

Exhibit A

Contract Terms for Parking Agreements

1. Perform 14 audits per year. 12 of these audits will be monthly shop audits. The remaining two audits shall assess the compliance with all terms of the RFP and shall be performed twice yearly. All audits should include details of any corrective action taken as a result of the audit findings. Contractor will provide summaries of the audit results on a monthly basis.
2. Provide backup documentation for all personnel billing, (time in, time out, meal and break times, leave time, overtime, hourly rate). This documentation will be included with the monthly invoices submitted by the Contractor to the City.
3. Provide justification for all overtime worked on a monthly basis. Unscheduled overtime not approved by the City will be billed back to the parking garage operator. Scheduled overtime for special events must be approved by the City 2 weeks in advance.
4. All daily deposit shortages will be reimbursed by the Contractor. A daily deposit shortage is defined as a discrepancy between the cashier's daily deposit and system generated cashier reports. Contractor will provide daily deposit information to the City on a monthly basis. Shortage repayments will be included as a deduction in the monthly invoices submitted by the Contractor to the City.
5. Implement customizable reports for exceptions (manual opens, automatic opens, keep opens and NIL tickets). These reports are to be submitted to the City on a monthly basis for review.
6. Create an authorization log in Excel for all manual exits. This log will include a column for what was done to resolve the situation - NIL ticket, manual open, automatic open, keep open, set card to single neutral, etc. All exception activity to be on the log with an authorization number.
7. Contractor management will reconcile the authorization log daily against PARCS reports and follow through on any unlogged, inappropriate or exceptional activity. Contractor management will provide summary reporting to the City for the authorization log for the preceding month. Summary report should include the number of each type of issue (i.e. code, handicap, monthly forgot their card, lost ticket, promissory note, etc.) and each type of resolution (manual open, NIL ticket, etc). Provide the percent of each type logged versus unlogged and also the percent of total payment transactions that all issues represented.
8. Create a customizable report of manual validations that shows activity by cashier and by validation type. Track activity by both on a daily basis. Provide a month end summary to the City.
9. Close malfunctioning lanes and direct motorists to another exit.
10. Monitor and address system sensor messages. Report sneakhroughs, passage through closed and broken gates, misuse tickets issued and used, and any other pertinent system messages to City on a monthly basis.
11. Verify all disabled placards and write down placard number in the authorization log when allowing vehicles displaying disabled placards to exit free of charge.
12. All promissory notes and lost tickets must be approved at the time of the exit by the supervisor on duty. All promissory notes are to be reviewed by Contractor management. On a monthly basis, the Contractor will provide the City with a listing of all promissory notes issued for the preceding month. This report will include the payment status of the note.

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13. Verify all TAP cards with handheld device before issuing discounted parking. Create a log in Excel to track all such discounted parking. The log will include ticket number, entrance/exit date/time, and amount paid.(Del Mar Station garage only) The Contractor will provide a copy of this report to the City on a monthly basis.
14. Audit the Pay On Foot (POF) banks at every collection. The Contractor will provide a summary report of the audits to the City on a monthly basis for review.
15. Cash should be locked away at all times. Cashiers should store their cash in lockable cash drawers and deposits should be locked in the safe until armored car service arrives for collections.
16. On a monthly basis the Contractor shall provide to the City a report of all SkiData keycards versus Paris keycards with an explanation for any variance. (SkiData garages only)
17. On a monthly basis the Contractor shall provide to the City a report of all late keycard payments including the status of the account.
18. Enter all out of sequence cards into the authorization log. Check card usage history for suspicious activity before resetting the card. On a monthly basis the Contractor shall provide a report to the City that shows any monthly parkers with an excess of 3 out of sequence entrance/exits per month.
19. Activate anti-passback on all keycards except those designated by the City Parking Office. On a monthly basis the Contractor shall provide a monthly listing of all keycards with anti-passback defeated.
20. The Contractor shall provide a report to the City tracking all paper validations created on a monthly basis with explanations for all validations created.
21. Provide online access for payment of monthly keycards.
22. Comply with all City purchasing procedures for subcontractors, purchases, requests for proposals, and bids. All subcontractors must be licensed to do business within the City and have the required insurance. Contractor will submit this information to the City for all vendors on an annual basis and whenever a new vendor is subcontracted to perform work under this contract.
23. On a monthly basis the Contractor shall provide to the City for review a weekly schedule to ensure that proper supervision is in place during all shifts.
24. Contractor upper management will review and verify all receivables on a monthly basis and perform a budget to actual comparison of revenues and expenses. This comparison will be submitted to the City along with the monthly invoices.
25. Each month, the Contractor will submit copies of all invoices sent to monthly parkers for review by the City with an explanation for any variances in the amounts collected.
26. All monthly invoices sent to customers must include the monthly payment amounts in the contractual terms agreed upon by customers.
27. All monthly parking contracts need to be submitted to the City for review. Such contracts need to include: Customer name, contact information, monthly rate, and start date. Copies of monthly contracts must be submitted to the City when created and when terminated along with an explanation of why the contract was terminated.