



Department of Management Services
Purchasing Division
241 West South Street
Kalamazoo, MI 49007-4796
Phone: 269.337.8020
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www.kalamazoo-city.org
purchasing@kalamazoo-city.org

VIRTUAL PRE-PROPOSAL MEETING

Friday, July 14, 2023 at 10:00 a.m. Local Time (ET) via Zoom Webinar

Register in advance: https://us06web.zoom.us/webinar/register/WN_oaxOued0R9awX7eoSFMoFQ

REQUEST FOR PROPOSALS (RFP)

The City of Kalamazoo, Michigan is soliciting sealed proposals for:

Project Name: Parking Management Services

Proposal Reference #: 95872-001.0

Project partially funded with American Rescue Plan Act (ARPA) funds

RFP ISSUE DATE: July 3, 2023

**Number of Copies Required: Five (5) paper copies +
One (1) electronic copy (USB thumb drive)**

PROPOSAL DUE/OPENING DATE: August 1, 2023 at 3:00 p.m. Local Time (ET)

Electronic Proposals Will Not Be Accepted

MAILING ADDRESS & INSTRUCTIONS

Mail to:

Purchasing Division
241 W. South Street
Kalamazoo, MI 49007

Questions about this RFP should be directed to:

Department Contact: **Christina Anderson,**
City Planner at (269) 337-8811 or
andersonc@kalamazoo-city.org

Include on the Envelope the Project Name and Proposal Reference Number (above). All Envelopes Must Be Sealed.

You are invited to submit a proposal for this project. Specifications, terms, conditions and instructions for submitting proposals are contained herein. This Request for Proposals with all pages, documents and attachments contained herein, or subsequently added to and made a part hereof, submitted as a fully and properly executed proposal shall constitute the contract between the City and the successful proposer when approved and accepted on behalf of the City by an authorized official or agent of the City. Please review the proposal document as soon as possible and note the **DEADLINE FOR QUESTIONS** in the Instructions to Proposers.

All proposers shall complete and return the Proposal and Award page(s) and submit all information requested herein in order for a proposal to be responsive. **FAILURE TO DO SO MAY RESULT IN THE PROPOSAL BEING REJECTED AS NON-RESPONSIVE.** The proposal document shall be returned in its entirety, in a properly identified and sealed envelope to the Purchasing Division at the above address. **PROPOSALS MUST BE RECEIVED BEFORE THE DUE DATE - LATE PROPOSALS WILL NOT BE CONSIDERED.** The City reserves the right to postpone the proposal opening for its own convenience.

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STATEMENT OF NO PROPOSAL

NOTE: If you DO NOT intend to bid on this commodity or service, please complete and return this form immediately. Your response will assist us in evaluating all responses for this important project and to improve our bid solicitation process.

The Purchasing Division of the City of Kalamazoo wishes to keep its proposers list file up-to-date. If, for any reason, you cannot supply the commodity/service noted in this proposal solicitation, this form must be completed and returned to remain on the particular proposal list for future projects of this type.

If you do not respond to this inquiry within the time set for the proposal opening date and time noted, we will assume that you can no longer supply this commodity/service, and your name will be removed from this proposal list.

- _____ Specifications too "tight", i.e. geared toward one brand or manufacturer only (explain below).
- _____ Specifications are unclear (explain below).
- _____ We are unable to meet specifications.
- _____ Insufficient time to respond to the Request for Proposal.
- _____ Our schedule would not permit us to perform.
- _____ We are unable to meet bond requirements.
- _____ We are unable to meet insurance requirements.
- _____ We do not offer this product or service.
- _____ Remove us from your proposers list for this commodity or service.
- _____ Other (specify below).

REMARKS:

SIGNED: _____ NAME: _____
(Type or Print)

TITLE: _____ DATE: _____

FIRM NAME: _____
(if any)

ADDRESS: _____
(Street address) (City) (State) (Zip)

PHONE: _____ FAX: _____

EMAIL: _____

SECTION I - INSTRUCTIONS TO PROPOSERS

1. **EXAMINATION OF PROPOSAL DOCUMENT**-Before submitting a proposal, proposers shall carefully examine the specifications and shall fully inform themselves as to all existing conditions and limitations. The proposer shall indicate in the proposal the sum to cover the cost of all items included on the proposal form.
2. **PREPARATION OF PROPOSAL**-The proposal shall be legibly prepared in ink or typed. If a unit price or extension already entered by the proposer on the Proposal and Award form is to be altered, it shall be crossed out and the new unit price or extension entered above or below and initialed by the proposer with ink. The proposal shall be legally signed and the complete address of the proposer given thereon.

All proposals shall be tightly sealed in an envelope plainly marked SEALED PROPOSAL and identified by project name, bid opening date and time. Proposals opened by mistake, due to improper identification, will be so documented and resealed. The Purchasing Division will maintain and guarantee confidentiality of the contents until the specified opening date and time. Facsimile bids will not be accepted.

3. **EXPLANATION TO PROPOSERS**-Any binding explanation desired by a proposer regarding the meaning or interpretation of the Request for Proposal (RFP) and attachments must be requested in writing, **at least 5 business days before the proposal opening** and with sufficient time allowed for a reply to reach all prospective proposers before the submission of their proposal. Any information given to a prospective proposer concerning the RFP will be furnished to all prospective proposers as an amendment or addendum to the RFP if such information would be prejudicial to uninformed proposers. Receipt of amendments or addenda by a proposer must be acknowledged in the proposal by attachment, or by letter or fax received before the time set for opening of proposals. Oral explanation or instructions given prior to the opening will not be binding.
4. **CASH DISCOUNTS**-Discount offered for payment of less than thirty (30) days will not be considered in evaluating proposals for award. Offered discounts of less than thirty (30) days will be taken if payment is made within the discount period, even though not considered in evaluation of the proposal.
5. **WITHDRAWAL OF PROPOSALS**-Proposals may be withdrawn in person by a proposer or authorized representative, provided their identity is made known and a receipt is signed for the proposal, but only if the withdrawal is made prior to the exact time set for receipt of proposal. No proposal may be withdrawn for at least one hundred twenty (120) days after proposal opening.
6. **ALTERNATE PROPOSALS**-Proposers are cautioned that any alternate proposal, unless specifically requested or any changes, insertions or omissions to the terms and conditions, specifications or any other requirement of this RFP may be considered non-responsive, and at the option of the City, result in rejection of the alternate proposal.
7. **LATE PROPOSALS**-Any proposal received at the office designated herein after the exact time specified for receipt will not be considered. (Note: The City reserves the right to consider proposals that have been determined by the City to be received late due to mishandling by the City after receipt of the proposal and no award has been made.)
8. **UNIT PRICES**-If there is a discrepancy between unit prices and their extension, unit prices shall prevail.

9. PROPOSAL SUBMITTAL- Proposers can submit sealed proposals in one of the following ways:

9.1. **Mail your proposal**, to be received before the proposal due date and time indicated in the RFP document, to the City of Kalamazoo at the following address:

City of Kalamazoo
Purchasing Division
241 West South Street
Kalamazoo, MI 49007

9.2. **Deliver your proposal to City Hall In-Person** before the proposal due date and time indicated in the RFP document.

9.3. **Deliver your proposal to the Treasurer’s Office Payment Drop Box** located in the northwest corner of City Hall (see photos below) before the proposal due date and time indicated in the RFP document.



1. Open drop box located at City Hall.

2. Insert SEALED PROPOSAL here.



10. **PROPOSALS SUBMITTED LIST-** The Purchasing Division makes an effort to post the list of submitted proposals to the City of Kalamazoo website within 24 hours after the proposal due date and time at: <https://www.kalamazoo.org/bidopportunities>. However, in certain cases the posting of the list may extend beyond the 24-hour window.

**SECTION II
PROPOSAL AND AWARD**

The undersigned having become thoroughly familiar with and understanding all of the proposal/contract documents incorporated herein, agrees to provide parking management services as specified herein:

PARKING MANAGEMENT SERVICES

Annual Fee to be paid for all services provided by the Company pursuant to this Contract shall not exceed: \$INCLUDE IN PRICE PROPOSAL

A price proposal shall be submitted in a separate sealed envelope marked “**Price Proposal**”. **The pricing in the sealed envelope shall be the only listed pricing in the proposal.** This Price Proposal shall only be opened by City personnel after the scoring of other evaluation criteria has been completed.

The Annual Fee quoted must include all costs associated with the performance of the services specified, including materials, supervision, labor, insurance, transportation, delivery, fuel or other surcharges, demurrage, and related costs. Charges not listed in the RFP response will not be allowed. All prices and fees must be in U.S. dollars.

Price stated shall be firm for the full term of this Contract.

This project is being partially funded with American Rescue Plan Act (ARPA) funds, therefore all proposals must include the forms included in Appendix B (in addition to the forms contained in this Proposal and Award section), signed by the proposing firm, in order for a proposal to be considered responsive.

The successful proposer will be required to provide the City with their active Unique Entity ID (UEI) number from SAM.gov in order to be awarded this contract.

Proposer/Contractor has examined and carefully studied the bidding documents and attachments, and acknowledges receipt of the following addenda:

Addendum No: _____

Dated: _____

Proposer shall provide all of the information as requested herein with their proposal. **Failure to do so and/or failure to provide post-proposal requested information may be cause for rejecting the proposal as non-responsive.**

By my signature below, I certify that the firm bidding on this contract, when making hiring decisions, does not use a past criminal conviction as a bar to or preclude a person with a criminal conviction from being considered for employment with the bidding firm unless otherwise precluded by federal or state law. I further certify that I have read and agree to be bound by the provisions of the City’s Non-Discrimination Clause found in Appendix A and as updated by City Ordinance 1856.

Signed: _____ Name: _____

Title: _____

QUALIFICATIONS QUESTIONNAIRE

Please answer the following questions completely. You may submit answers on this form or as an attachment to this document, additional information (brochures, illustrations, etc.) will also be used in determining qualifications. If not using this form, please follow its format.

1. Firm name: _____

2. Established: Year _____ State _____

3. Type of organization:

- a. Individual _____
- b. Partnership _____
- c. Corporation _____
- d. Other _____

4. Former firm name(s) if any, and year(s) in business:

5. Home office business address and telephone number where work will be performed.

6. Branch office(s) if work will be performed there:

7. Personnel of firm who will be working on this project. Attach resumes of key personnel:

NAME AND TITLE	SPECIALTY	YRS		EXPECTED ROLE
		EXPERIENCE		
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

QUALIFICATIONS QUESTIONNAIRE (cont)

- 8. Total personnel of firm:
 - a. Professional: _____
 - b. Non-professional: _____

- 9. Attach a list of similar projects performed over the last five (5) years. Include: description of services provided, project size, contact person and phone number. Projects should demonstrate experience in the types of parking management services you wish to provide.

- 10. Identify projects in Item 9 which most closely match the work required by the City.

- 11. Provide your understanding of the project and any special qualifications you bring to this project.

- 12. Identify any additional parking management service(s) you will utilize to work on this project and their expected role(s).

- 13. Provide the address for your website.

I hereby certify that all of the information provided is true and answered to the best of my ability.

Signed: _____ Name: _____
Type or Print

Title: _____ Date: _____

CITY OF KALAMAZOO EX-OFFENDER POLICY CHECKLIST

As part of the City’s commitment to reducing unacceptable poverty, encouraging rehabilitation, reducing recidivism and strengthening families in Kalamazoo, the City has updated its Purchasing Policy to ensure that firms with whom the City does business share in this commitment by utilizing hiring practices that do not unfairly deny people with arrest and conviction records gainful employment. *(Important: This requirement also extends to any subcontractors the bidder intends to use to fulfill the contract for goods or services being sought from the City.)*

Part I: Proof that the bidder does not inquire about an individual’s past arrest or criminal history on the bidder’s employment application form

- Attach a copy of the current application for employment being used by the bidder

Part II: Certification that the bidder does not use an individual’s past arrest or criminal history to unlawfully discriminate against them by checking *one or more* of the following:

- That pursuant to federal or state law bidder is precluded from hiring persons with certain criminal records from holding particular positions or engaging in certain occupations by providing a cite to the applicable statute or regulation; if checking this box, provide a citation to the applicable statute or rule upon which the bidder is relying: _____
- That bidder conducts criminal history background checks only as necessary, and only after making a conditional offer of employment; that any withdrawal of an offer of employment to an individual because of a past criminal history is job-related and consistent with business necessity after the individual has been provided an individualized assessment opportunity to review and challenge or supplement the history of past criminal conduct being relied upon by the bidder;
- That the use by bidder of criminal history background checks complies with the U.S. Equal Employment Opportunity Commission’s Enforcement Guidance on the Consideration of Arrest and Conviction Records in Employment Decisions and that the bidder has not had a determination rendered against it in past 7 years that it discriminated against a person through the use of an individual’s arrest or criminal history

I CERTIFY THAT THE ABOVE STATEMENTS ARE TRUE.

Date

Signature

Printed Name

Position

I hereby state that all of the information I have provided is true, accurate and complete. I hereby state that I have the authority to submit this proposal which will become a binding contract if accepted by the City of Kalamazoo. I hereby state that I have not communicated with nor otherwise colluded with any other proposer, nor have I made any agreement with nor offered/accepted anything of value to/from an official or employee of the City of Kalamazoo that would tend to destroy or hinder free competition.

The firm’s identification information provided will be used by the City for purchase orders, payment and other contractual purposes. If the contractual relationship is with, or the payment made to, another firm please provide a complete explanation on your letterhead and attach to your bid. Please provide for accounts payable purposes:

Tax Identification Number (Federal ID): _____

Remittance Address: _____

Financial Contact Name: _____ Financial Contact Phone Number: _____

Financial Contact Email Address: _____

I hereby state that I have read, understand and agree to be bound by all terms and conditions of this proposal document.

SIGNED: _____ NAME: _____
(Type or Print)

TITLE: _____ DATE: _____

FIRM NAME: _____
(if any)

ADDRESS: _____
(Street address) (City) (State) (Zip)

PHONE: _____ FAX: _____

EMAIL ADDRESS: _____

FOR CITY USE ONLY - DO NOT WRITE BELOW

**SECTION III
INDEMNITY AND INSURANCE**

Contractor, or any of their subcontractors, shall not commence work under this contract until they have obtained the insurance required under this paragraph, and shall keep such insurance in force during the entire life of this contract. All coverage shall be with insurance companies licensed and admitted to do business in the State of Michigan and acceptable to the City of Kalamazoo within ten (10) days of the Notice of Award. The requirements below should not be interpreted to limit the liability of the Contractor. All deductibles and SIR's are the responsibility of the Contractor.

The Contractor shall procure and maintain the following insurance coverage:

Workers' Compensation Insurance including Employers' Liability Coverage, in accordance with all applicable statutes of the State of Michigan.

Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than \$1,000,000 per occurrence and aggregate. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included and (E) XCU coverage if the nature of the contract requires XC or U work.

Automobile Liability in accordance with all applicable statutes of the State of Michigan, with limits of liability not less than \$1,000,000 per occurrence, combined single limit for Bodily Injury, and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.

