of the last transaction. Verify that this is the transaction to void.

Press the "F1" (Yes) key.

A Merchant copy of a Void Refund slip will print and a Customer copy of a Void Sale slip will print. Retain the Merchant copy. Provide the Customer copy to the customer.

To Void a Transaction Processed Prior the Last Transaction:

At "VOID – Void Last Trans?":

Press the "F2" (No) key.

The screen will display Void, Retrieve By: Inv# or Acct#.

To Void by Invoice Number:

Press the "F1" (Inv#) key.

At "VOID – Invoice Number:

Type the invoice number of the transaction to be voided and press the "Enter" key.

The screen will display the card number and the amount of the last transaction. Verify that this is the transaction to void.

Press the "F1" (Yes) key.

A Merchant copy of a Void Refund slip will print and a Customer copy of a Void Sale slip will print. Retain the Merchant copy. Provide the Customer copy to the customer.

To Void by Account Number:

Press the "F2" (Acct#) key.

At: Void – Last 4 digits:

Type the last 4 digits of the credit card number from the transaction to be voided and press the "Enter" key.

The screen will display the card number and the amount of the transaction. Verify that this is the transaction to void.

Press the "F1" (Yes) key to void the transaction.

The screen will display the card number and the amount of the last transaction. Verify that this is the transaction to void.

Press the "F1" (Yes) key.

Or Press the "F2" (No) key to cancel the process.

SECTION III.B.2

Manager / Supervisor Procedures VeriFone Omni 3750 Credit Card Terminal April 7, 2005

These procedures contain a manager's password. This password is not to be disclosed, shared or given to any employee other than the manager or the assistant manager. Note: Refund transactions can only be initiated by entering the manager's password. Cashiers are not authorized to process refund transactions. The Cashier Procedures do not include the procedure for processing refund transactions.

When you have setup (installed) the OMNI 3750 Credit Card Terminal the display will show the date / time / SOFTPAY / COMM Server menu.

Press the "F2"(SOFTPAY) key. The display will alternate between the date / time / Sale / Check / Settlement and SOFTPAY. This is the menu from which to begin all credit card processes.

Prior to the initial use of the terminal it is necessary for you to delete the default clerk ids and passwords and program a clerk id and password for each cashier authorized to process credit card transactions. This process is to be completed in each terminal.

Clerk ID and Passwords

Printing the list of Clerk ID's and Passwords

Print the list of default clerk ids and passwords by keying the following:

At the SOFTPAY menu:

Press the purple "Reports" key one time.

Press the "F4" (Server Reports) key one time.

At the SERVER REPORTS menu:

Press the "F4" (Server Table) key one time.

Type the **Manager's** password (1 ALPHA (key) ALPHA (key) 66831) and press the "Enter" key. (The report will print.)

Press the "Red X" key one time to return to the SOFTPAY menu.

Deleting Clerk IDS and Passwords

At the SOFTPAY menu:

Press the purple "More" key two times.

Press the "F2" (Server Setup) key one time.

Type the **Manager's** password (1 ALPHA (key) ALPHA (key) 66831) and press the "Enter" key.

At the CONFIGURE SERVER menu:

Press the purple "More" key one time.

Press the "F2" (Delete Servers) key one time.

At Clerk ID:

Type the id of the clerk to delete and press the "Enter" key.

At Password:

Type the **Manager's** password (1 ALPHA (key) ALPHA (key) 66831) and press the "Enter" key.

Continue in this manner until you have deleted each of the default clerk ids from the terminal.

Press the red "X" key two times to return to the SOFTPAY menu.

Adding Clerk ID and Passwords

At the SOFTPAY menu:

Press the purple "More" key two times.

Press the "F2" (Server Setup) key one time.

At Password:

Type the **Manager's** password (1 ALPHA (key) ALPHA (key) 66831) and press the "Enter" key.

At the CONFIGURE SERVER menu

Press the "F4" (Add Server) key one time.

At Clerk ID:

Type the id of the clerk to add and press the "Enter" key.

At Password:

Type the last 4 digits of the cashier's social security number and press the "Enter" key.

At Reenter:

Again type the last 4 digits of the cashier's social security number and press the "Enter" key.

Continue in this manner until you have added a clerk id for each employee authorized to process credit card transactions.

Press the red "X" key two times to return to the SOFTPAY menu.

Note: Deleting all of the default clerk ids and passwords is to be performed only one time which is immediately prior to programming the individual clerk id and passwords for employees of Republic Parking System.

Use these procedures to delete cashier codes for terminated employees or to add codes for new employees.

Refunds

At the SOFTPAY menu:

Press the purple "More" key one time.

Press the "F3" (Refund) key one time.

