

**Proposal to Provide Parking Management & Operations  
For the Los Angeles Law Library Parking Facility**

Presented To:

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Presented By:

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## Organization

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We are honored to present our organization the LA Law Library. We look forward to exceeding your expectations. We take great pride in our history, reputation and service delivery and our entire team shares your desire to establish a long-term partnership. You will find that AAA Parking's reputation in the industry is unrivaled and that we have never lost sight of what's most important in our business—providing exceptional parking services to our customers while driving value and profit for our partners. It's this type of simplicity and attention to service that has allowed AAA Parking to thrive for over fifty-seven years.

## Company Profile & History

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AAA Parking was established in 1956 by George E. Williams in Atlanta, Georgia. The company's unique emphasis on relationship building and quality service quickly pushed AAA Parking to the forefront of the industry. Acquired by Selig Enterprises ([www.seligenterprises.com](http://www.seligenterprises.com)) in 1981, AAA Parking's success continued to soar. Over fifty years later, the company boasts an impressive roster of blue-chip clients and a debt-free balance sheet. Still a family-operated business, President Ron Williams continues to instill the same values his father did in 1956. Despite the company's exponential growth, AAA Parking maintains its core values, emphasizing a commitment to customer service, employee growth and relational business practices. Although Atlanta remains the corporate home of AAA Parking, a Regional Office in Los Angeles, California was opened in June, 2013 to support our projected growth in the state. The new office is headed by AAA Parking's Executive Vice President, Mason Mehrjerdian.



*President, Ron Williams*



*Executive Vice President, Mason Mehrjerdian*

Additionally, our team provides parking management services in seventeen metropolitan areas across the country. From Miami, Florida to Los Angeles, California, AAA Parking operates over 200 properties, employs more than 1700 employees & manages nearly 80,000 parking spaces daily. Our portfolio boasts luxury hotels and resorts, major office buildings, garages, surface lots and mixed-use projects, hospitals, country clubs, schools, sports venues and private events around the country.

## Just a Few AAA Parking's National Clients

AAA Parking manages and operates parking services at over 200 properties across the country, in 17 metropolitan markets, from Savannah to Los Angeles, and St. Louis to South Beach.



## Objectives & Management Philosophy

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- **Owner Satisfaction**
- **Customer Satisfaction**
- **Maximization of Revenue**
- **Employer/Employee Satisfaction**

### Owner Satisfaction

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Owner satisfaction is the number one goal of AAA Parking. Since AAA Parking deals with so many diverse owners, we tailor our service to the needs and desires of each individual owner.

Our clients range from small parking lot owners to large hotels and metropolitan authorities. Each location comes with its own unique features and each owner comes with their own idea of how they want their services delivered. Large corporations, cities, hotels, and sole investors all appreciate the attention that AAA Parking offers.

AAA Parking offers self-parking management, valet parking services and event parking. AAA Parking offers the best resources in the parking business, and guarantees owner satisfaction.

### Customer Satisfaction

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AAA Parking proposes to operate the Los Angeles Law Library parking facilities with an intense focus on customer satisfaction. As operator of over 250 parking properties around the country, many of which are large event parking facilities, upscale hotel valet operations, and Class A professional buildings, AAA Parking has the knowledge and experience to offer the highest quality service and to do so most efficiently.

An Operations Manager shall be assigned to the parking facility. He or she will conduct regular monitoring and governing of the garage and surface lots. Parking patrons shall be directed to areas of the garage that contain parking spaces via mobile signage; areas of the facility shall be “closed off” so that customers are not searching for parking spaces unnecessarily.

The Operations Manager shall expediently address any customer related issue. Maintenance concerns, safety hazards, and customer service comments shall be collected and reported to AAA Parking’s President and Vice President. Depending on the severity of the issue, a letter may be sent to the customer as follow-up. The Operations Manager is required to immediately acknowledge the issue by personal contact or telephone.

AAA Parking employees shall be properly trained as outlined herein. Cashiers shall also be aware of the surrounding property and capable of offering directions to the major highways; maps and/or direction cards shall be issued to assist in offering such.

#### Maximization of Revenue

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As a result of strict revenue controls, AAA Parking has experienced increased revenue results at many properties acquired over the years. Several properties have increased revenues by more than 30% once AAA Parking began the management of the parking facilities.

Outlined herein is a standard revenue collection and reporting procedure as utilized at most AAA Parking managed, valet and self-parking facilities. Some adjustments are made to this process at each property based upon the specific requirements of the property.

With proper use of the approved parking equipment, strict revenue controls and internal auditing processes, and appropriate interviewing, screening, training and hiring as implemented by AAA Parking, a high return in gross revenue is predicted for the Los Angeles Law Library parking facilities.

#### Employer/Employee Satisfaction

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AAA Parking selects and hires those individuals who demonstrate a sincere desire to be in service to others.

Prospective employees are processed through three interviews, one each with the Operations Manager and City Manager, on final interview with both managers present. Prospects must pass a basic test designed for simple mathematics and reading, and each must be able to speak English fluently. References are checked and past employment verified; all prospects are subject to a security interview. Background checks are conducted prior to hiring. A

AAA Parking employs an outside firm to conduct a background check, including criminal record check, motor vehicle report and credit reference check. All drug and alcohol screening is performed by the Howell Industrial Clinic. All new hires are on a thirty-day trial basis, where a supervisor and an experienced cashier administer on-the-job training. Specifics of our liability insurance provide for employee fidelity bonding at \$400,000 per employee.

AAA Parking receives many compliments on the courtesy, efficiency and excellent manners of our employees.

## Key Personnel

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AAA Parking's executive management staff is composed of veteran parking industry managers. Each supervisor and manager has several years' experience (with many possessing over fifteen years' experience) in the business and is thoroughly versed in all phases of parking operations and equipment maintenance. Ronald F. Williams, President, has been with the company for forty years. Mr. Williams, a member of the State Bar of Georgia for over thirty years, is involved daily with all projects.

Executive Vice President, Mason Mehrjerdian has over twenty years in the hospitality business and a doctorate in economics. Mason collaborates with executive committee members including the Director of Hotel Operations, Administrative Manager, Financial Manager, and Human Resources Manager. He monitors properties via meetings with Operations Managers and conducts random property inspections. He takes an active role in determining the company financial goals.

AAA Parking's Proposed Operations/Facility Manager has full responsibility for interviewing and hiring of personnel. Supervisory responsibilities include:

- Overseeing shift managers and staff employees
- Conducting pre-shift meetings,
- Performing spot inspections of property and appearance inspection of employees,
- Scheduling proper personnel for each day and event,
- Acting as liaison between company and property management,
- Preparing and delivering bank deposits,
- Verifying the payroll time sheets and issuing paychecks.

*See Resumes that follow.*

Company President

RONALD F. WILLIAMS  
950 RIVER OVERLOOK COURT  
ATLANTA, GEORGIA 30328-3501  
404-252-2762

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*SUMMARY OF QUALIFICATIONS:*

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Proficient in all phases of operations and administration  
Attorney-at-law

*EDUCATION:*

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Florida State University  
*Bachelor's Degree in Finance*

John Marshall University  
*Juris Doctor*

*EMPLOYMENT HISTORY:*

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June 1967 to Present	<u>AAA PARKING, Atlanta, Georgia</u> Company President Responsible for all operations and administration of 100 properties and over 500 employees
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*AFFILIATIONS:*

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National Parking Association  
National Parking Institute  
Parking Association of Georgia (past President)  
International Municipal Parking Congress  
State Bar of Georgia  
Atlanta Bar Association  
American Bar Association  
Central Atlanta Progress  
Atlanta Chamber of Commerce  
United Way

Company Executive Vice President

MASON MEHRJERDIAN  
513 WILLSFORD COURT  
ALPHARETTA, GA

*SUMMARY OF QUALIFICATIONS:*

- Operations Management
- Employment Staffing and Scheduling
- Budget Management
- Proficiency in Organization

*EDUCATION:*

- La Salle University, Atlanta, Georgia  
Doctorate Degree in Economics, 2002
- Georgia State University, Atlanta, Georgia  
Master's Degree in Business Economics, June 1991
- Mercer University, Atlanta, Georgia  
Master of Business Administration, June 1988
- Teacher's Training University, Overseas  
B.A. English, September 1979

*EMPLOYMENT HISTORY:*

*1991 to Present*

AAA PARKING, Atlanta, Georgia

**Director of Hotel Operations**

- Responsible for overseeing all parking operations of seven prestigious hotels
- Manage a staff of 275 employees including 25 Managers and 30 Supervisors
- Manage an annual payroll budget of over \$2,000,000.00
- Responsible for Management Orientations to include Total
- Quality Management Seminars (TQM)

1986 to 1992

SYSTEM MANAGEMENT INC., Atlanta, Georgia

**Hotel Parking Operations Manager (1990 to 1982)**

**Atlanta Marriott Marquis Hotel**

- Responsible for managing 50 employees, including 3 Assistant Managers and 6 Supervisors
- Managed an annual payroll budget of approximately \$500,000.00.
- Responsible for all aspects of customer service

## Proposed Operations/Facility Manager

### Parviz Farhangian



2588 Tritt Springs Trace NE  
Marietta, GA 30062



Home Phone (770) 485 1893  
Cell Phone (404) 840 1218  
Parviz19@yahoo.com

#### **OBJECTIVE**

To achieve my full potential in my chosen profession, and becoming a valued member of a working team.

#### **KNOWLEDGE**

Parking industries

Rules and regulation of FDCPA.

Skiptracing, Trough Experian, Trans Union, CBI Equifax, Voters Registration, Title Company, NBYS, and Utilities.

A/P, A/R, Bank deposit and reconciliation, journal entries and account analysis.

Extensive knowledge of Credit Card and Auto Deficiency.

Proficient in Microsoft office.

#### **WORK HISTORY**

##### *Nov. 2007- Present Operations Manager, AAA Parking*

Started as assistant director of claims and customer service. Review the incidents and investigate the claims regarding accidents in company's properties in order to approve or decline a claim.

Direct contact with claimants and insurance companies. Approval of payments for repairs and rental cars. Interact with the property managers to keep the incidents to a minimum.

Transferred to Bank of America Plaza building as Operations Manager in January 2009.

Managing two parking facilities which includes monthly patrons, visitors and valet. Direct contact with the property management, tenants and vendors. Making sure all parking equipments are in working order. Issuing parking cards and overlooking the income and past due accounts.

Controlling the budget. Hiring and training personnel.

##### *Jun 2006- Sept. 2007 Mortgage Loan Processor, Financial Remedies Bancorp*

Review client's credits and process the new loans. Direct contacts with banks, escrow offices and title companies to get approval and finalize the closing of the loan on home purchase or refinance on a timely manner.

##### *Jan.1998-Sept. 2005 Manager, Onyx Acceptance Corporation*

Started as a collector. Handled deficiency balance collection, arrangement of settlement and payment by phone and mail. Direct report to credit agencies(Experian, Trans Union and Equifax).

Constantly hitting and going over my personal goal. Promoted to Department Supervisor in June 1999, Handling a team of 23 employees. Increased the collection by 25%. Promoted to Operation's Manager in May 2001. Worked directly with the other department managers to audit for proficiency and performance of the department and the employees. Increased the revenue by 20%.

I was assigned as Legal, Deficiency and Insurance Department Manager in 2003.

#### **EDUCATION**

1978-1982

Bachelors in Civil Engineering, Somerset University, England.

## Los Angeles AAA Operated Facilities

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Location/Description	# Spaces	Start Date	Contact
InterContinental Los Angeles Century City	300	May 1, 2009	Steve Choe General Manager 2151 Avenue of the Stars Los Angeles CA 90067 310.284.6504 steve.choe@ihg.com
Crowne Plaza Los Angeles Airport	70	March 1, 2009	Michael Payton General Manager Crowne Plaza LAX 5985 West Century Blvd. Los Angeles, CA 90045 310.642.7500 micheal.payton.ihg.com

## Our Commitment

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We understand that there are different needs for different properties, which is why it sometimes makes sense to enter into a management agreement, while at other times a revenue sharing agreement or a profit sharing agreement is more appropriate. We do believe however that it is always important to remember that the property is better served with a partner who “has skin in the game”.

It is not difficult to show substantial profits on a management proposal by enhancing revenues and/or reducing expenses, but when the operator is on the hook for a portion of either the revenues and/or the expenses the situation is different.

All AAA Parking agreements are customized to reflect the specific conditions for the property in question. Terms vary based on size of the property, location of the garage, rates charged, services provided (valet, door, bell), etc.

Our philosophy has always been that “We don’t want to be where we are not wanted”, so all our agreements include a sixty day out clause without cause. This also puts pressure on us to continue to perform up to the property standards in order to remain the parking operator of choice.

We cannot guarantee that there will not be any issues once we are awarded an agreement, as a matter of fact we can pretty much guarantee that there will be issues. We also guarantee however that when there are issues we will be responsive from the onsite property manager to the President of the company and everyone in between to resolve these issues with a sense of urgency.

Since 1956, AAA Parking has maintained a tradition of commitment and service. As one of the oldest and most established parking management companies in the United States, we have a history of excellence that it unsurpassed. We have a perfect contractual performance record having **NEVER** failed on any contract or management agreement in our history and our team is comprised of career hospitality executives, tenured managers and the best employees in the industry.

Thank you for your consideration and we look forward to becoming your partner of choice in parking.