Additional Insured: Commercial General Liability and Automobile Liability, as described above, shall include an endorsement stating that the following shall be *Additional Insureds*: The City of Kalamazoo, all elected and appointed officials, all employees and volunteers, all boards, commissions, and/or authorities and board members, including employees and volunteers thereof. It is understood and agreed that by naming the City of Kalamazoo as additional insured, coverage afforded is considered to be primary and any other insurance the City of Kalamazoo may have in effect shall be considered secondary and/or excess.

To the fullest extent permitted by law the Contractor agrees to pay on behalf of, indemnify, and hold harmless the City of Kalamazoo, its elected and appointed officials, and employees against any claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed, or recovered against or from the City of Kalamazoo, by reason of personal injury, including bodily injury or death and/or property damage, including loss of use thereof, caused in whole or part by any negligent act or omission by the Contractor, its employees, agents, or officers which arises out of, or is in any way connected or associated with, this contract.

Cancellation Notice: All policies, as described above, shall include an endorsement stating that it is understood and agreed that thirty (30) days, or ten (10) days for non-payment of premium, Advance Written Notice of Cancellation, Non-Renewal, Reduction, and/or Material Change shall be sent to: City of Kalamazoo, Purchasing Division, 241 W. South Street, Kalamazoo, MI 49007.

Proof of Insurance Coverage: The Contractor shall provide the City of Kalamazoo at the time that the contracts are returned by him/her for execution, or within 10 days of Notice of Award, whichever is earlier, a Certificate of Insurance as well as the required endorsements. In lieu of required endorsements, if applicable, a copy of the policy sections where coverage is provided for additional insured and cancellation notice would be acceptable. Copies or certified copies of all policies mentioned above shall be furnished, if so requested.

INDEMNITY AND INSURANCE

Continued

If any of the above coverages expire during the term of this contract, the Contractor shall deliver renewal certificates and/or policies to City of Kalamazoo at least ten (10) days prior to the expiration date.

Scope of Coverage: The above requirements and conditions shall not be interpreted to limit the liability of the Contractor under this Contract, but shall be interpreted to provide the greatest benefit to the City and its officers and employees. The above listed coverages shall protect the Contractor, its employees, agents, representatives and subcontractors against claims arising out of the work performed. It shall be the Contractor's responsibility to provide similar insurance for each subcontractor or to provide evidence that each subcontractor carries such insurance in like amount prior to the time such subcontractor proceeds to perform under the contract.

SECTION IV
SCOPE OF WORK, SPECIAL CONDITIONS & REQUIREMENTS

1. INTRODUCTION/PROJECT SUMMARY

Kalamazoo is a city of 74,000 people in Southwest Michigan. Its downtown is a regional hub dominated by higher education, banking, financial services, government, and hospitality. In addition, downtown’s many cultural amenities, restaurants, and bars draw strong traffic in the evening and weekend.

The City of Kalamazoo owns and manages over 2,750 parking spaces in its downtown. These parking spaces are contained within two parking ramps, six surface parking lots, and over 1,200 on-street spaces. The parking ramps are owned by the City, whereas the surface lots include some City-owned and some privately-owned properties, which are operated through agreements.

The City of Kalamazoo is seeking a qualified and experienced parking management firm, hereafter referred to as the Company, to operate and manage its downtown parking assets. The City is particularly interested in parking management firms with municipal system experience and expertise in customer service, curbside management, and proven parking control technologies.

In 2022, the City contracted a parking & mobility consulting firm to oversee the parking management Company and assist in implementing a 2019 parking plan, hereafter referred to as the ‘Blueprint’. The Company will report to the Community, Planning & Economic Development Deputy Director but will be overseen by the parking & mobility consulting firm.

This plan includes recommendations that would impact the parking management consultant, such as changes to supply, parking control technology, pricing, time limits, and more. As such, the Company must be able to scale service and adjust to changing conditions.

2. DESCRIPTION OF THE WORK

2.1. General Work Requirements

2.1.1. The Company shall be responsible for the parking system with specific duties including but not limited to:

- Managing the parking facilities
- Interacting with parkers and the public in general
- Enforcing parking regulations within the district
- Cleaning parking facilities
- Conducting regular maintenance on parking facilities; such as line striping, touch-up painting, lighting, sweeping, cleaning, maintaining and emptying trash containers and maintaining parking control equipment
- Administering owner contracts or initiating contracts that relate to the needs of the City
- Collecting parking revenues on behalf of the City and overseeing the auditing of these collections
- Providing trained and qualified staff
- Operating the parking facilities in compliance with the resulting Agreement and all applicable statutes, laws, ordinances, rules, and regulations.
- Conduct utilization studies (as needed to implement the Blueprint.)

DESCRIPTION OF THE WORK (cont.)

- 2.1.2. The Company shall adhere to an Operations Manual (*Appendix E*) describing in detail the procedures to be followed in collecting revenue, accounting for receipts, facility inspection, maintenance, customer relations, permit issuance, and other related matters.
 - 2.1.3. Within the first year, the Company shall review the Operations Manual and work with the City on updating and streamlining the document.
 - 2.1.4. The Company must provide adequate staffing at all times. However, the ultimate determination of hours by labor category shall be the prerogative of the City.
 - 2.1.5. The Company shall assign to the Kalamazoo parking operations a competent, full-time general manager to exercise general supervisory authority and control over the delivery of management services.
 - 2.1.6. The City may, from time to time, update, add, or terminate leases for parking and will notify the Company of such changes.
 - 2.1.7. The Company must submit monthly reports reflecting daily revenue and receipts to the City. In addition, the Company will make its financial reports relating to the operation of the parking facilities under its management available to the City for audit purposes upon request.
 - 2.1.8. All gross receipts derived from the operation of the Parking System shall be held in trust for the City of Kalamazoo by the Company while the funds are in its custody and control. Should any such gross receipts be lost, stolen, or otherwise unlawfully removed from the custody and control of the Company, the Company shall be responsible for replacing said funds in full.
 - 2.1.9. The Company shall provide its own office space in a location downtown that is convenient for the public.
- 2.2. **Geographic Limits of the Work**
The Company shall manage parking operations in the DDA District, as shown in **Exhibit 7 A (Appendix C)** and the Washington Square Lot, located at 745 East Stockbridge Avenue. The City's Public Safety department enforces parking regulations beyond downtown, with the exception of the Washington Square Lot, which is included in this scope. The City is interested in investigating shifting this responsibility to the Company. The Company should be able to scale its services accordingly in case the City decides to unify parking enforcement under the City Parking Management umbrella.
- 2.3. **Parking System Facilities**
The parking system includes two parking ramps, six off-street lots, and all parking spaces and other curbside spaces in the DDA District. **Exhibit 7 B (Appendix D)** shows the location of these facilities except the Washington Square Lot, which is located at 745 East Stockbridge Avenue. Ramps 2 and 3, also referred to as the Epic Ramp and Kalamazoo Mall Ramp, respectively, are part of the system. Ramp 1 and the Radisson Hotel Ramp are privately owned and operated. Lots 1, 5, 6, 9, 13, and 20 are also part of the parking system, whereas other lots shown in the exhibit are not.
- 2.4. **Company-Responsible Expenses**
The Company shall provide the following items for which there will be no reimbursement and for which the Company shall pay through its fee:
- 2.4.1. One service vehicle, including all repair, upkeep, and maintenance costs.
 - 2.4.2. All licenses, permits, fees, and business taxes necessary to do business in Kalamazoo.
 - 2.4.3. All required insurances (see SECTION III, INDEMNITY AND INSURANCE).

DESCRIPTION OF THE WORK (cont.)

- 2.4.4. A performance bond in the amount of \$500,000.
- 2.4.5. Fidelity bond in the amount of \$500,000.
- 2.4.6. Cost of repairs for damages caused by Company employees.
- 2.4.7. All employee uniforms.
- 2.4.8. Office space as described in 2.1.9., above.
- 2.4.9. Costs for any non-local Company personnel supporting the contract, including administration, legal, and accounting.

2.5. City Responsible Expenses

The Company shall annually draft and submit for approval by September 1 a budget in line with the standards of service expected of the Company as required by the Operations Manual. Based on the City-approved budget, the Company shall pay all expenses and submit those not identified as Company-Responsible Expenses above for reimbursement.

3. CONTRACT PERIOD AND EXTENSIONS

The contract shall be in effect for a three (3) year period commencing on Company’s receipt of Notice to Proceed from the City. The City may opt to extend the contract upon mutual agreement of both parties made in writing.

4. PROPOSAL REQUIREMENTS

Proposals should include, at a minimum, the following information:

4.1. Contact Information

Provide the information requested below: (if different than the information provided in the letter of intent)

- 4.1.1. Name of Proposer;
- 4.1.2. Mailing Address;
- 4.1.3. Telephone Number;
- 4.1.4. E-mail Address; and
- 4.1.5. Name of Proposer’s Representative.

4.2. Comparable Experience

Provide three profiles of similar municipal parking systems the proposer has experience managing in the past five years. Include a contact name, email, and phone number for each.

4.3. Key Personnel

Provide resumes of key personnel that will be assigned to this effort. Include, at a minimum, the project manager, onsite general manager, and accounting personnel. Indicate the percentage of their time available to dedicate to Kalamazoo’s parking system management.

4.4. Fee Proposal (Include in a separate sealed envelope marked “Price Proposal”)

Indicate the annual fee the City would be charged to perform the services described. The City intends to pay, at its discretion, a performance bonus based on the following factors:

- 4.4.1. General satisfaction and general projects
- 4.4.2. Facility maintenance and cleanliness
- 4.4.3. Facility security and safety
- 4.4.4. Safety and liability claim management
- 4.4.5. Management reporting and budget compliance

PROPOSAL REQUIREMENTS (cont.)

- 4.4.6. Auditing compliance
- 4.4.7. Personnel training and development

4.5. Standard Forms to Include in Proposal

- 4.5.1. Proposal and Award Page
- 4.5.2. Qualifications Questionnaire (or include requested information in proposal)
- 4.5.3. City of Kalamazoo Ex-Offender Policy Checklist
- 4.5.4. Signature Page
- 4.5.5. ARPA Clauses (sign final page)
- 4.5.6. ARPA Debarment Certification Form (successful proposer will need an active UEI# with SAM.gov before contract can be awarded)
- 4.5.7. Addenda (Signed addenda must be received before the proposal due/opening date. Proposer is responsible to monitor the City website at: <https://www.kalamazoo.org/Business-Development/Work-with-the-City-of-Kalamazoo/View-Bid-Opportunities> for any issued addenda.)

5. SUBMISSION SCHEDULE

Any qualified firm that is interested in providing parking management services to the City of Kalamazoo must submit five (5) copies of their proposal in a sealed envelope marked “City of Kalamazoo Parking Management Services” to:

City of Kalamazoo
Purchasing Division
241 West South Street
Kalamazoo, MI 49007

The following timeline, up to and including the deadline for submitting proposals, shall be changed only by an addendum to this RFP. Dates after the deadline for submitting proposals are target dates only. No additions or changes to the original proposal will be allowed after submission.

RFP Released	July 3, 2023
Pre-Bid Meeting	July 14, 2023 at 10:00 a.m. (ET)
Questions Due	July 24, 2023 at 3:00 p.m. (ET)
RFP Clarifications	July 27, 2023 at 3:00 p.m. (ET) (If necessary)
Proposals Due	August 1, 2023 at 3:00 p.m. (ET)
Proposer Interviews	August 14-18, 2023
Contract Award	August 25, 2023
Start of Contract	September 11, 2023

Although not mandatory, attendance at the pre-bid meeting is highly recommended.

6. EVALUATION CRITERIA

Proposals will be evaluated by City staff based upon the responsiveness of the Proposal to this RFP. All proposals will be evaluated using the criteria listed below:

- 6.1 Firm Project Experience (80 Points)
- 6.2 Qualifications/Experience of Key Personnel (80 Points)
- 6.3 Project Understanding and Approach (40 Points)
- 6.4 Capacity of Firm (40 Points)

EVALUATION CRITERIA (cont.)

6.5 Project Work Plan/Schedule (20 Points)

6.6 Price (40 Points)

A price proposal shall be submitted in a separate sealed envelope marked “Price Proposal”. The pricing in the sealed envelope shall be the only listed pricing in the proposal. This Price Proposal shall only be opened by City personnel after the scoring of other evaluation criteria has been completed.

Price Scoring Formula

The Price scores are determined by giving the proposal with the lowest total cost the maximum number of Price points available. The remaining proposals are rated by applying the following formula:

$$[1 - (B-A)/A] \times C = \text{Final Price Score}$$

A—the lowest Offeror's price.

B—the Offeror's price being scored.

C—the maximum number of price points available.

Note: If the formula results in a negative number (which will occur when the Offeror's price is more than twice the lowest price), zero points shall be assigned.

7. COMPENSATION

A price proposal shall be submitted in a separate sealed envelope marked “**Price Proposal**”. **The pricing in the sealed envelope shall be the only listed pricing in the proposal.** This Price Proposal shall only be opened by City personnel after the scoring of other evaluation criteria has been completed.

The Annual Fee quoted must include all costs associated with the performance of the services specified, including materials, supervision, labor, insurance, transportation, delivery, fuel or other surcharges, demurrage, and related costs. Charges not listed in the RFP response will not be allowed. All prices and fees must be in U.S. dollars.

7.1. State an offered Annual Fee for the project. All regulations regarding the use of federal funding will apply.

7.2. In addition, itemize the cost of project work items which make up the total price for the project. Detail all services to be performed for the price offered and include charges/rates to be billed for the labor, meetings, telephone calls, printing and travel.

8. SELECTION CRITERIA

The City of Kalamazoo shall conduct a formal evaluation to determine the best qualified respondent meeting the City’s needs. This evaluation shall be based on the Evaluation Criteria.

No rating or evaluation under the terms of this RFP shall be construed as a guarantee or promise of a contract and no such contract shall be binding on the City absent approval through the City’s approval process.

The requested information is intended to provide information that will assist the City in the selection of the most qualified, competent, experienced, responsive, and economical Consultant, who will best serve the needs of the City. During the evaluation process, where it may serve its

SELECTION CRITERIA (cont.)

best interest, the City reserves the right to request additional information or clarifications from proposers, to reject any or all proposals or unauthorized modifications, to allow corrections of errors or omissions, or to waive irregularities. A selection committee will evaluate the proposals based upon the proposal requirements/selection criteria. After a review of the written proposals, selected firms may also be asked to make a presentation or field follow-up questions. The City will choose the proposal(s) that best fits its needs. The City is not obligated to award the contract based on cost alone. The selected firm will be required to enter into a written agreement with the City that will detail the specifics of the relationship and include scope of work, compensation, insurance requirements and other matters. If an agreement cannot be reached, the City reserves the right to render the proposal invalid and may award the contract to another qualified proposer in its sole discretion.