Type the Manager's password (1 ALPHA (key) ALPHA (key) 66831) and press the "Enter" key.

At Refund:

Swipe the card or type the account number to be refunded.

Type your 2 digit Clerk ID and press the "Enter" key.

Type the amount to be refunded and press the "Enter" key.

A Merchant copy of a Refund slip will print and a Customer copy of a Refund Sale slip will print. Retain the Merchant copy. Provide the Customer copy to the customer.

End of Day Procedures

Printing the End of Day reports and the Settlement report

Immediately prior to processing the daily settlement report print each of the following transaction reports:

Clerk Totals Reports (Transaction totals by clerk id)

At the SOFTPAY menu:

Press the purple "Reports" key one time.

At the REPORTS menu:

Press the "F4" (Server Reports) key one time.

At the SERVER REPORTS menu:

Press the "F2" (Totals Report) key one time. (The report will print.)

Press the red "X" key two times to return to the SOFTPAY menu.

Terminal Detail Report (Details all transactions for this terminal since the last settlement.)

At the SOFTPAY menu:

Press the purple "Reports" key one time.

At the REPORTS menu

Press the "F3" (Detail Report) key one time. (The report will print.)

Press the red "X" key two times to return to the SOFTPAY menu.

Settlement Reports (Prints **one** copy of the current settlement report for the terminal.)

At the SOFTPAY menu:

Press the "F4" key for Settlement.

The settlement screen will display:

Sales: \$	XXX.XX
Refunds \$	XXX.XX
Totals \$:	XXX.XX

Press the "ENTER" key to confirm. (If you do not intend to settle at this time, press the **Red X** key two times to cancel the process.)

Pressing enter will start the settlement process. The settlement report will print automatically when the process has completed. Review the report to verify that the settlement was successful.

If the report shows "Settlement Failed", check the printer and reload paper if necessary and or check that the phone line is connected and that the line has a dial tone. Then retry the settlement process.

Reprinting the Settlement Complete Report

(This process will print an additional copy of the settlement complete report.)

At the SOFTPAY menu:

Press the "Reports" key one time.

At the REPORTS menu:

Press the purple "More" key one time.

Press the "F3" (Batch History) key one time.

At the BATCH HIST RPTS menu:

Press "F2" (Date) key one time.

At the REPRINT BATCH RPT menu:

Type the date of the settlement report to reprint and press the "Enter" key.
(Ex: April 7, 2005 is keyed as 040705.)

At the BATCH HIST RPTS menu:

Press the red "X" key one time to return to the SOFT PAY menu.

Note: It is not necessary for cashiers to log off the OMNI 3750 terminal at the end of their shift. Every cashier is automatically logged off when the settlement report is printed.

SECTION III.C.1

Ticket Reconciliation

Republic Parking System is responsible to account for collection of fees for all tickets issued. Ticket reconciliation will be performed beginning with the ending shift of all cashiers. This will be accomplished utilizing the cashier shift report. Tickets collected and turned in will be verified using the IBM primary report.

