

**Verification of References Questionnaire for Fort Lauderdale-Hollywood
International Airport for SP Plus Transportation
By Port of Seattle**

PROJECT: RFP Number: 2018-06-05-0-AV-01

PROJECT TITLE: Ground Transportation Management Services

RFP FIRM: SP Plus Transportation

Date of Verification: _____

Reference Organization: Port of Seattle / SeaTac Airport

Project Verified: _____

Person Contacted: Vicky Ausban

Title of Contact: Manager, Airport Landside Operations

Telephone: 206-787-4072

E-Mail: ausban.v@portseattle.org

Questions	Yes	No
1. Was the firm the Prime Contractor?		x
2. Did the firm supervise and coordinate the work of the subcontractor/s?	x	
3. Were you satisfied with the firms overall performance? Absolutely	x	
4. Was the project completed on time?	N/A	
5. Was the project completed within the approved budget?	x	
6. Did the firm work well with the owner?	x	
Did they protect owner's interest?	x	
Did the firm experience high employee turnover?		x
9. Did the firm respond to owner requests in a timely fashion?	x	
10. Did the firm respond to regulatory agency requests in a timely manner?	N/A	
11. If there were/are DBE/ACDBE goals for minority participation did the firm meet the goals and if so how? (ownership, subcontracting etc) Please answer below.	N/A	
12. Would you engage this firm again? If no, please answer below.	x	
13. What specific service did the firm provide? (taxi dispatching, curbside management, parking management) Please answer below.	See below	
14. What was the term of their service? Please answer below.	See below	
15. What was the <i>business form</i> of their term of service? I.e. concession agreement, management agreement etc. Please answer below.	See below	
16. What was the approximate annual budget for the service provided? If concession how much annual revenue. Please answer below.		
17. Are you aware of other organizations utilizing this firm's service? If so who? Please answer below.	x	
18. Regardless of the outcome or validity did this firm or the procurement process become involved in any public controversy? If "yes" please respond to the following;		x
a. Was there any media coverage?		
b. Which media publications/radio or TV covered the story?		

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International Airport for SP Plus Transportation
By Port of Seattle**

Additional comments provided by Owner's contact:

4) SP Plus did not oversee a project for the Port of Seattle. They provide on-demand taxi curbside management.

13) East Side for Hire (ESFH) is SeaTac Airport's contractor for on-demand taxi service. The contract period was for three years, Oct 2016-Sep 2019 with two 1-year extensions at the Port of Seattle's discretion. From Oct2016-Jul 2018, SP Plus was ESFH's subcontractor hired to provide curbside management and driver training.

In July 2018, the Port of Seattle revised its contract with ESFH and now contracts directly with SP Plus

14) The recently implemented contract with SP Plus is in effect now until Sep 2019 which is the original end date of ESFH's contract with the Airport.

15) The Port of Seattle's contract with SP Plus is a management agreement.

**Verification of References Questionnaire for Fort Lauderdale-Hollywood
International Airport for SP Plus Transportation
By O'Hare International Airport**

