

**City of San Leandro - Parking Enforcement
Scope of Work - LAZ Parking**

Optimized Parking Enforcement Support

LAZ is willing to fully comply with all duties and responsibilities required by the City of San Leandro to monitor, maintain and manage as well as provide regular enforcement of current and future parking meters. According to the RFP that includes approximately 255 POM single space meters, soon to be installed, approximately 100 Mackay Beacon single space meters, and installed at the City's garage are 2 Parkeon pay-by-plate pay stations. LAZ has extensive experience in operating all aspects of San Leandro's parking system including POM, MacKay, Parkeon, Parkmobile, and Auto Vu. In addition, we would be happy to assist with the solicitation of Smart Parking technology and offer our expertise.

LAZ PARKING TO PROVIDE THE CITY:

Equipment

- LAZ is happy to support the City with purchasing 2 patrol vehicles and relocate and install the existing ALPR system on a purchased vehicle. This service will be included in our pricing.

If awarded the contract the LAZ operation team will work closely with the City to determine the best vehicles to suited to match the city current needs and align them with your long-term goals. LAZ recommends an electric or zero emission vehicle to meet California's health-based air quality standards and greenhouse gas emission reduction goals.

WORK DUTIES INCLUDE

- Patrol assigned areas and issue parking citations or warning notices for observed violations.
- Monitor and report malfunctioning parking equipment, damaged markings and signs.
- Complete data entry required for parking violations and upload such data for processing.

LAZ WILL MONITOR AND THE FOLLOWING AREAS

- Central Business Districts (CBD)
 - Enforcement of expired meters and time limits for on and off-street parking, including the Estudillo Garage, between the hours of 8:00AM and 6:00PM, Monday through Saturday, except for City holidays.
- Residential Parking Permits
 - Residential parking permit areas patrolled at various times throughout the restricted time periods.
- Neighborhood Concerns

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- Neighborhood concerns are addressed on an as needed basis when the City has received complaints of parking violations on corners, red curb violations, and parking without a residential parking permit.
- Street Sweeping
 - Parking enforcement staff are assigned to monitor based upon the posted signage.

Included Value Enhancements

LAZ Parking will provide the following value enhancement services and products to the City of San Leandro, CA upon contract award. These have an estimated value of over \$100,000 and will be provided to the City at zero cost.

- Business Intelligence Dashboard and Subscription (\$36,000 value)
- Complete Operational Assessment (\$20,000 value)
- IPMI Training Courses (\$45,000 value - \$15,000 per year)

Transition and Implementation Timeline

LAZ Parking will begin working on the strategic transition upon contract announcement. The goal is to provide a seamless transition that reduces expenses, drives higher value, and improves supplier relations. A 30-60-90-day timeline is optimal to accomplish all milestones, review, and revise.

Execution is critical to ensure that customers do not experience negative changes to the program, only positive enhancements. From the beginning, our team will work with the City to strategize the transition timeline plan and implement action items. We utilize a customizable transition checklist to ensure every detail is included and implemented prior to the transition date. Checklists can be customized to fit the unique needs of the City. The LAZ team will meet with leadership and prepare a daily and weekly transition plan. We believe in frequent communication and interaction through face-to-face meetings with clients to create a smooth, seamless process as well as being proactive to prepare for any unexpected challenges.

Our transition team members will work through a pre-transition checklist to develop action plans and standard operating procedures customized to accommodate the City's operational needs. This systematic approach ensures the LAZ team is prepared to service all aspects of the City's stakeholders with professionalism and efficiency from day one.

SUGGESTED STRATEGIC MILESTONES INCLUDED:

- Transition is a non-event for patrons
- Create a true parking partnership with the City and key stakeholders
- Maintain revenue flow during transition
- All personnel hired and trained prior to commencement
- Immediate improvement of customer service

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- Establish excellent lines of communication with our contacts

Our after-action-reviews allow us to review each transition, document our successes and innovate. LAZ commits significant resources to transitions to ensure that the transition team has as much support and expertise as they need to complete a successful transition. As part of the transition, we will develop Standard Operating Procedures (SOP) manuals to specifically meet the contract requirements and the scope of operations at the properties. The SOP manual will be submitted to the City for approval. We will adjust the SOP as necessary to meet the dynamic and ever evolving parking operations:

- Operating procedures analysis
- Implementation of approved revenue and operational enhancement programs
- Separation of duties
- Cash handling procedures
- Risk management assessment

TRANSITION TEAM

Our transition team will include subject matter experts from many departments within LAZ Parking including operations, accounting, human resources and information technology. Although each team member will be responsible for one area of concentration, we believe that a dynamic leadership team is the backbone to a successful transition. Our on-site transition team will be supported by our management and accounting staff. Our experienced team has managed many sizes and types of transitions and we are confident that we will be able to facilitate a smooth transition without impacting the customer and team member experience. During any transition, it's our goal to retain the best employees from any operation working directly with management and the LAZ Human Resources teams. Upon contract award we begin interviewing current staff and initiating the onboarding process. LAZ maintains a high retention rate in retaining current employees.

THE IMPORTANCE OF AN EARLY START

Our Project Manager will serve as the team leader and will be the primary contact for the City of San Leandro. We would like to have our manager start with the project at least 30-60 days prior to the implementation to meet the goals set forth earlier. This will provide us with a better understanding of the scope of work and offer a higher level of service to the City.

- A refined understanding of the operation and the City's expectations.
- Insight into any pending issues.
- The opportunity to review projects in progress.

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OPERATIONAL TRANSITION PLAN

- Prior to the contract execution date, LAZ will identify the individual transition team members from within our organization. Each member of the transition team will own specific areas of the project. Clear definitions of each assignment will be outlined and agreed to by each individual team member. These will also include scheduling of daily, weekly, monthly and quarterly meetings with the designated mason representatives responsible for on-going administration of the contract. It is our recommendation that as early as six weeks prior to the contract start date, weekly meetings should be held to discuss preparation for transition, coordination for any upcoming events and functions, communications with mason and any other issues potentially affecting, or affected by, the transition.

- Onsite Familiarization – The plan will include a period of onsite familiarization for each transition team member. We will thoroughly familiarize ourselves with each employee designated to work within our team. Our goal is to become part of the community and to become stewards of the operations rather than just parking operators.

- Policies and Procedures Manual - As part of the transition we will develop customized Standard Operating Procedure (SOPP) manuals to specifically meet the contractual requirements and the scope of work at both locations. The SOP manual will be submitted to the City for approval no later than 30 days after the start date. The SOP will be adjusted as necessary to meet the dynamic and evolving parking operations during the term of the contract.