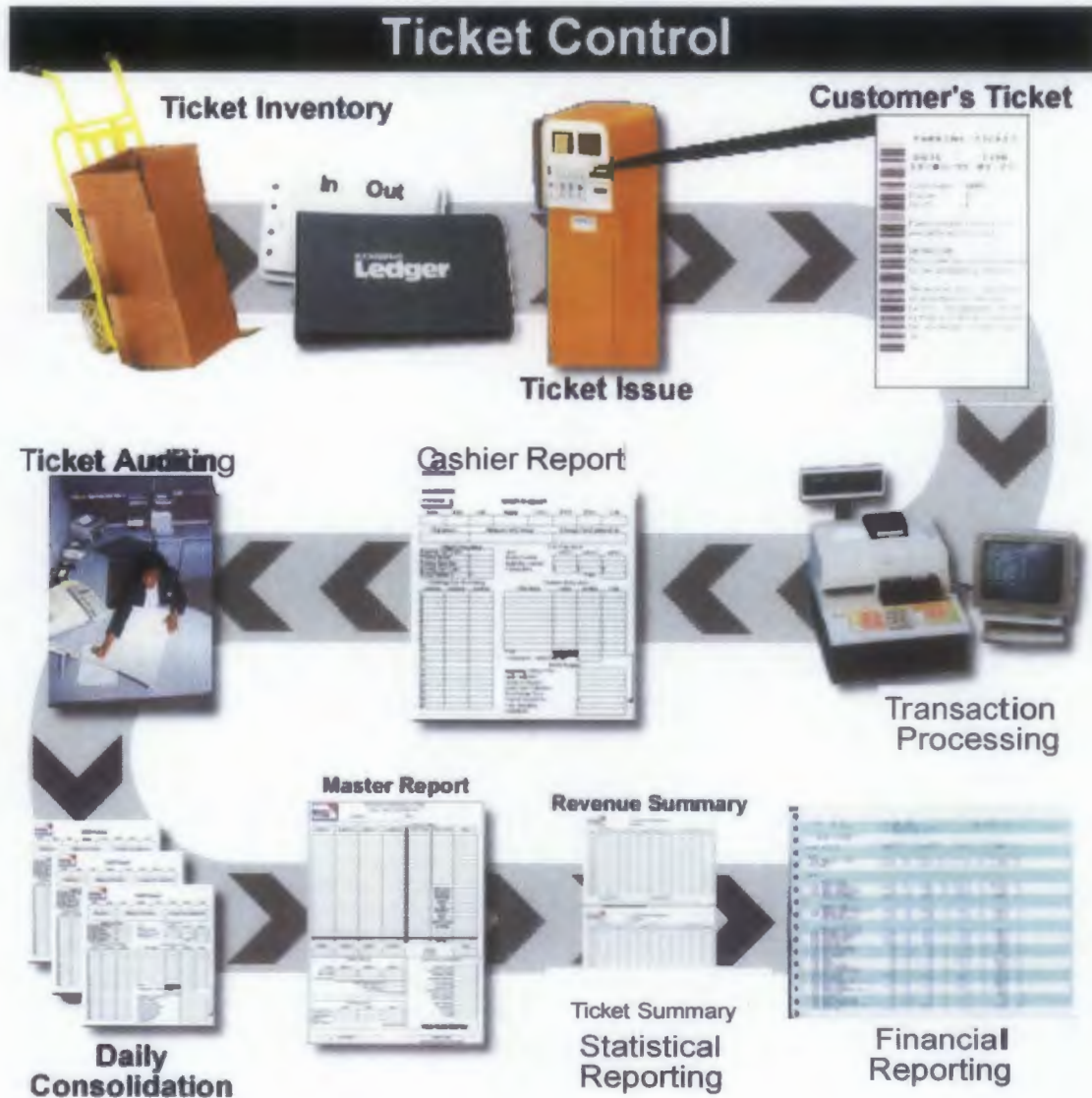
Ticket reconciliation will be verified on a daily basis utilizing information gathered at the end of each day. This information will include the stop tickets from each ticket dispenser, to include valet, the gate counters from all gates, and the overnight inventory of all cars remaining in each parking lot. This information will be recorded on the daily audit report.

Ticket reconciliation will also be verified on a monthly basis utilizing the end of month report with information taken from the end of the month summary and monthly ticket spreadsheets. This data will represent the total number of tickets collected to total number of tickets issued. This information will be retained on file at the parking office.

Each shift the number of tickets collected by the cashier in any lane is reconciled against two other numbers. One is the number of sales that the register indicates occurred. The second and most crucial reconciliation is the verification of the number of tickets collected against the exit counter. These counters increment each time a vehicle goes out of the lane, regardless of the gate arm position. At the end of the day, a reconciliation of the tickets issued, collected, and remaining tickets outstanding for the day is completed as part of the Daily Master Report. This report also indicates any tickets that are not accounted for on any given day. There is an additional ticket reconciliation done at the end of each month. This calculation provides the best depiction of the number of tickets missing or unaccounted for.

SECTION III.C.2

Ticket Reconciliation



SECTION III.D.1

Refund Procedures

Customer refunds are only to be issued by direction of the Regional Manager. An example of an authorized refund is one in which a cashier duplicated a credit card charge to a customer and the error was discovered too late to void the transaction. Another example of an authorized customer refund is one directed by airport authorized personnel.

Refunds will only be issued after an investigation as to the reason and legitimacy for the refund has been confirmed by one of the managers. If the Regional Manager determines that a refund is warranted, then the refund will be issued along with a detailed explanation as to why the refund was provided to the customer. A form for the refund must also accompany all credit card refunds.

In the event a refund is authorized, the Republic Parking System Refund Policy is to be followed.

SECTION III.D.2

Credit Card Refund Procedures

Once you have determined that a refund is due to the customer:

1. Complete the Credit Card Refund Submittal Form. (All sections must be filled in and the form must be signed by the location manager.)
2. Process the refund through the appropriate credit card processing system (i.e. Omni 3750 terminal, ParkWeb pc, IC Verify pc, etc.)
3. Fax copies of the original charge receipt, the refund receipt and a copy of the completed Credit Card Refund Submittal Form to the RPS Accounting office along with the Daily Report of Revenue for the date the refund transaction was processed.
4. Mail the original Credit Card Refund Submittal Form to the RPS Accounting office along with the original Daily Report of Revenue form.
5. Attach the copy of the Credit Card Refund Submittal Form to the location copy of the Daily Report of Revenue for your files.