Respectfully,

Mason Mehrjerdian  
Executive Vice President

## References: Self-Parking Facilities

Location/Description	# Spaces	Start Date	Contact
Florida Atlantic University	10,133	August 10, 2012	Mr. Mitch Silverman Assistant Athletic Director - Facilities Department of Athletics 777 Glades Road Boca Raton, FL 33431 561.297.0211 msilve31@fau.edu
Georgia World Congress Center & Georgia Dome	4900	January 15, 1998	Mark Zimmerman General Manager GWCC Authority 285 International Blvd., NW Atlanta, Georgia 30313 404.223.4000 mzimmerman@gwcc.com
Auburn University	4000	July 1, 2011	Bob Ritenbaugh Assistant Vice President Auxiliary Services 102 Samford Hall Auburn, AL 36849-5171 334.844.4190 ritenrc@auburn.edu
Grady Health System	3800	January 10, 2007	Dallas Terry Administrative Director Public Safety 80 Jesse Hill Jr. Drive SE Atlanta, Georgia 30303-3050 404.616.3405 dterry@gmh.edu
Northside Hospital Complex	2600	September 23, 1994	John McDonald Director of Security 1000 Johnson Ferry Road Atlanta, Georgia 30342 404.851.8784 john.mcdonald@northside.com

## References: Self-Parking Facilities

Location/Description	# Spaces	Start Date	Contact
Piedmont Hospital	2330	1993-2006 and June 1, 2009	Gary LaClair Director of Parking 1968 Collier Road Atlanta, Georgia 30309 404.605.1739 gary.laclair@piedmont.org
Ravinia III	2330	June 1, 1998	Brett Koutnik Koger Equity Three Ravinia Drive Atlanta, Georgia 30346 770.395.5200 bkoutnik@colonialprop.com
Georgia State University Administrative Offices (25 Park Place)	1426	October 1, 1999	Julie Walker SunTrust Corporate Real Estate 919 East Main Street Richmond Virginia 23219 804-782-7374 Julie.G.Walker@suntrust.com
Spelman College	1300	August 1, 1995	Robert D. Flanagan Vice President for Business And Financial Affairs 350 Spelman Lane SW Atlanta, Georgia 30314-3643 404.681.3643 rflaniga@spelman.edu
the Pinnacle	1287	December 1, 1998	Linda Beauchamp Senior Property Manager Cushman & Wakefield 3445 Lenox Road, Suite 575 Atlanta, Georgia 30326 404.407.2258 linda.beauchamp@cis.cushwake.com
The Pavilion at Lake Hearn Medical Complex	1131	March 23, 1998	Larry Cooper, M.D., President 1100 Lake Hearn Drive Atlanta, Georgia 30342 404.705.5065 larry@bentleyinv.com

## References: Self-Parking Facilities

Location/Description	# Spaces	Start Date	Contact
Cobb Energy Performing Arts Centre	1100	August 2, 2007	Michael Taormina Managing Director 2800 Cobb Galleria Parkway Atlanta, Georgia 30339 770-916-2802 Mtaormina@CobbEnergyCentre.com
Egleston Children's Hospital at Emory University	1050	October 10, 1994	John Rucker Director of Facilities 1001 Johnson Ferry Rd., NE Atlanta, Georgia 30342 404.929.8309 john.rucker@choa.org
999 Peachtree Street	990	January 8, 2007	David Tracht Senior Property Manager Jamestown Commercial Management Co. 999 Peachtree St., Suite 750 Atlanta, GA 30309 404.249.1700 dtracht@jamestownproperties.com
Chastain Park Amphitheater	850	May 1, 1991	Tanner Smith Chastain Director Atlanta Symphony Orchestra 1280 Peachtree St. NE, 4th Floor Atlanta, GA 30309 404.733.4885 tanner.smith@woodruffcenter.org
Metropolis	800	January 1, 2009	David Tracht Senior Property Manager Jamestown Commercial Management Co. 999 Peachtree St., Suite 750 Atlanta, GA 30309 404.249.1700 dtracht@jamestownproperties.com

## References: Self-Parking Facilities

Location/Description	# Spaces	Start Date	Contact
Two Live Oak	727	June 30, 1996	Linda Beauchamp Senior Property Manager Cushman & Wakefield 3445 Lenox Road, Suite 575 Atlanta, Georgia 30326 404.407.2258 linda.beauchamp@cis.cushwake.com
55 Allen Plaza	624	February 19, 2009	Rocque Miller Tenant Service Coordinator 55 Allen Partners LLC c/o Lincoln Property Co. Commercial, Inc. 55 Ivan Allen Jr. Blvd., Suite 535 Atlanta, GA 30308 404.389.9180 romiller@lpc.com
30 Allen Plaza	572	November 1, 2005	Precious Carter Avison Yang 30 Ivan Allen Jr. Blvd., Suite 900 Atlanta, GA 30308 404.658.0705 Precious.Carter@avisonyang.com
260/270 Peachtree	525	September 1, 1997	Morris Harrison President RB Management 260 Peachtree Suite 2500 Atlanta, GA 30303 404.584.5912 mharrison@rbmanagement.com
Northwest Medical Center	500	April 1, 2002	Thomas W. Tift, III Managing Partner HealthAmerica Realty Group Six Piedmont Center Suite 210 Atlanta, GA 30305 404.869.2670 ttift@healthamrealty.com

## References: Hotels & Resorts

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Location/Description	# Spaces	Start Date	Contact
The Westin Diplomat Resort & Spa	1500	June 1, 2005	Ed Walls General Manager 3555 South Ocean Drive Hollywood, Florida 33019 954.602.8201 ed.walls@westin.com
Hilton Orlando Bonnet Creek	1000	June 4, 2009	Peter Kacheris Managing Director 14100 Bonnet Creek Resort Lane Orlando, Florida 32821 407.597.3714  peter.kacheris@hilton.com
Marco Island Marriott Beach Resort Golf Club & Spa	919	June 4, 2004	Rick Medwedeff General Manager 400 South Collier Boulevard Marco Island, Florida 34145 239.642.2601 rick.medwedeff@marriott.com
Renaissance Ross Bridge Golf Resort & Spa	700	August 12, 2005	Steve Miller General Manager 4000 Grand Avenue Hoover, AL 35266 205.916.7677 steve.miller@rossbridgeresort.com
Mondrian South Beach Hotel	700	December 1, 2008	Alex Novo General Manager 1100 West Avenue Miami Beach, FL 33139 305-672-2000 Alex.novo@morganshotelgroup.com
Bonaventure Resort and Spa	700	April 1, 2013	Jim Mauer General Manager 250 Racquet Club Drive Weston, FL 33321 954.349.5701 jmauer@bonaventureFL.com

## References: Hotels & Resorts

Location/Description	# Spaces	Start Date	Contact
Atlanta Marriott Marquis Hotel	600	September 1, 1991	Erica Qualls General Manager 265 Peachtree Center Avenue Atlanta, Georgia 30303 404.586.6101 Erica.Qualls@marriott.com
Sheraton Atlanta Hotel	570	February 12, 2001	Niles Harris General Manager 165 Courtland Street Atlanta, Georgia 30303 404.659.6500 nharris@sheratonatl.com
Hyatt Regency Atlanta Hotel	520	November 15, 1993	Joe Hindsley General Manager 265 Peachtree Street Atlanta, Georgia 30303 404.577.1234 joe.hindsley@hyatt.com
W - South Beach Hotel & Residences	520	July 2, 2009	George Cozonis General Manager 201 Collins Avenue South Beach, FL 33139 954.245.3059 george.cozonis@whotels.com
Grand Hyatt Hotel	485	January 2, 1996	Ruth Benjamin General Manager 3300 Peachtree Road Atlanta, Georgia 30305 404.364.6889 rbenjamin@hyatt.com
InterContinental Buckhead Hotel	450	June 7, 2005	Sharon Kilmartin General Manager 3315 Peachtree Road N.E. Atlanta, GA 30326 404.946.9101 sharon.kilmartin@ihg.com

## References: Hotels & Resorts

Location/Description	# Spaces	Start Date	Contact
Atlanta Airport Marriott Gateway	420	August 1, 2010	Crissy Wright General Manager 2020 Convention Center Concourse College Park, Georgia 30345 404.459-5681 crissy.wright@marriott.com
Hyatt Regency Savannah	400	December 14, 2004	Scott Snipes General Manager Two West Bay Savannah, GA 31401-1189 912.238-1234 scott.snipes@hyatt.com
Sheraton Gateway Airport Hotel	400	June 1, 2007	Kerry Ringham General Manager 1900 Sullivan Road College Park, GA 30337 770.994.2486 kerry.ringham@sheraton.com
Little Rock Marriott	350	August 1, 2013	Bill Fontes General Manager 3 Statehouse Plaza Little Rock, AR 72201 501.399.8001 bill.fontes@littlerockmarriott.com
Atlanta Marriott Suites Midtown	320	January 1, 2001	John Pizzuro General Manager 35 14th Street, NE Atlanta, Georgia 30309 404.888.3660 john.pizzurro@marriott.com
Hyatt Regency Birmingham (The Wynfrey Hotel)	300	November 1, 2003	Andy Peters General Manager 1000 Riverchase Galleria Birmingham, Alabama 35244 205.444.5704 andy.peters@wynfreyhotel.com

## References: Hotels & Resorts

Location/Description	# Spaces	Start Date	Contact
Memphis Marriott Downtown Hotel	300	February 15, 1999	Tony Goebel General Manager 250 North Main Street Memphis, Tennessee 38103 901.527.7300 Tony.Goebel@marriott.com
W Hotel & Residences	300	January 2009	Tim Dahlen General Manager 45 Ivan Allen Jr. Boulevard Atlanta, Georgia 30308 404.582.5800 tim.dahlen@whotels.com
Tampa Airport Marriott Hotel	300	September 1, 1998	Zachary Curry General Manager Tampa International Airport Tampa, Florida 33607 813.879.5151 zachary.curry@marriott.com
The Crowne Plaza Memphis	300	July 1, 2009	Steve Book General Manager 300 N 2nd St Memphis, TN 38105 Phone: 901.525.1800 sbook@cphotelmemphis.com
InterContinental Los Angeles Century City	300	May 1, 2009	Steve Choe General Manager 2151 Avenue of the Stars Los Angeles CA 90067 310.284.6504 steve.choe@ihg.com
Hilton Savannah DeSoto	250	April 1, 2008	Kevin Brockway General Manager 15 East Liberty Street Savannah, GA 31401 912.443.2001 kevin.brockway@hilton.com

## References: Hotels & Resorts

Location/Description	# Spaces	Start Date	Contact
Sheraton Galleria	250	December 8, 2009	Kerry Ringham General Manager 2844 Cobb Parkway, SE Atlanta, GA 30339 770.916.3160 art.cohen@sheraton.com
Embassy Suites Montgomery	250	February 1, 2012	Roger Buck General Manager 300 Tallapoosa Street Montgomery, AL 36104 334.269.5055 roger.buck@jqh.com
Cheshire Hotel	250	June 16, 2012	Tony Dandino General Manager 6300 Clayton Road St. Louis, MO 63117 314.647.7300 tdandino@cheshirestl.com
Shore Club	208	February 4, 2008	General Manager Pending 1901 Collins Avenue Miami Beach, FL 33139 305.695.3204 tim.nardi@morganshotelgroup.com
Crown Miami Beach Hotel	200	April 1, 2013	Jason Hsiang Vice President of Development Commune Hotels & Resorts 54 Thompson St. 5th Floor   New York, NY, 10012 212.204.6473 jhsiang@communehotels.com
JW Marriott Hotel at Lenox	200	December 30, 1995	Mike Giamundo General Manager 3300 Lenox Road, N.E. Atlanta, Georgia 30326 404.262.3344 michael.giamundo@marriott.com

## References: Hotels & Resorts

Location/Description	# Spaces	Start Date	Contact
Hilton Garden Inn Atlanta Airport	196	January 1, 2013	DeShawn Clayton General Manager 2301 Sullivan Road College Park, GA 30337 678.686.8282 gm@atgi@jhmhotels.com
Four Points by Sheraton Historic Savannah	175	November 1, 2007	Deci Arce General Manager 520 West Bryan Street P.O. Box 1385 Savannah, GA 31401 912.790.1000 d.shoop@fourpointshistoricsavannah.com
Courtyard by Marriott Atlanta Airport South	169	January 1, 2013	Zsuzsa Nagy General Manager 2050 Sullivan Road College Park, GA 30337 770.997.2220 zsuzsa.nagy@marriott.com
Courtyard by Marriott Miami Beach Oceanfront	160	November 4, 2003	Joe LaFleur General Manager 3925 Collins Avenue Miami Beach, FL 33139 305.538.3373 joseph.lafleur@marriott.com
South Beach Marriott	160	May 22, 2007	Sam Crooke General Manager 161 Ocean Drive Miami Beach, FL 33139 305.536.7700 sam.crooke@marriott.com
Renaissance Waverly Hotel	150	December 1, 1997	Joseph Uhl General Manager 2450 Galleria Parkway Atlanta, Georgia 30339 770.953.4500 joseph.uhl@renaissancehotels.com

## References: Hotels & Resorts

Location/Description	# Spaces	Start Date	Contact
Hilton St. Louis at the Ballpark	150	April 4, 2004	Jayson Pollard Vice President and General Manager One South Broadway St. Louis, MO 63102 314.259.3382 Jayson.pollard@hilton.com
Mansion on Forsyth Park	150	July 1, 2009	Joseph Kelley 700 Drayton Street Savannah, GA 31401 912.721.5010 Joseph.Kelly@kesslercollection.com
Andaz Savannah	120	January 1, 2009	Pedro Perez General Manager 14 Barnard Street Savannah, GA 31401 912. 233.2116 pedro.perez@aviahotels.com
Courtyard By Marriott – Coconut Grove	120	February 19, 2010	Thomas Langone General Manager 2649 South Bayshore Drive Miami, FL 33133 786. 866.8200 thomas.langone@marriott.com
Hilton Garden Inn Atlanta Midtown	120	December 1, 2012	Juan C. Mera General Manager 97 10 <sup>th</sup> Street Atlanta, GA 303009 770.38/0.0126 Juan.mera@hilton.com
Courtyard By Marriott, Miami South Beach	100	April 1, 2002	General Manager Pending 1530 Washington Avenue Miami South Beach, FL 33139 305.604.8887 David.Meneses@marriott.com

## References: Hotels & Resorts

Location/Description	# Spaces	Start Date	Contact
Bohemian Hotel	100	July 1, 2009	Kurt Englund General Manager 102 West Bay Street Savannah, GA 31401 912.721.3800 Kurt.englund@kesslercollection.com
Hyatt Atlanta Midtown	100	July 16, 2013	Andy Papoutsis General Manager 125 Tenth Street Atlanta, Georgia 30309 404.443.1234 andy.papoutsis@hyatt.com
The Sheraton Read House Hotel	80	August 1, 2003	Paul M. Mezik General Manager The Read House 827 Broad Street Chattanooga, Tenn. 37402 423.643.1222 pmezik@readhousthotel.com
Crowne Plaza Los Angeles Airport	70	March 1, 2009	Michael Payton General Manager Crowne Plaza LAX 5985 West Century Blvd. Los Angeles, CA 90045 310.642.7500 micheal.payton.ihg.com
Hotel Urbano	55	January 6, 2010	Donna Candreva Regional Manager 2500 Brickell Avenue Miami, FL 33129 305.205.7048 dcandreva@hotelurbano.com
The Renaissance Battle House	50	April 1, 2007	Margo Gilbert, Hotel Manager The Battle House, A Renaissance Hotel & Spa 64 South Water Street Mobile, AL 36602 251.415.3096 margo.gilbert@rsabattlehouse.com

## Accounting/Audit/Internal Controls

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In 2010, AAA Parking launched a robust and proprietary Online Data Management System (**ODMS**), including a real-time Revenue Management System (RMS), that has dramatically streamlined the company's revenue reporting. **ODMS** is currently in place at all AAA Parking managed properties.