TRANSITION CHECKLIST

In transitioning the parking operation, LAZ will develop customized checklist of all operational areas to be addressed during the transition. We've included a visual below. Suggested areas would include:

- Operations Management Team
- HR Uniforms
- HR Employee Requirements
- HR Training
- HR Scheduling
- HR Policies and Amenities
- Website Development/Innovation
- Digital Marketing and Communications Plan
- Schedule On-Going Meets with City
- Operations Equipment
- Operations – Accounting
- Operations – System Documentation

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- Community Needs
- Contract
- HR Hiring
- PCI Compliance Site Audit

PROPOSED IMPLEMENTATION PLAN

LAZ is proposing the below implementation plan for the City of San Leandro. We've included target dates and action items. This can be customized and revised based on the City's needs.

	Start Date	End Date	Action Item	Staff Resource 1	Staff Resource 2	Staff Resource 3
1		6/1/2022	City Council approval and Notice to Proceed	Vice President		
2	6/1/2022	6/7/2022	Meet with City to discuss implementation plan	General Manager	Director of Operations	Supervisor
3	6/1/2022	6/5/2022	Sign Office Space Lease	Vice President	General Manager	
4	6/1/2022	6/4/2022	Procurement Plan (vehicles, phones, uniforms, bicycle, and accessories)	Director of Operations	General Manager	Operations Manager
5	6/1/2022	6/1/2022	Submit PR and order fuel cards	Director of Operations	General Manager	Operations Manager
6	6/5/2022	6/10/2022	Finalize Staffing Assignments	Director of Operations	Supervisor	General Manager
7	6/1/2022	6/20/2022	Develop classroom-based training guide	Government Services	Supervisor	Director of Operations
8	6/1/2022	6/20/2022	Develop field training guide	Supervisor	Government Services	Director of Operations
9	6/5/2022	6/15/2022	Conduct New Hire Orientation	HR Partners	Operations Manager	Supervisor
10	6/20/2022	6/28/2022	Classroom and Field Training - 40 hours	Supervisor	Director of Operations	Operations Manager
11	6/20/2022	6/25/2022	Implementation of daily reporting procedures	Supervisor	Director of Operations	Operations Manager
12	6/20/2022	6/22/2022	Develop daily trainee evaluation form	Supervisor	Director of Operations	Operations Manager
13	6/25/2022	7/10/2022	Implementation of monthly management reporting procedures & billing requirement	Director of Operations	Supervisor	General Manager
14	6/4/2022	6/4/2022	Obtain uniform approval from City and order temporary supply	Director of Operations	Supervisor	General Manager
15	6/1/2022	6/1/2022	Order Time Keeping Clock	Operations Manager	Director of Operations	Supervisor
16	6/1/2022	6/20/2022	Order vehicle decals upon City approval	Operations Manager	Director of Operations	Supervisor
17	6/1/2022	6/30/2022	ALPR Implementation (Route 1)	DOO/GS Team	Supervisor	Operations Manager
18	7/1/2022	7/1/2022	Commence Operations		All Hands on Deck	
19	7/10/2022	7/30/2022	Draft Standard Operating Procedures Manual and present to City for approval	DOO/GS Team	Supervisor	Operations Manager

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OPERATIONAL PLAN

LAZ is proposing an innovative and proven operational approach for enforcement services to the City of San Leandro. Our solution not only meets the current requirements and goals but puts in place a foundation that the City will capitalize from now and in the future.

Approach to Scope of Work

LAZ Parking understands the City's objectives in their approach to parking enforcement. Our commitment to the City of San Leandro, its stakeholder and residents is to build upon the program that was instituted in July of 2019. Having successfully transitioned many parking enforcement programs, many being first time outsourced, we have proven methods and resources to build and foster a program focused on compliance and customer service. Many communities we serve face the same dilemmas regarding parking or lack thereof because of inconsistent enforcement in the busy central business districts and within residential permit districts.

METHODOLOGY & PROPOSED APPROACH

To meet the objectives set forth in this RFP by the City of San Leandro, it is LAZ's commitment to provide a knowledgeable, well-trained, and motivated team focused on a balanced approach of fair and consistent parking enforcement. We have dedicated ourselves to providing professional and ethical parking enforcement services with the goal of improving the overall safety and quality of life for citizens, visitors, and businesses in the cities we service. We have taken the time to develop and refine best practices for every detail related to the delivery of our services. We make a crucial, noticeable difference by offering better processes with a proactive management style and through a comprehensive employee screening, onboarding, and training process. These capabilities come only through experience, knowledge, forethought, practice, and discipline. The highlighted areas of this section further illustrate our approach to organizing and delivering the parking enforcement services desired by the City and the ways in which we differentiate from our competitors and deliver higher quality. A detailed plan on how we will monitor each service level is outlined later in this section of this proposal.

The City of San Leandro identified the primary enforcement responsibilities to include enforcement of the business district and surrounding areas for paid parking, time limit restriction, and other types of illegal parking. Additional essential duties include responding to parking complaints such as blocked driveways, and other duties as assigned. LAZ recognizes that the enforcement of San Leandro Municipal Code and California Vehicle Code regulations related to on- and off-street parking addresses conditions that affect the City's more than 91,000 residents, businesses, and visitors. Fair, equitable, and consistent enforcement of these regulations helps to improve quality of life within this beautiful city. It is important that City streets are not used for long term parking, taking up much needed parking for residents and businesses. These conditions also invite crimes of opportunity such as thefts of property from

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motor vehicles and vandalism. LAZ staff will be trained to identify such vehicles and report them to SLPD. LAZ parking enforcement officers will patrol City streets six (6) days a week. In doing so, they will be able to identify and report any unlawful act, condition, or deficiency that may pose a hazard or danger to the public. This includes missing, damaged, obstructed, or conflicting parking signs and curb markings. We will provide parking enforcement services utilizing the best methods suited for the situation. These services include vehicular patrol equipped with LPR to maximize the range of enforcement as well as bike and foot patrols in high occupancy, congested areas such as parking structures and business districts. Foot and bicycle patrols will also enable parking enforcement representatives to become better acquainted with citizens and business owners.

We put an emphasis on the importance of maximizing enforcement coverage and parking compliance. To achieve this goal, LAZ has strict controls in place that ensure the issuance of quality citations. Quality citations not only address parking issues, but they also help to reduce complaints and encourage compliance. LAZ will first meet with the City to identify parking issues, public concerns, and the City's enforcement policies and practices to develop a focused value based approach to enforcement. LAZ's value-based service ensures everyone is treated fairly and with courtesy while addressing parking problems.