NOTE: All refunds will be held by the credit card processor until such time as they are reviewed and released for payment at the RPS corporate office. No refunds will be released for payment without supporting documentation in the form of the above required documents.

REPUBLIC PARKING SYSTEM AIRPORT POLICY MANUAL	Title: Cashier Over/Short Policy		Policy No. 54.A
	By: CJH	Issued: 05/01/07	Revised:

SECTION III.E.

PURPOSE:

The purpose of the Cashier Overage/Shortage Policy is to establish guidelines and procedures for the tracking and repayment of cashier shortages.

POLICY:

It is the policy of Republic Parking System to track cashier shortages and require repayment of cashier shortages.

PROCEDURE:

Cashier shortages and overages are to be tracked by shift for each cashier as follows:

- 1) Revenue overages are not to be kept by cashiers but deposited with the end of shift drop.
- 2) All cashier shortages are to be paid back by the cashier within one week of the next pay day. Tracking of this should be kept in the Cashier Shortage Log. (Cashier's paid minimum wages never have to pay shortages).
- 3) A cashier experiencing more than two (2) shortages of more than \$5.00 each within 30 consecutive days will receive a written counseling statement and be provided with additional training. If a cashier experiences more than two such occurrences within a 12 month period, they will be subject to the progressive disciplinary procedures (written warning, suspension, termination).
- 4) This process will follow a rolling one year period. Any write-ups per this policy will be expunged from their record after one year.
- 5) No cashier should have more than four (4) shortages in a one month rolling period regardless of amount. If this occurs, the disciplinary procedures described above should be enacted.
- 6) **Manager's** may ask their Regional Manager for a temporary waiver of this policy due to extraordinary circumstances. That approval must be in writing (email is acceptable) and a copy must be kept **with the employee's** records.
- 7) Shortages collected must be deposited on a separate deposit slip. A notation should be made on the daily report form as to what shortages were collected.

REPUBLIC PARKING SYSTEM AIRPORT POLICY MANUAL	Title: Cashier Over/Short Policy		Policy No. 54.A
	By: CJH	Issued: 05/01/07	Revised:

This amount must **not** be included in the daily revenue total, as it has already been reported as revenue on the day the cashier was originally short.

- 8) Although the revenue from the shortage deposit is not recorded on the daily revenue report a copy of the validated deposit slip should be submitted and maintained per Republic Parking System Revenue control reporting policy.

A copy of the form to be used for tracking Cashier Overages/Shortages is attached. Please copy this form as needed.



St Petersburg Clearwater International Airport

Shuttle Bus Standard Operating Procedures

December 12, 2013

The following Republic Parking System (RPS) Standard Operating Procedures have been developed to guide you in the proper operation of the shuttle service. For your safety and the safety of your passengers you must follow these guidelines at all times. If you have any questions as to the meaning of any of these procedures, or if you have suggestions to improve these guidelines, please contact your manager.

Prior to operating any shuttle vehicle, you will receive training to include viewing a video entitled Coaching the Van Driver 3, from the National Safety Council. Proper completion of two written tests following the viewing of the video is required. After completing the video and tests, you should be shown around the vehicle (location of all switches, door operation, etc.), shown how to properly secure a wheelchair in the shuttle, and shown the safe operation of the wheelchair lift. If you have not done all of these things and understand them clearly then you are not ready to operate the shuttle. Be sure to get all of the answers to your questions before you proceed and further.

Once you have satisfied yourself and your trainer that you fully understand the above you should drive the vehicle with your trainer on board to coach you. This is your opportunity to gain a clear understanding of how the shuttle service should be operated from behind the wheel. Your trainer will decide how much ride-along time is needed in your particular case. When you feel comfortable behind the wheel be sure to let your trainer know, but only the trainer can decide when you have had sufficient ride-along time. Only after the completion of all of the above are you ready to operate the shuttle on your own.

Start of Shift

You should always arrive for work on time for your scheduled shift. You can clock in up to 5 minutes prior to your scheduled start time unless authorized to begin earlier by the manager. This policy is designed to allow you to be sure that you are on time without having to wait to clock in. You should be at your assigned shuttle to start your inspection at your starting time. Note that punching in one minute after your start time is considered late.

Before taking custody of your shuttle, you will be given a shuttle check list/inspection form, logbook, parking pass, remote, and keys from the office staff. Inspect your shuttle carefully noting any damage or problems. If there are problems, notify the supervisor immediately.