**SolTech** Solutions of Atlanta ([www.soltech.net/Home.aspx](http://www.soltech.net/Home.aspx)) was selected to custom design an exclusive cloud-based software solution that would encompass every aspect of AAA Parking's revenue systems. Some of the features of AAA Parking's proprietary **ODMS** include:

- Requires a unique and secure log-in for every user.
- Strict controls and user tracking information while remaining user friendly at the property level and flexible for AAA Parking's accounting team.
- Cashiers complete a shift report on RMS, which eliminates all user errors while ensure every transaction is logged and collections are accurate.
- Operations managers and accounting personnel have immediate access to reports in real time.
- Following each days reports, the onsite operations manager completes a daily report which consolidates transactions from each of the previous day's shifts. The daily report also verifies vehicle inventory. Any amendments to the cashier shift reports by the operations manager are tracked by RMS and an explanation must be provided for all variations.



From an accounting perspective, **ODMS** offers immediate access to historical data and the ability to produce customized and accurate reports much more efficiently. Bank deposits are reconciled automatically and imported to AAA Parking's general ledger, eliminating manual keying. Month-end client billing will be prepared and delivered earlier and parking validations are calculated in the **ODMS** system creating increased efficiencies.

Perhaps the most conspicuous aspect of the **ODMS** is the vast reduction of paper use and overnight shipping costs. In the past, daily paper reports were submitted to the corporate office along with property consolidation reports, which resulted in thousands of sheets of paper use daily, some of which had to be stored for up to seven years in an offsite secure facility. While previous year's documents will continue to be stored as required contractually, reports generated through the **ODMS** are now stored electronically. AAA Parking estimates more than 400,000 sheets of paper are saved annually from property reports along with another 300,000 sheets from internal revenue reporting and reports to clients, which will also be offered in electronic format.

Property management has access to **ODMS** through the Property Management Portal. The General Manager and others on the property's Executive Committee can register for a personal username and password on **ODMS** in order to access their property's information in real time. Information thus available includes the following reports in real time for any date range selected:

- Daily Reports & Shift Reports
- Revenue report
- Adjustment report
- Validation
- Overnight rate analysis
- Transient (non-overnight) rate analysis

**Revenue Report**

Start Date: 11/25/2011    End Date: 12/03/2011    Property: GWCC-Green Lot   

1 of 1    Find | Next

**Revenue Report for 11/25/2011 thru 12/03/2011**  
*GWCC-Green Lot - Daily Revenue Tracking Sheet*

Date	Day	Valet Overnight	Self Overnight	Valet Transient	Self Transient	Valet Adj	Self Adj	Master Accounts	Total	Overnight Inventory	Occupied Rooms	Overnight Rev POR
25-Nov	Friday	\$0.00	\$0.00	\$0.00	\$1,470.00	\$0.00	\$0.00	\$0.00	\$1,470.00	0	0	\$0.00
26-Nov	Saturday	\$0.00	\$0.00	\$0.00	\$1,150.00	\$0.00	\$0.00	\$0.00	\$1,150.00	0	0	\$0.00
27-Nov	Sunday	\$0.00	\$0.00	\$0.00	\$2,535.00	\$0.00	\$0.00	\$0.00	\$2,535.00	0	0	\$0.00
28-Nov	Monday	\$0.00	\$0.00	\$0.00	\$150.00	\$0.00	\$0.00	\$0.00	\$150.00	0	0	\$0.00
29-Nov	Tuesday	\$0.00	\$0.00	\$0.00	\$1,100.00	\$0.00	\$0.00	\$0.00	\$1,100.00	0	0	\$0.00
30-Nov	Wednesday	\$0.00	\$0.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00	\$200.00	0	0	\$0.00
<b>Total</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$6,605.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$6,605.00</b>	<b>0</b>	<b>0</b>	<b>NaN</b>

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RMS ADMIN CLAIMS ATTENDANCE

**GWCC-Green Lot - Daily Report 25017 for 11/30/2011**  
Shift Report 63402 was modified by Steven Geshrick on 12-06-2011

**DEPOSITS**

Payment Type	Shift Report	Daily Report	Over / Short
American Express	\$ 30.00		\$ 30.00
Discover			\$ 0.00
Master Card	\$ 50.00		\$ 50.00
Visa	\$ 60.00		\$ 60.00
Subtotal (Credit Cards)	\$ 140.00		\$ 140.00
Cash	\$ 60.00	\$ 60.00	\$ 0.00
Check			\$ 0.00
Subtotal (Cash/Check/Prepaid)	\$ 60.00	\$ 60.00	\$ 0.00
Subtotal (Expected Deposit)	\$ 200.00	\$ 60.00	\$ 140.00
<b>Total</b>	<b>\$ 200.00</b>	<b>\$ 60.00</b>	<b>\$ 140.00</b>

REVENUE BY TYPE

REVENUE BY SHIFT

REVENUE BY PAYMENT TYPE

REVENUE BY LOT / LOCATIONS

VOIDS

SPECIAL EVENTS

VALIDATIONS

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The

Property Management Portal also gives the authorized individuals access to detailed claim information for their property. Claims can be searched by claimant, type of damage, by claim number, by date or by the individual parking the vehicle.

Detailed claims reports include the following information:

- Statements from the guest, the manager on duty, and the parking and pulling valet involved
- Detailed description of the incident
- Photos of the damage

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RMS ADMIN CLAIMS ATTENDANCE

### Claim Maintenance

Bolded fields with an \* are required user input to submit the form.

Claim ID: 834 GL Property Code: 20221 Submitted On: 9/5/2011 6:31:15 PM

\*Incident #: 18069 \*Incident Date: 09/04/2011 Report Filed By: mhayden01

Property: Avia Savannah Hotel Claim Type: Damage [What's this?](#) Status: Closed/Denied

\*Loss Description  
Damage to passenger rear rim

#### CLAIMANT

\*Name: Yassir Ahmed \*Daytime Phone: 478-696-9232 xxx-xxx-xxxx

\*Address: 2932 Auduban Park Evening Phone: xxx-xxx-xxxx

\*City / State / ZIP: Hanahan South Carolina 29410 \*Email: africanbrother9@hotmail.com

No email address available

#### VEHICLE, OWNER, AND POLICE DETAILS

Vehicle	Police Report and Rental Car	Driver, Owner, and Insurance
*Year: 2007	<input type="checkbox"/> Police report filed	Owner: Yassir Ahmed
*Make: BMW	Report#: _____	Driver's License#: 055316621
*Model: 550	Officer Name: _____	Driver's State: Georgia
*Tag#: BST 8899	Officer Phone#: _____	Driver's Country: United States
*Color: black	<input type="checkbox"/> Rental car	Insurance Company: Geico
	Rental Company: _____	Insurance Policy#: 4178144400

#### STATEMENTS

- A chronological log of any interaction with the claimant  
These interactions are time stamped by the system so there is no question about the time any conversations took place of e-mails were sent out
- Copies of any e-mails sent to the claimant
- Copies of the ticket(s) used in the transaction with the claimant
- Copies of repair estimates
- Copies of check request(s) where applicable

Additional screen shot of the claims maintenance component:

Amazon eBay Radio Options

### STATEMENTS

Owner Manager on Duty Parking Valet Pulling Valet

Checking out the vehicle was brought to me from the valet parking, one of the wheels was curbed, rear right rim.

### CHECK REQUESTS

ID	Date	By	Payable To	Amount	Paid On	Actions
φ						

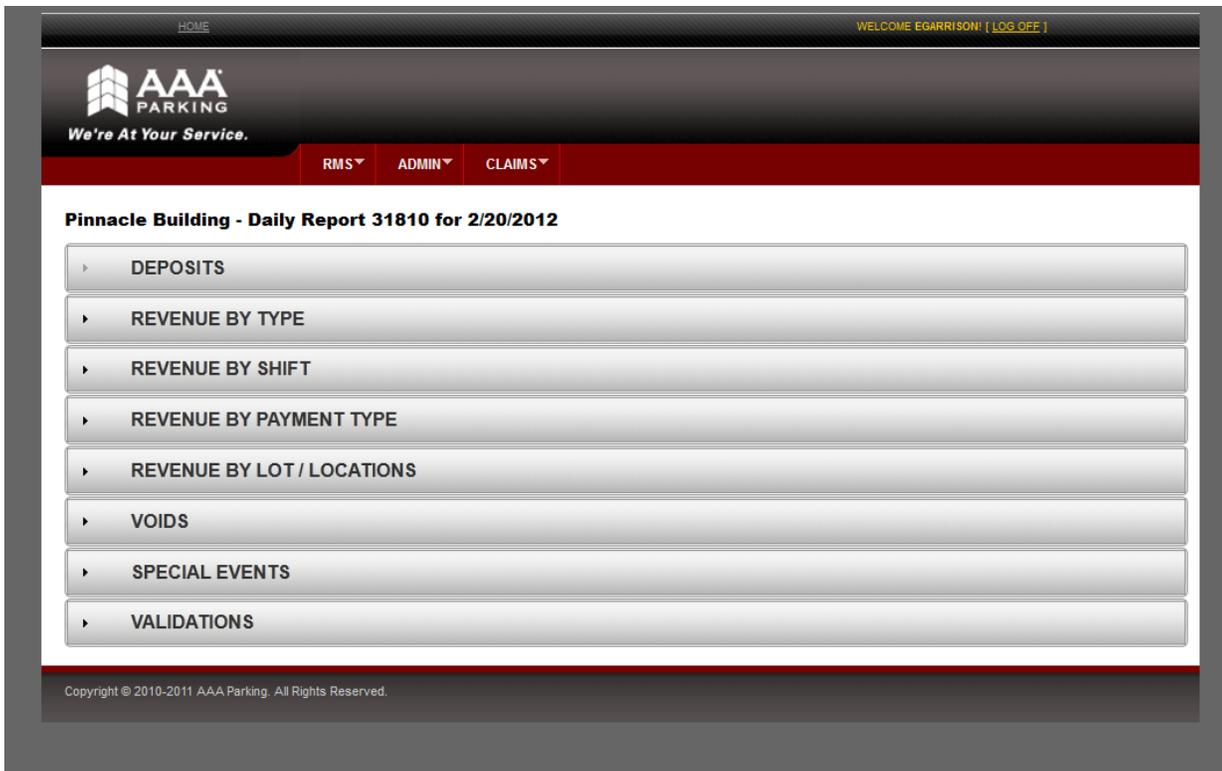
Page 1 of 0

### NOTES

New Note

Date	By	Note	Actions
9/15/2011 4:17 PM	claim manager 1queen	Denial email sent via on the prior work note... File closed.	
9/15/2011 4:17 PM	claim manager 1queen	Sent [New Claim] email	
9/15/2011 4:13 PM	claim manager 1queen	Called the cimt and put him on speaker - while Marlon was in and we both spoke w/the cimt and expld that we found no cameras, and no evidence of negligence of our staff. He thanked us for the time we spent, but still feel that the valet is responsible. After going back and forth, the cimt finally said, he will have to pursue some other avenues (involve an attorney to get this resolved). The call was finally ended by us saying, we wanted to call him back and advise him of our findings.	
9/15/2011 4:03 PM	claim manager 1queen	Today, Marlon in the office, he expld - unable to view the camera in garage - dvd is in operation - but also inquired if there are cameras in area behind the hotel 's alley. There are no cameras in the alley way. Michael walked the entire alley way, one end to the other.	
9/12/2011 9:42 AM	claim manager 1queen	Marlon called and will inspect the property. He will advise his feedback.	
9/9/2011 9:23 AM	claim manager 1queen	Called the cimt back to inform him that this claim is being denied. We found no negligence on behalf of our valet staff. It has been confirmed there was no damage upon arrival, however, the vehicle went in and out a few times. All valets were interviewed by Michael Hayden. No one caused damage to the rim, if they had, it would have been reported. It is our belief the damage occured while the vehicle was off property. The owner was the only person who saw the damage at the time of departure and pointed it out to the mod.	

Real time revenue menu options:



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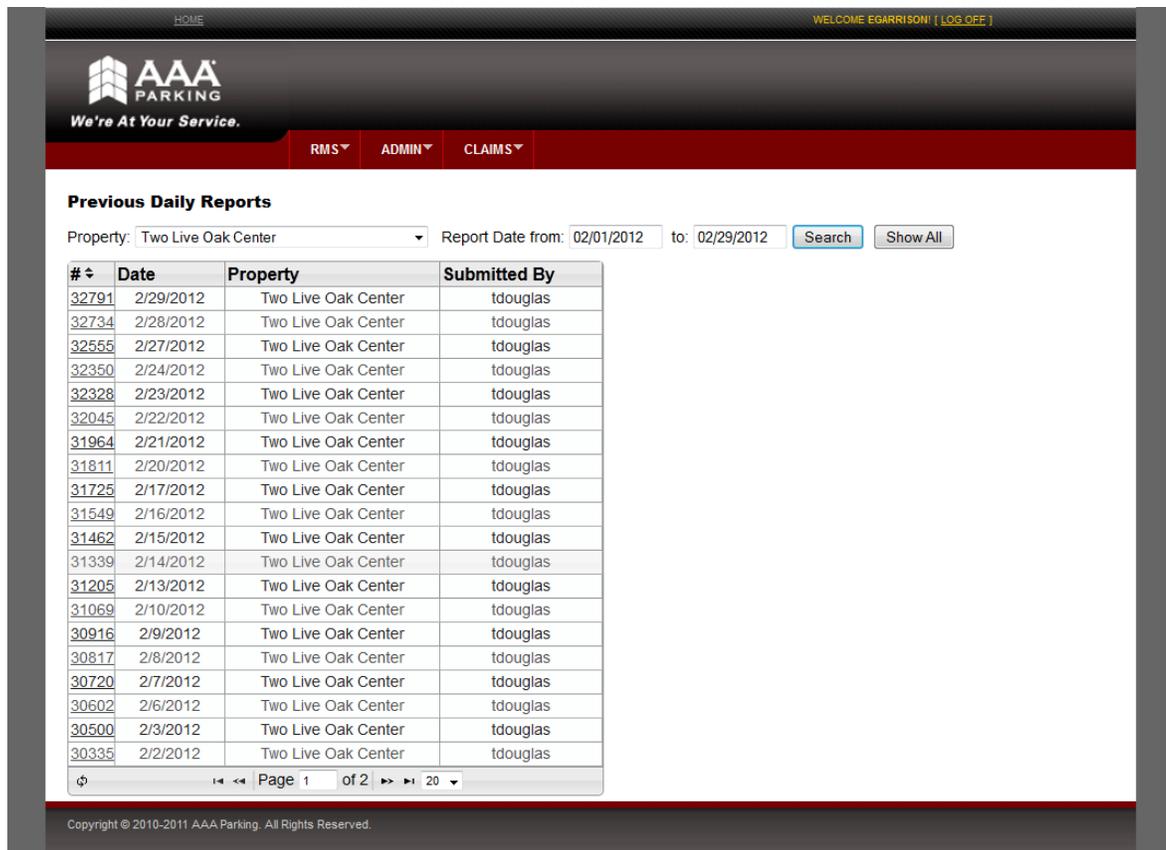
RMS ADMIN CLAIMS

**Pinnacle Building - Daily Report 31810 for 2/20/2012**

- DEPOSITS
- REVENUE BY TYPE
- REVENUE BY SHIFT
- REVENUE BY PAYMENT TYPE
- REVENUE BY LOT / LOCATIONS
- VOIDS
- SPECIAL EVENTS
- VALIDATIONS

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Daily reports search based upon your criteria.