This RFP does not commit the City of Kalamazoo to pay for direct or indirect costs incurred in the preparation and/or presentation of a response. All finalists will pay their own costs incurred in preparing for, traveling to and attending interviews. The City of Kalamazoo reserves the right to accept or reject any or all proposals in part or in its (their) entirety.

The City reserves the right to make an award without further discussion of the submittal with the offeror. Therefore, the proposal should be submitted initially on the most favorable terms that the firm or individual might propose.

9. POST PROPOSAL INFORMATION

After review of proposals, the City may request further information or clarifications. Requested information shall be provided by the respondent either in writing or by oral presentation, at no cost to the City.

10. CHANGES AND ADDENDA TO PROPOSAL DOCUMENTS

Each change or addendum issued in relation to this RFP will be posted on the City's website at <https://www.kalamazoocity.org/bidopportunities>. It shall be the proposer's responsibility to make inquiry as to the changes or addenda issued. All such changes or addenda shall become part of the contract and all proposers shall be bound by such changes or addenda. **In order for a proposal to be responsive, all addenda must be returned (signed by the proposer) with the proposal.** If you have already submitted your proposal, acknowledge receipt and acceptance of addenda by signing in the place provided and returning them to the Purchasing Division and they shall be incorporated in your proposal. Please identify your return envelope with the proposal reference number and project description.

11. ECONOMY OF PREPARATION

Each proposal should be prepared simply and economically providing a straightforward concise description of the proposer's ability to meet the requirements of the RFP. Decorative bindings, colored displays, promotional material, etc., are discouraged and they may result in loss of evaluation credit. Emphasis should be on completeness and clarity of the contents.

12. PAYMENT DEFAULT

No bid or proposal shall be accepted from any party (contractor) who is in default on the payment of taxes, licenses or other monies due to the City of Kalamazoo.

13. CONFLICT OF INTEREST

Submitting firms shall notify the City of any potential conflicts of interest in their proposal submittal.

14. ASSURANCE OF DESIGNATED PROJECT TEAM

Proposer shall assure that the named key personnel listed as part of the designated project team, including sub-consultants (if any), is used for this project. Departure or reassignment of, or substitution for, any key member of the designated project team or sub-consultant(s) shall not be made without the prior written approval of the City.

15. BONDING

The successful proposer shall, within 10 business days of notification of contract award by the City, acquire and maintain the following bonds for the life of the contract:

15.1. Performance Bond

A performance bond shall be furnished in the amount of \$500,000 ensuring the City of faithful performance of all the provisions of the contract, and the satisfactory performance of any equipment required hereunder. The bond shall also ensure the City against defective workmanship and/or materials.

15.2. Fidelity Bond

A fidelity bond shall be furnished in the amount of \$500,000 that complies with applicable regulatory requirements, written by a reputable bonding company, covering theft, embezzlement, forgery, and other acts of malfeasance by Company, its employees, or agents in connection with services performed for this contract.

Bonds shall be secured by a guaranty or a surety company listed in the latest issue of the U.S. Treasury, circular 570, and licensed to do business in the State of Michigan, and written in favor of the City of Kalamazoo. The amount of such bonds shall be within the maximum amount specified for such company in said circular 570. The bonds shall be accompanied by a power of attorney showing authority of the bonding agent to sign such bonds on behalf of the guaranty or surety company. The cost of the bonds shall be borne by the Company.

Failure of the Company to supply the required bonds within ten (10) days after Notice of Award, or within such extended period as the Purchasing Agent may agree to, shall constitute a default and the City of Kalamazoo may either award this contract to the next lowest bidder or re-advertise for bids and may charge against the Company for the difference between the amount of the bid and the amount for which a contract for the work is subsequently executed, irrespective of whether the amount thus due exceeds the amount of the bid bond. If a more favorable bid is received by re-advertising, the defaulting bidder shall have no claim against the City of Kalamazoo for a refund.

16. VIRTUAL PRE-PROPOSAL MEETING

All prospective proposers are invited to attend a non-mandatory Virtual Pre-Proposal Meeting with representatives from the City of Kalamazoo and the City’s parking consultant on **Friday, July 14, 2023 at 10:00 a.m. Local Time (ET)**. The virtual meeting will take place via Zoom Webinar:

ACTION REQUIRED: Register in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_oaxOued0R9awX7eoSFMoFQ

You are invited to a Zoom webinar.

VIRTUAL PRE_PROPOSAL MEETING (cont.)

When: Friday, July 14, 2023 at 10:00 a.m. Local Time (ET)

Topic: Parking Management Services Pre-Bid Meeting 95872-001.0

After registering, you will receive a confirmation email containing information about joining the webinar.

17. QUESTIONS

Questions regarding the scope of work of this project may be addressed to Christina Anderson, City Planner at (269) 337-8811 or andersonc@kalamazoo.org. Questions relative to general proposal requirements may be addressed to Craig Hull, Buyer at (269) 337-8444. This does not relieve the proposers, however, from the requirements of Item 3, Page 1.

**SECTION V
TERMS AND CONDITIONS**

1. AWARD OF CONTRACT

- A. The contract will be awarded to that responsible proposer whose proposal, conforming to this solicitation, will be most advantageous to the City according to the criteria outlined herein. The City reserves the right to accept or reject any or all proposals and waive informalities and minor irregularities in proposals received.
- B. Notification of award will be in writing by the Purchasing Manager. Upon notification, the Consultant/ Professional Firm (hereinafter Firm) shall submit to the Purchasing Division all required insurance certificates and such other documentation as may be requested or required hereunder. Upon their receipt and subsequent approval by the City, the Purchasing Manager will forward to the Firm a written **NOTICE TO PROCEED**. Work shall **NOT** be started until such **NOTICE TO PROCEED** is received by the Firm.
- C. Unilateral changes in proposal prices by the proposer shall not be allowed. However, the City, at its sole option, reserves the right to negotiate with proposers.

2. REQUEST FOR PROPOSAL AS CONTRACT

Should modifications (after proposal opening) NOT be necessary; this Request for Proposal (RFP) together with its addenda, amendments, attachments and modifications will be executed as the contract. In the event modifications of any nature do occur, a separate agreement shall be negotiated containing mutually agreeable terms and conditions from this Request for Proposal and any addenda.

3. SUBCONTRACTORS – NON-ASSIGNMENT

Proposers shall state in writing any and all sub-contractors to be associated with this proposal, including the type of work to be performed. The Firm shall cooperate with the City of Kalamazoo in meeting its commitments and goals with regard to maximum utilization of minority and women-owned business enterprises.

The Firm hereby agrees and understands that the contract resulting from this proposal shall not be transferred, assigned or sublet without prior written consent of the City of Kalamazoo.

4. TAXES

The City of Kalamazoo is exempt from all federal excise tax and state sales and use taxes.

5. INVOICING

All original invoice(s) will be sent to the Financial Services Division, 241 W. South Street, Kalamazoo, MI 49007 or via email at apinvoice@kalamazoocity.org. The Finance Division processes payments after receipt of an original invoice from the Firm and approval by the department. The City of Kalamazoo’s policy is to pay invoice(s) within 30 days from the receipt of the original invoice, if the services or supplies are satisfactory and the proper paperwork and procedures have been followed. In order to guarantee payment to the vendor on a timely basis, the vendor needs to receive a purchase order number before supplying the City of Kalamazoo

INVOICING (cont)

with goods or services. All original, and copies of original invoice(s), will clearly state which purchase order they are being billed against.

The City of Kalamazoo is a government municipality and therefore is tax exempt from all sales tax.

The vendor is responsible for supplying the Finance Division with a copy of their W9 if they are providing a service to the City of Kalamazoo.

6. PAYMENTS

Unless otherwise specified by the City in this contract, the Firm will be paid in not more than thirty (30) days after receipt of a properly executed invoice, the sum stipulated herein for supplies delivered and accepted, or service rendered and accepted. Payments are processed by the Management Services Financial Services Division after receipt of an original invoice from the Firm and approval by the department.

7. CHANGES AND/OR CONTRACT MODIFICATIONS

The City reserves the right to increase or decrease quantities, service or requirements, or make any changes necessary at any time during the term of this contract, or any negotiated extension thereof. Price adjustments due to any of the foregoing changes shall be negotiated and mutually agreed upon by the Firm and the City.

Changes of any nature after contract award which reflect an increase or decrease in requirements or costs shall not be permitted without prior approval by the Purchasing Agent. City Commission approval may also be required.

ANY CHANGES PERFORMED IN ADVANCE OF PURCHASING AGENT APPROVAL MAY BE SUBJECT TO DENIAL AND NON-PAYMENT.

8. LAWS, ORDINANCES AND REGULATIONS

The Firm shall keep itself fully informed of all local, state and federal laws, ordinances and regulations in any manner affecting those engaged or employed in the work and the equipment used. Firm and/or employees shall, at all times, serve and comply with such laws, ordinances and regulations.

Any permits, licenses, certificates or fees required for the performance of the work shall be obtained and paid for by the Firm.

This contract shall be governed by the laws of the State of Michigan.

9. RIGHT TO AUDIT

The City or its designee shall be entitled to audit all of the Firm's records, and shall be allowed to interview any of the Firm's employees, throughout the term of this contract and for a period of three years after final payment or longer if required by law to the extent necessary to adequately permit evaluation and verification of:

RIGHT TO AUDIT (cont.)

- A. Firm's compliance with contract requirements,
- B. Compliance with provisions for pricing change orders, invoices or claims submitted by the Firm or any of their payees.

10. HOLD HARMLESS

If the negligent acts or omissions of the Firm/Vendor or its employees, agents or officers, cause injury to person or property, the Firm/Vendor shall indemnify and save harmless the City of Kalamazoo, its agents, officials, and employees against all claims, judgments, losses, damages, demands, and payments of any kind to persons or property to the extent occasioned from any claim or demand arising therefrom.

11. DEFAULT

The City may at any time, by written notice to the Firm, terminate this contract and the Firm's right to proceed with the work, for just cause, which shall include, but is not limited to the following:

- A. Failure to provide insurance and bonds (when called for), in the exact amounts and within the time specified or any extension thereof.
- B. Failure to perform the services within the time specified herein, or any extension thereof.
- C. Failure to make progress if such failure endangers performance of the contract in accordance with its terms.
- D. Failure to perform in compliance with any provision of the contract.
- E. **Standard of Performance** - Firm guarantees to perform the services rendered herein in accordance with the accepted standards of the industry or industries concerned herein, except that if the specifications calls for higher standards, then such higher standards shall be provided.

Upon notice by the City of the Firm's failure to comply with such standards or to otherwise be in default of this contract in any manner following the Notice to Proceed, the Firm shall immediately remedy said defective performance in a manner acceptable to the City. Should the Firm fail to immediately correct said defective performance, said failure shall be considered a breach of this contract and grounds for termination of the same by the City.

In the event of any breach of this contract by the Firm, the Firm shall pay any cost to the City caused by said breach including but not limited to the replacement cost of such services with another Firm.

The City reserves the right to withhold any or all payments until any defects in performance have been satisfactorily corrected.

In the event the Firm is in breach of this contract in any manner, and such breach has not been satisfactorily corrected, the City may bar the Firm from being awarded any future City contracts.

- F. All remedies available to the City herein are cumulative and the election of one remedy by the City shall not be a waiver of any other remedy available to the City, either listed in this contract or available by operation of law.

12. INDEPENDENT CONTRACTOR

At all times the Firm, any of its employees, or its sub-contractors, and their subsequent employees shall be considered independent contractors and not as City employees. The Firm shall exercise all supervisory control and general control over all workers' duties, payment of wages to Firm's employees and the right to hire, fire and discipline their employees and workers. As an independent contractor, payment under this contract shall not be subject to any withholding for tax, social security or other purposes, nor shall the Firm or its employees be entitled to City paid sick leave, pension benefit, vacation, medical benefits, life insurance or workers' unemployment compensation or the like.

13. MEETINGS

The Firm and/or Project Supervisor shall be available to meet with the Department Head or Project Manager at a mutually agreeable time to discuss problems, issues or concerns relative to the contract. Either party may call a meeting at any time. When such a request for a meeting is made, the meeting date shall, in no case exceed five (5) working days after the request; and, if in the sole opinion of the Department Head, the severity of the circumstance warrants, no more than one (1) working day.

14. CITY'S RESPONSIBILITIES

The City agrees to provide full, reliable information regarding its requirements for the services to be provided. In addition, the City agrees to provide, at its expense and in a timely manner, the cooperation of its personnel and such additional information with respect to this agreement as may be required from time to time, to be provided by the City for the performance of the Firm's work.

15. TERMINATION

This Agreement may be terminated by either the City or the Firm by giving written notice at least thirty (30) days prior to the date of termination.

- A. In the event of such termination by the Firm, the City, together with any other remedies which are legally available, may withhold any subsequent payment due under this agreement until such time as the services required to be performed under this Agreement have been completed by the City or another firm. In the event that the City incurs additional expenses caused directly or indirectly by the termination of this Agreement, together with such other remedies as are legally available, the City shall be entitled to deduct such expenses from any unpaid amount due to the Firm under this agreement.
- B. In the event of such termination by the City, the City shall pay the Firm for services and reimbursable expenses performed or incurred prior to the termination date plus all costs and expenses directly attributable to such termination for which the Firm is not otherwise compensated.

16. NO WAIVER

Either party's failure to insist on strict performance of any term or condition of the contract shall not be deemed a waiver of that term or condition even if the party accepting or acquiescing in the nonconforming performance knows of the nature of the performance and fails to object to it.

APPENDIX A
NON-DISCRIMINATION CLAUSE FOR ALL CITY OF KALAMAZOO CONTRACTS

The Contractor agrees to comply with the Federal Civil Rights Act of 1964 as amended; the Federal Civil Rights Act of 1991 as amended; the Americans With Disabilities Act of 1990 as amended; the Elliott-Larson Civil Rights Act, Act. No. 453, Public Act of 1976 as amended; the Michigan Handicappers Civil Rights Act, Act No. 220, Public Act of 1976 as amended, City Ordinance 1856 and all other applicable Federal and State laws. The Contractor agrees as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, age, height, weight, marital status, physical or mental disability, family status, sexual orientation or gender identity that is unrelated to the individual's ability to perform the duties of the particular job or position. Such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer, recruitment advertising, layoff or termination; rates of pay or other forms of compensations; and selection for training, including apprenticeship.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, age, height, weight, marital status, physical or mental disability family status, sexual orientation or gender identity that is unrelated to the individuals ability to perform the duties of the particular job or position.
3. If requested by the City, the Contractor shall furnish information regarding practices, policies and programs and employment statistics for the Contractor and subcontractors. The Contractor and subcontractors shall permit access to all books, records and accounts regarding employment practices by agents and representatives of the City duly charged with investigative duties to assure compliance with this clause.
4. Breach of the covenants herein may be regarded as a material breach of the contract or purchasing agreement as provided in the Elliott-Larsen Civil Rights Act and City Ordinance 1856.
5. The Contractor will include or incorporate by reference the provisions of the foregoing paragraphs 1 through 4 in every subcontract or purchase order unless exempted by the rules, regulations or orders of the Michigan Civil Rights Commission* and will provide in every subcontract or purchase order that said provision will be binding upon each subcontractor or seller.
6. The Contractor will not preclude a person with a criminal conviction from being considered for employment unless otherwise precluded by federal or state law. (for contracts over \$25,000)

The Elliott-Larson Civil Rights Act, Sec. 202 of Act. No. 453 of 1976 reads in part as follows:

Sec. 202. (1) An employer shall not:

- (a) Fail or refuse to hire, or recruit, or discharge or otherwise discriminate against an individual with respect to employment, compensation, or a term condition or privilege of employment because of religion, race, color, national origin, age, sex, height, weight or marital status.
- (b) Limit, segregate or classify an employee or applicant for employment in a way which deprives or tends to deprive the employee or applicant of an employment opportunity or otherwise adversely affects the status of an employee or applicant because of religion, race, color, national origin, age, sex, height, weight or marital status.
- (c) Segregate, classify or otherwise discriminate against a person on the basis of sex with respect to a term, condition or privilege of employment, including a benefit plan or system.