Inspections

The first step of your inspection is to ensure that you have all of the tools needed to properly operate this service. You will need the following:

- 1) Keys for your assigned vehicle, from the long term booth
- 2) Shift Event Log (should already be on board)
- 3) Driver's Inspection Log Sheet
- 4) Radio for communication with lot and other bus, with a fully charged battery, from the long term booth
- 5) A clean vehicle, inside and out, with all trash removed and a clean bag in the trash can
- 6) A minimum of ½ tank of fuel

Now it is time to complete the inspection form (sample below). Verify that each item on the list is in proper condition and place a check mark if everything is O.K. If there is an issue with any item that you cannot immediately resolve place a number on the corresponding line and explain it in the "Remarks" section of the form

During your shift, should you encounter any mechanical problems that may interfere with the safe operation of the shuttle notify the long-term cashier immediately. The cashier will contact a supervisor to help you resolve the issue.

At the end of each shift, you should remove the inspection report and turn it in along with the items you received from the long-term booth at the start of the shift. Make sure that you made appropriate entries in the shift event log in your assigned vehicle even if you already reported that information to the long-term booth.

BUS DRIVER'S VEHICLE INSPECTION REPORT

COMPANY _____ BUS NO. _____

ODOMETER READING _____

END MILEAGE: _____ DATE: _____

START MILEAGE: _____ TIME: _____ ☐ AM ☐ PM

TOTAL MILEAGE: _____ LOCATION: _____

INSPECT ITEMS LISTED - IF DEFECTIVE, NUMBER AND DESCRIBE IN "REMARKS"

- | | |
|--|---|
| _____ FLUID LEAKS UNDER BUS | _____ EMERGENCY DOOR & BUZZER |
| _____ LOOSE WIRES, HOSE CONNECTIONS OR | _____ HEADLIGHTS, FLASHERS & 4-WAY FLASHERS |
| _____ BELTS IN ENGINE COMPARTMENT | _____ RIGHT FRONT TIRE & WHEEL |
| _____ OIL LEVEL | _____ FRONT OF BUS - WINDSHIELD |
| _____ RADIATOR COOLANT LEVEL | _____ LEFT FRONT TIRE & WHEEL |
| _____ BATTERY | _____ STOP ARM (SCHOOL BUS) |
| _____ TRANSMISSION | _____ EXHAUST SYSTEM |
| _____ UNUSUAL ENGINE NOISE | _____ LEFT SIDE OF BUS - WINDOWS & LIGHTS |
| _____ GAUGES & WARNING LIGHTS | _____ LEFT REAR TIRES & WHEELS |
| _____ SWITCHES | _____ REAR OF BUS - WINDOWS & LIGHTS |
| _____ HORN | _____ TAIL PIPE |
| _____ FANS & DEFROSTERS | _____ RIGHT REAR TIRES & WHEELS |
| _____ WIPERS & WASHERS | _____ RIGHT SIDE OF BUS - WINDOWS & LIGHTS |
| _____ STOP ARM CONTROL (WARNING CONTROL) | _____ DRIVER'S SEAT AND BELT |
| _____ INSIDE & OUTSIDE MIRRORS | _____ DIRECTIONAL LIGHTS |
| _____ BRAKE PEDAL & WARNING LIGHT | _____ PARKING BRAKE OR SERVICE BRAKE |
| _____ OPERATION OF SERVICE DOOR | _____ CLUTCH |
| _____ EMERGENCY EQUIPMENT | _____ STEERING |
| _____ FIRST AID KIT | _____ WHEELCHAIR LIFT |
| _____ ENTRANCE STEPS | _____ |
| _____ CLEANLINESS OF INTERIOR | _____ |
| _____ CONDITION OF FLOOR | _____ |

REMARKS _____

CONDITION OF ABOVE VEHICLE IS: ☐ SATISFACTORY ☐ UNSATISFACTORY

DRIVER'S SIGNATURE: _____

☐ ABOVE DEFECTS CORRECTED

☐ ABOVE DEFECTS NEED NOT BE CORRECTED FOR SAFE OPERATION OF VEHICLE

MECHANIC'S SIGNATURE: _____ DATE: _____

DRIVER REVIEWING REPAIRS: SIGNATURE: _____ DATE: _____

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Neenah, WI • USA • (800) 327-6868 • www.jjkeller.com

ORIGINAL

(4/05)

Pick up and Drop Off Procedure

The basic function of the shuttle service is to transport passengers between parking areas and the terminal. Passengers entering the remote lots park their vehicles and proceed to the shuttle stop to be transported to the front of the terminal. During slow times, you should make every effort to pick people up from their vehicles rather than making them go to the designated stops. This will provide a higher level of service to the customer.