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RMS ADMIN CLAIMS

**Previous Daily Reports**

Property: Two Live Oak Center Report Date from: 02/01/2012 to: 02/29/2012 Search Show All

#	Date	Property	Submitted By
32791	2/29/2012	Two Live Oak Center	tdouglas
32734	2/28/2012	Two Live Oak Center	tdouglas
32555	2/27/2012	Two Live Oak Center	tdouglas
32350	2/24/2012	Two Live Oak Center	tdouglas
32328	2/23/2012	Two Live Oak Center	tdouglas
32045	2/22/2012	Two Live Oak Center	tdouglas
31964	2/21/2012	Two Live Oak Center	tdouglas
31811	2/20/2012	Two Live Oak Center	tdouglas
31725	2/17/2012	Two Live Oak Center	tdouglas
31549	2/16/2012	Two Live Oak Center	tdouglas
31462	2/15/2012	Two Live Oak Center	tdouglas
31339	2/14/2012	Two Live Oak Center	tdouglas
31205	2/13/2012	Two Live Oak Center	tdouglas
31069	2/10/2012	Two Live Oak Center	tdouglas
30916	2/9/2012	Two Live Oak Center	tdouglas
30817	2/8/2012	Two Live Oak Center	tdouglas
30720	2/7/2012	Two Live Oak Center	tdouglas
30602	2/6/2012	Two Live Oak Center	tdouglas
30500	2/3/2012	Two Live Oak Center	tdouglas
30335	2/2/2012	Two Live Oak Center	tdouglas

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ODMS allows for customized data exports in a variety of file formats.

The screenshot shows the AAA Parking web application interface. At the top, there is a navigation bar with 'HOME', 'RMS', 'ADMIN', and 'CLAIMS' menus. Below this, a report selection dropdown is set to 'Validations with Date Detail'. The search criteria include 'Property Name: Pinnacle Building, Two Live Oak Cen', 'Start Date: 1/1/2012', and 'End Date: 1/31/2012'. A 'View Report' button is visible. The main content area displays a table titled 'Validation Detail by 01/01/2012 to 01/31/2012'. A context menu is open over the table, listing export options: XML file with report data, CSV (comma delimited), PDF, MHTML (web archive), Excel, TIFF file, and Word. The table data is as follows:

Property Name	Tenant / Department Name	Date	# of Tickets	Total
Pinnacle Building	a.t. kearney	Total	8	\$58.00
	ajilon	Total	51	\$377.00
	Balser	Total	1	\$8.00
	Bessemer trust	Total	19	\$109.00
	blackrock	Total	3	\$18.00
	brookdale	Total	28	\$161.00

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This screenshot is identical to the one above, showing the same report generation process. The table title is 'Validation Detail by Date Report 01/01/2012 to 01/31/2012'. The data in the table is consistent with the previous screenshot:

Property Name	Tenant / Department Name	Date	Rate	# of Tickets	Total
Pinnacle Building	a.t. kearney	Total		8	\$58.00
	ajilon	Total		51	\$377.00
	Balser	Total		1	\$8.00
	Bessemer trust	Total		19	\$109.00
	blackrock	Total		3	\$18.00
	brookdale	Total		28	\$161.00

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Below is a sample of a data export from ODMS.

Row	Entity	Category	Value	Total
17	Pinnacle Building	a.t.kearney	Total	8 \$58.00
66		ajilon	Total	51 \$377.00
69		Balser	Total	1 \$8.00
96		Bessemer trust	Total	19 \$109.00
102		blackrock	Total	3 \$18.00
141		brookdale	Total	28 \$161.00
169		Buckhead Legal	Total	16 \$98.00
172		chubb	Total	1 \$2.00
193		French Wolf Farr	Total	12 \$70.00
233		Gordon & Rees LLP	Total	28 \$127.00
254		houlihan lokey	Total	12 \$63.00
275		integro	Total	11 \$68.00
287		kbw	Total	7 \$41.00
292		kimball int	Total	2 \$12.00
317		Mclain Merrett	Total	15 \$70.00
489		Merrill Lynch	Total	633 \$2,963.00
490		merrill lynch -pbig	01/03/2012	\$3.00 1 \$3.00
491				\$8.00 1 \$8.00
492			Total	2 \$11.00
496			01/04/2012 Total	4 \$19.00
499			01/05/2012 Total	3 \$22.00
504			01/06/2012 Total	5 \$29.00
507			01/09/2012 Total	2 \$5.00
511			01/10/2012 Total	4 \$18.00
514			01/11/2012 Total	2 \$12.00
518			01/13/2012 Total	3 \$11.00
520			01/17/2012 Total	1 \$8.00
524			01/18/2012 Total	4 \$19.00
527			01/19/2012 Total	2 \$5.00
530			01/20/2012 Total	2 \$6.00
533			01/23/2012 Total	2 \$12.00
539			01/24/2012 Total	8 \$40.00
542			01/25/2012 Total	4 \$21.00
544			01/26/2012 Total	1 \$6.00
547			01/27/2012 Total	2 \$11.00
551			01/30/2012 Total	3 \$14.00
554			01/31/2012 Total	2 \$13.00
555			Total	56 \$282.00
612		montag and caldwell	Total	61 \$380.00
617		moraiaakis, kushel & Gardner	Total	2 \$6.00
743		morgan stanley smith barney	Total	194 \$975.00
768		news america marketing	Total	20 \$156.00
771		nonami	Total	1 \$5.00
822		pope mcglamry	Total	45 \$275.00
941		regus	Total	177 \$923.00
975		reynolds capital	Total	38 \$263.00
980		Soltech	Total	2 \$12.00
1119		ubs	Total	287 \$1,553.00

Monthly statements are packaged and mailed. The following reports are included.

AAA Parking

Monthly Revenue Report

For the period ending: March 31, 2010

	March Actual	March Budget	Monthly Variance	Monthly Variance %	Year to Date Actual	Year to Date Budget	Year to Date Variance	Year to Date Variance %
<b>Administrative Expenses</b>								
Office Supplies	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Invoicing & Postage Expense	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Bank Charges	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Credit Card Fees	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Returned Checks	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Printing Expense	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Professional Fees	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Promotional & Advertising Expense	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Account Representative Fee	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Payroll Processing Fee	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
External Audit Fees	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Vehicle Expense	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Claims	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Business License	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
Garage Insurance	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
<b>Total Operating Expenses</b>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>
<b>Net Income before AAA Parking Management Fee</b>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>
<b>AAA Parking Management Fee</b>	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
<b>Net Income</b>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00%</u>
<b>Less: Rent Advance</b>	(75,000.00)							
<b>Amount Payable to Bentley Forbes</b>	<u><u>(75,000.00)</u></u>							

## AAA Parking

### Variance Explanations

For the period ending: March 31, 2010

**Income:**

Transient Parking: Favorable variance as a result of transient revenue is based on daily parking revenue that will fluctuate either up or down based on the activity that is carried out at the bank and surrounding areas. During March, local traffic increased therefore revenue exceeded the expectations of the budget.

Validated Tickets/Sticker Sales: Unfavorable variance as a result of an outstanding balance from Troutman Sanders in the amount of \$3,004.00 and Bank of America Plaza(Plaza Banking Center) in the amount of \$2,691.00.

Other Revenue: Favorable variance as a result of revenue exceeding the expectations of budget due to after hour parking.

Card Deposits: There is a provision in the budget for 9 card deposits from new monthly account customers. During March, 10 card deposits were received from new monthly account customers.

Income On Returned Checks: Unfavorable variance as a result of not receiving any revenue from returned checks this month.

Card Refunds: Unfavorable variance as a result of processing refunds totaling \$1,304.86.

Garage Manager's Salaries: Favorable variance as a result of the budget is based on a 5% increase in 2009 salaries. There was a change in Garage Manager's during 2009 and the 2010 salary does not meet the expectations of budget.

Assistant Manager: Unfavorable variance as a result of a change in assistant manager.

Valet Salaries: Favorable variance as a result recording a credit in the amount \$2,111.79 as a final adjustment to December 2009 accrued salaries.

FICA Taxes: There was a credit to FICA Taxes as a result of the year end adjustment to accrued salaries.

FUTA Taxes: Futa Taxes are based on hourly salaries which are down for the month as a result of the final adjustment to December 2009 accrued salaries.

Georgia Unemployment Taxes: Payroll Taxes for the Assistant Manager is included in the budget.

Worker's Comp Ins: Worker's Comp Ins is a percentage of overall salaries which are down for the month.

Retirement Benefits: The Garage Manager and Assistant Garage Manager have decided not to participate in this employee benefit at this time.

Uniforms: Uniform expense is based on the # of employees at this location, which was less than the budget anticipated for the month.

Medical Insurance Premiums: Unfavorable variance as a result of single coverage for the Assistant Manager.

Telephone: Unfavorable variance as a result of paying the April invoice in March in the amount of \$690.37.

Miscellaneous Repairs: Favorable variance as a result of expenses not meeting the expectations of budget.

Garage Sweeping: Favorable variance as a result of not receiving the invoice in time to make payment during the month for sweeping the garage.

Painting/Striping: Favorable variance as a result of not painting or striping the garage this month.

Janitorial Supplies: Favorable variance as a result of not purchasing any cleaning supplies this month.

Equipment & Supplies: Unfavorable variance as a result of purchasing thermal receipt paper in the amount of \$100.22.

Signs: Unfavorable variance as a result of purchasing "Welcome to BOA", "Valet Available", "Watch for Cars" and "Slippery

## AAA Parking

### Variance Explanations

For the period ending: March 31, 2010

When Wet" signs totaling \$334.80.

Ticket Expense: Favorable variance as a result of expenses not meeting the expectations of budget.

Security: The budget makes a provision for security staff based on a 40 hour work week at a rate of \$17.02 per hour. The actual rate for security staff was at a rate of \$16.60 which was less than the budget anticipated.

Office Supplies: Unfavorable variance as a result of purchasing computer services totaling \$520.00.

Invoicing Expense: Actual cost to print and mail invoices: 45 invoices at \$46.42.

Bank Charges: Favorable variance as a result not recording in prior month bank charges.

Credit Card Fees: Unfavorable variance as a result of recording December 2009 credit card fees for American Express, MasterCard and Visa totaling \$502.97.

Returned Checks: Favorable variance as a result of not receiving any returned checks this month.

Printing Expense: Favorable variance as a result of not printing any parking forms this month.

Payroll Processing; Payroll Processing is based on 5% of hourly salaries which are down for the month.

Claims: Favorable variance as a result of not processing any claims this month.

Business License: The business license was renewed in February instead of March.

## AAA Parking

### Schedule of Change in Monthly Receivable March 31, 2010

Category Description	February 2010	March 2010
Monthly Net Proceeds	0.00	0.00
Monthly Rent Advance	0.00	0.00
Monthly Accounts Receivable	0.00	0.00
Total	<u>0.00</u>	<u>0.00</u>
Adjustment in End of Month Receivables		
Beginning Receivable	0.00	
Ending Receivable	0.00	
Net Receivable Adjustment	<u>0.00</u>	

## AAA Parking

### Expense Variance

For the period ending: March 31, 2010

	Monthly Actual March	Monthly Budget March	Monthly Variance (Budget vs Actual)	Year to Date Actual	Unused Budget
<b>Operating Expenses:</b>					
<b>Employee Benefits</b>					
Garage Manager's Salary	0.00	0.00	0.00	0.00	0.00
Assistant Manager	0.00	0.00	0.00	0.00	0.00
Cashiers' Salaries	0.00	0.00	0.00	0.00	0.00
Valet Salaries	0.00	0.00	0.00	0.00	0.00
Custodial Salaries	0.00	0.00	0.00	0.00	0.00
FICA Taxes	0.00	0.00	0.00	0.00	0.00
FUTA Taxes	0.00	0.00	0.00	0.00	0.00
Georgia Unemployment Taxes	0.00	0.00	0.00	0.00	0.00
Workers' Comp Insurance	0.00	0.00	0.00	0.00	0.00
Retirement Benefits	0.00	0.00	0.00	0.00	0.00
Uniforms	0.00	0.00	0.00	0.00	0.00
Medical Insurance Premiums	0.00	0.00	0.00	0.00	0.00
<b>Utilities</b>					
Telephone	0.00	0.00	0.00	0.00	0.00
Cellular Telephone	0.00	0.00	0.00	0.00	0.00
<b>Repairs &amp; Maintenance</b>					
Miscellaneous Repairs	0.00	0.00	0.00	0.00	0.00
Garage Sweeping	0.00	0.00	0.00	0.00	0.00
Pressure Washing	0.00	0.00	0.00	0.00	0.00
Painting/Striping	0.00	0.00	0.00	0.00	0.00
Janitorial Supplies	0.00	0.00	0.00	0.00	0.00
Equipment & Supplies	0.00	0.00	0.00	0.00	0.00
Visitor Parking Retrofit. - Amortization	0.00	0.00	0.00	0.00	0.00
Signs	0.00	0.00	0.00	0.00	0.00
Ticket Expense	0.00	0.00	0.00	0.00	0.00
Security	0.00	0.00	0.00	0.00	0.00
<b>Administrative Expenses</b>					
Office Supplies	0.00	0.00	0.00	0.00	0.00
Invoicing & Postage Expense	0.00	0.00	0.00	0.00	0.00
Bank Charges	0.00	0.00	0.00	0.00	0.00
Credit Card Fees	0.00	0.00	0.00	0.00	0.00
Returned Checks	0.00	0.00	0.00	0.00	0.00
Printing Expense	0.00	0.00	0.00	0.00	0.00
Professional Fees	0.00	0.00	0.00	0.00	0.00
Promotional & Advertising Expense	0.00	0.00	0.00	0.00	0.00
Account Representative Fee	0.00	0.00	0.00	0.00	0.00
Payroll Processing Fee	0.00	0.00	0.00	0.00	0.00
External Audit Fees	0.00	0.00	0.00	0.00	0.00
Vehicle Expense	0.00	0.00	0.00	0.00	0.00
Claims	0.00	0.00	0.00	0.00	0.00
Business License	0.00	0.00	0.00	0.00	0.00
Garage Insurance	0.00	0.00	0.00	0.00	0.00
<b>Total Operating Expenses</b>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