To achieve maximum enforcement, compliance, and revenue generation, LAZ will also rely on our multi-step audit program and quality control (QC) processes that include sampling of daily citations and corrective actions including retraining of staff for officer errors. With regular quality checks and strict controls, we minimize both officer error and the dismissal rates, which results in maximizing collections on tickets issued. LAZ is aware that enforcement of parking regulations is only one part of the parking enforcement process. The California Vehicle Code affords those who have received a parking citation a fair and impartial adjudication process. LAZ personnel will be properly trained to assist the public who have questions regarding the procedure to contest a parking citation. Staff will also be properly trained to participate in any hearing process or subsequent process involving a contested or challenged parking citation. We recognize that proper initial and ongoing training is critical to providing excellent service. Inadequately trained personnel are more likely to make mistakes that unnecessarily inconvenience the public we serve. Citation errors also negatively affect LAZ's and the City's credibility. As such, we remain committed to providing our staff with initial and continuing training as described later in this section. We've included a sample officer report card below to view accuracy statistics and citation analytics.

STAFFING SCHEDULE

Our staffing schedule is based on the City's objective to focus on the business districts and the surrounding areas. We understand that conditions and priorities can change and will adjust the schedules accordingly. Our proposed Supervisor will lead a team of three (3) Parking Enforcement Officers (PEO). We understand the City's wishes to retain the current employees and LAZ will give the first opportunity to those the City approves to remain with the contract.

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With this understanding we have proposed a supervisor from within our organization that has shown leadership and commitment over the last three years in San Mateo. Our pool of employees within 30 miles of San Leandro provides this contract with a consistent level of enforcement which inevitably leads to more compliance.

	MON	TUE	WED	THU	FRI	SAT	SUN	TOTAL HOURS
Supervisor	7:30am-4:00pm	7:30am-4:00pm	7:30am-4:00pm	7:30am-4:00pm	7:30am-4:00pm			40
PEO I	9:30am-6:00pm	9:30am-6:00pm	9:30am-6:00pm	9:30am-6:00pm	9:30am-6:00pm			40
PEO I		8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm	8:00am-4:30pm		40
PEO I	8:00am-4:30pm				8:00am-4:30pm	9:30am-6:00pm		24
							TOTAL	144

SCOPE OF WORK COMPLIANCE

In this section, we have presented detailed responses to the various requirements outlined in Scope of Work of the RFP, demonstrating our operational expertise in parking enforcement. We recognize that some of the City’s requirements listed in the RFP may evolve over time. We believe that our approach of giving extensive autonomy to our proposed supervisor and director of operations will enable us to respond to evolving requirements quickly and effectively over the early term of the contract. Many of the tasks and methodologies described in this section are performed by our staff at our other parking enforcement contracts. We have drawn upon our extensive experience to present the highest quality and most cost-effective operational proposal. We have a thorough understanding of the work and responsibilities that the provision of parking enforcement services for the City of San Leandro entails. We accept each responsibility presented in the RFP without exception. As a full-service enforcement provider, we do not foresee major difficulties in meeting the requirements contained in the scope.

ENFORCEMENT AREAS

LAZ understands that our staff will be responsible for patrolling on-street as well as the off-street parking garage. During our initial study, we have divided the enforcement areas in 3 beats. Enforcement areas include:

- Downtown Business District (Beat 1 and 2): Enforcement of expired meters and time limit parking 8:00AM through 6:00PM, Mon - Saturday, except for City holidays.
- North District (Beat 3): Enforcement of expired meters and time limit parking
- Residential Parking Permit Program (RPPP): As posted per district/neighborhood.
- Commercial/General Enforcement: General parking restrictions and commercial zones.
- Neighborhood Concerns: Addressed on an as-needed basis.

GENERAL RESPONSIBILITIES PARKING ENFORCEMENT OFFICER

- Enforce Municipal and State Vehicle Codes related to parking and registration violations issues citations and tows vehicles as required

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- Provide traffic control assistance to the Police Department upon request
- Patrol City streets, parking lots, structures, and parking metered areas for parking violations or abandoned vehicles
- Receive and respond to radio calls for parking related complaints
- Assist citizens with parking and traffic issues or questions
- Report circumstances requiring police action
- Report safety hazards
- Report damaged equipment, unclear signage, or street markings, and missing, damaged or conflicting parking signs or traffic control signs
- Report parking abnormalities or abnormal parking patterns
- Provide beat analysis and report malfunctioning parking meters

CITATION ISSUANCE

PEOs will be trained on issuing citations electronically using Data Ticket handhelds which also allows the capability of capturing digital photos of each violation. Our officers will also be trained on completing handwritten citations legibly. Prior to deployment each day, during morning briefing, any out of the ordinary situations are discussed and all exceptions, if any, for any violations will be given to staff by the Supervisor or shift lead, such as “do no cite” pass-downs by the City of San Leandro Police Department.

LEVEL OF SERVICE

In our due diligence phase, our team drove all areas of the City multiple times to determine the best staffing schedule that would provide a level of service that promotes a positive parking experience for the constituents and visitors of San Leandro. We understand the scope of the project and can also foresee the need for additional enforcement services that may not have been realized with a minimum level of staffing. We have witnessed firsthand, the increase in enforcement services in the cities of San Mateo, Palo Alto, and Salinas.

AMBASSADOR PROGRAM FOR DOWNTOWN SAN LEANDRO

Our proposed approach in enforcement is geared toward a culture of customer focused, parking compliance, acting as Parking Ambassadors within the downtown business district. We propose a uniform with a more relaxed and inviting look that is easily identifiable. This dedicated group of PEO's should promote all City sponsored programs and information on downtown businesses, be able to answer any questions about area restaurants and businesses to help create an even more welcoming feel throughout downtown San Leandro. With a community outreach approach and citizen and visitor well-being in mind, these ambassadors shall enforce parking regulations and educate citizens and visitors on available parking options.

INTRODUCTION OF BIKE PATROL

We have hands on experience patrolling congested areas on bikes. Introduction of bike patrol to complement mobile and foot patrol will add a fresh element of flexibility in how downtown and other congested areas are covered without impacting traffic flow due to slow movement of

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enforcement vehicles. We propose introducing one bike officer for the downtown business district to enforce expired meters and safety violations.

Equipment

VEHICLES/BICYCLE

LAZ will furnish two (2) parking enforcement vehicles for parking enforcement activities based on the RFP requirements. With the approval of the City, it is our intent to supply 2022 or later model Toyota Prius'. LAZ Parking understands the importance of having a backup vehicle and as such, we are fortunate to have a fleet of vehicles within 30 miles to supplement any vehicle shortage we may encounter. In addition, we propose the addition of a bicycle to supplement our enforcement coverage in the downtown business district.

SAFETY LIGHTS

All vehicles will be mounted with Alternating Quad Flash Strobe Magnetic Mount in Amber. These lights will be used when staff is patrolling to warn other vehicles about their vehicle's slower movement.

VEHICLE MARKING

LAZ will obtain City approval prior to ordering decals for the marking of all vehicles. All vehicles will have markings clearly identifying all LAZ vehicles. The rear of all patrol vehicles will have a sign warning of frequent vehicle stops. We propose a sign for driver and passenger side of each vehicle with marking like the sample picture shown above.