* Except for contracts entered into with parties employing less than three employees.

APPENDIX B



***ARPA CLAUSES and ARPA DEBARMENT
CERTIFICATION FORM***
**(MUST BE SIGNED AND RETURNED
WITH PROPOSAL)**

Parking Management Services

Proposal Reference #: 95872-001.0

ARPA FUNDED
DEBARMENT CERTIFICATION FORM

The Contractor certifies that, neither the Contractor firm nor any owner, partner, director, officer, or principal of the Contractor, nor any person in a position with management responsibility or responsibility for the administration of federal funds:

(a) Is presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from covered transactions by any federal or state department/agency;

(b) Has within a three-year period preceding this certification been convicted of or had a civil judgment rendered against it for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction or contract (federal, state, or local); violation of federal or state antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Is presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (b) above; or

(d) Has within a three-year period preceding this certification had one or more public transactions or contracts (federal, state, or local) terminated for cause or default.

(e) The contractor is “Actively” registered with SAMS (Service for Award Management), and has been assigned the following Number: _____.

The Contractor further certifies that it shall not knowingly enter into any transaction with any subcontractor, material supplier, or vendor who is debarred, suspended, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department/agency.

Dated this _____ day of _____, 20 _____

By _____

Authorized Signature for Contractor

Printed Name and Title

Exhibit 3: ARPA Contract Clauses

Federal and State Contract and Purchasing Requirements

The following terms and conditions apply subrecipients of the City of Kalamazoo and all subrecipients of subrecipients of the City of Kalamazoo and all contractors or vendors hired by the subrecipient, according to the City's Award Terms and Conditions; by ARPA and its implementing regulations; and as established by the Treasury Department.

1. **Equal Opportunity.** Contractor shall comply with Executive Order 11246, "Equal Employment Opportunity," as amended by EO 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."
2. **Minority and Women Business Enterprises (if applicable to this Contract)**

Contractor hereby agrees to comply with the following when applicable: The requirements of Executive Orders 11625 and 12432 (concerning Minority Business Enterprise), and 12138 (concerning Women's Business Enterprise), **when applicable**. Accordingly, the Contractor hereby agrees to take affirmative steps to assure that women and minority businesses are utilized when possible as sources of supplies, equipment, construction and services. Affirmative steps shall include the following:

- a) Including qualified women's business enterprises and small and minority businesses on solicitation lists;
- b) Assuring that women's enterprises and small and minority businesses are solicited whenever they are potential sources;
- c) When economically feasible, dividing total requirements into smaller tasks or quantities so as to permit maximum participation by small and minority business, and women's business enterprises;
- d) Where the requirement permits, establishing delivery schedules which will encourage participation by women's business enterprises and small and minority business;
- e) Using the services and assistance of the Small Business Administration, and the U.S. Office of Minority Business Development Agency of the Department of Commerce; and
- f) If any subcontracts are to be let, requiring the prime Contractor to take the affirmative steps in a through e above.

For the purposes of these requirements, a Minority Business Enterprise (MBE) is defined as an enterprise that is at least 51 percent owned and controlled in its daily operation by members of the following groups: Black, Hispanic, Asian or Pacific Islander, American Indian, or Alaskan Natives. Women Business Enterprise (WBE) is defined as an enterprise that is at least 51 percent owned and controlled in its daily operation by women.

3. **Suspension and Debarment. (applies to all purchases.)** (A) This contract is a covered transaction for purposes of 2 CFR pt. 180 and 2 CFR pt. 3000. As such, the Contractor is required to verify that none of Contractor's principals (defined at 2 CFR § 180.995) or its affiliates (defined at 2 CFR § 180.905) are excluded (defined at 2 CFR § 180.940) or disqualified (defined at 2 CFR § 180.935). (B) The Contractor must comply with 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into. (C) This certification is a material representation of fact relied upon by the City of KALAMAZOO. If it is later determined that the contractor did not comply with 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C, in addition to remedies available to the City, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. (D) The Contractor agrees to comply with the requirements of 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The Contractor further agrees to include a provision requiring such compliance in its lower tier covered transactions.

4. **Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352, as amended. (Applies to all purchases.)** Contractor certifies that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Contractor shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

Purchases over \$100,000 - Contractors must sign the certification on the last page of this addendum

5. **Access to Records. (applies to all purchases.)**
 - A. The Contractor agrees to provide the City of KALAMAZOO, the U.S. Department of Treasury, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions. The Contractor agrees to permit any of the foregoing parties to reproduce by any means or to copy excerpts and transcriptions as reasonably needed and agrees to cooperate with all such requests.
 - B. The Contractor agrees to provide the Treasury Department or authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.
 - C. No language in this contract is intended to prohibit audits or internal reviews by the Treasury Department or the Comptroller General of the United States.

6. Rights to Inventions Made Under a Contract or Agreement.

Contracts or agreements for the performance of experimental, developmental, or research work shall provide for the rights of the Federal Government and the recipient in any resulting invention in accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any applicable implementing regulations.

7. Contract Work Hours and Safety Standards Act (40 U.S.C. 327 through 333) (applies only to purchases over \$100,000, when laborers or mechanics are used.)

Where applicable, all contracts in excess of \$100,000 that involve the employment of mechanics or laborers shall include a provision for compliance with 40 U.S.C. 3702 and 3704 of the Contract Work Hours and Safety Standards Act, as supplemented by Department of Labor regulations (29 CFR part 5). Under Section 3702 of the Act, each contractor shall be required to compute the wages of every mechanic and laborer on the basis of a standard workweek of 40 hours. Work in excess of the standard workweek is permissible provided that the worker is compensated at a rate of not less than 1 1/2 times the basic rate of pay for all hours worked in excess of 40 hours in the workweek. The requirements of 40 U.S.C. 3704 are applicable to construction work and provides that no laborer or mechanic shall be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

8. Clean Air Act & Federal Water Pollution Control Act (applies to purchases of more than \$150,000.)

- A. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- B. The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
- C. The Contractor agrees to report each violation of the Clean Air Act and the Water Pollution Control Act to the City of KALAMAZOO
- D. and understands and agrees that the City will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- E. Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance.

9. Prohibition on certain telecommunications and video surveillance services or equipment (Huawei and ZTE)

Contractor is prohibited from obligating or expending loan or grant funds to:

1. Procure or obtain;
 2. Extend or renew a contract to procure or obtain; or
 3. Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunications equipment produced by **Huawei Technologies Company or ZTE Corporation** (or any subsidiary or affiliate of such entities).
- I. For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
 - II. Telecommunications or video surveillance services provided by such entities or using such equipment.
 - III. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

10. Buy USA - Domestic Preference for certain procurements using federal funds.

Contractor should, to the greatest extent practicable under a federal award, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). The requirements of this section must be included in all subawards including all contracts and purchase orders for work or products under this award. For purposes of this section:

1. "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
2. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

11. Procurement of Recovered Materials: (applies only if the work involves the use of materials)

- A. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired:
 - I. Competitively within a timeframe providing for compliance with the contract performance schedule;
 - II. Meeting contract performance requirements; or
 - III. At a reasonable price.
- B. Information about this requirement, along with the list of EPA - designated items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive> procurement-guideline-cpg-program.
- C. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.

12. Publications.

Any publications produced with funds from this award must display the following language: "This project [is being] [was] supported, in whole or in part, by federal award number [enter project FAIN] awarded to [name of Recipient] by the U.S. Department of the Treasury."

13. Increasing Seat Belt Use in the United States.

Pursuant to Executive Order 13043, 62 FR 19217 (Apr. 18, 1997), Contractor is encouraged to adopt and enforce on-the-job seat belt policies and programs for your employees when operating company-owned, rented or personally owned vehicles.

14. Reducing Text Messaging While Driving.

Pursuant to Executive Order 13513, 74 FR 51225 (Oct. 6, 2009), Contractor is encouraged to adopt and enforce policies that ban text messaging while driving, and establish workplace safety policies to decrease accidents caused by distracted drivers.

15. Iran Divestment Act.

Pursuant to the North Carolina General Assembly (S.L. 2015-118; SB455), The Iran Divestment Act is to implement the authority granted to states by federal law to impose state-level sanctions against companies that engage in certain investment activities in the energy sector of Iran.

Additional Federal Regulations Applicable to ARPA (is hereby incorporated by reference):

1. **Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 2 C.F.R. Part 200**, other than such provisions as Treasury may determine are inapplicable to this Award and subject to such exceptions as may be otherwise provided by Treasury. Subpart F – Audit Requirements of the Uniform Guidance, implementing the Single Audit Act, shall apply to this award.
2. **Universal Identifier and System for Award Management (SAM)**, 2 C.F.R. Part 25, pursuant to which the award term set forth in Appendix A to 2 C.F.R. Part 25 is hereby incorporated by reference
3. **Reporting Subaward and Executive Compensation Information, 2 C.F.R. Part 170**, pursuant to which the award term set forth in Appendix A to 2 C.F.R. Part 170 is hereby incorporated by reference.
4. **OMB Guidelines to Agencies on Governmentwide Debarment and Suspension (Non-procurement)**, 2 C.F.R. Part 180, including the requirement to include a term or condition in all lower tier covered transactions (contracts and subcontracts described in 2 C.F.R. Part 180, subpart B) that the award is subject to 2 C.F.R. Part 180 and Treasury’s implementing regulation at 31 C.F.R. Part 19.
5. **Recipient Integrity and Performance Matters**, pursuant to which the award term set forth in 2 C.F.R. Part 200, Appendix XII to Part 200 is hereby incorporated by reference.
6. **Governmentwide Requirements for Drug-Free Workplace**, 31 C.F.R. Part 20.
7. **New Restrictions on Lobbying**, 31 C.F.R. Part 21.
8. **Uniform Relocation Assistance and Real Property Acquisitions Act of 1970** (42 U.S.C. §§ 4601-4655) and implementing regulations.
9. **Generally applicable federal environmental laws and regulations.**

Statutes and regulations prohibiting discrimination applicable to ARPA awards include, without limitation, the following:

1. **Title VI of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d et seq.)** and Treasury's implementing regulations at 31 C.F.R. Part 22, which prohibit discrimination on the basis of race, color, or national origin under programs or activities receiving federal financial assistance;
2. **The Fair Housing Act, Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§ 3601 et seq.),** 4 which prohibits discrimination in housing on the basis of race, color, religion, national origin, sex, familial status, or disability;
3. **Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794),** which prohibits discrimination on the basis of disability under any program or activity receiving federal financial assistance;
4. **The Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101 et seq.),** and Treasury's implementing regulations at 31 C.F.R. Part 23, which prohibit discrimination on the basis of age in programs or activities receiving federal financial assistance; and

Title II of the Americans with Disabilities Act of 1990, as amended (42 U.S.C. §§ 12101 et seq.), which prohibits discrimination on the basis of disability under programs, activities, and services provided or made available by state and local governments or instrumentalities or agencies thereto.

Exhibit 4:

Federal Lobbying Certification

This form is required to be signed by all contractors of the subrecipient only for purchases of more than \$100,000 -

31 CFR Part 21- New Restrictions on Lobbying - CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of their knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL. "Disclosure Form to Report Lobbying," in accordance with its instructions .
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all contractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Ch. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

Date: _____

Signature of Contractor's authorized official

(Print name and title of person signing above)