**Aged Balances - 1 Demo Location**  
**Ending Balances as of 4/21/2010**

Printed 4/21/2010

Account	Current	Thirty Days	Sixty Days	Ninety Days	Total Due	Terminated
1 Test location	\$2,338.08	\$1,225.17	\$1,315.17	\$35,487.78	\$40,366.20	
2 The Addams Family	\$0.00	\$194.84	\$194.84	\$4,615.35	\$5,005.03	12/31/2009
202185 Kudzu Blossom	\$0.00	\$0.00	\$0.00	\$2,593.62	\$2,593.62	8/3/2009
1300115 Ruth Bearman	(\$2.14)	\$0.00	\$0.00	\$0.00	(\$2.14)	
1300116 Bank of America	\$263.03	\$48.71	\$48.71	\$48.71	\$409.16	
1300118 test person	\$2,720.38	\$84.43	\$84.43	\$1,948.32	\$4,837.56	
1300132 Eric Garrison	\$25.97	\$0.00	\$45.47	\$270.35	\$341.79	
1300143 new Account	\$48.71	\$8.16	\$107.16	\$535.80	\$699.83	
1300144 new account 2	\$966.00	\$483.00	\$483.00	\$3,355.48	\$5,287.48	
1300152 Contract/lease allotment	\$344.26	\$172.13	\$172.13	\$552.11	\$1,240.63	
1300159 Procedure 18	\$243.55	\$81.21	\$0.00	\$0.00	\$324.76	
1300161 Tenant Limits	\$2,183.76	\$0.00	\$0.00	\$0.00	\$2,183.76	
1300162 tenant vs. contract	\$974.20	\$0.00	\$0.00	\$0.00	\$974.20	
1300163 Diff acct with same tenant limits	\$974.20	\$0.00	\$0.00	\$0.00	\$974.20	
<b>Report Totals</b>	<b>\$11,080.00</b>	<b>\$2,297.65</b>	<b>\$2,450.91</b>	<b>\$49,407.52</b>	<b>\$65,236.08</b>	



AAA Parking

**Budgeted Staffing Plan**

**Office Assistant Salaries:**

Employee	# of Hours per Day	# of Days per Week	Total Hours	Rate	Weekly Salary		
					2010	2009	Change
	8	5	40	\$11.00	\$ 440	\$ 420	
Total Base Weekly Assistant Salary					\$ 440	\$ 420	-4.76%
# of Payperiods During 2010					52	52	
2010 Annual Base Assistant Salary					\$ 22,880	\$ 21,840	-4.76%
Vacation (Based upon 1 full-time assistant, 40 hours @ \$11.00/hr.)					\$ 420	\$ 420	
Total 2010 Assistant Salary					\$ 23,300	\$ 22,260	-4.67%
Allocation of Assistant's Salary (90%)					\$ 20,970	\$ 20,034	-4.67%
Equivalent Assistant Daily Salary					\$ 80	\$ 77	
20 Day Pay Period Month					\$ 1,600	\$ 1,540	-3.90%
21 Day Pay Period Month					\$ 1,680	\$ 1,617	-3.90%
22 Day Pay Period Month					\$ 1,760	\$ 1,694	-3.90%
23 Day Pay Period Month					\$ 1,840	\$ 1,771	-3.90%
Yearly Payroll Tax					\$ 3,173		
Yearly Workers Comp					\$ 1,425		
Yearly Medical Insurance					\$ 1,080		
Total Compensation					\$ 28,983		

**Valet Salaries**

Employee	# of Hours per Day	# of Days per Week	Total Hours	Rate	Weekly Salary		
					2010	2009	Change
<b>Booth #1</b>							
Valet 1	8	5	40	\$8.00	\$ 320	\$ 495	35.35%
Valet 2	0	0	0	\$0.00	\$ -	\$ -	#DIV/0!
<b>Booth #2</b>							
Valet 1	0	0	0	\$0.00	\$ -	\$ -	#DIV/0!
Valet 2	0	0	0	\$0.00	\$ -	\$ -	#DIV/0!
Total Base Weekly Valet Salaries					\$ 320	\$ 495	35.35%
# of Payperiods During 2010					52	52	
2010 Annual Base Valet Salaries					\$ 16,640	\$ 25,740	35.35%
Vacation (Based upon 1 full-time valet, 40 hours each @ \$8/hr.)					\$ 370	\$ 1,400	73.57%
Annual Break Valet (Based on 0 hrs. per week @ \$9.25/hr.)					\$ -	\$ -	#DIV/0!
Overtime (Based on 4 hrs. per week @ \$9.25/hr. X 1.5)					\$ 2,896	\$ 2,838	-2.78%
Total 2010 Valet Payroll					\$ 19,806	\$ 28,948	33.56%
Equivalent Valet Daily Payroll					\$ 76	\$ 115	33.91%
20 Day Pay Period Month					\$ 1,520	\$ 2,300	33.91%
21 Day Pay Period Month					\$ 1,596	\$ 2,415	33.91%
22 Day Pay Period Month					\$ 1,672	\$ 2,530	33.91%
23 Day Pay Period Month					\$ 1,748	\$ 2,645	33.91%
Yearly Payroll Tax					\$ 3,016		
Yearly Workers Comp					\$ 1,353		
Yearly Medical Insurance					\$ 4,800		
Total Compensation					\$ 29,055		

**Management Salaries:**

Employee	# of Hours per Day	# of Days per Week	Total Hours	Rate	Weekly Salary		
					2010	2009	Change
<b>Garage Manager</b>					57,267	49,778	-5.00%
Allocation of Manager's Salary (90%)					47,040	44,000	-5.00%
Equivalent Manager's Monthly Salary					3,920	3,733	-5.01%
Payroll Taxes on Manager's Monthly Payroll @ 15.52%					603	576	-5.56%
Total Manager's Monthly Salary Including Payroll Taxes					4,523	4,309	-5.08%



## **Auditing**

Auditing procedures are a critical component of parking operations. Although procedures vary based upon the type of property and access control systems, the same basic rules and standards apply at all properties: Every vehicle and every transaction must be accounted for.

Upon award of the contract to operate the LA Law Library Parking Facility, AAA Parking will produce a customize operations manual and audit procedure for the facilities.

*An example of an Operations Manual, which includes Auditing Procedures, follows this page.*



# 1075 PEACHTREE ST. OPERATIONS MANUAL

## 2012

OPERATIONS MANAGER  
CHAD LAMB

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## Introduction

### 1075 Peachtree St. Garage

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There are 12 levels of parking with a total of 1724 spaces.

#### Entrances/Exits

- 11<sup>th</sup> Street – monthly cardholder and valet entrance/exit
- 12th Street – monthly cardholder and visitor entrance/exit
- Juniper Street – Reserved Monthly parking entrance/exit only

#### Office Visitor Spaces

- 1251 total spaces, located on levels P3, P4, P5, P6, P8, P9, P10, P11 & P12.

#### Retail Visitor Spaces

- 163 total spaces, located on levels P7 & P9.

#### Hotel Spaces

- 200 total spaces, located on levels P6, P7, & P8.

#### Office Reserved Spaces

- 288 total spaces, located on levels P1 & P2.



	Office / Office Visitor	Retail	Res.	Hotel	Total
P1 / Level 3	126				126
P2 / Level 4	162				162
P3 / Level 5	25		1		26
P4 / Level 6	2			65	67
P5 / Level 7		92		12	104
P6 / Level 8	12			123	135
P7 / Level 9	67	71			138
P8 / Level 10	140		53		193
P9 / Level 11	140		56		196
P10 / Level 12	195				195
P11 / Level 13	193				193
P12 / Level 14	189				189
Total	1251	163	110	200	1724
Percentage Allocation	73%	9%	6%	12%	100%

### Retail Parking Available After Hours on 1st Come 1st Serve Basis

Total Spaces	1724
Less Monthly Parking on P1	(126)
Less Monthly Parking on P2	(162)
Less Residential (P8 & P9)	(109)
Less Hotel	(200)
Less Loading Dock P3	(26)
Less Office spaces on P4	(2)
Balance of Spaces Available	<u>1099</u>

## **Section 100 – Phone List/Emergency Contact**

Garage Operations, Valet Parking Operations, Property Management, Tenants, and Vendor Contact lists below.

### **Section 101 – Self-Parking Operations Contact List**

Phone List

---

#### **AAA PARKING**

##### **SELF PARKING OPERATIONS**

###### **Operations Manager**

**Chad Lamb**

Office – (404) 347-2458

Cell - (678) 571-1143

###### **2nd Shift Cashier**

**Name: Mulatu Hagos**

Cell - (404) 441-6294

###### **Assistant Manager**

**Jacob Hughes**

Office – (404) 347-2458

Cell - (678) 571 0584

###### **3rd Shift Cashier**

**Name: Emmanuel Hollis**

Cell - (404) 652-9225

###### **1<sup>st</sup> Shift Cashier**

**Name: Devon Moorer**

Cell - (678) 793-8505

###### **Day Porter**

**Name: Hailye Demissie**

Cell - (404) 399-4231

### **Section 102 – Valet Parking Operations Contact List**

Phone List

---

#### **AAA PARKING**

###### **Operations Manager**

**Jeff Snabes**

Office - (404) 745-5000

Ext. 6080

Cell - (404) 441-4220

###### **2nd Shift Supervisor**

**Name: Hakim Haile**

Cell - (404) 914-5958

## Section 103 – Property Management Contact List

### Phone List

---

#### ***Daniel Corporation***

Melissa Clark – *Property Manager*

Ph: 404-920-2355

Cell: 404-985-8262

Fax: 404-920-2351

Email: [mclark@danielcorp.com](mailto:mclark@danielcorp.com)

Yami Platero – *Asst. Property Manager*

Ph: 404-920-2357

Cell: 678-521-9389

Fax: 404-920-2351

#### ***Security – Walden Security***

Gene R. Stephenson II - *Director of Security*

Ph: 404-693-2082

Cell: 678-251-6304

Fax: 404-978-0808

Email: [1075accountmanager@ops.waldensecurity.com](mailto:1075accountmanager@ops.waldensecurity.com)

Email: [yplatero@danielcorp.com](mailto:yplatero@danielcorp.com)

Jeff Johnson – *Ops Manager*

Ph: 404-920-2350

Cell: 678-642-0718

Email: [jjohnson@danielcorp.ccom](mailto:jjohnson@danielcorp.ccom)

## Section 104 – Tenant Contact List

### Phone List

---

Boston Consulting Group

Pat Degbor

404-877-5226

IMG

Mark Linton

770-956-0520

Servcorp

Karina Childs

404-965-3704

PWC

Charles Gunti

404-419-1113

Exhale Spa

Barbara Schultz

770-487-2138

STK

Marcus Marshall

404-793-0132

404-720-5000

Seyfarth & Shaw

David Naugle

404-885-6737

Fisher & Phillips

Karen Lindgren

404-240-5848

Atlanta Capital Management

Julie Blevins

404-6882-2440

Dorris & Associates

Jason Dorris

Duane Morris

Brian Gedeon

404-253-6941

## Section 105 – Vendor Contact List

### Phone List

---

#### **Overhead Door**

Service Department  
Ph: 404-602-3199  
Email: [overheaddooratlanta.com](mailto:overheaddooratlanta.com)

#### **Convergint - Access Cards**

Mike Sacklyn - *Project Specialist Supervisor*  
1346 Oakbrook Dr. Ste. 100  
Norcross, GA 30093  
Ph: 770-840-7007  
Cell: 678-787-1625  
Fax: 770-840-7072  
[Mike.sacklyn@convergint.com](mailto:Mike.sacklyn@convergint.com)

#### **ITR - Service**

Mike Givens – *President*  
3346 Montreal Station  
Tucker, Ga. 30084  
Ph: 678-775-6214  
Cell: 770-652-2308

Email: [mgivins@itrofgeorgia.com](mailto:mgivins@itrofgeorgia.com)

#### **B & M Sweeping/Pressure Washing**

Lisa Stone  
605 Patrick Industrial Dr.  
Winder, Ga. 30680  
678-425-2362

## *Section 200 – General Garage Information*

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### **Storage**

AAA Parking Storage is located on level 8, room # 807

## **Section 201 – Parking Space Information**

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The parking garage at 1075 Peachtree Street is used for tenants/visitors of 1075, 1065 and the Loews Hotel, as well as Public Parking for the surrounding areas. The deck can be used for Special Events parking on a case by case basis, with the approval of property management.

## Section 202 – Entrance/Exit Locations

---

### Entrances/Exits

11<sup>th</sup> Street – monthly cardholder and valet entrance/exit  
12th Street – monthly cardholder and visitor entrance/exit  
Juniper Street – office reserved monthly entrance/exit

## Section 203 – Parking Rates

---

\$3.00 for the first hour  
\$1.00 each additional 20 minutes  
\$12.00 a day maximum  
\$12.00 lost ticket

## *Section 300 – Garage Personnel/Job Descriptions*

---

Chad Lamb	- Operations Manager
Jacob Hughes	- Assistant Manager
Devon Moorer	- 1 <sup>st</sup> shift Cashier
Mulatu Hagos	- 2 <sup>nd</sup> shift Cashier
Emmanuel Hollis	- 3 <sup>rd</sup> shift Cashier
Hailye Demissie	- Maintenance

## Section 301 –Facility Manager

---

### Garage Operations Manager Responsibilities & Guidelines

Maintain the following operating hours for 1075 Peachtree: Monday-Friday, 6:00 am – 10:00 pm, and as necessary during special events.