GLOBAL POSITIONING SYSTEM (GPS)

Each vehicle will be equipped with GPS tracking units. This type of tracking system will provide up to 60-second updates on vehicle and phone movement, driving behavior, and idle times and send alerts to emails and cell phones for infraction of a set rule. The ability to monitor movement and driving behavior and patterns of enforcement officers will allow management to address issues promptly, create efficiencies, and improve officer productivity. Not only does the system provide a live feed of vehicle activity, but also records are archived in case of complaints (e.g., for driving over the speed limit or skipping violating vehicles). The record can be traced back to the driving officer's activity for that day and time.

The vehicles will also have "CAUTION" and "Frequent Stops" on the rear lid and unit numbers on the rear lid and sides near the rear of the vehicle. With the City's approval, the City seal can be placed on the front driver and passenger doors.

VEHICLE MAINTENANCE PLAN

LAZ takes pride in delivering our very best to our customers and clients. This is reflected in how we carry ourselves, our clean uniforms, and the proper care of equipment, including our vehicles. Our enforcement vehicles reflect the detail and care we take in every aspect of our

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business. LAZ will provide new, eco-friendly Toyota Prius' for this contract and will take measured steps to ensure these vehicles are well maintained and presentable to the public. The fleet maintenance plan will include a monthly record of maintenance performed on each vehicle by Date, Unit number, Vendor, maintenance performed, and cost. A vehicle inspection log is incorporated in the Officer Daily Log to document daily vehicle inspections. Parking enforcement representatives and supervisors are responsible for daily inspections of the vehicles and supervisors are responsible for weekly vehicle maintenance inspections.

DAILY VEHICLE INSPECTION

Pre- and post-shift visual inspection conducted by the supervisor along with the parking enforcement officer and notated on the vehicle inspection form. Once the inspection is complete, both supervisor and P.E.O. initial the inspection form.

- Visually inspect the vehicle for physical damage and notated on the form
- Visually inspect to ensure brake lights, running lights, turn signals, windshield wiper and amber lights are working properly
- Visually inspect tires to ensure they are properly inflated, and tread level is acceptable
- Visually inspect to ensure vehicles are equipped with proper safety kits, including first aid, cones, and hazard marking devices such as flares
- Visually inspect the interior of the vehicle for cleanliness

INTEGRATION WITH LPR

Our selected vehicles will be suitable for deployment of LPR as well. With the digital chalking features through Genetec's AutoVu integrated with the Data Ticket software, our officers will be able to enforce time limit zones with efficiency through Plate Link technology, where the digital chalking will be stored in the cloud and the information will be shared amongst all the devices. We currently use Toyota Prius at our San Mateo, Palo Alto and Inglewood, CA contracts with LPR units mounted on each. The interior and exterior design of the vehicle allows for easy placement of the LPR equipment both inside and outside of the vehicle. As requested per the RFP, we have included the cost of two (2) new LPR systems and an option to re-install the existing LPR units.

DATA COLLECTION SERVICES

LAZ Parking, whether through staff and analyst or utilizing strategic subcontractors, we are fully capable to provide expert services to the City of San Leandro. Our staff is knowledgeable, our processes are efficient, our management team is flexible, and our entire team is willing to adapt to requests and to support ongoing and dynamic data collection in San Leandro.

Gathering data through the LPR units, paired with our field team's visual inspection of signage and curb information provide valuable occupancy data that will help progress San Leandro's parking program. The data, paired with photos, supplies the City of San Leandro with key information which supports meter maintenance goals as well as safety goals by reporting not only meter faults but also safety hazards. Efforts like meter and curb inventories at metered block faces will provide the City ongoing and regularly updated picture frames of spaces that help keep current statuses in documentable sight.

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Whether regularly scheduled or upon request as we understand the City can direct LAZ to collect in either fashion, we are ready to provide staff. We will provide data collection of meter condition, occupancy, inventory, parklets, construction sites, meter overhead and meter pole signage, curb paint conditions and regulations, and other tasks as assigned by the City.

COMMUNICATION AND CITATION ISSUANCE EQUIPMENT

LAZ is familiar with the Data Ticket and currently work with them in Salinas and Santa Ana, CA. Inc. Our knowledge of the ticket writers and the back-office systems will provide a seamless transition. Although, the current ticket writers belonging to the City have Data and Call plans, LAZ is proposing three (3) smartphones for our team to be able to communicate with each other as well as City representatives and SLPD.

ADDITIONAL EQUIPMENT

As noted in the RFP, LAZ will provide enforcement personnel with all necessary equipment and supplies needed for parking enforcement services. LAZ will supply the needed quantity of safety vests, chalks, flashlights, whistles. Each enforcement vehicle will also be equipped with safety kits and cones. For the office, time (biometrics) clock, computers, printers, and company issued laptop is provided to the Site Supervisor for remote management of the program while off site.

LAZ BUSINESS INTELLIGENCE DASHBOARD

LAZ Business Intelligence (BI) takes the guesswork out of parking management by turning mountains of disconnected raw data into actionable business insights. Built in-house on the Microsoft Power BI enterprise platform by our data analytics team, LAZ BI maximizes the value of your data to drive faster and smarter decisions.

This customizable solution provides a single view of the most critical data points that runs a parking business. By creating KPIs, users can monitor locations as a group or as a single entity in real time, and drill-down from high-level to granular views. We provide the capability to dissect the data down to individual transactions or even export the data. As a result, strategic, data-driven decisions can be made with regards to how to best manage enforcement operations and drive revenues to the bottom line.

TOTAL SYSTEM VISIBILITY

LAZ BI aggregates billions of records from hundreds of integration points. From every transaction at all brands of parking revenue equipment to the specific mix of customer types entering and exiting your location. It tracks occupancy, compliance and customer interactions and analyzes the metrics and performance of how we're doing on customer service. It delivers a complete eCommerce and mobility picture, both direct and from 3rd party retailers. And it builds in external factors like weather and seasonality.

With LAZ BI, the City of San Leandro will receive:

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- Data at your fingertips, on any device, from a single source
- Occupancy reports by location
- Predict busiest and slowest times, then adjust pricing and resources as needed
- Make strategic pricing decisions to maximize revenue by location
- Identify frequency of individual users
- Visualize occupancy levels by time to identify potential revenue opportunity
- Enforcement data to identify problem areas and staffing needs
- Unmatched insight into customer concerns and location management

Combined with decades of LAZ Parking operating expertise, LAZ BI delivers the ultimate mix of customer service and maximized profits, so you can trust more than just your gut. With LAZ I, you'll have the power of knowing what's driving your business, right at your fingertips.

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HIRING

Background Checks

Selection & Orientation

LAZ Parking has a comprehensive pre-employment screening and recruitment program in place to ensure only the most qualified candidates are chosen for employment. Pre-employment screening is an effective risk management tool that promotes a safe and profitable workplace by helping to limit the uncertainty inherent in the hiring process. Our pre-screening techniques significantly reduce potential violence, theft, financial loss, sexual harassment and other workplace problems.