APPENDIX C



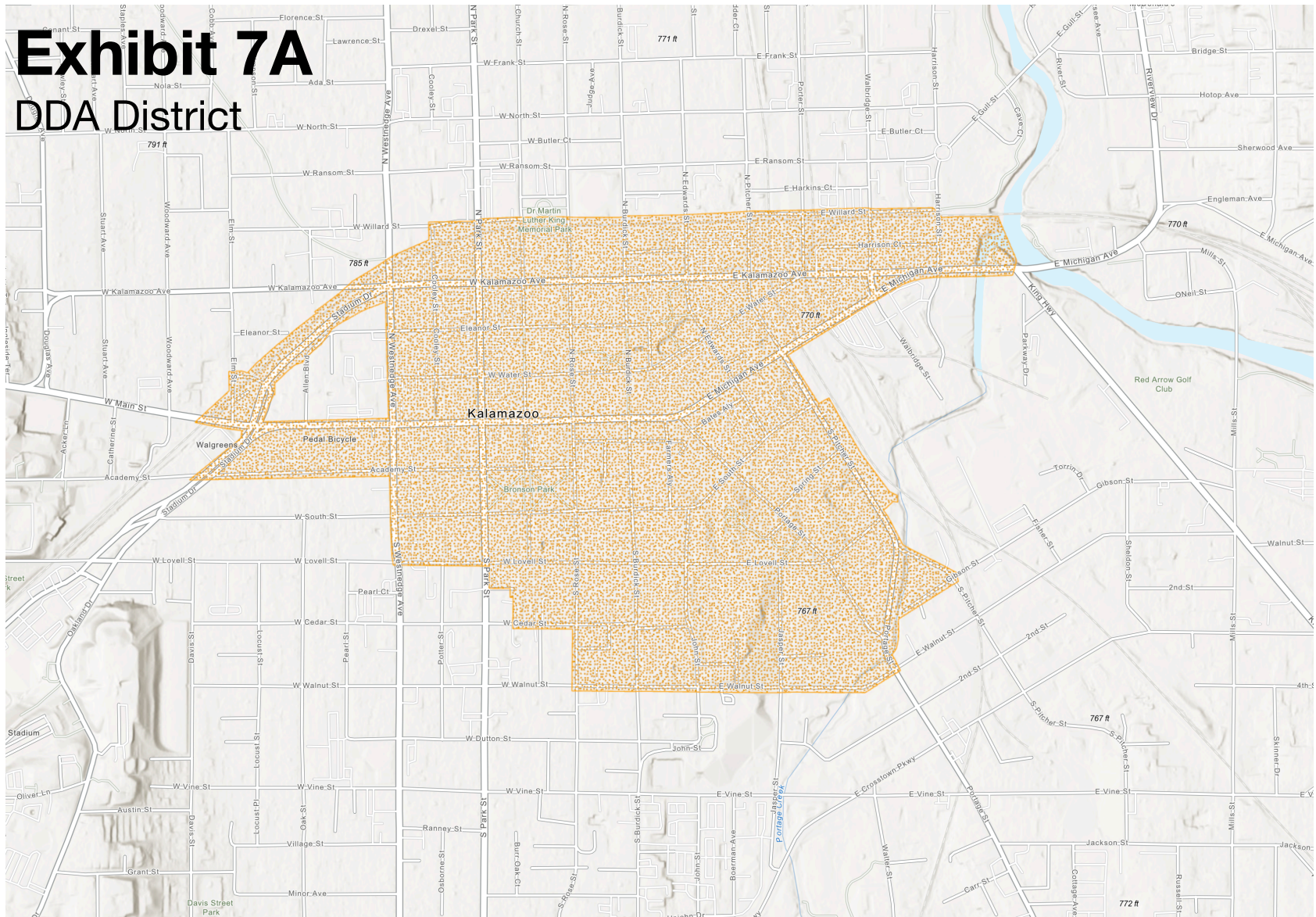
EXHIBIT 7A *DDA DISTRICT MAP*

Parking Management Services

Proposal Reference #: 95872-001.0

Exhibit 7A

DDA District



APPENDIX D

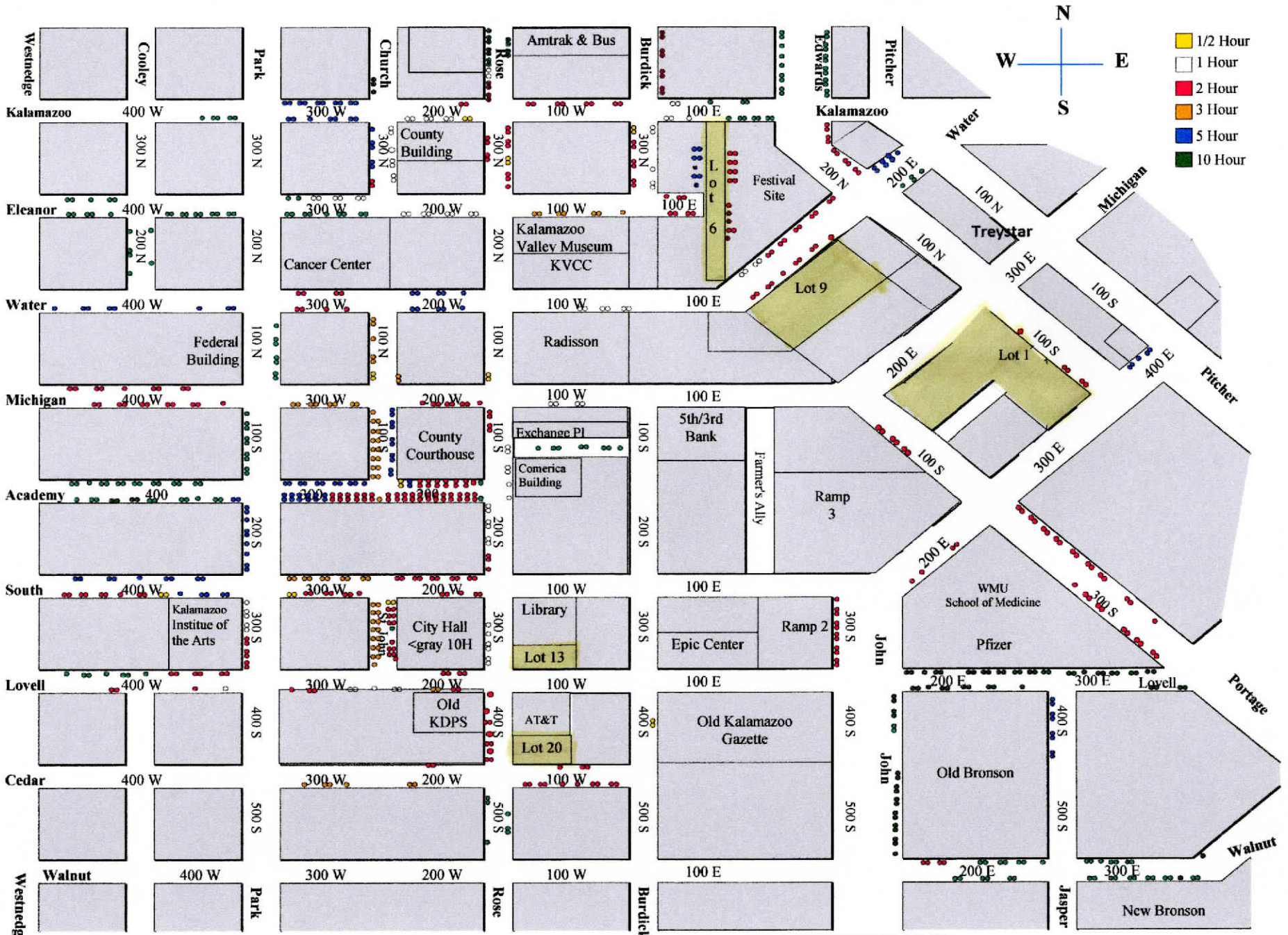


EXHIBIT 7B DOWNTOWN KALAMAZOO PUBLIC PARKING MAPS

Parking Management Services

Proposal Reference #: 95872-001.0

Exhibit 7 B



map is not to scale, meter locations are approximate

updated 10/13/2022 SV

APPENDIX E



OPERATIONS MANUAL

Parking Management Services

Proposal Reference #: 95872-001.0



**STANDARD OPERATING
PROCEDURES**

**THE
DOWNTOWN PARKING SYSTEM
KALAMAZOO, MICHIGAN**

Submitted by:

ABM
September, 2016

**Standard Operating Procedures
Public Parking Facilities**

Kalamazoo, MI

CENTRAL CITY PARKING

Kalamazoo Public Parking Facilities are operated under a management agreement between the City of Kalamazoo (hereafter referred to as the City) and Downtown Development Authority (hereafter referred to as D.D.A.). Downtown Development Authority has awarded Downtown Kalamazoo, Inc. (hereafter referred to as D.K.I.) the responsibility of managing the parking system which is contracted to ABM Parking Services (hereafter referred to as company).

D.K.I. was formed in the fall of 1988 as an amalgamation of a number of organizations involved in the economic development of, marketing of, and delivery of services to downtown Kalamazoo. It is charged with carrying out the following functions:

1. Community and government relations;
2. All long-range, project and operational plans for public development programs downtown, including planning for their financing;
3. Coordination of all private economic development and business recruitment programs downtown;
4. Planning for and management of the municipal parking system;
5. Planning for and management of special downtown services such as mall maintenance, security, special events, etc.
6. Development and implementation of a major marketing program to enhance the image of downtown and attract investor and public interest.

D.K.I. is governed by a board of 17 directors representing all downtown interests and is staffed by a President, Finance Director, Planning and Development Coordinator, Engagement Coordinator, and an office staff.

In 1989, the City leased and turned over management control of its municipal parking system to D.K.I. In turn, D.K.I. contracted with a private parking and Services Director oversees the contract with the management company.

D.K.I. views the municipally owned parking system as a major downtown asset and essential to the downtown's economic viability and development. D.K.I. feels that Kalamazoo's parking system should be profitable, well managed, clean, well maintained, safe, consistently enforced, marketed, and staffed employees who are friendly, courteous and helpful.

The Company has been a part of the parking industry for more than 40 years as consultants, starting with one office building in 1966; they now manage more than 1,800 office and multi-use parking operations across the country.

They have several different kinds of facilities including parking lots and garages. Some of the lots may have attendants and some are automated. In some cases, they may have "Honor Park" facilities where customers park in numbered places and then put their payment in a payment box.

In addition to the various types of facilities they manage, ABM Parking Services provides a wide range of services including:

- Parking management
- Shuttle transportation services
- Signage, graphics & aesthetic enhancement recommendations
- Stack parking programs
- Valet parking
- ADA compliance review
- On- & off-street meter collections
- Comprehensive audits of procedures & revenue accounting
- Consulting on pre-construction design & layout of parking facilities
- Client parking operations satisfaction surveys
- Assistance in preparing schedules used in due diligence
- Parking enforcement
- Parking utilization analysis
- Rate analysis & recommendations
- Revenue control equipment recommendation & supervision of installation
- Revenue enhancement programs through new & innovative services

In late 1988, the Company and Coyne-Kangesser Parking Co. were acquired by American Building Maintenance Industries (ABMI) of San Francisco, CA and was made an Operating Division of American Parking Co. (AMPCO), an ABMI wholly-owned subsidiary, headquartered in Los Angeles, CA.

In 2012, ABM Industries Incorporated rebrands and repositions the Company with a new look and feel, along with a commitment to "building value" for clients, shareholders and employees. With the launch of the new brand, ABM stakes out a new vision and new direction: To become the global leader in Integrated Facility Solutions. With the rebranding, AMPCO is now known as ABM Parking Services.

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- ABM SOP Manual
- Safety Data Sheets (SDS)
- ABM Monthly Safety Training Manual

PARKING SYSTEM PROFILE / HISTORY

The City of Kalamazoo's municipal parking system suffered through the 1980's with many of the ills that afflict other municipal systems, including deferred maintenance, escalating complaints by users and downtown business owners, and political pressure to avoid rate increases while at the same time providing preferential treatment for some customers.

At the time, the system consisted of 1,350 street meters, eight surface lots, three parking garages and three leased surface lots. The oldest garage was built in 1956, the newest in 1990. Parking rates were consistently lower than most nearby cities, such as Ann Arbor, Lansing and Grand Rapids.

The City had purchased a full system of electronic meters in 1987 and found that they were unreliable and unpopular.

Downtown merchants, business owners, and employees complained often and loud about the parking system. Meters failed to work, garages and surface lots were unattractive and poorly maintained; staff were perceived as sometimes rude and unfriendly.

Downtown business leaders suggested privatizing the system, and placing management responsibility with the downtown umbrella organization which was just being organized. This proposal was accepted by the City.

Downtown organizations have at times taken over operation of parking garages and surface lots but City officials and downtown leaders were unable to find a single city where the entire system had been leased to downtown organizations. Nevertheless, they proceeded with a process to transfer all operational responsibility by the summer of 1989.

After much negotiation, an agreement was reached whereby the Building Authority which owned the garages, and the City, which owned the surface lots and the meter system along with two electric-powered shuttles, would lease or sublease the entire system to the Downtown Development Authority (DDA), which in Kalamazoo is staffed and controlled by Downtown Kalamazoo Incorporated (DKI). DKI, in turn, issued a contract to Parking Properties, Inc. of Cleveland to provide day-to-day operational administration.

DKI immediately resolved to reverse the philosophy which had governed the system since it was created. Instead of a system which viewed users as potential violators, DKI decided to treat users as valued customers. Excellence in operations, maintenance and customer service were overriding goals. The system would become a competitive advantage for downtown, not a disadvantage, in terms of retail competition with suburban malls.

In order to accomplish these goals, DKI and Parking Properties examined every aspect of operations to improve efficiency. Meter collections and enforcement were routinized, garage and surface lot maintenance was dramatically improved, and the DDA issued TIF-supported bonds to provide structural repairs to two garages and expand by 50 percent the size of the third.

DKI believed that a customer-oriented system would produce:

1. A reduction in tickets written, as more people used garages and surface lots or put money in meters.
2. An increase in garage and surface lot revenues resulting from physical improvements to both, provision of a high level of services and aggressive marketing.
3. A dramatic drop in customer complaints.

After 18 months of operation, the results:

1. Ticket writing was cut in half, from an average of nearly 10,000 per month to just over 5,000 per month. No tickets were written before 9:00am or after 4:30pm, encouraging people to come downtown early for breakfast and stay late for dinner and shopping. No tickets are written on weekends. The revenue loss from these policies is more than made up through increased facility revenue and a higher rate of ticket payments.
2. Tickets were completely redesigned as "invoices for time used" with a built-in envelope, making it easier for customers to pay.
3. An escort service, package-carrying service, lock-out and dead battery service were all provided at an additional charge. All services were met with extraordinary customer acceptance.
4. Customer complaints dropped dramatically. In fact, complaints received by DKI's office dropped 80% in the first 18 months of operation.

PARKING SYSTEM PROFILE / CURRENT

Since 1989, Downtown Kalamazoo Inc. has managed the parking system, a multimillion dollar asset of the City which is leased to the Downtown Development Authority.

While focusing on stimulating downtown growth and economic development, the DDA has committed Tax Increment Financing dollars to the parking system for the past twenty-five years in order to shift policy toward a friendlier and more customer oriented operation. This commitment has allowed for:

- Controlling rate increases
- Reducing enforcement levels
- Addressing deferred structural maintenance
- Increasing business participation in validating customer parking
- Providing low-cost parking opportunities for part-time workers
- Adding free on-street parking in key retail areas
- Enhancing safety and security
- Introducing new technologies for improving efficiency and convenience
- Offering strategically positioned human interaction

Over the years, the DDA has leveraged the parking operation to support numerous successful projects such as the Arcadia Creek and Commons project and Festival Place, multimillion dollars invested in the Kalamazoo Center, development of the Kalamazoo Valley Community College downtown campus, the Kalamazoo Museum, restoration of the Lawrence Chapin building in conjunction with the National City Bank corporate office complex (formerly First of America), renovation of the Salvation Army Building, the West Michigan Caner Center, and a 14 screen (currently 10 screen) cinema along with residential and retail facilities.