- 1) You are to always stay on your assigned route except when you pick people up from their vehicles or when you need to fuel.
- 2) Greet boarding passengers as you would a guest into your home.
- 3) In the morning and through the day during slow times between flights you should stage your vehicle in the lot where you can see incoming vehicles. After the last departure of the day you should stage your vehicle at the shuttle pick up point in front of the terminal.
- 4) Your radio is to be used for official communication only. If the cashier in the shuttle lot sees a vehicle enter they will call you to alert you so that you can make the pickup. Likewise, the short-term cashier will call you if they see someone waiting at the stop.
- 5)

Acceptance of Customers' Personal Property

No employee is to accept personal property from any customer at any time for any reason. This includes vehicle keys, wallets, driver's licenses or any other property.

Attitude and Personal Actions

As a representative of Republic Parking System, you are expected to treat all of those that you encounter, with the utmost courtesy and respect. The only thing we can provide to the people we deal with each day is service. Therefore, it is of paramount importance that every person you meet on the job, leaves with the feeling that you truly care about them. This will serve to enhance the reputation of the St Petersburg Clearwater International Airport and Republic Parking System... This positive and professional attitude should be shown to all that you meet including our customers, fellow employees, supervisors/managers, Airport Authority personnel, service technicians, other drivers on the road, etc. You should practice defensive driving and utmost courtesy at all times while on duty. Always yield to the other drivers and always signal every move of the shuttle. We are never in a hurry when operating these shuttles. Safety is far more important to us than speed.

We will not tolerate any obscene, threatening or abusive language under any circumstance. If you cannot control your behavior while at work, you will need to seek other employment. Even if another person verbally assaults you first, you may not retaliate. Failure to act properly could cost you your job.

General Driving Rules

1. Drivers must carry their driver's license at all times. A supervisor may check for this at any time. Failure to produce a valid license will result in the driver being sent home.
2. The use of alcohol or drugs (including prescription drugs that may impair driving) will not be allowed.

3. All shuttles are to be operated with headlights on at all times.
4. Drive safely and defensively, never speed or drive recklessly. Speed limit in lots is 8 miles per hour and 25 miles per hour on the roads. You are never to exceed these limits.
5. Drivers must wear their seat belt at all times while shuttle is in motion.
6. Never begin to drive until all passengers are safely seated and doors are closed.
7. Always come to a complete stop before opening passenger door. NEVER drive with the door open.
8. NEVER put yourself in a position where you must back up. If you are trapped and have no other choice use EXTREME CAUTION when backing up shuttle. Always use your mirrors and back up slowly.
9. Drivers must obey all traffic signs and signals. In lots, stop and yield at the end of all unmarked aisles.
10. Extreme caution must be used at all times. Pedestrians will be crossing the route in the lots and terminal. Shuttles are to stop at all cross walks to allow pedestrians the right of way.
11. Drivers are to maintain a safe distance between shuttle and the next vehicle. One shuttle length apart per each 10 miles per hour should be maintained.
12. During bad weather conditions, shuttle drivers will operate under the speed limit. Remember the safety of you and our customers come first.
13. Never be pressured by passengers in a hurry. There are no exceptions to the posted speed limits.
14. No shuttle vehicle will be left unattended with the motor running or keys in the ignition AT ANY TIME.
15. Drivers helping passengers with luggage must have shuttle in park with the emergency brake on.
16. When driving through the lots, drivers must always proceed to the end of the aisle prior to turning, regardless the area or even if the lot is empty.
17. While operating shuttles through the lot, be alert to vehicles backing out of spaces.
18. Cell phones are not to be in your possession or used at any time while on the clock.
19. Any accidents involving shuttle or passengers must be reported to a supervisor immediately. If a passenger is hurt offer to call an ambulance. On any accident or injury an accident report must be filled out immediately so contact the long-term booth ASAP.
20. The only animals allowed on the shuttle with a leash are ^{Service animals} ~~Seeing Eye Dogs or PAL dogs for the hearing impaired~~. All other animals must be in a cage.
21. When parking a shuttle for break or end of shift at the designated areas shut off the engine and all electrical items including lights and radios. Make sure all doors are closed and locked.
22. Never go off the established route for any reason without authorization from.
23. At no time are drivers permitted to stop along the route to talk. The only exception is if your supervisor needs to meet with a driver during their shift.

24. Drivers must not assume that the turn signals turn off automatically. Check your turn signals after each use.
25. Drivers should be alert to customers parking illegally in the lot or taking two spaces. If you see this occur, politely ask the customer to park correctly.
26. Drivers are personally responsible for all citations including moving violations and parking tickets. Drivers must report any citations to the supervisor. All fees and fines are the responsibility of the driver.
27. While driving your shuttle if a rapid decrease of oil pressure or an increase in engine temperature above 210 degrees occurs, stop your shuttle and advise the long-term booth cashier.
28. Drivers are never permitted to solicit tips or make comments or gestures regarding tips. Leaving money on the counsel of the shuttle is considered tip solicitation and will not be tolerated.