CURRENT EMPLOYEE & LOCAL HIRING

LAZ Parking will invest abundant resources to retain the personnel already in this system, as well as those living in the greater San Leandro community. Our initial and future recruiting efforts will focus on cultivating a workforce that represents the community it serves. Upon award, we will work closely with the City to ensure our candidates are coming from within city or regional boundaries. We value the experience and expertise of the incumbent workforce and consider our field staff the most valuable “asset” in this system. As such, the employees of the current parking operator will be provided the first opportunity to apply for the positions within the system.

PRELIMINARY PRE-INTERVIEW SCREENING

At the front-end of the process, LAZ Parking often uses a professional telephone interviewing service to pre-screen candidates before they are invited in for formal interviews. Hiring managers are trained in how to narrow down the potential pool of applicants to qualified individuals, and how to thoroughly check employment and personal references.

BACKGROUND CHECKS

All candidates for employment, prior to receiving an employment offer, must successfully pass a criminal background check. Depending on the preference of our client at any given location, candidates may also have to pass a pre-employment drug test.

THIRD-PARTY RECORD CHECKS

LAZ Parking uses the services of American Background Information Services, Inc., to perform background checks (including criminal record searches, credit history and motor vehicle record searches) on all prospective entry-level and management candidates. Screening of all management-level candidates, including supervisors, specifically covers criminal records, credit violations, motor vehicle driving infractions (if the positions involve driving), educational credentials and prior employment. Candidates for non-management positions that involve

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driving are screened for criminal and motor vehicle driving infractions. If the position does not involve driving, the candidate is screened for a criminal record.

PRE-EMPLOYMENT DRUG TESTS

Pre-employment drug testing is required of all candidates for employment. We administer similar drug screening tests at all managed locations in which the client requests that we do.

INITIAL EMPLOYMENT

All persons hired to work, full or part-time, become employees of LAZ, are required to conform to the rules and regulations of LAZ, and are expected to perform their duties in the best interests of LAZ and its customers. The Human Resources Department performs a criminal background check for all new hires and follows the guidelines set forth by state and local government. All new hires participate in LAZ Parking's orientation program. Federal laws require that every employee must show proof of citizenship or a right-to-work document.

Assignment and Communication of Duties

COMMUNICATION

Communication is essential in successfully accomplishing objectives. LAZ conducts The Daily Huddle calls between Regional Management staff and local level Project Managers. This brief and effective call establishes a rhythm of communication between the on-site teams and management staff. In addition, there is a weekly operations call that the Director of Operations has with his Regional Managers to discuss specific location detail issues, concerns, projects, and highlights.

The Management and Senior team attend Weekly Win Calls where huddle highlights and regional wins are communicated to our Home Office and Partners. Our clients are encouraged to establish a regularly scheduled call with our management team daily, weekly, or monthly based on their availability. Client huddles typically involve a review of the previous month or week's operational and financial performance and helps set objectives for the upcoming period prior to the next call.

ROUTES

LAZ will develop a comprehensive routing system based on required enforcement times and current traffic conditions that will allow our enforcement officers to patrol every parking facility on a regular basis ensuring that all spaces are properly enforced during peak demand. Furthermore, our routes will ensure that all designated spaces are enforced daily within the required enforcement timelines established by the City. In addition, LAZ will utilize the Business Intelligence dashboard and be able to continuously refine routes based on data inputs including traffic conditions, violation history, and payment compliance reports.

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ASSIGNMENT OF ROUTES

The LAZ Supervisor will either return to a designated LAZ location or if space is provided on-site, the routes for the day (or as specified by the City) are assigned to the teams of collection employees. The appropriate lots for the assigned route(s) are then assigned to each individual enforcement agent who will login and pickup all necessary equipment.

For each route, LAZ Parking will have prescribed travel paths for the agent set forth by the project manager. Except as approved by a LAZ Supervisor, for construction, accidents, or similar occurrences, vehicle drivers will not be allowed to deviate from the specified routes, and GPS or other in-vehicle tracking systems are constantly monitored.

Timekeeping

LAZ Parking tracks employee hours using TimeForce software. Please see below for additional information on work locations, reporting and documenting hours and additional information on record keeping and regulatory compliance.

WORK LOCATION

Employees report to work either at their assigned location, or at a central location if their assigned location does not have a timeclock on-site. Their shift has officially started as soon as they clock in.

REPORTING WORKED HOURS

With TimeForce Time and Attendance software, we can collect, manage, and process time to manage our employee's time and attendance data more effectively. We have moved beyond outdated time clocks and employee time and attendance formats and have embraced an easy-to-use system that can positively affect all our time management needs.

TimeForce eliminates calculation and data entry errors, as well as incorrect application of company policies. TimeForce replaces cumbersome tracking procedures and eliminates collecting payroll information manually.

DOCUMENTING WORKED HOURS

Weekly timecards are virtually prepared by our automated Time and Attendance system. They are approved by management. Payroll is processed and reviewed at our regional offices by the payroll department. Actual payroll hours are compared to budgeted hours each pay period and variances over 5% are flagged for review by management. All government reports are prepared by our accounting department in conjunction with the corporate payroll department to ensure filing on a timely basis.

TRACKING MEAL BREAKS

Our automated Time and Attendance system tracks meal breaks and assures that they are taken appropriately. The Managers that are scheduling and auditing timecards are ensuring the

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accuracy and timeliness of the meal breaks. In turn, the payroll team is then reviewing/auditing timecards in preparation for pay dates. Rest breaks are not recorded on the Time and Attendance platform but are scheduled at each location. Meal waivers are signed at the time of onboarding.

EMPLOYEE COMPENSATION

Pay is validated before final payment is processed and provided to employees. It is distributed by direct deposit, pay cards and to a small extent, by manual check. Extremely detailed pay vouchers are provided electronically in compliance with state and federal regulations.

AUTOMATED PAYROLL THROUGH ADP

LAZ uses an automated payroll system from ADP. Manual checks are only issued upon termination of an employee, to comply with the state mandated deadline that a terminated employee shall receive their last check no more than two days following their termination. The firm uses an automated system through ADP called Vantage. Time is uploaded from our Time and Attendance system from a CSV file into a batch in ADP. Multiple rates are automated based on type of work performed, employees' rate, and the location of where the work is performed. All minimum wages are built in to assure compliance. Minimal override is required.

All employees in our payroll system have a base rate of pay and home department that is determined at the time of hire. If the employee hits overtime in this situation, then we use the California blended OT calculation to pay the employee due to the two different rates for the week. The travel time would be paid at the rate of the starting location, unless otherwise adjusted by the manager.