Since 1989, the parking system has been nationally recognized for its innovative strategies and approach to customer service. Under the DDA's leadership, the parking system was transformed into a financially sounder, structurally stronger and customer friendlier operation. The following is a short list of accomplishments:

- Over 60% reduction in enforcement and reliance upon citation revenue
- Over 100% increase in business participation in the validation program
- Reduction in customer complaints by 80%
- Millions of dollars invested in structural repairs, expansion and improvements
- Construction of two multi-million dollar, state of the art and award winning parking facilities

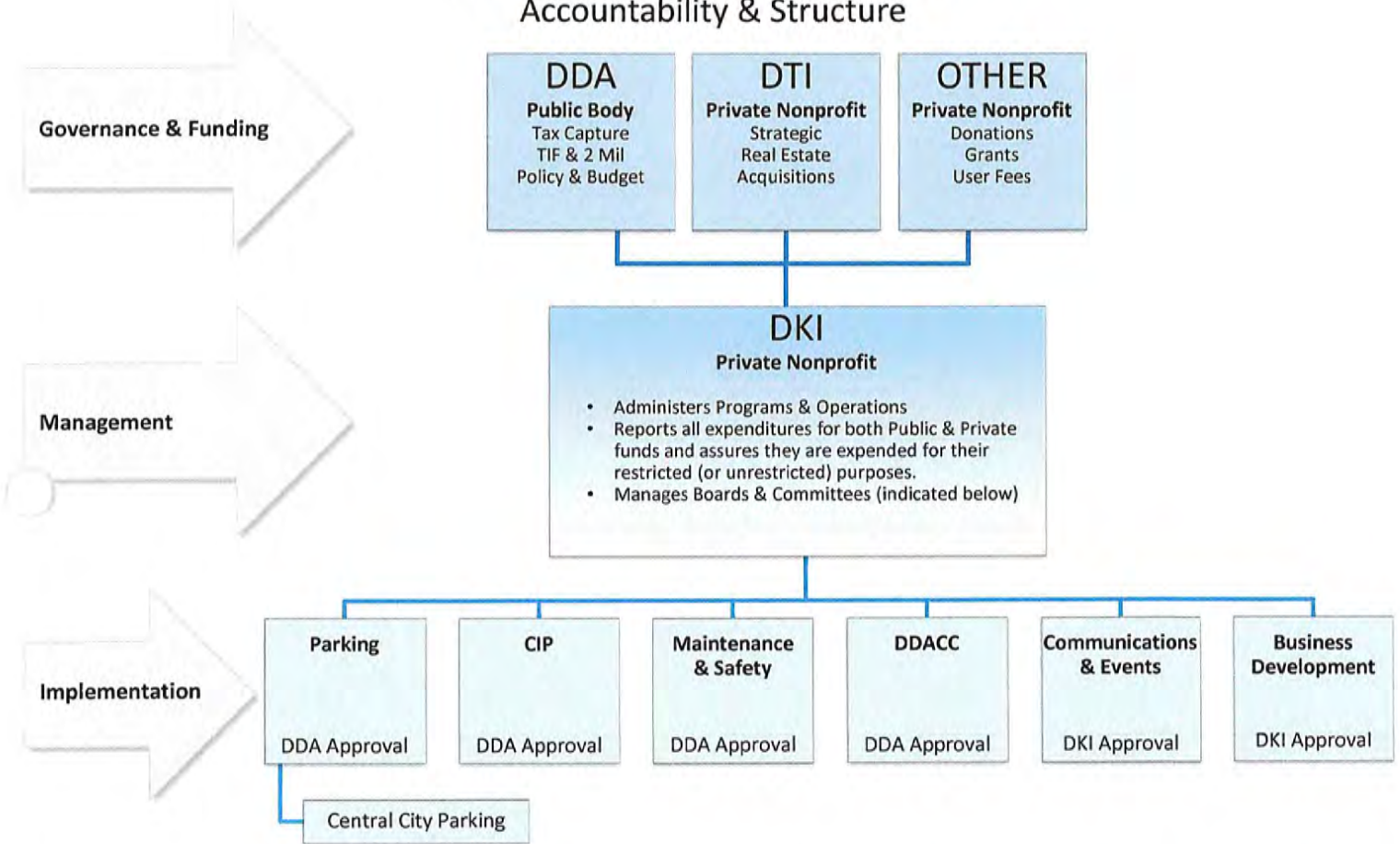
Currently, the system consisted of 930 street meters, five surface lots, three parking garages and five leased surface lots.

DKI issued a renewal contract to ABM Parking Services on January 1, 2014 to provide day-to-day operational administration of the parking system.

The parking system is currently in its last year of the current Five-Year Plan and with the assistance of ABM Parking Services, Downtown Parking Solutions and Walker Parking Consultants, they are designing the next Five-Year Plan which will begin in 2015.

Downtown Kalamazoo, Inc.

Accountability & Structure



DDA=Downtown Development Authority; DTI=Downtown Tomorrow, Inc.; DKI= Downtown Kalamazoo, Inc.; CIP=Capital Improvements Committee; DDACC=Downtown Development Authority Citizens Council

Draft as of 6/13/2014, 4:00PM

CENTRAL CITY PARKING OFFICE ASSET LIST
December 2015

 Gone in 2014
 Gone in 2015
 New items for 2015

QTY	DESCRIPTION	PRICE	DATE	Location
	Office			
3	2.2 GHZ Celeron Computers	\$2,537.60		(3) Collections
1	2.2 GHZ Celeron Computers	\$1,190.80		Spare back office
1	Pentium 4 2.2 GHZ Celeron Computer (Access Control Equ)	\$999.00		Count Room
1	HP Compaq computer Pro 3100 w/ software	\$1,579.00		3rd station Front Counter
1	Ink Jet Printer 842C Desk Jet	\$199.00		Auditor
1	Compaq Computer dc5100	\$1,582.48		Old Network Computer
1	HP Compaq 6000 Pro	\$739.00	2010	Auditor
1	Flat monitor	\$179.00	2010	Auditor
1	HP Pro Essential 6000	\$699.00	2010	Asst. Office Mgr
1	17" Flat Monitor	\$179.00	2010	Asst. Office Mgr
2	15# Flat Monitors	\$684.72		Storage
1	15# Flat Monitors	\$342.36		Count Room
1	Epson Parallel, Receipt slip, Validate Printer	\$1,082.00		Collections
1	Epson Parallel, Receipt slip, Validate Printer	\$1,082.00		Collections
1	17" Monitor	\$199.00		Spare back office
1	On line Citation Software w/interface	\$5,716.00		Count Room
1	APC Battery backup	\$85.00		Count Room
1	OKI Data Microline Printer	\$448.00		Collections
1	Key cabinet for Bike lockers	\$55.20	3/1/2012	Collections
1	DVR for Security monitor	\$449.99	7/25/2013	Office Manager
1	Battery back for server	\$235.00	1/28/2013	Collections
1	Battery back for Asst. Office Mgr	\$30.00	8/26/2013	Asst. Office Mgr
1	Adjustable Security Camera	\$218.40		Collections
1	Office Jet 6100 Printer	\$108.00	11/29/2012	Office Manager
3	Digital Security Camera	\$273.00		(1) Hallway, (1) Count Room (1) Front counter
1	Digital Outdoor Security Dome Camera	\$115.00		Above drop safe ramp 4
1	Compaq-Compaq ProLiant ML 350 G3 2.2	\$2,717.74		Network/Count Room
2	Hard Drives	\$961.04		Network/Count Room
1	HP Procurve Managed Switch 24 Port	\$908.97		Count Room
1	Monitor	\$222.18		
1	Quantum tape drive	\$1,075.00		Count Room
1	Palm pilot w/charger	\$350.00		Lot #1 Center Pay Station
1	TV monitor, VCR and cart	\$0.00	Before 2003	Storage
1	Folding machine	\$0.00	Before 2003	Storage
1	Postage machine	\$2,925.44		Equipment Room
1	Toshiba 2060 copier	\$0.00	Before 2003	Storage
1	Laser Fax - Brother	\$349.99		Storage
1	Ibico binding machine	\$0.00	Before 2003	Equipment Room
1	GBC Laminator	\$129.99		Equipment Room
1	Cummins coin sorter	\$0.00	Before 2003	Count Room
1	Brandt coin counter	\$0.00	Before 2003	Count Room
3	Ramp modems	\$0.00	Before 2003	Count room
1	HP desk jet printer #3650	\$0.00	Before 2003	Storage
1	Brother typewriter	\$89.99		Storage
1	HP deskjet printer (895)	\$0.00	Before 2003	Storage
1	Epson LQ570+ dot matrix printer	\$0.00	Before 2003	Storage
1	HP 5150	\$100.00		Spare office
1	Goldstar microwave	\$0.00	Before 2003	Kitchen
1	Meter debit card reader	\$0.00		Collections
1	TD-100TI charge terminal	\$495.00	7/1/2012	Collections
1	FD-35 pin pad for charge terminal	\$199.00	7/1/2012	Collections
1	Sharp SF8870 copier	\$0.00	Before 2003	Storage
1	HP 2420 laser printer		6/29/1905	Storage
1	HP P3005 laser printer	\$599.00		Collections-no longer exists
4	Motorola 2-way hand held Radio	\$1,848.00		Maintenance, 2 Checkers
3	Motorola 2-Way Hand Held Radios	\$1,387.00		Collections
3	Motorola 2-Way Hand Held Radios	\$3,700.00	2010	

**CENTRAL CITY PARKING OFFICE ASSET LIST
December 2015**

 Gone in 2014
 Gone in 2015
 New items for 2015

QTY	DESCRIPTION	PRICE	DATE	Location
2	Motorola 2-way Hand Held Radio Z scan	\$1,496.82		Sys. Mgr/Collections
1	Motorola 2 way hand held radio	\$550.00		Collections
2	Motorola 2-Way Base Radios	\$0.00	Before 2003	(1) Collections, (1) Asst. Office mgr
4	Motorola 2-way Hand Held Radio Z scan	\$1,868.00	11/1/2012	Collections
2	Motorola 2 way hand held radio	\$934.00	2/4/2013	
2	4 slot Ethernet Charge/Cradle	\$112.00		
1	Integrator 2000 Parking Enforcement Software w/back office	\$24,005.00		
1	Kyocera Fax/Copier	\$0.00	Lease	Still under lease option to buy
1	PC 170 Copier	\$188.79	10/28/2013	Collections
1	Portable-Aire room air conditioner	\$1,198.00		
1	Brother Scanner/copier DCP 7040	\$199.99		System Mgr
1	HP Office Jet pro 8000	\$129.99		
8	Enforcement Handheld Equipment (inc. printers)	\$34,831.68	5/16/2011	Main Office
1	External Backup Hard Drive	\$506.60	5/12/2011	Main Office
6	Lunch room chairs	\$432.00	8/19/2011	Ramp 4
1	Vacuum Cleaner	\$125.00	4/1/2012	Office
1	Scanner for copy machine	\$495.00	8/23/2011	Main Office
1	Two drawer vertical file	\$141.35	2/13/2013	Count Room
1	Four drawer vertical file	\$410.30	2/14/2013	Office Manager
1	Printer Stand	\$50.00	3/25/2013	Asst. Office Mgr
1	Paper Folder	\$985.79	5/1/2012	Mail Room
10	Kaspersky Security Software	\$482.36	9/1/2012	Main Office
1	Prove It MS Office 2010 Software	\$755.94	11/16/2012	Main Office
20	Ramp #3 Key Cards	\$748.72	5/1/2012	Ramp 3
25	Ramp #3 Key Cards	\$940.75	8/31/2012	Ramp 3
25	Ramp #3 Key Cards	\$943.40	10/4/2012	Ramp 3
100	Ramp #3 Key Cards	\$3,743.92	11/14/2012	Ramp 3
100	Lot 1 Key Cards	\$329.38	8/13/2012	Lot 1
1	Cell Phone	\$363.99	6/1/2012	Second Shift Manager
1	Scan Net upgrade software	\$1,460.00	7/1/2012	Main Office
1	External hard drive enclosure for Scan	\$53.00	5/6/2013	Count Room
1	Pay-In-Lane Coin Cassette	\$263.21	7/1/2012	Ramp 3
1	HP P3015n printer	\$684.14	6/1/2012	Collections
1	Calculator	\$56.00	1/14/2014	2nd shift Supervisor
1	Office Jet 6100 E printer	\$101.99	3/5/2014	Asst. Office Mgr.
1	Office Jet 6100 E printer	\$101.99	6/6/2014	Operations Manager
1	Copier/Scanner	\$64.00	8/18/2014	Collections Office
1	Printer Stand	\$76.00	9/26/2014	Count Room
1	AC Unit for Count Room	\$485.00	7/14/2014	Count Room
25	Tagmaster Cards - Ramp 3	\$875.00	2/3/2014	
25	Tagmaster Cards - Ramp 3	\$875.00	4/8/2014	Ramp 3
40	Tagmaster Cards - Ramp 3	\$1,400.00	7/14/2014	
2	HP All in one Business PC	\$1,398.00	4/10/2014	Collections
1	Gem card reader and Software	\$1,543.00	3/31/2014	Collections
1	Battery Backup	\$55.00	6/5/2014	Count Room
1	Copier Cart	\$65.00	4/13/2015	Asst. Office Mgr.
1	Calculator	\$65.00	4/15/2015	Cash Counter
1	Calculator	\$68.00	7/28/2015	
1	Shredder	\$130.00	8/17/2015	Copy Room
1	Vacuum	\$123.00	6/2/2015	Office
1	Power Supply for ScanNet	\$70.00	4/16/2015	Count Room
1	VGA video extender	\$128.00	6/15/2015	Ramp 4
1	AutoCite Handheld	\$1,800.00	3/31/2015	Collections
1	Handheld Charger	\$200.00	3/31/2015	Collections
1	Software Package AutoCite	\$3,000.00	3/31/2015	Collections
25	Tagmaster Cards - Ramp 3	\$875.00	2/23/2015	Ramp 3
100	Motorola Proximity Cards	\$300.00	2/27/2015	Ramp 2 and 4

CENTRAL CITY PARKING OFFICE ASSET LIST
December 2015

 Gone in 2014
 Gone in 2015
 New items for 2015

QTY	DESCRIPTION	PRICE	DATE	Location
	Field			
4	Envelope drop boxes	\$1,001.00		
1	Latham Time Clock	\$0.00	Before 2003	Lot 1, lot 2, 2 in storage(2006)
3	Ticket Dispensers - Ramp 2	\$12,100.00		
2	Ticket Dispensers - Ramp 3	\$0.00	Before 2003	
1	Replacement SST CPU board	\$1,272.00	4/22/2013	
2	Ticket Dispensers - Ramp 4	\$0.00	Before 2003	
2	Proximity Card Readers - Office	\$2,300.00		
1	Proximity Card Readers - Office	\$0.00	Before 2003	
7	Proximity Card Readers - Ramp 2	\$0.00	Before 2003	
5	Proximity Card Readers - Ramp 3	\$0.00	Before 2003	
3	Proximity Card Readers - Ramp 4	\$0.00	Before 2003	
125	Tagmaster Cards - Ramp 3	\$4,375.00	3/15/2013	
6	Auto Gates - Ramp 2	\$0.00	Before 2003	
1	Auto Gates - Ramp 3	\$1,000.00		
5	Auto Gates - Ramp 3	\$0.00	Before 2003	
5	Auto Gates - Ramp 4	\$0.00	Before 2003	
1	Auto Gate - Ramp 2	\$2,875.60	3/15/2012	
3	Bar code powerpad fee computer with printers	\$16,000.00		
1	Bar code powerpad fee computer with no printer	\$4,600.00		2 - R2, 1 - R3
876	Meter Mechanisms, Locks & Canisters	\$201,480.00		Ramp 4
576	New meter housings	\$84,672.00		
2	Ticket Dispenser Ramp 3	\$2,400.00		
4	AVI Card Readers Ramp 3	\$11,200.00		
4	Auto Gates Ramp 3	\$8,800.00		
1	Pay Station Ramp 3	\$13,500.00		
1	Automatic ADA door opener	\$1,576.00	2/13/2013	Ramp 3
1	Power Pad Fee Computer w/printer & validator Rmp 3	\$15,000.00		
1	Scan Computer Ramp 3	\$2,000.00		
1	InkJet Printer Ramp 3	\$200.00		
1	Scan Net Software Ramp 3	\$12,000.00		
1	Refrigerator	\$252.28		Ramp 3 Break Room(2006)
1	Microwave	\$85.00		Ramp 3 Break Room(2006)
1	Kitchen Island	\$347.68		Ramp 3 Break Room(2006)
1	Table	\$200.00		Ramp 3 Break Room(2006)
4	Chairs	\$300.00		Ramp 3 Break Room(2006)
3	Stool	\$479.97	10/23/2013	Ramp 2, 4 and Lot 9
1	Stool	\$178.00		Ramp 3 Booth(2006)
1	Desk	\$944.00		Ramp 3 Office(2006)
1	Chair	\$300.00		Ramp 3 Office(2006)
1	SST Merchant Validator	\$1,500.00		Ramp 3 Booth(2006)
1	Generator	\$60,000.00		Ramp 3 generator room(2006)
1	Hamilton Equip,after Hour pay station	\$17,867.00		Lot 1
9	Security camera's, housings & software	\$13,959.00		Ramp 3
1	Ramp 3 Server, monitor, backup, programs, Software	\$11,425.00		Ramp 3
	Conduit	\$6,750.00		Ramp 3
12	Security camera's, housings & software	\$16,368.00		Ramp 2
	Conduit	\$12,000.00		Ramp 2
8	Security camera's, housings & software	\$12,294.00		Ramp 4/Replace one 2/13
	Conduit	\$7,500.00		Ramp 4
1	Replacement camera	\$162.50	2/5/2013	Ramp 4
2	Work stations for security monitor	\$300.00		Ramp 2 and 4
2	Padded walls for security equipment	\$220.00		Ramp 2
100	New Housings	\$10,200.00		New 2008
30	Mechanisms	\$2,250.00		New 2008
43	Mechanisms	\$3,800.00		New 2009
12	Meter keys	\$144.00		New 2010
52	Mechanisms	\$9,617.00		New 2010