Ensure staff is in place on time by monitoring the work and assigning special task to be performed. First shift staff schedule: 12:00 pm - 8:00 pm; second shift staff schedule: 4:00 pm – 2:00 am; third shift staff schedule: 8:00 pm - 4:00 am.

Inspect staff and ensure proper uniform and appropriate grooming. Employees must be professionally groomed as described in the employee manual. Male employees are not permitted to wear any type of facial jewelry (earrings, etc.). Female employees may wear “professional styled” earrings, provided they are no

larger than 1 inch in diameter and no more than one in each ear. Hair must be professional off of the face.

Inspect all parking equipment to ensure it is in proper working order. Check ticket spitters, ensuring an adequate supply of tickets, replenish, if necessary. Check bolts and hinge mechanism on gate arms; notify maintenance if repairs are needed. Test and verify card readers are receiving signal; verify fee computers are functioning properly.

Inspect garage for cleanliness. Remove loose debris and trash, or request maintenance personnel to do so. Be especially particular in inspecting the entrance area to the facility.

Inspect facility signage and directional lettering. Schedule maintenance, repairs or updates, with approval from property management.

Monitor the facility entrance/exit to ensure smooth traffic flow. Assist any patron with access difficulties.

Check voice-mail and return calls. Professionally respond to any complaints from patrons; notify property management staff, if necessary. Notify AAA Parking senior management of any issue that needs formal, written response.

Process daily deposit from previous day cash receipts. Prepare deposit slip and take to Wachovia bank for deposit.

Check in with property management for any specific tasks that need to be performed. Establish appropriate communication with property manager and on an amicable consistency. Establish a meeting once monthly, at minimum. Schedule/perform task requests.

Provide orientation training to the garage personnel on directions to building entrances, directions to outgoing customers on local landmarks, streets, and interstate highways by providing maps and brochures and also by looking up in Internet for them.

Process payroll each Monday (or subsequent business day). Verify hours recorded match hours worked by each employee. Adjust accordingly and return to Human Resources. Include any Status Change forms with payroll. Submit separation notices on a timely basis, with no more than four days delay.

Report to AAA Parking senior management on a regular basis and/or as necessary. Report any technical, maintenance, or employee related issues.

Prepare a monthly report detailing active cards, average parkers per day, cash receipts, validated tickets, or any additional information as required by property management. These reports are available and sorted on FCMS system. They can be pulled by going to FCMS Access Control System.

## Section 302 –Supervisors

---

### Garage Asst. Manager Daily Responsibilities & Guidelines

Assisting the Operations Manager.

Directly report to the Operations Manager.

Attending to the machines: PIL, ticket spitters and card readers.

Responsible for getting the cash from the machine every day and leave required change (\$200 in \$1.00 coins) in the machines.

Balancing the cash collected with the tickets and reports. Report to the manager if not balanced. Managers will then review and check the cash, the report and the machines for accuracy.

Making bank deposit (Wachovia Bank).

Preparing the cash and credit card report for accounting department through FCMS.

Issue/Cancel parking cards.

## Section 303 –Cashiers

---

Cashiers must arrive on schedule and ready to begin work.

Required uniforms must be properly pressed and clean prior to each shift.

During each shift, cashiers must maintain an exceptional level of customer service to all parking customers here at 1075 Peachtree upon entering and exiting the facility.

Cashiers must maintain an accurate count of change (\$100), and revenue, i.e. cash, credit cards, and validations.

Cashiers are responsible for cleaning and maintaining their work stations.

Cashiers must be fully trained and qualified on all equipment that pertains to their daily duties.

At the end of each shift cashiers must fill out Consolidation reports neatly and accurately attaching the shift transaction report, with all revenue from the day's shift.

All tickets for the day's transactions must be separated and turned in with daily paperwork.

Validations – need to be separated per each client

No sales tickets – must have signature & company visited

The use of cell phones is prohibited unless for an emergency.

## Section 304 –Valets

---

**Loews Hotel Valets report to Adrian Hernandez.**

**STK Valets report to Pat Wallace.**

### *Summary*

Greet guest, park and retrieve guest vehicle within parking facility.

### *Essential Duties & Responsibilities*

Greet guest in an attentive, courteous and efficient manner.

Provide guest with a positive first and last impression of facility.

Post up if not parking or retrieving vehicle.

Assist guest with directions in and out of the facility.

### *When parking a vehicle:*

Place time stamped and numbered ticket in guest vehicle to be parked

Gives guest a similar ticket to be used when guest departs

Inspects vehicle for previous damage and records on ticket

Drives vehicle to parking space

Does not roll down the windows

Does not change vehicle radio stations

Walk to motor lobby and place vehicle keys in key room

Returns to post up position until next guest arrives

### *When retrieving a vehicle:*

Collect parking ticket from guest

Retrieve vehicle keys from key room

Locate vehicle from parking space, drive vehicle to motor lobby and surrender to guest

Return to post up position until next guest arrives

Other duties may be assigned

### *Qualifications*

Must have a valid driver's license

Must be at least 18 years of age

Agree to background check, drug testing, and motor vehicle report

### *Education & Experience*

High school education or equivalent preferred. Previous experience in valet parking preferred.

### *Language Skills*

All employees must have the ability to speak clearly, the ability to read and comprehend simple instructions, short correspondence, and memos. Have the ability to write simple correspondence and have the ability to effectively present information in one-on-one and small group situations to guest.

### *Mathematical Skills*

Ability to add and subtract two digit numbers

### *Reasoning Ability*

All employees must be able to convey information and ideas clearly, must work well in stressful, high pressure situations and must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary. All employees must also be effective at listening to, understanding, and clarifying the issues.

### *Certificates, Licenses, Registrations*

Valid Driver's License

### *Physical Demands*

Flexible and occasionally long hours required

Heavy work: Exerting up to 100 lbs. of force occasionally and/or 50 lbs. of force frequently and/or up to 20 lbs. of force constantly to lift, carry, pull, or otherwise move objects.

Employees must have the following abilities: Ability to stand during entire shift. Must also have the ability to climb, stoop, kneel or crouch. Have the ability to run or walk fast for short periods of time. Specific vision abilities required by this job include distance vision, peripheral vision, and depth perceptions.

### *Work Environment*

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles from vehicle exhaust and outside weather conditions. The noise level in the work environment is usually moderate.

## **Section 305 –Porters/Maintenance**

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### **Maintenance**

---

The following operations shall be performed on an as necessary basis.

Preventive maintenance of traffic control equipment, related computers and software by the garage manager or assistant manager.

Management computers and software as determined by the garage manager or property management by a qualified technician.

Painted surfaces including striping, horizontal and vertical surfaces by subcontractor as determined by garage manager or property management.

Horizontal and vertical painted signage (by subcontractor) as determined by property management.

Monthly power sweeping of parking facility floors (by subcontractor). The security is notified by an email. B & W will send an email to the garage manager one week prior to when they will be in the building to sweep.

Maintenance shall immediately report to Garage Operations Manager:  
 Damage to or malfunction of building entrance/exit gates.  
 Damage or malfunction to building elevators.  
 Malfunction or outages of lighting or illuminated signs.

**Daily Maintenance Tasks**

All tasks will be monitored by the Garage Operations Manager.  
 Trash, objects and debris removal from the parking deck, as well as all the stairwells  
 Check and verify proper operation of all lighting.  
 Check and verify proper operation of all building gates.  
 Check and verify proper operation of all traffic control devices.  
 Check and verify proper operation of all illuminated signs.  
 Look for: Cars with lights left on, Cars still running, improperly parked cars, Odd people walking around the garage.

***Maintenance Schedule***

Full-time maintenance worker must be on-site from 6:00 am – 2:00 pm, Monday through Friday.

6:00 – 6:55 AM:	Check all trash cans, change trash as needed, (no more than half-full) from levels P1 through P12. Walk & clean all common areas focusing primarily on areas around trash cans, entrances and exits.
7:00 – 9:00 AM:	Work at the entrances to help with traffic flow entering the garage.
9:05 – 11:30 AM:	Thorough garage walk-through, removing any trash or debris from garage deck/floors and stairwells. During this time check/replace any burned out light bulbs. Clean all parking equipment, cashier booths which includes: Gates, ticket spitters, trash cans in booths, and windows. Be sure to check the stairwells periodically.
11:30 AM – 12:00 PM:	30 Minutes Lunch break.
12:00 – 1:00 PM:	Thorough walk-through of level 1 & 2, cleaning all trash & debris at 1010 Peachtree. Clean gates, ticket spitters, and pay machines at 1010.
1:00 – 2:00 PM:	Check and empty all trash cans if need be, walk entire garage cleaning trash and debris, sweep,

	mop, and clean all common areas including smoking area on P12. Check stairwells to be sure no trash or debris is on the stairs.
2:00 PM:	Check in with Ops Manager before shift ends.
<b>Every Tuesday:</b>	From 7am to 8am blow and clean, removing all leaves, trash, and debris at entrance/exit ramp on Juniper Street, from top to bottom.
<b>Once weekly:</b>	Sweep, Mop, and remove trash from garage operations management office.

Note: This schedule will be pre-empted for removal of standing water, snow or ice. Additionally, maintenance personnel may be required to perform other maintenance related tasks periodically including dust removal, pressure washing and painting.

**Maintenance Checklist:**

Ref. #	Item	Ye s	N o	N/ A	Comments
	Were all gates functioning properly?				
	Were gates level and painted?				
	Were all ticket spitters functioning properly?				
	Are there any lights out?				
	Were entrances, exits, stairwells, and drive lanes free of obstructions?				
	Were floors, stairwells, and drive lanes free of trash and debris?				
	Were all areas free of dust and dirt? Including overhead lines, camera housings, etc.				
	Were trash receptacles less than 1/2 full?				
	Were all drains clear and free of obstruction?				
	Were fire extinguishers present and marked?				

	Was all unused equipment out of site and properly stored?				
	Were all hazardous materials properly stored?				
	Were storage areas clean and organized?				

### ***Section 400 –Garage Operating Procedures***

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See Sections 401 through 408 below.

### **Section 401–Opening Procedures**

---

At 12 p.m. when the first shift cashier arrives, all spitters will be checked to ensure an adequate amount of tickets are present and that the PIL is stocked with gold coins.

Parking equipment will be checked to ensure proper functionality.

Cashier will enter cashier code and log on for the shift to begin.

Cashiers begin and end each shift with \$100 in change.

### **Section 402 - Cashier Responsibilities**

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Cashiers must arrive on schedule and ready to begin work.

Required uniforms must be properly pressed and clean prior to each shift.

During each shift, cashiers must maintain an exceptional level of customer service to all parking customers here at 1075 Peachtree upon entering and exiting the facility.

Cashiers must maintain an accurate count of change (\$100), and revenue, i.e. cash, credit cards, and validations.

Cashiers are responsible for cleaning and maintaining their work stations.

Cashiers must be fully trained and qualified on all equipment that pertains to their daily duties.

At the end of each shift cashiers must fill out their Consolidation reports neatly and accurately, they must be attaching the shift transaction report, with all revenue, and backup from the day’s shift, then to be dropped in office managers safe located in the office.

All tickets for the day’s transactions must be separated and turned in with daily paperwork.

Validations – need to be separated per each client  
No sales tickets – must have signature & company visited

### **Section 403– Property Auditing Procedures**

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A audit on all cashiers will be done on a weekly basis.  
A full shift report will be printed off the FCMS cashier computer.  
All validations, tickets, revenues, change and no sale counts will be compared to the recently printed shift report, and checked for accuracy.  
A secondary shift report will be printed off the central computer in the Operations Manager office and double checked for accuracy/discrepancies.  
Should there be any discrepancies, found during the audit; appropriate disciplinary actions will be taken.

### **Section 404– Closing Procedures**

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At 4a.m., third shift cashier will log off the cashier computer. A shift report will automatically print and the cashier will complete a Daily Transient Report and separate all tickets from the shift. Tickets will be separated by validation, Hotel validation, payment tickets, and No Sale tickets.  
Ticket spitters will be checked again to ensure ticket levels and PIL coins will be checked.  
Booths will be locked at the end of the third shift.  
At this point the PIL's (Pay-in-Lanes) will take over the cashier responsibilities until the next shift begins at 12pm (Monday – Friday), 6pm (Saturday), and 2pm (Sunday). PIL's are located at the 12<sup>th</sup> Street & 11<sup>th</sup> Street entrance/exits.

### **Section 405– Lot Full Procedures**

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In the event the parking garage is full the "Lot Full" sign at every entrance/exit will automatically turn on and the entrance gates will not operated until a vehicle exits.

### **Section 406– Ordering Supplies**

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Operations Manager must place any/all office/garage supplies through the corporate office. All orders must be submitted by filling out a supply order form and submitted to corporate office for approval. Upon approval order will be placed, supplies will then be sent to our corporate office for Operations Manager to retrieve upon receipt.

## Section 407– Abandoned Vehicles

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Once an abandoned vehicle has been identified the Operations Manager will verify:

The vehicle does not belong to an overnight guest at the hotel.

The vehicle does not belong to a monthly parker for 1075, 1065, or any of our retail clients.

Verify and confirm that the vehicle does not belong to any employee's that work in the building.

The vehicle is stolen, (this is verified by having Midtown Blue run the license plate). If the vehicle is stolen the proper authorities will be notified and the vehicle will be towed.

If the vehicle is not identified by steps 1-4, mentioned above, AAA Parking will have the vehicle towed at owner's expense.

## Section 408– Pay in Lane Procedures

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### Pay in Lane Procedures

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#### Processing a Cash or Credit Card Transaction

Tickets that have not been validated must be processed as a cash transaction. To complete a cash transaction, follow these steps:

Insert the ticket into the machine, the machine calculates the time and will display the fee.

The patron will then insert cash or credit card in the slot. The change will be given and receipt can be printed on request. Handwritten receipt can be issued if there is a problem with the machine by the cashier or by the Operations Manager.

Transaction is completed and the arm will be raised.

#### Processing a Validated Ticket

Enter the ticket that was pulled when entering the garage.

The applicable parking fee will appear.

Insert validation ticket.

