

**Verification of References Questionnaire for
RFP #2018-06-12-0-AV-04
Parking Management Services for the
Fort Lauderdale-Hollywood International Airport Public and
Employee Parking Facilities**

PROJECT: RFP Number: 2018-06-12-0-AV-04

PROJECT TITLE: Parking Management Services for the Fort Lauderdale-Hollywood International Airport Public and Employee Parking Facilities

RFP FIRM: LAZ Airport Parking

Date of Verification: March 14, 2019

Reference Organization: Port of Oakland, Oakland International Airport

Project Verified: _____

Person Contacted: Alma Pena

Title of Contact: Airport Parking Operations Superintendent

Telephone: 510.563.3243

E-Mail: apena@portoakland.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?	x	
3. Were you satisfied with the firms overall performance?	x	
4. Did the firm work well with the owner?	x	
5. Did they protect owner's interest?	x	
6. Did the firm experience high employee turnover?	x	
7. Did the firm respond to owner requests in a timely fashion?	x	
8. Did the firm respond to regulatory agency requests in a timely manner?	x	
9. 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.	x	
10. Would you engage this firm again? If no, please answer below.	x	
11. What specific service did the firm provide? (valet, self-park, employee parking, etc.) Please answer below.		
12. What was the term of their service? Please answer below.		
13. What was the <i>business form</i> of their term of service? I.e. concession agreement, management agreement etc. Please answer below.		
14. What was the approximate annual budget for the service provided? If concession how much annual revenue. Please answer below.		
15. Are you aware of other organizations utilizing this firm's service? If so who? Please answer below.		
16. 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?		
Additional comments provided by Owner's contact:		
#9. Subcontracting	#11. self park	#12. 3 years with two 1 year extension options
#14. \$4,508,250	#15. SMF/JWA	#13. Management Agreement

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Since December of 2012, LAZ Parking has continuously provided Self-Parking Services in each of the Port's Public Parking Lots at OAK (6, 950 surface public parking spaces).

First Contractual Term 12/2012 - 01/2018 Second Contractual Term 02/2018 - 01/2022

LAZ Parking is responsible for the day-to-day management, operations, and staffing of the public parking facilities at OAK. Parking Management services at OAK include the following functions:

1. General Parking Services
2. Financial Accountability and Revenue Control
3. Budget Preparation and Adherence
4. Personnel Management and Training
5. Marketing (Parking Operations and Services)
6. Security Recommendations
7. Parking Consultation and Recommendations

Overall, LAZ has constantly met its contractual obligations and has performed all services at or above expectations. LAZ persistently addresses our parking operations with proven proactive management and a high level of oversight and responsiveness.

Working in conjunction with the airport marketing department, LAZ has successfully managed and marketed the expansion of several parking promotions tied to various travel markets and routes.

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PROJECT TITLE: Parking Management Services for the Fort Lauderdale-Hollywood International Airport Public and Employee Parking Facilities

RFP FIRM: LAZ Parking

Date of Verification: February 21, 2019

Reference Organization: Sacramento County Airport

Project Verified: Oakland International Airport

Person Contacted: Shari Thompson-Duartes

Title of Contact: Director Parking & Ground Transportation

Telephone: (916) 874-0560

E-Mail: duartes@sacounty.net

Questions	Yes	No/Comments
1. Was the firm the Prime Contractor?	X	
2. Did the firm supervise and coordinate the work of the subcontractor/s?	X	First Transient/ Busing Service
3. Were you satisfied with the firms overall performance?	X	
4. Did the firm work well with the owner?	X	
5. Did they protect owner's interest?	X	
6. Did the firm experience high employee turnover?		X
7. Did the firm respond to owner requests in a timely fashion?	X	
8. Did the firm respond to regulatory agency requests in a timely manner?	X	
9. 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.	X	Owner
10. Would you engage this firm again? If no, please answer below.	X	
11. What specific service did the firm provide? (valet, self-park, employee parking, etc.) Please answer below.	X	Self, Employee, Pre-Flight & Shuttle
12. What was the term of their service? Please answer below.		5 years & 2 - 1yr extensions
13. What was the <i>business form</i> of their term of service? I.e. concession agreement, management agreement etc. Please answer below.		Management Agreement
14. What was the approximate annual budget for the service provided? If concession how much annual revenue. Please answer below.		N/A - unknown
15. Are you aware of other organizations utilizing this firm's service? If so who? Please answer below.		LAZ has a working group that meets, allowing all facilities in area to meet with each other
16. 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;		No
a. Was there any media coverage?		N/A
b. Which media publications/radio or TV covered the story?		N/A
Additional comments provided by Owner's contact:		
Great to work with. Takes care of customers. Great General Manager on site.		

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PROJECT TITLE: Parking Management Services for the Fort Lauderdale-Hollywood International Airport Public and Employee Parking Facilities

RFP FIRM: SP Plus

Date of Verification: February 21, 2019

Reference Organization: Jacksonville International Airport

Project Verified: Parking Management Services

Person Contacted: Nancy Coppen 904-741-3628

Title of Contact: Manager, Parking

Telephone: 904-741-3628

E-Mail: Nancy.coppen@flyjacksonville.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?	X	
3. Were you satisfied with the firms overall performance?	X	
4. Did the firm work well with the owner?	X	
5. Did they protect owner's interest?	X	
6. Did the firm experience high employee turnover?		X
7. Did the firm respond to owner requests in a timely fashion?	X	
8. Did the firm respond to regulatory agency requests in a timely manner?	X	
9. 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.		
10. Would you engage this firm again? If no, please answer below.	X	
11. What specific service did the firm provide? (valet, self-park, employee parking, etc.) Please answer below.		
12. What was the term of their service? Please answer below.		
13. What was the <i>business form</i> of their term of service? I.e. concession agreement, management agreement etc. Please answer below.		
14. What was the approximate annual budget for the service provided? If concession how much annual revenue. Please answer below.		
15. Are you aware of other organizations utilizing this firm's service? If so who? Please answer below.		
16. 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?		
Additional comments provided by Owner's contact:		
Very satisfied with SP Plus. Manages all Airport parking under a management agreement.		
Has been at Jacksonville approximately five years.		

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RFP FIRM: SP Plus Airport Services

Date of Verification: Friday, February 22, 2019

Reference Organization: Wayne County Airport Authority (WCAA) – Detroit Metropolitan Airport

Project Verified: _____

Person Contacted: Matt McGowan

Title of Contact: Director Landside

Telephone: 734-955-8776

E-Mail: Matt.mcgowan@wcaa.us

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. Did the firm work well with the owner?	x	
5. Did they protect owner's interest?	x	
6. Did the firm experience high employee turnover?		x
7. Did the firm respond to owner requests in a timely fashion?	x	
8. Did the firm respond to regulatory agency requests in a timely manner?	x	
9. 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.	x	
10. Would you engage this firm again? If no, please answer below.	x	
11. What specific service did the firm provide? (valet, self-park, employee parking, etc.) Please answer below.		
12. What was the term of their service? Please answer below.		
13. What was the <i>business form</i> of their term of service? I.e. concession agreement, management agreement etc. Please answer below.		
14. What was the approximate annual budget for the service provided? If concession how much annual revenue. Please answer below.		
15. Are you aware of other organizations utilizing this firm's service? If so who? Please answer below.		
16. 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
Additional comments provided by Owner's contact:		
SP+ is the leader in airport parking management. We work very closely with them on process and procedures and operations.		