CENTRAL CITY PARKING OFFICE ASSET LIST
December 2015

Gone in 2014
 Gone in 2015
 New items for 2015

QTY	DESCRIPTION	PRICE	DATE	Location
43	Locks	\$602.00		New 2010
32	Locks	\$461.44	6/24/2013	
72	Domes	\$252.00	6/18/2013	
8	Keys	\$134.50	6/24/2013	
71	Coin boxes	\$2,520.00		New 2010
7	Housings	\$1,880.00		New 2010
1	Luke Paystation	\$10,900.00		Edwards Street
1	Ford Escape 2008	\$22,080.00		
	Misc. hand tools	\$230.00		Maintenance Shop
1	Fiberglass Ladder	\$65.00	2010	Maintenance Shop
20	Safety cones	\$139.00		Maintenance Shop
1	Wet/Dry Vac	\$90.00		Maintenance Shop
4	Heaters	\$78.00		Ticket spitters R 2 & 4, maintenance shop
5	Heaters	\$100.00	10/21/2012	Various booths
1	Sedona bike and safety equipment	\$499.00		Ramp 2 storage
1	Dewalt Drill	\$100.00		Office
1	Skill Saw	\$60.00		Ramp 2 Maintenance Shop
1	Lawn Mowers	\$179.00		Ramp 2 Maintenance Shop
1	Snow Blower	\$0.00	Before 2003	Ramp 2 Maintenance Shop
1	Leaf Blower	\$299.00		Ramp 2 Maintenance Shop
1	Jump Starter	\$313.00		Asst. Office Mgr.
3	Salt Spreaders	\$800.00		Ramp 2 Maintenance Shop
1	Generator	\$0.00	Before 2003	Ramp 2 Maintenance Shop
1	Pole Straightener	\$585.00		Ramp 2 Maintenance Shop
1	6 Foot Ladder	\$0.00	Before 2003	Ramp 2 Maintenance Shop - Missing
1	8 Foot Ladder	\$0.00	Before 2003	Ramp 2 Maintenance Shop
1	14 Foot Ladder	\$0.00	Before 2003	Ramp 2 Maintenance Shop
1	Wheelbarrow	\$20.00	8/28/2012	Ramp 2 Maintenance Shop
1	New Heater 2011	\$1,723.00	10/27/2011	Ramp 4 Supervisor's Office
3	Heaters	\$60.00	12/11/2013	Various Booths/Maintenance Shop
1	Extension cord	\$80.00	11/15/2013	Maintenance Shop
	Misc. hand tools	\$180.15	7/1/2013	Maintenance Shop
6	Litter Receptacles	\$6,169.00	10/21/2011	Ramp 4
5	Litter Receptacles	\$5,500.00		Various Ramps
3	Credit Card Machines	\$5,733.54	11/14/2011	1/Ramp 4 and 2/Ramp 2
2	Security camera's, housings & software	\$5,974.12	5/5/2011	Ramp 3
1	Radio Cabinet	\$249.99	8/19/2011	Ramp 4 Supervisor's Office
1	Battery Backup for Telephone Equipment	\$168.62	9/24/2011	Ramp 3
2	Salt Spreaders	\$296.00	12/13/2013	Maintenance Shop
2	Salt Spreaders	\$109.98	2/6/2013	Maintenance Shop
2	Salt spreaders	\$399.98	11/7/2014	Maintenance Shop
1	Overhead Door	\$226.00	8/31/2011	Maintenance Shop
1	Rebuilt Ticket Spitter	\$2,800.00	7/28/2011	Ramp 4
1	POD Ticket Spitter	\$4,500.00	1/3/2013	Ramp 4
1	Passprt 360 Controller	\$2,099.00	7/28/2011	Ramp 3
1	Passprt 360 Controller	\$1,839.36	11/14/2012	Ramp 2

CENTRAL CITY PARKING OFFICE ASSET LIST
December 2015

	Gone in 2014
	Gone in 2015
	New items for 2015

QTY	DESCRIPTION	PRICE	DATE	Location
1	Commercial Awnings	\$9,559.34	10/1/2010	Ramp 4
1	Lighting Upgrade	\$96,556.00	1/1/2012	Ramp 2, 3 and 4
1	Ducts, thermostat & compressor	\$4,628.00	1/2/2013	Ramp 3 Elevator
1	Used TD249 keyboard on powerpad	\$300.00	1/3/2013	Ramp 2 South St.
1	Coin Cassette PIL	\$241.00	12/10/2013	Ramp 3
1	WiFi for Smart Drive	\$735.71	9/11/2013	Ramp 4
1	Cash vault PIL	\$498.00	12/20/2013	Ramp 3
80	Meter Cards	\$865.60	2/15/2013	
1	Cashier Booth	\$23,739.84	7/31/2013	Lot #9
4	Barrier Gates	\$9,876.00	7/31/2013	Lot #9
2	LED Full Sign	\$1,275.00	7/31/2013	Lot #9
2	POD500 Ticket Dispensers	\$10,638.00	7/31/2013	Lot #9
1	Auditor Powerpad4 with software	\$13,985.00	7/31/2013	Lot #9
1	2.3" LED Fee Display	\$1,388.00	7/31/2013	Lot #9
1	ScanNet Smart Port Assembly	\$2,563.00	7/31/2013	Lot #9
4	Passport 360 Base Package	\$9,952.00	7/31/2013	Lot #9
4	SP6820 Prox Read Head	\$1,296.00	7/31/2013	Lot #9
500	SP6820 Prox Credential (Key Cards)	\$2,400.00	7/31/2013	Lot #9
20	Meter Housings	\$4,760.00	8/12/2014	
10	Meter Locks	\$151.00	2/26/2014	
80	Meter cards	\$875.00	2/2/2014	
20	Meter Locks	\$288.00	9/17/2014	
50	Meter Domes	\$175.00	10/10/2014	
1	Stool	\$159.99	2/5/2014	LS2
1	Motor	\$434.00	1/22/2014	Elevator Room West side Ramp 2
1	Stool	\$181.30	6/30/2014	Lot 9
1	Stool	\$181.30	8/5/2014	Ramp 3
5	Calculators	\$225.00	10/22/2014	Cashiers
1	Booth Heater	\$688.30	1/31/2014	Ramp 3
1	Portable heater	\$50.00	1/20/2014	
1	AC unit for Ramp 4 Booth	\$1,725.00	6/17/2014	Ramp 4
1	Overhead Door	\$721.00	7/22/2014	Maintenance Shop
1	Leaf Blower	\$350.00	6/14/2014	Maintenance Shop
1	Power Pad Fee Computer	\$3,566.00	7/2/2014	Ramp 4
2	Stools	\$620.00	12/7/2015	Ramp 4 and LS2
1	Pressure Washer	\$428.00	8/25/2015	Maintenance Shop
1	Moxa	\$125.00	3/2/2015	Lot 9
1	Scan Net Port Controller	\$1,200.00	4/9/2015	Lot 9
1	Passport Plus logic Module	\$484.00	5/20/2015	LS2
1	Mag Stripe Swipe Reader for Powerpad	\$460.00	5/28/2015	SS2
1	ASR 610 Motorola Read Head	\$356.00	8/25/2015	SS2
2	Battery Backups	\$108.00	7/22/2015	Lot 9 and ramp booths
46	Locks	\$663.00	3/18/2015	
10	Mechanisms	\$1,950.00	7/16/2015	
10	Mechanisms	\$1,950.00	11/24/2015	
18	Exit Signs	\$2,268.00	12/28/2015	Various Ramps
5	Gate Arm Sleeves	\$545.00	11/12/2015	Various Ramps
	Signs	\$782.00	4/24/2015	Ramps 3
	Signs	\$1,058.00	4/24/2015	Ramp 4
	Signs	\$2,107.00	4/24/2015	Ramp 2
	Crash Bars	\$1,024.00	4/24/2015	Ramp 2 and 3
	Signs - Lot 9	\$2,509.00	4/24/2015	Lot 9
1	Office Heater	\$800.00	2/26/2015	Supervisors Office
1	A/C unit	\$421.00	6/3/2015	SS2
1	Wall Heater	\$475.00	11/25/2015	LS2

**ON-STREET OPERATIONS
KALAMAZOO, MI
2014**

The City of Kalamazoo's municipal on-street parking system consists of 932 street meters, 290 time limited free spaces, three parking garages and 10 surface lots.

In 1989, the entire system is subleased to the Downtown Development Authority (DDA) which is staffed and controlled by Downtown Kalamazoo Incorporated (DKI). DKI, in turn, issued a contract to ABM Parking Services of Cleveland to provide day-to-day operational administration.

DKI immediately resolved to reverse the philosophy which had governed the system since it was created. Instead of a system which viewed users as potential violators, DKI decided to treat users as valued customers. Excellence in operations, maintenance and customer service were overriding goals. The system would become a competitive advantage for downtown, not a disadvantage, in terms of retail competition with suburban malls.

In order to accomplish these goals, DKI and ABM Parking Services examined every aspect of operations to improve efficiency. Some operational procedures such as meter collections and enforcement were put in a route format.

DKI believed that a customer-oriented system would produce:

1. A reduction in tickets written, as more people used garages and surface lots or put money in meters.
2. An increase in garage and surface lot revenues resulting from physical improvements to both, provision of a high level of services and aggressive marketing.
3. A dramatic drop in customer complaints.

After 18 months of operation, the results:

1. Parking violation notices were cut in half, from an average of nearly 10,000 per month to just over 5,000 per month. No violation notices are written before 9:00am or after 4:30pm, encouraging people to come downtown early for breakfast and stay late for dinner and shopping. No violation notices are written on weekends. The revenue loss from these policies is more than made up through increased facility revenue and a higher rate of violation notice payments.
2. Violation notices have been completely redesigned as "invoices for time used" with a built-in envelope, making it easier for customers to pay.
3. An escort service, seasonal lock de-icing, lock-out and dead battery service are all provided free of charge to garage customers. All services have been met with extraordinary customer acceptance.
4. Customer complaints have dropped dramatically. In fact, complaints received by DKI's office dropped 80 percent in the first 18 months of operation.
5. Parking revenue increased 20%.

CUSTOMER SERVICE

All visitors are treated as valued customers. When hiring employees it is stressed that all positions within the company are customer service positions with other duties.

- Cashiers – Our cashiers are extensively trained in customer service and empowered to make decisions based on excellent customer service. When there is a controversy, the customer is always given the benefit of the doubt. Cashiers are knowledgeable with the downtown area and equipped to give directions and hand out maps and event schedules.
- Maintenance – Our maintenance staff is in charge of keeping our facilities clean and bright. They offer services to the customer that include but are not limited to; escort service, lock de-icing, lock-out and battery jumps. As well as maintaining our parking facilities, they care for the downtown mall and festival site, assist in special event set-up and tear-down. In many instances our staff has been flagged down for various emergencies because their uniform makes them stand out as a downtown ambassador.
- Enforcement – Our downtown enforcement staff patrols their routes on foot to increase customer contact. Although our enforcement staff's main task is to issue parking violation notices, they are trained to offer excellent customer service as well. Our enforcement staff is prepared to redirect customers to an alternative parking space and give directions. In many instances our staff has been flagged down for various emergencies because their uniform makes them stand out as a downtown ambassador. If our staff is in the process of issuing a parking violation notice and the owner of the vehicle appears, they will cancel the notice and counsel the customer on alternative spaces to park at in the future. If the violator is a construction or delivery vehicle, our staff makes every attempt to locate them inside the businesses before issuing a violation notice.

Meter parking violation notice policy: if a customer has not had a parking meter violation notice within the last six months, we will void their current violation notice.

- Management – Our management team is trained in a manner that they have knowledge of all departments within our organization. Our operation is staffed tightly and therefore all management and staff are cross-trained to enable them to step in and assist in all departments. Our management team is very hands on and very often works side by side with their employees in training as well as day-to-day operations.
- Facilities – It is important that our facilities are kept clean and bright in order for our customer to feel safe. Each facility has a staff person assigned to it in order to ensure the cleanliness of the facility. A light check is conducted every evening to ensure the brightness of the facility.
- Emergencies and Safety – An emergency handbook has been created to ensure that our employees know what to do when an emergency arises. A monthly safety report is handed out to our employees and annual emergency drills are conducted. Some real examples that our employees have been faced with are: tornado warnings, gas leaks, car fires, power outages and customer and employee injuries. In each instance our employees reacted quickly and with confidence in knowing what they were doing.

PARKING VIOLATION NOTICES

An average of 1,500 parking violation notices are issued downtown on a monthly basis with a 92% resolution rate.

The downtown enforcement team consisted of one team leader and three enforcement officers. The city is broken down into four zones with the enforcement officers rotating the zones they are covering on foot.

Consistent, efficient and effective enforcement management relies upon proper route management. Strategic routes for enforcement should be designed and allocated to the parking checkers based on activity of the respective areas. A route with slower activity, i.e., storage parking, may be longer than a route with greater activity, i.e., short term, transient parking. Routes should also be rotated among the staff to avoid relaxed enforcement or inappropriate considerations.

The enforcement officers are equipped with a Motorola MC9500-K mobile computer which allows bar code reading and photo attachment to the violation notices and Datamax-O'Neil microflash printer on a swivel belt and a Motorola 2-way radio.

At the end of each shift, the mobile computer is placed in an Ethernet cradle that uploads the violation notice information into the enforcement software (Integrator 2000).