In some cases the validation will not cover the entire period of time the parker was in the garage. In this case there will be a fee to exit and the gate will open.

If the validation covers the time parked the gate will open.

#### Canceling a Transaction

A situation may arise in which it will be necessary to cancel a transaction. A transaction may be canceled by pressing the Cancel key. The ticket will be rejected from the machine.

#### Processing a Lost Ticket

Press the LOST Button key.

The machine will ask for \$12.00

Patron can pay by cash or credit card.

#### Loading Tickets

Open the side door on the machine

Remove the empty box

Replace a new box with tickets

Insert the first ticket in the designated slot

The machine will load automatically

#### Changing the Receipt Paper

Open the front cover door

Remove the empty stool

Insert the stool in the new paper roll

Place the new roll into its place

Press the button below to feed the paper

Cut the extra paper from the front

Close and lock the front cover door

#### Fixing Paper Jams

Open the front cover door

Cut the paper

Remove the paper by either pushing on the button or pulling the paper from the front

Repeat step 4 to 7 from changing the receipt paper

#### Fixing Ticket Jams

Open the front cover door

Turn the machine off by the switch inside

Wait for 15 to 20 seconds then turn the machine on again

The ticket will be spitted out

#### If the Steps above Fail

Turn off the machine again

Open the ticket spitter by unscrewing the screws

Remove the ticket  
Tighten the screws  
Turn the machine on and close and lock the door

#### Unreadable Tickets

From time to time, some tickets may not be readable due to the magnetic stripe on the ticket being damaged. One of the garage personnel needs to physically go to the location and calculate the amount owed. After collecting the money, then raise the arm manually. This will also be reported on the daily cash report.

### ***Section 500– Garage Maintenance***

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See section 305

### **Section 501– Operating of Power-Washer/Wrangler**

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See power washer operating manual.

### ***Section 600– Monthly Accounting***

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All revenue and daily cashier reports are submitted in the RMS system daily.

### **Section 601 – Monthly Cardholder Policy & Procedures**

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#### **Monthly and Validated Ticket Revenue**

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##### Monthly Contract Parking

The Garage Operations Manager works in conjunction with property management in monitoring and controlling the monthly accounts. The Garage Operations Manager controls the distribution of all monthly parking wands (access device) in accordance with the lease provisions provided by property management.

##### Validated Tickets

Each validation will have 2 receipts one for the tenant and one for AAA Parking.

## Section 602 – Types of Accounts & Payments

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Monthly Contract – Parkers  
Hourly Parkers  
Validations

Payment options include: Cash, Checks, Credit Cards, and ACH Payments  
**Please Note:** Any returned checks for insufficient funds, will be assessed a \$30.00 return check fee.

## Section 603 – Account Maintenance Procedures

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All new monthly parkers must have a monthly contract completed and submitted to corporate office. If a change needs to be made, such as name change, address change or a vehicle change, a Status Change form must be completed and submitted to the Operations Manager's office with the updated information.

## Section 604 – Delinquent Account Procedures

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If payment not received by 5<sup>th</sup> of each month, Parker will be notified by phone or email of their delinquent account. If payment has not been made by 10<sup>th</sup> of the month parking access will be cut off.

## Section 605 – Monthly Account Audit Procedure

---

A parking access report for all monthly parkers will be generated through the access control system monthly.  
That report will be cross checked with the AAA Accounting Department and the tenant that each parker is employed with to ensure that all parkers in the system are active.  
If parking access is active to a cardholder that should not have access, the access card will be deactivated.

## Section 606 – All Wands

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### Parking Wands

All wands will be assigned by Operations Manager, pending receipt of monthly contract and payment as stated in section 603. Upon termination, all access must be returned to Operations Manager, should access puck not be returned, client will be billed \$40.00 lost fee. Security is responsible for

activating access cards. Tenant information will be given to AAA for record keeping.

## ***Section 700 – Revenue Accounting***

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### *Includes:*

Daily Deposits, Preparation of Consolidation Reports, reviewing summary logs, Reconciliation of Cash deposit variances.

## **Section 701 – Daily Deposits**

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Deposits should be made on a daily basis. Upon completion of the Consolidation Reports, for each day, all cash & checks should be deposited into our Wachovia Bank account. Fill out deposit slip legibly and accurately, be sure that each check is listed separately on the deposit slip, make sure your total of deposit matches your reconciliation on your Consolidation Report. Be sure to get back pink & yellow copies of the deposit slips along with the validated copy from the bank.

## **Section 702 – Summary Reports/Logs**

---

Consolidation Reports must be completed on a daily basis. Consolidation Report should also have a Transient Report for each shift, along with the summary report for the day, and a validated deposit slip.

To complete the Consolidation Report you must have the daily summary report for the day. You need to include each shift on a separate line of the Consolidation Report. Each shift needs to list the following items separately for their shift:

- Total Revenue \$ amount for their shift
- Total amount of Transactions per shift
- Total \$ amount of Validations
- Total \$ amount of Credit Cards
- Total \$ amount of Cash

## **Section 703 – Cash/Deposit Discrepancies**

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All discrepancies are to be handled by the Operations Manager. Review and reconcile all payments to see if can locate the discrepancy, if you can

not find discrepancy, be sure to notify Finance Director at corporate for further review. Should there be an unjustified discrepancy (i.e. short cash in drawer, or miscalculation of funds) the cashier will be disciplined according to AAA policy & procedures.

## ***Section 800 – Human Resources/Employee Policies & Procedures***

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See Sections 801 through 817.

### **Section 801 – New Hire Procedures**

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All new hires must submit application and new hire paperwork to our corporate office.

### **Section 802 – Attendance Policy**

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#### **Absenteeism/Tardiness**

The successful operation of the business depends upon every team member coming to work and arriving on time. Absenteeism and tardiness become a burden to your coworkers and may result in a less-than-perfect experience for our customers. Unauthorized absenteeism/tardiness shall be handled with the appropriate disciplinary action according to AAA Policies.

### **Section 803 – Uniforms & Appearances**

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All employees must take pride and present a professional, well-groomed appearance.

#### ***Cleanliness and Personal Hygiene***

Good personal hygiene levels are required. Your fellow employees, as well as clients, have a right to expect general cleanliness from you, as you do from them. Each employee is expected to bathe or shower daily and to use an appropriate deodorant.

Proper dental care is also essential for good appearance. Brush your teeth and use a good mouthwash. An excessive amount of perfume or cologne is offensive to most people, so please use discretion.

#### ***Grooming Standards***

Your manager/supervisor will inform you if business needs warrant additional requirements for your position. Excessive gels, lotions and distinct shaven styles are not acceptable. Hair must be clean, neat and well groomed.

**Males:** Hair must be neat and trimmed or above the collar line. Mustaches are acceptable if trimmed and neat and do not extend below the upper lip. The face must be clean-shaven. Beards are not permitted. Exceptions may be made for medical and religious reasons, so long as the employee provides validation and keeps the beard well-groomed.

**Females:** Hairstyles should not be distracting, obtrusive or cover the eyes. Simple hair accessories are permitted. Braids must be neatly maintained.

### ***Standards of Dress***

All employees, for whom a uniform has been provided, must wear the appropriate uniform. Uniforms must be neat and clean at all times. Non-uniformed employees are to wear business attire. Casual clothing or extreme styles are not permitted. All employees must wear proper undergarments.

Shoes must be in compliance with the Occupational Safety and Health Act. They should present a business-like appearance, be polished and in good repair.

Sunglasses are acceptable only in outdoor areas where sunshine may impair your vision.

Hats are only to be worn if they are part of the uniform.

Hair standards are to be adhered to even if a hat is part of the uniform.

Head coverings may be permitted for religious reasons with validation.

\*\* Please check with our corporate Human Resources office for direction in regard to religious accommodations.

Jewelry should only be worn in moderation. Jewelry of any kind may not be affixed to the uniform.

#### *Jewelry guidelines:*

A maximum of two simple rings per hand

No necklaces outside of the uniform

One bracelet or wristwatch per arm

No attachments other than nametag, length-of-service award or company sponsored promotion

Only one earring per ear on females, and no dangling or extreme styles; no earrings on males

No facial ornaments, including jewelry

## Section 804 – Drug & Alcohol Policy

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AAA Parking is committed to maintaining a safe, healthy and productive work environment for all its employees. Abuse or involvement with alcohol, drugs or controlled substances can adversely affect the work environment, job performance and safety of all employees and customers. Therefore, the use or possession of prescription drugs without a valid prescription; the offer to sell prescription drugs; the use, consumption of, or reporting to work or working while under the influence of alcohol or illegal drugs are expressly prohibited.

### General Points:

AAA Parking intends to provide a safe, drug-free environment for all its employees.

AAA Parking recognizes alcohol and chemical dependencies as treatable illnesses.

An employee who has an alcohol or chemical dependence and requests treatment will be given one opportunity to see professional treatment, provided no grounds for termination exist. If a personal Leave of Absence is requested and granted, Leave of Absence policy guidelines will apply. Even though an employee may have an alcohol or chemical dependency, he/she is expected to comply with AAA Parking policies and performance standards.

Possession or use of illegal substances may result in the immediate termination and prosecution. Unauthorized possession and/or use of alcohol on the job and/or property may result in disciplinary action, up to and including immediate termination.

When there is a reasonable belief that drugs or alcohol are present in a company-provided property, a search may be conducted.

The above policy applies to all AAA Parking properties.

## Section 805 – Radio Usage

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Radio #1 – Maintenance will have radio #1 Monday thru Friday 6am – 2pm ; Saturday 9am – 5pm. The 12<sup>th</sup> street cashier will have radio #1 Monday thru Friday 2pm – 8pm ; Saturday and Sunday 8pm – 4am.

Radio #2 – AAA parking office will have radio #2 Monday thru Friday 8am – 4pm. The 11<sup>th</sup> street cashier will have radio #2 Monday thru Friday 4pm - 2am ; Saturday 6pm – 2am ; Sunday 2pm – 10pm.

## Section 806 – Customer Service Policy

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### *The Business of Hospitality & Service*

Our business is parking in a hospitality environment and our role, as employees of AAA Parking, is to make our customers feel welcome and secure while they are parking with us, knowing we are taking care of them and their vehicles.

Our jobs depend completely on them and their satisfaction. How we treat customers in every contact we have with them defines our success. The warmth of your welcome, the sincerity of your smile, and the graciousness of your greeting, along with your carefully handling the customer's vehicle, will make the difference and win loyalty.

Our success depends on your hospitality. Your challenge, then, is to deliver exceptional service by anticipating customers' needs, by paying attention to detail, and by exceeding every customer's expectation of first-class, quality service.

***Remember, you will never get a second chance to make a good first impression!!!***

## Section 807 – Policy Questions

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Any questions regarding Policy & Procedures that are not clear, should be directed to your Manager/Supervisor, if they are unable to assist, they will contact upper management for clarification.

## Section 808 – Employee Information

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All employee records and information is properly secured at the AAA Parking corporate office.

## Section 809 – Workplace Visitors

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Visitors are not allowed on the property except in the case of an emergency. Visitors must be cleared through your supervisor/manager.

## **Section 810 – Solicitations & Distributions at Work**

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Solicitation of employees during work time by, or on behalf of, an individual, organization, club or society is prohibited. The distribution of any literature, pamphlets or other material in a company work area is likewise prohibited. Employees may not solicit others while they are in the workplace, engaged in the performance of work tasks.

## **Section 811 – Employee Vehicles**

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Employees must park their vehicles as assigned by the Operations Manager.

## **Section 812 – Employee Break Policy**

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Employees are entitled to a 15 minute break and a 30 minute meal break. All employees will be relieved for their break by the Assistant Manager, Ops Manager or a member of Security.

## **Section 813 – Overtime Policy**

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Department managers and supervisors on a weekly basis determine schedules; employees should clock in and out according to that schedule. All overtime is to be approved by the manager or supervisor prior to the employee working beyond the scheduled time. Overtime will be paid according to the company's policy, which will meet the requirements of federal and state law. Please check with your supervisor or manager for your property policy.

## **Section 814 – Employee Evaluations**

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### *Performance Reviews*

Periodically, formal written performance appraisals will be prepared by your supervisor/manager. A performance evaluation is done at least once a year. A copy of your appraisal will be placed in your personnel file.

## Section 815 – Employee Training Procedures

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Attendance at meetings, training programs, and similar activities required by your supervisor/manager are considered working time. If an employee is scheduled to be off, the employee will be paid a minimum of two hours to attend a mandatory function. If the function is not mandatory, employees will be paid for actual time in attendance. All time will be subject to overtime requirements.

## Section 816 – Cultural Diversity & Sexual Harassment

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AAA Parking strives to provide for all employees a professional and congenial work environment, and will take all necessary steps to ensure that the work environment remains pleasant for all employees. An integral part of this type of work environment is for all employees to treat each other with courtesy, consideration, and professionalism.

The company will not tolerate harassment of any employee by any other employee, supervisor, vendor, customer, client, or customer. Harassment for a discriminatory reason, such as race, color, sex, national origin, disability, sexual orientation, age, religion or veteran status, is prohibited by state and federal laws in the U.S., and may subject the company and/or the individual harasser to liability for any such unlawful conduct. With this policy, the company prohibits not only unlawful harassment, but also other unprofessional and discourteous actions.

### **Definition of Harassment:**

AAA Parking also prohibits harassment on the basis of race, color, national origin, religion, gender, physical or mental disability, sexual orientation, age, veteran status or any other characteristic protected by applicable law. Such prohibited harassment may also be evidenced by similar verbal, non-verbal, or physical conduct as described in the sexual harassment category.

### **Sexual Harassment:**

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or any other visual, verbal, or physical conduct of a sexual nature when:

Submission to the conduct is made either implicitly or explicitly a condition of the individual's employment.

Submission to or rejection of the conduct is used as the basis for employment decision affecting the harassed employee.

The harassment has the purpose or effect of unreasonably interfering with the employee's work performance or creating an environment that is intimidating, hostile, or offensive to the employee.

Each employee must exercise his or her own good judgment to avoid engaging in conduct that may be perceived by others as harassment. The following is a partial list of conduct that would be considered sexual harassment.

**Verbal**

Repeated sexual innuendoes, sexual epithets, derogatory slurs, sexually explicit jokes, obscene or sexually suggestive comments about a persons, body, offensive or unwelcome flirtation, unwanted sexual advances or propositions, threats or suggestive or insulting sounds.