PROJECT: RFP Number: 2018-06-05-0-AV-01

PROJECT TITLE: Ground Transportation Management Services

RFP FIRM: SP Plus Transportation

Date of Verification: _____

Reference Organization: O'Hare International Airport

Project Verified: _____

Person Contacted: Mr. Marcos Fernandez

Title of Contact: GM Landside Operations

Telephone: 773.894.2085

E-Mail: marcos.fernandez@cityofchicago.org

Questions	Yes	No
1. Was the firm the Prime Contractor?	x	
2. Did the firm supervise and coordinate the work of the subcontractor/s?	x	
3. Were you satisfied with the firms overall performance?	x	
4. Was the project completed on time?		
5. Was the project completed within the approved budget?	x	
6. Did the firm work well with the owner?	x	
Did they protect owner's interest?	x	
8. Did the firm experience high employee turnover?		
9. Did the firm respond to owner requests in a timely fashion?	x	
10. Did the firm respond to regulatory agency requests in a timely manner?	x	
11. If there were/are DBE/ACDBE goals for minority participation did the firm meet the goals and if so how? (ownership, subcontracting etc) Please answer below.		
12. Would you engage this firm again? If no, please answer below.	x	
13. What specific service did the firm provide? (taxi dispatching, curbside management, parking management) Please answer below.	x	
14. What was the term of their service? Please answer below.	x	
15. What was the <i>business form</i> of their term of service? I.e. concession agreement, management agreement etc. Please answer below.	x	
16. What was the approximate annual budget for the service provided? If concession how much annual revenue. Please answer below.	x	
17. Are you aware of other organizations utilizing this firm's service? If so who? Please answer below.		
18. Regardless of the outcome or validity did this firm or the procurement process become involved in any public controversy? If "yes" please respond to the following;		x
a. Was there any media coverage?		x
b. Which media publications/radio or TV covered the story?		x

**Verification of References Questionnaire for Fort Lauderdale-Hollywood
International Airport for SP Plus Transportation
By O'Hare International Airport**

Additional comments provided by Owner's contact: SP+ has been overseeing the parking operation at ORD since the mid-90's, and the taxi dispatching and curbside management in 2001. SP+ has provided ORD with a management team that is very easy to work with.

11. SP+ meets all of our MBE/WBE requirements.

13. All of the above.

14. 5 years

15. Management agreement

16. Approximately \$36 million

**Verification of References Questionnaire for Fort Lauderdale-Hollywood
International Airport for SP Plus Transportation
By Salt Lake City Department of Airports**

PROJECT: RFP Number: 2018-06-05-0-AV-01

PROJECT TITLE: Ground Transportation Management Services

RFP FIRM: SP Plus Transportation

Date of Verification: 8/21/2018

Reference Organization: Salt Lake City Departments of Airports

Project Verified: Salt Lake Airport Ground Transportation

Person Contacted: Cary Burnett

Title of Contact: Landside Operations Manager

Telephone: 801-575-2530

E-Mail: cary.burnett@slcgov.com

Questions	Yes	No
1. Was the firm the Prime Contractor?	X	
2. Did the firm supervise and coordinate the work of the subcontractor/s?		N/A
3. Were you satisfied with the firms overall performance?	X	
4. Was the project completed on time?	X	
5. Was the project completed within the approved budget?	X	
6. Did the firm work well with the owner?	X	
7. Did they protect owner's interest?	X	
8. Did the firm experience high employee turnover?		X
9. Did the firm respond to owner requests in a timely fashion?	X	
10. Did the firm respond to regulatory agency requests in a timely manner?	X	
11. If there were/are DBE/ACDBE goals for minority participation did the firm meet the goals and if so how? (ownership, subcontracting etc) Please answer below.		N/A
12. Would you engage this firm again? If no, please answer below.	X	
13. What specific service did the firm provide? (taxi dispatching, curbside management, parking management) Please answer below.	X	
14. What was the term of their service? Please answer below.		
15. What was the <i>business form</i> of their term of service? I.e. concession agreement, management agreement etc. Please answer below.		
16. What was the approximate annual budget for the service provided? If concession how much annual revenue. Please answer below.		
17. Are you aware of other organizations utilizing this firm's service? If so who? Please answer below.		
18. Regardless of the outcome or validity did this firm or the procurement process become involved in any public controversy? If "yes" please respond to the following;		X
a. Was there any media coverage?		
b. Which media publications/radio or TV covered the story?		

**Verification of References Questionnaire for Fort Lauderdale-Hollywood
International Airport for SP Plus Transportation
By Salt Lake City Department of Airports**

Additional comments provided by Owner's contact:

SP Plus is our current Parking, Shuttle and Ground Transportation Management company. SP has a Five year Management contract with (2) two year option which just started the second of the options. Annual operating budget is \$5.5 million. SP Plus staff are very responsive and doing a great job maintaining our operations.