End of Shift

1. Drivers must check with the long term parking cashier to **determine if all departures and arrivals have occurred. The long-term cashier will check with operations and the Manager or Regional Manager to determine if the drivers shift is over.** The operations number is :

Office: 727.453.7814

Cell: 727.409.3815

2. All shuttles are to be returned to the long-term lot when directed by long-term booth cashier after taking direction from the Manager or Regional Manager.
3. Prior to leaving, drivers must complete the shuttle bus inspection sheet, sweep the floor of the shuttle, pick up trash, wipe down the dash, clean windows and wipe any spills or stains off the seats.
4. When parking a shuttle at the end of your shift in the designated areas shut off the engine and all electrical items including lights and radios. Make sure all doors are closed and locked. Remember to finalize your mileage, fuel and passenger totals before turning the inspection form, keys, Passenger count Sheet, and access card into the long-term booth cashier.
5. Punch out when your work is complete.

Fueling Procedures

Fueling is to be done at the start of the AM shift or the end of the PM shift. All vehicles are to be kept at no less than ½ tank at all times, so any vehicle at or below ½ tank should be filled.

Accident Procedures

- Any accident or incident involving the shuttle must be reported to the long-term booth cashier immediately. If you are involved in an accident DO NOT move your shuttle until approved to do so by a supervisor or member of law enforcement.
- All accidents require a complete report filled out by the driver and supervisor. This includes slips and falls on shuttles or any other type of incident that may result in a personal injury. If there are any witnesses to the incident, obtain names, addresses and phone numbers.
- If smoke is present, assist passengers off the shuttle to await arrival of another vehicle, keeping them away from danger or oncoming traffic. If fire is present, use the fire extinguisher only if it is safe for you to do so. If not, move your passengers and yourself away from the vehicle and wait for the fire department.
- If an injury occurs requiring medical assistance, you should make the injured person as comfortable as possible but do not move them as it may cause further injury. Drivers injured must notify a supervisor immediately no matter how small the injury.
- ANY questions from customers or press regarding the incident should be directed to management. You are not authorized to speak on behalf of the company.

General Procedures

Cell Phones, Texting Devices or Related Equipment – No one is allowed to have a cell phone, texting device or any other such equipment in their possession while on duty unless that equipment has been issued to them by RPS for business purposes. No one may operate any vehicle while using a cell phone, texting device or any other such equipment.

Eating and Drinking - Drivers are not allowed to have food on the shuttle. One beverage is permitted providing it is kept in a spill proof container.

Smoking - Smoking is not allowed on any shuttle or RPS vehicle. Drivers are not permitted to smoke anywhere while on duty. Drivers may smoke on breaks in designated areas only. Smoking is prohibited in RPS office, any vehicles, cashier booths, storage areas, terminal and fueling areas.

Standing - Republic Parking System prefers that no customer stands on shuttles. If all seats are full and more customers are waiting and a customer insists on getting on the bus and standing, have them stand behind the stairwell. Under no circumstances are passengers to be permitted to stand in stairwell. If passengers are left waiting, radio the long-term booth cashier that passengers have been left behind along with their location.

Lost and Found - If an item is left on your shuttle, radio the office as the person who left it may call the office. At your first opportunity turn the articles over to the office.

Personal Items - Keep all personal items in one small cooler, backpack or purse. Books, magazines, newspapers, etc are not allowed in view on the bus at any time.

Lost Vehicle - If you have a passenger who forgot where they parked, attempt to assist them using the designated route.

Luggage Assistance - Drivers are required to help passengers with loading and unloading baggage and belongings. Shuttles must be in park and the emergency brake applied before

assisting passengers. Drivers are required to be able to lift at least 50 pounds. Remember when lifting, always let your legs do the work, not your back.

Tips - Drivers may NEVER solicit tips from passengers. However drivers may politely accept a tip if offered. Any driver found soliciting tips including leaving money exposed on the shuttle or by any other means may receive disciplinary action up to and including termination. Forms for reporting tips to the IRS are available from the manager. You are required to report tips.

Republic Parking System
St Petersburg Clearwater International Airport
Shuttle Standard Operating Procedures

I _____, have received a copy of the Republic Parking System St Petersburg Clearwater International Airport Shuttle Standard Operating Procedures. I understand that I must abide by these procedures and/or policies contained in this manual. Failure to comply with these procedures and policies will result in disciplinary action up to and including termination of my employment.

I agree that I will comply with these procedures and policies as outlined. I also understand that if there is anything contained in this manual that I do not fully understand, I will ask my supervisor or manager to explain it to me before signing this document.