**Visual/Non-verbal**

Derogatory or sexually explicit posters, cartoons, photographs, magazines, drawings, or other printed items; suggestive objects, or pictures; e-mails, graphic commentaries; leering, or obscene gestures.

**Physical**

Unwanted physical contact, including touching, interference with an individual's normal work movement, or assault.

## **Section 817 – Honesty Policy**

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It has always been AAA Parking's policy to conduct business ethically and with integrity. And we expect our employees to uphold our high standards of business conduct. Unfortunately, people don't always make the right decision. If you know of any unethical conduct, please email your concerns confidentially to [concerns@aaaparking.com](mailto:concerns@aaaparking.com).

## ***Section 900 – Safety Procedures***

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### **Accident Prevention**

Accident prevention is a vital part of AAA Parking. AAA Parking works hard throughout its corporate division, and operations facilities, to provide the proper equipment, maintenance, and working conditions so you will be safe while at work. Each operation institutes safety programs and policies so all

of the employees are familiar with the safety procedures that must be followed at that operation.

Disciplinary action may be taken in the event unsafe work practices are observed. If you are involved in an incident causing damage to a customer's vehicle or property, you may be required to attend a safe driving seminar at your expense. You will have two weeks after notification to complete this seminar. Your safety performance is an important part of your responsibilities and your performance appraisal. You must report all accidents or incidents immediately to your manager/supervisor. At properties where AAA Parking has implemented a post-accident drug-testing program, substance abuse testing will be conducted when appropriate under company policy.

## **Section 901 – Emergency Procedures**

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In case of emergency please dial 911  
Atlanta Fire Department – 404-853-7000  
Atlanta Police Department – 404-614-6544

Notify your manager/supervisor of the emergency. If related to the property, please make sure to also notify property management (see Daniel Corporation contacts). Depending on the nature of the emergency be sure to notify AAA Parking upper management as needed.

## **Section 902 – Reporting Accidents/Maintenance Issues**

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All accidents/maintenance issues should be reported to Operations Manager immediately. An incident/conduct report will be completed pertaining to the specific incident. Any further actions will be determined by the severity of the specific incident.

## **Section 903 – Reporting Work Related Injuries**

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All work related injuries must be immediately reported to your manager/supervisor, as well as, to your corporate Human Resource Department for further instructions.

## ***Section 1000 – Common Forms***

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Consolidation Report  
Daily Transient Report  
Monthly Contract Form  
Status Change Form

## ***Section 1100 – Access Control Equipment References***

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Magnetic Autocontrol – Security with Technology manual located in Operations Manager’s office, in cabinet drawer.

## ***Section 1200 – Event Parking***

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Event Parking – The procedures for events depends strictly on the size of the event.

Small events will require the guests to pay at the exit (no event tickets given out at entrance).

Large events (500+) will be a flat rate with staffing at all entrances of the garage. Large events will require event tickets and cash collection at the entrance. Event ticket paperwork will be required with a total start ticket count and final ticket count. Event tickets can be picked up at the corporate office.

Additional staffing will be required to handle the large events (2 attendants at the entrances – 11<sup>th</sup> street and 12<sup>th</sup> street and a manager on duty.

Signs are located in the storage room on P8.

## Financial

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AAA Parking (Operator) shall operate the parking management services for the LA Law Library (Owner) as a first class valet and self-parking service. The company shall employ, train, and supervise all personnel and shall provide all supervision and management as necessary for the highest quality performance of the various services and functions.

### Term

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The term shall be for three (3) years commencing on a date to be mutually decided by Owner and Operator and terminating three (3) years thereafter, with one (1) year automatic renewals at the end of the initial term. Either party shall have the right to notify the other sixty (60) days in advance of the end of any calendar month of their desire not to continue the Agreement.

### Guaranteed Fee (Base Monthly Fee)

---

Operator agrees to pay Owner a guaranteed fee equal to four hundred eighty thousand dollars (\$480,000) per year payable in twelve (12) equal monthly installments of forty thousand (\$40,000) dollars (Base Monthly Fee).

### Additional Fee (Annual Bonus Fee)

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Additionally, Operator agrees to pay Owner a yearly fee (Annual bonus fee) equal to sixty percent (60%) of the Gross Parking Revenue exceeding six hundred thousand dollars (\$600,000) per contract year. See pro forma statement included herein.

### Capital Expenditure

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Operator shall purchase and maintain the "Pay-by-Space" machine equipment at its sole cost. The ownership of such equipment shall be that of AAA Parking.

### Expenses

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Operator shall pay from the Gross Parking Revenue collected all reasonable items of expense incurred by it in the operation of the facilities, including, but not limited to the following:

- a. Owner's Base Monthly Fee and Annual Bonus Fee
- b. Payroll and payroll taxes, including valet payroll cost for special events
- c. Employee benefits
- d. Workers' Comp Insurance
- e. Garage Liability Insurance
- f. Tickets and Supplies
- g. Uniform
- h. Maintenance of equipment

### **Gross Parking Revenue**

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Gross Parking Revenue is defined as the sum of all parking revenue received by Operator as well as Owner collections, less Los Angeles parking surcharges and the credit card fees.

### **Alternative Proposed Fee:**

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*As an alternative to Base Monthly Fee and Annual Bonus Fee payable to Owner, AAA Parking offers to operate for Owner for an all-inclusive hourly rate of \$18.98 per man-hour, for both scheduled self-parking attendees as well as valet drivers for special events. AAA Parking will be responsible for all expenses as outlined.*

### **Report Samples**

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*Please see section III of this proposal for report samples.*



Total Operator's Fee	\$12,982	\$12,014	\$12,498	\$12,498	\$11,530	\$12,014	\$12,498	\$12,498	\$12,014	\$12,982	\$12,014	\$12,498	\$148,045
Owner's Base Fee	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	\$480,000
Owner's Bonus Fee	0	0	0	0	0	0	0	0	0	0	0	48,671	48,671
Total Owner's Fee	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$88,671	\$528,670.80
Total Operator's Profit	\$8,003	-\$127	-\$7,956	\$5,602	\$1,594	\$6,489	\$12,409	\$10,692	\$9,759	\$7,976	\$2,883	\$52,917	\$4,402

## Proposed Budget Option II: All-Inclusive Hourly Rate

### Los Angeles Law Library

Date: 7/26/2013

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>Personnel</b>													
Salaries, wages	8,280	7,560	7,920	7,920	7,200	7,560	7,920	7,920	7,560	8,280	7,560	7,920	\$93,600
Benefits	828	756	792	792	720	756	792	792	756	828	756	792	9,360
Payroll taxes	1,097	1,002	1,049	1,049	954	1,002	1,049	1,049	1,002	1,097	1,002	1,049	12,402
Commissions and bonuses	248	227	238	238	216	227	238	238	227	248	227	238	2,808
<b>Personnel Total</b>	<b>\$10,454</b>	<b>\$9,545</b>	<b>\$9,999</b>	<b>\$9,999</b>	<b>\$9,090</b>	<b>\$9,545</b>	<b>\$9,999</b>	<b>\$9,999</b>	<b>\$9,545</b>	<b>\$10,454</b>	<b>\$9,545</b>	<b>\$9,999</b>	<b>\$118,170</b>
<b>Insurances</b>													
Garage Insurance	375	375	375	375	375	375	375	375	375	375	375	375	\$4,500
Workers' Comp Insurance	679	620	649	649	590	620	649	649	620	679	620	649	\$7,675
Medical Insurance	175	175	175	175	175	175	175	175	175	175	175	175	2,100
<b>Total Insurances</b>	<b>\$1,229</b>	<b>\$1,170</b>	<b>\$1,199</b>	<b>\$1,199</b>	<b>\$1,140</b>	<b>\$1,170</b>	<b>\$1,199</b>	<b>\$1,199</b>	<b>\$1,170</b>	<b>\$1,229</b>	<b>\$1,170</b>	<b>\$1,199</b>	<b>\$14,275</b>
<b>Other</b>													
Electricity	350	350	350	350	350	350	350	350	350	350	350	350	\$4,200
Telephone	75	75	75	75	75	75	75	75	75	75	75	75	900
Tickets & Supplies	175	175	175	175	175	175	175	175	175	175	175	175	2,100
Equipment Maintenance	100	100	100	100	100	100	100	100	100	100	100	100	1,200
<b>Other Total</b>	<b>\$700</b>	<b>\$8,400</b>											
<b>Other</b>													
MISC Expenses	100	100	100	100	100	100	100	100	100	100	100	100	\$1,200
Management Fee & Overhead	500	500	500	500	500	500	500	500	500	500	500	500	6,000
<b>Total Overhead and Management Fee</b>	<b>\$600</b>	<b>\$7,200</b>											
<b>Total Operator's Fee</b>	<b>\$12,982</b>	<b>\$12,014</b>	<b>\$12,498</b>	<b>\$12,498</b>	<b>\$11,530</b>	<b>\$12,014</b>	<b>\$12,498</b>	<b>\$12,498</b>	<b>\$12,014</b>	<b>\$12,982</b>	<b>\$12,014</b>	<b>\$12,498</b>	<b>\$148,045</b>
<b>Per-Hour Fee</b>	<b>\$18.82</b>	<b>\$19.07</b>	<b>\$18.94</b>	<b>\$18.94</b>	<b>\$19.22</b>	<b>\$19.07</b>	<b>\$18.94</b>	<b>\$18.94</b>	<b>\$19.07</b>	<b>\$18.82</b>	<b>\$18.46</b>	<b>\$18.94</b>	<b>\$18.98</b>

Certificate of Insurance

 <b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 08/02/2010
<b>PRODUCER</b> Marsh Two Alliance Center 3560 Lenox Road, Suite 2400 Atlanta, GA 30326 Attn: atlantaoffice.certrequest@marsh.com S78991-AAA-GAEWG-10-11	THIS CERTIFICATION IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
<b>INSURED</b> AAA Parking c/o Selig Enterprises, Inc. 1100 Spring Street, NW Suite 550 Atlanta, GA 30309	<b>INSURERS AFFORDING COVERAGE</b>	
	INSURER A: Travelers Property Casualty Company Of	25674
	INSURER B: National Union Fire Ins Co Pittsburgh PA	19445
	INSURER C: Travelers Indemnity Co	25658
	INSURER D: N/A	N/A
	INSURER E:	

**COVERAGES** 1

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR	INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GENERAL AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	660-4743N789-TIL-10	06/01/2010	06/01/2011	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMPROP AGG \$ 2,000,000
A		AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> Comprehensive \$1,000 ded. <input checked="" type="checkbox"/> Collision \$1,000 ded.	810-8284B339-TIL-10	06/01/2010	06/01/2011	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
B		EXCESS / UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$ 10,000	BE 18158112	06/01/2010	06/01/2011	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
C		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE Y/N OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below	UB-4678M899-10	08/01/2010	08/01/2011	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input checked="" type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A		OTHER GARAGEKEEPERS LEGAL LIABILITY	810-8284B339-TIL-10	06/01/2010	06/01/2011	\$1,500,000 LIMIT

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

<b>CERTIFICATE HOLDER</b> ATL-002034455-11	<b>CANCELLATION</b>
Evidence of Coverage	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE of Marsh USA Inc. G. Alan Murray <i>G. Alan Murray</i>

# ***EMPLOYEE INJURY REPORTING PROCEDURES***

- Step 1 Follow your internal procedures to gather as much information as possible to report claim to our Claim Reporting Center- call **800 832 7839** 24/7. Retain assigned **claim number** for future reference.
- Step 2 Provide employee with a **First Fill Form** for their use in the event they have a prescription filled
- Step 3 Provide employee with **claim number** received from telephone reporting
- Step 4 Provide injured worker with “**My Workers Compensation Website**” information. Notify them to contact assigned adjuster upon **any condition change**. Change would include work or medical status.
- Step 5 Check for claim acknowledgement from Travelers and attach to your file on specific injury
- Step 6 Contact Travelers assigned adjuster upon **any condition change**. Change would include work or medical status.

# ***CLAIM REPORTING PROCEDURES***

- Step 1      When an incident has occurred, step out of the vehicle – leaving it there and alert your management on site.
- Step 2      **Assess the situation and start completing the claim report accordingly – to type of incident – damage, injury, property damage or theft.**
- Step 3      Take photos of the damage, and prepare statements.
- Step 4      All claims should have manager’s statement, and all driver statements – Parker and Puller. The incident report form should be completed in its entirety.
- Step 5      If criminal acts have taken place for example: stolen vehicle, missing items, or vandalism, etc. – contact the owner of the vehicle and suggest filing a police report.  
If our employee is injured as a result of the incident report, be sure to file an injury report (Workers Comp – with AAA Parking HR)  
If a guest has sustained injuries due to the incident – call 911 for emergency assistance. Always engage the property’s security department and or loss prevention as needed.
- Step 6      Always verify all information with vehicle owners and all parties to the loss. Each party should be provided a copy of the incident report along with AAA Parking Claim Guide.
- Step 7      Enter the report on our claim database to ensure that proper contact will be made with the claimants and the claim process is addressed appropriately.

## **Operations/Personnel/Staffing**

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### **Maximizing Customer Service, Efficiency, and Revenue**

As a leader in the Hospitality industry, AAA Parking operates many prestigious hotels and parking facilities with an outstanding customer satisfaction record. AAA Parking will apply the same customer service tactics to service delivery for the LA Law Library Parking Facility.

All visitors will be greeted promptly and cordially, access control equipment will be clean and in good working order, and customers will be efficiently issued a parking ticket and directed to open parking spaces. Our trained employees will make sure all cars are parked properly and efficiently. Special rates will be offered after-hours when demand for parking diminishes. Our management staff will market the spaces for special events to maximize the revenue for the property through temporary signage, flagmen, and various Guerrilla marketing tactics.

### **Staffing Plan**

AAA Parking schedules part-time employees to cover the minimum hours (30 hours per day). By overlapping the hours, AAA Parking make sure all employees to take lunch breaks as well as 15 minute breaks, one at a time, insuring the sufficient staff stay at duty.

### **Absentee Coverage**

AAA Parking will provide coverage for absentee staff with a pool of on-call attendants. The property manager has immediate access to the on-call pool and can contact staff directly.

### **After-Hours Access**

Visitors have access to the top-floor spaces after hours. We will have clear signage at the entrance, advising our hours of operations. We will also provide customer access after-hours by the manager on duty. Visitors will be provided retrieval service for left over vehicles for a fee. Customers will also have the option to pick up their vehicle the next day and only pay the additional parking fee.