Supervising and Deployment

The Supervisor plays a critical role in the success of parking enforcement operations. Through their leadership and guidance, parking enforcement officers are well trained and prepared to enforce parking ordinances and assist motorists in the City's they serve. Supervisors are briefed daily by management and City representatives in changes to our daily operations as it relates to parking enforcement. During daily deployment and briefings, Supervisors convey the day's activities, including "do not cite" pass downs, construction zones and temporary road closures to all staff that include dispatch and parking enforcement officers.

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Duties to be performed by our Enforcement Supervisor include:

- Manage, coach, and develop enforcement staff
- Ensure all security guidelines are strictly followed as required by the City
- Handle all staff discipline in conjunction with the Project Manager
- Develop and manage staff incentive and recognition programs
- Schedule monthly and quarterly all-staff meetings
- Responsible for staff schedules to meet contract requirements
- Ensure Field Auditing Procedures are carried out
- Manage health and safety and work-related injury reporting
- Create weekly consolidated enforcement activity logs for the City
- Purchase and replace staff uniforms
- Manage daily contact with City operations staff and regular interaction with PD as needed
- Ensure all enforcement activities are performed in accordance with SOPs and City service level requirements
- Implement clear customer and citizen service guidelines for the enforcement operations
- Reports all enforcement related issues to the Project Manager
- Manage fleet and truck repairs as approved by management
- Conduct daily briefing and roll call
- Deliver replacement equipment in field
- Train new enforcement staff

[Assignment and Safeguarding of Equipment](#)

LAZ understands the City will provide the parking enforcement handheld devices, citation stock and printers. LAZ Parking will inventory and create an asset tracker for all equipment issued by the City as well as LAZ owned property. Our employees will have a daily log that will document equipment assignment which details condition and any issues. Equipment will be collected and issued daily and kept in our locked office.

A key differentiator for the LAZ Team is that our Government Services business routinely performs in mission-critical environments for our customers—be it collecting or safeguarding of revenue and equipment, or parking enforcement services in public facing environment. We routinely work with leading technology vendors in the parking sector and have experience operating different technologies. We effectively serve millions of customers face-to-face and are experts in providing a higher level of customer experience.

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Performance Standards

The Contractor will be responsible for adhering to the City's Parking Enforcement Performance Standards, listed below:

Parking Citations Issued an Error

Any parking citations that are issued in error must be brought to the City's designee immediately after issuance. Parking Enforcement Officers (PEO) are not allowed to void citations. Voided parking citations will be recorded and monitored via the citation database.

Acceptable Time Gaps between Parking Citations

All PEOs are expected to be patrolling and issuing appropriate citations/warning notices as necessary during their shifts. A PEO must be able to account for all time and streets patrolled during each shift by producing a valid Daily Activity Report (DAR).

Customer Service

Contractor's employees shall professionally conduct themselves at all times. Contractor shall investigate and take appropriate action for all customer complaints regarding contracted employees (including improper use of equipment). Contract Executive will oversee such investigations and report their findings to the City promptly.

Weekly Operations Meeting

The Contractor shall meet with the City's authorized representative(s) weekly to review operational, safety, and performance issues. In addition, Contractor shall have the Contract Executive overseeing the contract meet with the City once per month.

Liquidated Damages

The following are the proposed liquidated damages that would be incorporated into the Contractor's agreement:

Adhering to Enforcement Schedule and Staffing Levels

If the Contractor fails to meet its schedule and staffing obligations, provide the parking enforcement services as mutually established in the Scope of Work, the City will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damage of \$500. Should a similar violation occur again during the contract term, the Contractor will be assessed liquidated damages without the benefit of warning in the amount of \$500 per incident.

Reporting

If the Contractor fails to submit any reports identified in the Scope of Work, the City will issue a written warning. If the Contractor fails to remedy the issue within 1 business day from receiving

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the written warning, the Contractor will be assessed liquidated damages of \$50 per day for each day that the report is overdue from the date of the warning.

Equipment

The Contractor will be responsible for the safekeeping of assigned City equipment which will be returned to the City in good condition at the termination of the contract. The Contractor will be responsible and pay for the replacement of any lost or damaged equipment, including handhelds, LPR, and other assigned equipment.

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Optional Services – Meter Collections / Revenue Reconciliation

Approach to Meter Collections

The proposed approach accounts for the current parking meter infrastructure and the collections data provided by the City. LAZ will leverage our resources to deliver quality, consistent and safe coin/cash collections services.

Meter Collections Methodology

For the City of San Leandro, LAZ proposes a weekly collection schedule that will be based on revenue data and historical numbers provided by the City. We currently provide once a week collection services to two other local municipalities, Emeryville & Sausalito. LAZ Parking will leverage our resources in the local region to provide reliable and safe coin collection services to the City of San Leandro.

The following is an example of some “basic” operating procedures we have, which are designed to give a new or transitioning operation a head start in gaining an acceptable level of pay station and meter revenue security.

Cash Collections

For most locations where parking meter rates exceed \$1.00 per hour, it is expected that collection of money from the meters will be performed twice per week. This frequency of collection is due in part to utilization patterns and the maximum coin capacity of the meter before the coins jam and render the mechanism inoperable. It also serves as a deterrent to vandals who may be tempted by the presence of the cash in the equipment. In many of our locations we have implemented demand-based collections. Utilizing real-time system data, we can schedule collections based on specific pre-determined revenue thresholds.

Typically, teams of two collectors will be assigned a single route on the day of collections, consisting of multiple sets of meters. Routes are changed daily, and collectors are assigned on different teams to maintain integrity. As key control is critical, all meter keys are maintained in a safe and assigned by the supervisor each day. Keys must be logged in/out accordingly, and smart digital keys are specifically programmed to meet the daily collection assignments. In larger systems, we utilize a specially modified vehicle for collections. These vehicles are designed with security in mind and outfitted with racks to hold collection canisters and equipment. Other features include ignition cut-off, enhanced locking and alarm systems, security cameras, GPS vehicle tracking and retrieval system. This is in addition to the collectors themselves which are tracked through a GPS enabled smartphone.

Depending on the volume of collections and the traffic patterns of the metered areas within a given system, a third crew member acting as a driver may also be assigned to the route. The two cash collectors carry two-way radios to maintain contact with each other, the driver (if assigned) and the Office of Operations. It is Standard Operating Procedure (SOP) for supervisory

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personnel to perform unscheduled field inspections of collection teams. These inspections include announced and unannounced (covert) observation of the collection crew's adherence to collections SOP.

In smaller markets, where the volume of meters cannot support this level of infrastructure, we have developed cost-effective collection procedures that do not compromise safety and security. For example, if only one collector is required, we will utilize a Supervisor or Parking Enforcement Officer to assist during collections so that there are always two people assigned to the collection route. Collections can be performed during early morning hours to ensure operations are not impacted. We often utilize off-duty local police officers to accompany our collectors and provide additional security where warranted.

