

# CORRESPONDENCE

August 4, 2017

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Honorable Mayor Tornek  
and  
Pasadena City Council  
City of Pasadena City Hall  
100 North Garfield Ave  
Pasadena, CA 91109-7215

**Re: July 24, 2017 City Council Agenda Item 20:  
AUTHORIZATION TO ENTER INTO A CONTRACT WITH LAZ PARKING  
FOR THE MANAGEMENT, OPERATION AND MAINTENANCE OF  
PASADENA PARKING GARAGES.**

Dear Mayor Tornek and City Council Members:

We represent LAZ Parking. On behalf of the company, they were pleased to be given the opportunity to respond to the Request for Proposals (RFP) the City released on February 27, 2017 and honored to be selected as the recommended provider and parking partner to the City of Pasadena. The fair and unbiased process the City Staff, Council and panelists worked so hard to achieve is sincerely appreciated by LAZ. However, certain statements made at the July 24<sup>th</sup> City Council hearing have evidently interrupted the process and merit a response.

Consequently, this correspondence is intended to correct the record regarding the untrue and misleading statements that were made on July 24, 2017 at the City Council meeting regarding LAZ Parking. We believe these statements contributed to the City Council's decision to table this agenda item rather than accepting the City Staff's recommendation to authorize/award the parking operations contract to LAZ Parking. This action occurred despite the fact that LAZ Parking achieved the highest score of all vendors with the lowest cost proposal.

For the past 36 years, LAZ Parking has built their company from a one-person valet operator to the 2<sup>nd</sup> largest parking operator in the country. LAZ currently has over 10,700 employees and manages more than \$1.2 billion dollars in annual parking receipts at parking facilities in 28 states and 338 cities. With this level of expertise, LAZ successfully manages virtually every type of parking operation from hotels, stadiums, residential, municipalities, valet, hospitals, to mixed use, etc. LAZ has credited their growth based on the core values of respect, commitment to people, honesty, integrity, and trust.

Just like any other organization of this size or company of this type, LAZ has been faced with challenges, at times resulting in litigation. As leaders of a City as large as Pasadena, you can certainly relate to dealing with difficult situations of a similar nature. Furthermore, we trust you fully appreciate that it is not the fact that disagreements occur, but the manner by which they are handled, that illuminates the character of an organization.

LAZ has been very open and transparent with respect to any and all litigation requests made on behalf of the City as requested during the RFP process. However, the facts and/or specifics of certain recent events involving LAZ have been misconstrued by LAZ's competitors. On behalf of LAZ we have addressed two issues below which were portrayed in a false, misleading and exaggerated manner to impugn LAZ's integrity, during the City Council meeting on 7/24/17.

The Matter of The Massachusetts Bay Transportation Authority "MBTA"

- MBTA Litigation Filed: May 4, 2017  
**\*Please note the RFP proposals were submitted on April 19, 2017**
- Current Status: Full Settlement has been reached with all parties
- Facts: As a result of LAZ's investigation in March 2016, employee theft was identified from certain cash operated lots, resulting in the termination of the few employees involved. Throughout the ensuing investigatory processes, LAZ has been diligent, fully engaged and cooperative with the Massachusetts authorities involved, to identify the nature and extent of the financial losses to the MBTA. As of the date of this correspondence, **all claims have been fully settled; LAZ has made full restitution to the MBTA for the losses incurred; and all pending litigation (including Mass AG civil investigatory proceedings) has been fully dismissed - without any admission of any liability by LAZ.**

The Matter of Phil Oropesa

- Oropesa Litigation (No Litigation Against Laz): **There was never any judicial proceeding brought against LAZ as a company.** Rather, a court action was filed against an individual employed by LAZ.
- Facts: On June 16, 2015 LAZ was made aware of certain allegations involving Mr. Oropesa (who at that time was employed by LAZ Parking), relating to his separate dealings. LAZ placed Mr. Oropesa on administrative leave and immediately investigated, resulting in Mr. Oropesa's termination three days later, on June 19, 2015. This was an isolated incident where an individual acted on his own, and violated the core values of LAZ Parking. There was never any claim (let alone litigation) brought against LAZ.

The aforementioned two events were disclosed to and known by the RFP panelists and Staff.

LAZ Parking is a professional organization that has been serving municipalities since 1985. LAZ whole-heartedly believes that the selection committee made the right choice when they selected their company. LAZ is hopeful for the opportunity to address any questions or concerns to better

August 4, 2017

Page 3

allow you as leaders to make the most informed decision in the best interest of your City. LAZ stands behind its integral name and reputation; confident that false statements by a competitor will not undermine the prevailing bid of LAZ Parking. Most importantly, they look forward to working with the Mayor, City Council, and the City Administration to bring a best in class, customer service FIRST operation to the City of Pasadena.

Respectfully,



Chris C. Tsouros, Esq.  
Attorney for Laz Parking

cc: Pasadena City Manager  
Pasadena Asst. City Manager  
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