Signed _____ Date _____
Employee

Signed _____ Date _____
Manager

EXHIBIT "C"
INSURANCE REQUIREMENTS

Notice: The Contractor/Vendor must provide a certificate of insurance and endorsement in accordance with the insurance requirements listed below (Section C) prior to recommendation for award. Failure to provide the required insurance within a ten (10) day period following the determination or recommendation of lowest responsive, responsible bidder may result in the County to vacate the original determination or recommendation and proceed with recommendation to the second lowest, responsive, responsible bidder.

The Contracted vendor shall obtain and maintain, and require any sub-contractors to obtain and maintain, at all times during its performance of the Agreement, insurance of the types and in the amounts set forth. For projects with a Completed Operations exposure, Contractor shall maintain coverage and provide evidence of insurance for two (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 A- VIII or better. Within ten (10) calendar days after contractor's receipt of notice of award, the Contractor shall provide the County with properly executed and approved Certificates of Insurance to evidence compliance with the insurance requirements of the agreement. The Certificate(s) of Insurance shall be signed by authorized representatives of the insurance companies shown on the Certificate(s). **A copy of the endorsement(s) referenced in paragraph four (4) for Additional Insured shall be attached to the certificate(s).**

No work shall commence at any project site unless and until the required Certificate(s) of Insurance are received and approved by the County. Approval by the County of any Certificate 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 of Insurance is in compliance with the requirements of the Agreement. County reserves the right to require a certified copy of the entire insurance policy, including endorsements, at any time during the RFP and/or contract period.

All policies providing liability coverage(s), other than professional liability and worker's compensation policies obtained by the Contractor and any sub-contractors to meet the requirements of the Agreement shall be endorsed to include Pinellas County Board of County Commissioners as an Additional Insured.

If any insurance provided pursuant to the Agreement expires prior to the completion of the Work, renewal Certificates of Insurance and endorsements shall be furnished by the Contractor to the County at least thirty (30) days prior to the expiration date.

Contracted 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 Contractor from its insurer. Notice shall be given by certified mail to: Pinellas County Purchasing Department, 400 S. Ft. Harrison Avenue, 6th Floor, Clearwater, Florida 33756; and nothing contained herein shall absolve Contractor of this requirement to provide notice.

Should the Contractor, at any time, not maintain the insurance coverages required herein, the County may terminate the Agreement, or at its sole discretion may purchase such coverages necessary for the protection of the County and charge the Contractor for such purchase. The County shall be under no obligation to purchase such insurance, nor shall it be responsible for the coverages purchased or the insurance company or companies used. The decision of the County to purchase such insurance shall in no way be construed to be a waiver of any of its rights under the Agreement.

Each insurance policy shall include the following terms and/or conditions in the policy:

1. The Named Insured on the Certificate of Insurance 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 Contractor.
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. The policy clause "Other Insurance" shall not apply to any insurance coverage currently held by County or any such future coverage, or to County's Self-Insured Retentions of whatever nature.
5. All policies shall be written on a primary, non-contributory basis.

6. Any certificate of insurance evidencing coverage provided by a leasing company for either workers compensation or commercial general liability shall have a list of covered employees certified by the leasing company attached to the certificate of insurance. The County shall have the right, but not the obligation to determine that the contractor is only using employees named on such list to perform work for the County. Should employees not named be utilized by contractor, the County, at its option may stop work without penalty to the county until proof of coverage or removal of the employee by the contractor occurs, or alternatively find the contractor to be in default and take such other protective measures as necessary.
7. Insurance policies, other than Professional Liability, shall include waivers of subrogation in favor of Pinellas County from both the Contractor and sub-contractor(s).

The insurance requirements 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:

A. Workers' Compensation Insurance

Limit Florida Statutory

Employers Liability Limits

Per Employee	\$ 100,000
Per Employee Disease	\$ 100,000
Policy Limit Disease	\$ 500,000

- B. 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	\$ 1,000,000
Occurrence	\$ 1,000,000
Products/Completed Operations	\$ 1,000,000
Aggregate	\$ 2,000,000
Personal Injury and Advertising	
Injury	
General Aggregate	

- C. 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 Contractor 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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- D. Excess or Umbrella Liability Insurance excess of the primary coverage required , in paragraphs (A), (B), and (C) above:

Limits for vehicles with 5-10 passengers (including driver)

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

Limits for vehicles with 11-19 passengers (including driver)

Each Occurrence	\$ 2,000,000
General Aggregate	\$ 2,000,000

Limits for vehicles with 20 or more passengers (including driver)

Each Occurrence	\$ 4,000,000
General Aggregate	\$ 4,000,000

- E. 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

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