Secure Collection of Meter Revenue

PRE-COLLECTION PROCEDURE

Where the client retains care and custody of the parking meter system collection keys, at the beginning of each day a LAZ Supervisor will go to the Parking Office and retrieve meter vault keys, route lists, and sealed collection canisters. The LAZ Supervisor will sign a daily log for the receipt of the keys and the equipment creating an easily verifiable chain of custody.

ASSIGNMENT OF ROUTES

Routes for the day are assigned to the teams of collection employees. The appropriate meter vault keys for the assigned route(s) are then assigned to each individual collection employee who will attach the keys to a standard LAZ issued key chain and belt loop. The collection agent will then sign a receipt for meter vault keys and hand the receipt to the supervisor keeping a duplicate in their field logbook adding to the chain of custody record. In our larger operations LAZ has automated through barcode readers and labels, expediting the issuance process.

TRAVEL TO ROUTES

For each route, LAZ Parking will have prescribed travel paths to get from the Operations Center or City facility to and from the assigned collection route. Except as approved by a LAZ Supervisor, for construction, accidents, or similar occurrences, vehicle drivers will not be allowed to deviate from the specified routes, and GPS or other in-vehicle tracking systems are constantly monitored.

COLLECTIONS

Collections will typically be performed twice per week by a LAZ. The vehicle, as well as each team member may be tracked via GPS tracking systems to ensure compliance with routes and collection procedures. Upon arrival at the designated collection route, the vehicle will be parked and secured with alarm functions and engine cut-off engaged. Our team member will begin their collection routes with all meter keys physically always secured via chain to their body.

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The collector will open the meter and the coin can will be removed, inserted into the coin canister, and emptied. At no time will extra coin cans be made available to a collection team or used for switching out a can already in the meter. If a lock, can or vault cradle is defective, it will be reported immediately via two-way radio or cell phone to the Operations Center who will note the meter number, location and report it to the Maintenance Department in writing. The team will also note any unusual condition regarding the meter and/or pole in their logbook including:

- Any damage to meter or surrounding area
- Graffiti or unauthorized stickers
- Any notes left by motorists
- Any comments by walk-up citizens
- Any defective operation of the meters
- Need for cleaning/painting

Only factory approved collection canisters and carts are use at all our locations. This equipment is inspected daily, at the beginning and end of each shift, by the Operations Supervisor to ensure proper functionality. The collection equipment is also inspected separately as part of our audit procedures.

AT COMPLETION OF ROUTE

At the end of the route, the collection team will call the Operations Center and/or the LAZ Supervisor on the two-way radio before proceeding to the next route. At the end of the collection assignment, the collection team will call the Operations Center and/or LAZ Supervisor on the two-way radio before proceeding to the designated counting facility. Once at the drop-off facility, the supervisor will visually check the collection canister seal and lock for tampering and once satisfied log the canister as received and verify its delivery to the system counting facility. This process will continue until all assigned routes have been completed and all collection canisters are accounted for and secured.

END OF DAY

The collections teams will return all keys and related equipment (key chains, belt loops, etc.) to the LAZ Supervisor who will check each key for damage and each ring for the correct number of keys, and having done so, check off the appropriate receipt. The supervisor will return and sign back in all keys issued by the City for the day.

Delivery and Security of Meter Revenue

As mentioned previously, LAZ Parking collects over twelve million dollars from our on-street meter operations and pay stations. We have strict policies and procedures when it comes to the physical collection, tracking, and reporting of revenues. We know that a strong system of internal controls is vital to any well-run parking program. Below, we have outlined the services we currently provide all our metered parking operations, and which can be modified to suit specific criteria, now or in the future.

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1. Meter Revenue is deposited into the Parking System Equipment (Single or Multi-space meter) by a patron.
2. The Revenue (Coin, Bill and/or Card) enters a “closed loop” sealed collection process.
3. The Revenue is collected at the source.
4. The Revenue is delivered to a facility where it is counted.
5. If the Counting Facility is not a bank, the revenue is typically delivered directly to a designated secure storage and/or coin counting location.

Recognizing Vulnerable Points within the System

The facts are that there are many points of vulnerability throughout the collections and delivery process and LAZ is keenly aware that all of them must be monitored and tested on a frequent basis to ensure revenue security. For example, some erroneous assumptions in the parking industry that may lead to revenue loss are:

- Maintenance mechanics do not have keys to the vault area and the vault is secure.

Issue: Maintenance mechanics can use a variety of methods to intercept and prevent coins from ever dropping into the vault area. Using these methods, a maintenance mechanic can set up dozens of meters that will each yield him several dollars or more per day, which can then remove at his leisure.

- The revenue is transported in a locked collection box which the employee cannot open.

Issue: Depending on the type of collection transport box used in the system, it has been defeated by sophisticated means such as “key bumping” (lock picking) or by several low-tech approaches such as hinge manipulation and simply turning the box up-side down and shaking the coins out.

- The revenue is counted and transported to the bank by secure armed courier.

Issue: If the counting room is not itself secured and restricted, or if the client depends on the Bank to count the revenue and report the total coins without, at a minimum, weighing the transport bags or canisters to determine an estimated amount prior to counting, there exists a significant potential risk of theft. Also, there have been several publicized cases where armored car personnel have been arrested for skimming parking meter revenue on the way to the bank or counting house.

To monitor and guard against these and other forms of potential revenue thefts, the on-street system supervisors and Project Manager spend several hours in the field each week conducting spot checks and integrity tests of the collection teams. Supervisors conduct daily interactive field visits (to sign the collector’s field logbook noting date, time and location) and perform field

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inspections where they covertly shadow maintenance and collection personnel to monitor adherence to collections procedures and the SOP.

In collaboration with management staff, the Manager will schedule integrity tests for each of the collection personnel. Subject to approval, these checks will be conducted every sixty to ninety days depending on the frequency of collection assignments. This will require the advance preparation of preselected meter(s) on the individual's assigned route with marked coins in a vault, meter housing, open vaults or other approved methods (i.e., maintenance personnel integrity tests).

Every year municipalities lose hundreds of thousands, even millions of dollars to internal parking system theft. LAZ protects our clients and their reputations by having the industry's best on-street revenue control systems experts evaluate and implement Standard Operating Procedures which are second to none.

Preventative and Routine Maintenance

LAZ Parking has extensive experience with all major manufacturers of single and multi-space parking meters. We have developed customized preventative maintenance plans and operating procedures to maximize the performance "uptime" of the meters. Our meter technicians are typically factory certified ensuring that all preventative maintenance and repair are performed as prescribed by the manufacturer. As an example of our commitment to maintenance, the City of Chicago's parking meters operate with an uptime of 99.87% with a response time to any issue within 45 minutes.

Ensuring operability of the parking meters is essential to the integrity of the system. Proper maintenance ensures revenue integrity and allows for the highest level of customer service. LAZ parking is committed to offering the highest standards for equipment maintenance including:

- Developing customized preventative maintenance plan defined within our Standard Operating Procedures for all parking equipment.
- Factory trained and certified technicians.
- Daily inspections of all equipment to check for damage, vandalism, graffiti, and to ensure proper working operation.
- Detailed system inspection logs and maintenance reports.
- All staff including enforcement officers and collection agents are trained to check basic functionality of equipment and to report any deficiencies through our work order system application.
- Sufficient inventory of spare parts and batteries is always maintained. We utilize an inventory tracking system that allows for immediate replacement of spare parts as they are used.

The following outlines a Preventative Maintenance Plan for a multi-space and single-space parking meter system. Procedures would be customized based on the type of equipment; the

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environmental conditions for the location; and the manufacturers specified preventative maintenance requirements.

Procedures

MULTI SPACE PREVENTATIVE MAINTENANCE PLAN

The Preventative Maintenance (“PM”) Plan is based on a two-tiered approach. The first level of PM, PM 1, is a short PM procedure, and will be determined by the need to change out the paper in the machine. The second level of PM, PM 2, is a full PM procedure and will be based on the number of transactions the machine handles. When the machine reaches a 5,200-transaction threshold an alarm will be triggered in the back-office monitoring system (MS). Technicians are assigned these alarms daily.

1. PM 1– Daily maintenance staff
 - a. Each time a machine alarm appears on the MS, a technician will be dispatched and will do an abridged PM touching all vital components
 - b. The abridged PM will require approximately 3 minutes to complete.

2. PM 2– Daily maintenance staff
 - a. Each day a report from MS of the machines showing an alarm indicating they have reached 5,200 transactions will be pulled. This will be documented on the PM Checklist.
 - b. These pay boxes will be assigned to technicians
 - c. Once the PM has been completed the Supervisor will manually reset the counter on MS, and the count will go back to zero.
 - d. The full PM will take approximately fifteen to twenty minutes to complete

FREQUENCY

The following procedure is based on an average of 30 transactions per day, with the understanding that certain machines require more attention due to a higher volume of transactions. This will be offset by the machines that have a low daily transaction count and will not require less frequent PM’s.

If a machine does not reach the 5,200-transaction mark in a 12-month period, the Director of Operations will pull a report to look for these machines and a full PM will be scheduled.

1. Based on the average of 30 transactions per day
 - a. The Short PM is expected to occur approximately every 40–45 days per machine or 8 times per year
 - b. The Full PM is expected to occur approximately every 170–175 days per machine or 2 times per year

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All figures in this SOP are based on average daily transactions. The actual number of PMs per day will be determined by system utilization and alarm notifications from the MS. LAZ will continue to monitor machines on a system-wide basis to continually improve its preventative maintenance process.

Over time, LAZ Management may modify the PM schedule methodology, for example considering historic machine maintenance.

SINGLE SPACE PREVENTATIVE MAINTENANCE PLAN

During regular operations (e.g. non-emergency), Preventative Maintenance (“PM”) is conducted on single space parking meters on a weekly basis. Maintenance technicians conduct PMs on a set schedule, with a methodology based on ensuring each meter receives a minimum number of PMs on an annual basis. This schedule may change year by year as metering devices age and historic data is further compiled.

PROCEDURES

When	Who	Action/Activity
Before	Manager	<ul style="list-style-type: none"> Assign SS Meter Routes Check Maintenance Technician for uniform compliance and personal cell phone check
	Technician	<ul style="list-style-type: none"> Check out tool bag (including all necessary keys and test quarters) and vehicle Obtain Maintenance Log
During	Technician	<ul style="list-style-type: none"> Fuel vehicle- if necessary Open meter dome Check battery, replace if necessary Ensure meter decal is consistent with meter programming; fix if there is any discrepancy If the coin chute is jammed, repair
	Technician	<p>If there are coins remaining in the upper housing, call dispatch to report the meter # where this is the case and the amount found. Record the amount found on the Maintenance Log. Drop the coins found into the vault. If vault is full, drop remaining coins into nearby single space meters, recording amount distributed and meter location/# onto the Maintenance Log. Upon Completion, alert Dispatch that this has been done.</p> <ul style="list-style-type: none"> Close Meter Lube dome and vault door locks If meter has “old” locks, break and remove old lock and replace
After	Technician	<ul style="list-style-type: none"> Complete and open items on Maintenance Log Submit completed form to Manager Return tool bag and vehicle keys
	Manager	<ul style="list-style-type: none"> Update meter database File Maintenance Log

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Liquidated Damages

The following are the proposed liquidated damages that would be incorporated into the Contractor's agreement if this service option is considered:

Adhering to Collection Schedule, Collection Services & Counting Services

If the Contractor fails to meet its collection schedule obligations, provide the collection and *counting services* as mutually established in the Scope of Work, the City will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damage of \$500. Should a similar violation occur again during the contract term, the Contractor will be assessed liquidated damages without the benefit of warning in the amount of \$500 per incident.

Reporting

If the Contractor fails to submit any reports identified in the Scope of Work, the City will issue a written warning. If the Contractor fails to remedy the issue within 1 business day from receiving the written warning, the Contractor will be assessed liquidated damages of \$50 per day for each day that the report is overdue from the date of the warning.

Broken Locks

If the Contractor is responsible for breaking a meter lock, the Contractor will pay for the replacement and installation of the broken equipment.

Open Meter Doors

If a meter door is left unsecured as a result of the Contractor Collection Services, the Contractor will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damage of \$100 per incident for each occurrence if there is no loss. If a meter can is missing, the assessment shall be an additional \$100 per incident, plus the cost to replace the missing equipment.

Equipment

The Contractor will be responsible for the safekeeping of assigned City equipment which will be returned to the City in good condition at the termination of the contract. The Contractor will be responsible and pay for the replacement of any lost or damaged equipment, including collection carts, collection canisters, meter keys, and cash/coin boxes.

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Attachment ###

SAN LEANDRO AUTHORIZED PARKING VIOLATIONS CODES

Contractor is authorized to issue warning and citation notices for the following City municipal codes:

6-1-405C	Farmers Market
6-1-435	PARK WITHIN DESIGNATED STALL
6-1-500(a)(3)	NO PARKING OR RESTRICTED PARKING AREAS
6-1-500(b)	NO PARKING DESIGNATED HOURS AND DAYS (NON METER)
6-1-500(c)	DESIGNATED STREET OR PARK BY TIME OR DAY (NON METER)
6-1-505	CURB MARKINGS
6-1-505(e)	HANDICAPPED STALL
6-1-800	MUNICIPAL LOT
6-1-805	RESERVED/PERMIT SPACE
6-1-835	PASSENGER LOADING ZONE
6-2-115	METER EXPIRED
6-2-120	TIME LIMIT METER ZONE