Below is an outline of the procedures ABM Parking Services / Central City Parking follows to secure payments for parking violation notices.

Day 1: Parking violation notice is created by inputting pertinent information into our enforcement hand-held computer. A violation notice is issued from a wireless printer and placed under the windshield wiper of the vehicle. At the end of each shift the violation information collected on the handheld computer is downloaded into our Enforcement Management System.

Day 7: A past due letter is automatically generated from our Enforcement Management System for the unpaid notice and mailed out. The fine has increased by \$10.

Day 14: A second past due letter is automatically generated from our Enforcement Management System for the unpaid notice and mailed out. The fine has increased by another \$10.

Day 30: A third past due letter is automatically generated from our Enforcement Management System for the unpaid notice and mailed out. The fine has increased by another and final \$10.

Day 90: A civil infraction notice is automatically generated from our Enforcement Management System for the unpaid notice. This program creates two files; a PDF file and a Text file. These two files are sent to Public Safety for electronic approval who then forwards them to the 8th District Court for processing. The PDF file is used for historical reference and the text file is downloaded to the 8th District Court's system to automatically upload the civil infraction information. Central City Parking then prints a hard copy of the civil infractions along with mailing labels and delivers them to the 8th District Court for mailing.

Owner Information Research

Once per week a file of license plate numbers is generated and e-mailed to the Secretary of State to obtain owner information which includes full name, address, driver's license number and date of birth.

Once per month a file is created that contains those license plate numbers that we were unable to obtain complete owner information. Typically this occurs when the required information is not in the Secretary of State's data base or when a vehicle has an out of state plate numbers. This file is then e-mailed to Public Safety who in turn researches the owner information and provides us any additional information they are able to obtain.

The Central City Parking staff then manually keys the owner information into the Enforcement program and the collection procedure begins.

When Civil Infractions, mailed by the 8th District Court are returned due to incorrect address they are sent back to Central City Parking to research using the Secretary of State web site and the Kalamazoo County Court's remote access. Once an updated address is found, the information is updated in our Enforcement Software and the Civil Infraction is reprocessed and sent back to the 8th District Court to re-mail.

Incomplete Owner Information

A certain percentage of parking violation notices stay in the system for up to two years due to a lack of complete owner information. ABM has made many improvements to increase our collectability and continues to find new technology to reduce this percentage. On average, 2% of the notices generated fall into this category which is well below the national average.

In an effort to better obtain this small percentage that lacks complete information, ABM registered with both the state of Illinois and Indiana in an experiment to obtain their owner information. Unfortunately, the test results proved to be costly and lacked the complete information we are required to have by the 8th District Court. The 8th District court requires Driver's License, Date of Birth and Middle Name along with the owner's name and address in order to process. Many states other than Michigan do not provide this information through their Secretary of State.

We have been recently working with our software vendor, IPS on a program that will allow us access to license plate data in all 50 states and will continue to examine options that will reduce the number of violations in the system with incomplete information.

If the owner information is incomplete the notices cannot be turned into civil infractions and therefore stay in our system until they are (a) paid, (b) the complete owner information is obtained or (c) they become two years old and then must be voided out of our system and deemed uncollectable.

Enforcement Backup

ABM Parking Services staff appears in court when any ticket is contested as the issuing officer to defend the validity of the violation notice. Issuing officers who are no longer employed with ABM are subpoenaed and expected to appear in court. All employees are informed of the procedure upon hire.

Payments

ABM Parking Services provides several different methods in which a customer can pay their parking violation notice:

- On-line payment with a credit/debit card.
- Mail payment in yellow envelope provided with violation notice.
- Make payment in person at our local downtown office.
- Put payment in yellow envelope and place in drop-box provided at the exit in each facility.

Reporting

ABM Parking Services monitors the following reports daily/weekly/monthly:

- Individual enforcement officer violation notice issuance.
- Violation notices issued.
- Violation notices paid.
- Unpaid violation notices still in the system.
- Violation notices voided from the system.
- Violation notices with incomplete owner information still open in the system.
- Issuance –vs- Collections
- Customer complaint log.
- Results of contested violation notices.
- Top 10 Ticketing Locations
- Performance Analysis

Auditing

The following audits are performed at least once per month by our Internal Auditor:

- Civil Infractions.
- Front Counter cash handling procedures.
- Count Room cash handling procedures
- Parking Violation issuance procedures.
- Parking Violation voids procedures and storage.
- Contested Tickets/Court File

PARKING METER MAINTENANCE AND COIN COLLECTION

ABM Parking Services currently manages over 900 Duncan model parking meters in Downtown Kalamazoo.

Preventative maintenance is the most important aspect of meter management. Our plan works as follows:

A stock of replacement mechanisms is locally maintained for use when needed to replace malfunctioning meters. Our trained meter technician inspects, performs preventative maintenance and repairs any broken meters. Included in our preventative maintenance schedule is the following:

Enforcement and collection personnel observe the parking meters daily to monitor any failure and notify the office of any problems.

We:

- Check for accuracy of indicated time upon inserting coins of each denomination accepted by the meter.
- Make any and all minor adjustments or repairs as needed.
- Remove and replace any mechanisms requiring more than a minor adjustment.
- Replace batteries annually.

All reports of malfunctioning meters are processed expeditiously in order to prevent further complaints and promptly respond to the customers.

Failed Meter Reports:

Information is collected and recorded on a pre-printed form. The form is then forwarded to the technician for investigation. Upon completing the investigation, the technician records his/her findings and returns the form to the office for follow-up with the customer.

Meter Labels

For improving customer service and efficiency, we have developed meter labels that notify the customer of:

1. Phone number to call with questions or comments.
2. Meter number that is easily identifiable.
3. Rates and Free Parking.
4. Hours of Enforcement.

Meter Payment Methods

- Coins
- Pre-paid Meter Card
- Pay by cell
- Monthly Pre-Paid Hang Tag for 10 Hour Meters

Reservation Policy

Most spaces in the downtown area can be reserved for special events or constructions purposes at a discounted rate by contacting our office for approval. Pre-payment is required in most cases.

Collection

The handling of the meter coin must be secure for the safety of our employees and respect of the City. The following procedures are followed:

- Collection routes and maps are formalized to ensure every meter is collected, at a minimum, weekly. If necessary, specific meters may be collected more often.
- The technician/collector carries a two-way radio and is accompanied by another employee. Regularly scheduled contact is made and documented by the office front counter staff. If a “check-in” does not occur, staff is immediately contacted and available to appropriately respond.
- The technician/collector obtains meter keys from the Office Administrator, who has removed them from a secured safe.
- Upon accepting keys from the Office Administrator, the keys are immediately attached to the technician/collector’s belt strap and not removed until the collection is complete.
- While on route, the technician/collector empties the coin cans into the secured canister while the assisting employee reads the meter with the electronic handheld unit.
- Upon completing the collection, the full collection canisters are transported to the office count room for counting and deposit and all meter keys are returned to the secured safe.
- Information from the electronic handheld unit is uploaded into the Meter Trax software program and cash/inventory control reports are generated for auditing purposes.
- The collector/technician immediately notifies the office if suspicious activity or individuals are recognized. Assistance is immediately dispatched to the collector’s location.

Reporting

- Revenue Summary by Collection Route
- Out of Date Meters
- Meter Exceptions
- Collection Analysis
- Top 10 Revenue Generating Meters
- Meters Generating Zero Dollars

Auditing

The Internal Auditor accompanies the collector/technician one a week to ensure control and financial integrity.

The following audits are performed at least once per month by our Internal Auditor:

- Failed Meter Report
- Meter Inventory/Maps
- Count Room Procedures

On an annual basis an outside auditing firm will audit all meters against the Meter Trax software.

Auditing will consist of:

- Collection of all meters and balancing the information from the handheld unit to the actual coin deposited.
- Verifying that all information stored in the mechanism is correct and matches what is stored in the Meter Trax software such as correct time limits, correct serial numbers, correct hourly rate, etc.
- Verifying that all parts are secure and working properly such as door locks, coin cans, posts, etc.
- Supplying management with a report stating any concerns to be addressed.

References:

Meter Route Book
Meter Trax Reports
On-Street Parking Reservation Policy
Activity Report DKI
Five Year Parking Plan
Parking Magazine Issue Date June 1993

**Downtown Kalamazoo
Parking System Services and Operations
Mission/Strategy/Goals**

Introduction:

On August 1, 1989, Downtown Kalamazoo Incorporated assumed control of the downtown Kalamazoo municipal parking system. At the time, the system included three parking ramps, several surface lots and nearly 2,000 metered spaces. Since then, this award winning system offers over 4,100 spaces of which over 1,200 are on-street parking spaces. Additionally, there are 280, 90-minute **FREE** spots located in premier retail locations, more than 1,800 spaces in three ramps, over 1,000 spaces in ten surface lots and free parking at meters on Saturday and Sunday.

It was surmised at the time DKI assumed management of the parking system that privatization would result in a more efficient system; but the underlying reason for involving DKI as the management entity, rather than simply having the City contract with a private firm, was to make the system an asset and marketing tool for economic development in the downtown. There was a general consensus that a private organization like DKI could redirect the system in ways that the City would be unable to do.

Since August 1, 1989, DKI has managed the system through a contract with ABM Parking Services, an industry leader in parking management with more than 1,800 offices and multi-use parking operations across the country. DKI and ABM staff continually analyzes operations and policies, and are prepared to implement the Five-Year Plan which is intended to support the growth of downtown businesses and to better serve the customers.

DKI's Transportation, Parking & Mobility Committee, comprised of downtown stakeholders, oversees policy and guidelines through a Five Year Transportation, Parking & Mobility (TPM) Plan that addresses parking rates, maintenance, safety initiatives, customer service standards, emerging technologies and programs. The Five Year TPM plan also takes a closer look at strategies to contribute to a more walkable downtown, transportation and mobility, marketing and strengthening the parking system's financial solvency.

Mission Statement:

To work with stakeholders, experts, and other to enhance the quality of life in downtown Kalamazoo by transforming the parking system into a resource that responsibly and effectively incorporates and accommodates transportation, parking and mobility in support of economic development.



**Downtown Kalamazoo
Five Year
Transportation, Parking & Mobility Plan
2016 – 2020**

Prepared by the
**Transportation, Parking & Mobility (TPM)
Committee**

**APPROVED BY DDA BOARD
3/21/16**

**ENDORSED BY CITY COMMISSION
5/2/16**

Executive Summary

To help transform downtown Kalamazoo into a more walkable community that is less vehicle dependent and more pedestrian friendly, the following plan will help the parking system operate more effectively and efficiently with transportation and mobility. Two major objectives are:

- Reduce the amount of land consumed by parking
- Reduce the amount of TIF support to the parking system

To help reduce the need for parking, this plan promotes alternative transportation and enhances pedestrian convenience with a host of transportation and mobility enhancements, such as a trolley/shuttle, car and bike sharing, walking enhancements, and more.

The plan also addresses financing three major immediate needs:

1. \$3 million in structural maintenance over ten years beginning in 2016
2. \$1.5 million in access control equipment to be installed in 2017
3. \$500 thousand in technology, marketing and education, and transportation and mobility initiatives over ten years

Finally, the plan is customer focused enhancing convenience and service through technology, marketing, education, signage, and other initiatives.

Leaders will strive to eliminate surface parking spaces, reduce TIF funding to the parking system, and analyze the need for a parking exempt district. Leaders will also explore ways to maximize parking availability, improve convenience and customer service, encourage alternative transportation, and improve operational effectiveness. To finance needs and improvements and effectively manage parking demand, rate and operating time adjustments are necessary, such as:

1. Monthly parking rates will increase 16% over five years
2. Incremental transient parking rates in the attended facilities will increase 25% over three years
3. Meters and enforcement hours in effect will extend to 9 pm during the week and 8 am until 9 pm on Saturdays, beginning in 2017
4. Attended facilities will collect fees later until 10 pm during the week and 12 Midnight on Fridays and Saturdays
5. Special event rates will increase 60% with discount and 100% without discount over four years
6. On-street meter rates will increase 33% in four years
7. Expired meter and overtime fines will increase 50% immediately in the 1st year alongside other comparable fine adjustments

The plan finances customer focused enhancements in convenience and service, such as:

1. Better signage
2. Expanded surveillance technology
3. Increased marketing and education
4. Technological advancements
5. Lighting enhancements
6. Inter committee and organization collaboration and support

The plan also strengthens the parking system's financial solvency to support projects, such as a shuttle/trolley or the Kalamazoo River Valley Trail.

If successful, the five year plan will help minimize the need to invest millions of dollars in additional parking to support future development.

Parking System Mission/Strategy/Goals

Introduction

A recent conditions assessment indicates the downtown parking system supports economic development but needs to improve marketing and education, technology, and maintenance to operate more efficiently and effectively. The parking system must also expand its' role in transportation and mobility to help minimize the amount of land consumed by parking.

Mission

To work with stakeholders, experts, and others to enhance the quality of life in downtown Kalamazoo by transforming the parking system into a resource that responsibly and effectively incorporates and accommodates transportation, parking, and mobility in support of economic development.

Strategies

- To annually evaluate, revise, update, and advance the 5-year parking plan to enhance the quality of life in downtown Kalamazoo in support of economic development;
- To contribute to a more walkable, friendlier, cleaner, safer, and sustainable downtown;
- To compile a host of short-term and long term strategic goals and objectives that address transportation, parking, and mobility needs for downtown;
- To develop ways and means of operating more responsibly, efficiently, and effectively;
- To maintain the plan as a dynamic resource that continues providing guidance over the next five years while undergoing quarterly reviews and annual updates.

Goals

1. Combine the parking system with transportation and mobility and use the new collective resource as a tool for improving the quality of life downtown in support of economic development.
2. To improve and develop the parking system in a manner that supports making downtown Kalamazoo a more walkable community that encourages less automobile dependence and more use of alternative transportation.
3. Reduce the amount of land use for parking in exchange for alternative use that increases the average land value, tax base, and municipal revenue return.
4. Review and confirm the appropriateness of continuing the parking exempt district that excuses developers from complying with the minimum parking requirements of section 6.1., Off-Street Parking and Loading, Chapter 6, General Development Standards of the Zoning Ordinance.

5. Seek alternative funding to improve the balance of financial resources that support the parking system and reduce the use of TIF dollars.
6. Continue assessing the parking system to determine areas for effective use and expansion of structured parking and reduction of surface parking
7. Continue managing a long range capital maintenance program that utilizes available financial resources to complete annual structural conditions assessments and operational inspections
8. Incorporate new technology to improve financial conditions and operational effectiveness.
9. Establish "GREEN" operating policies, guidelines, goals, and objectives that support local, state, and national environmental initiatives toward sustainability including best practices endorsed by trade and industry leaders.
10. Improve customer convenience and safety through outreach strategies, public safety interaction, education and marketing.
11. Review and amend the Parking Sub-Lease as appropriate.

Five-Year Parking Plan

1st Year - Budget Year 2016

A. Financial / Administrative

1. Reduction of Surface Parking Lots

- i. Reduce the amount of surface parking downtown by 2% (200 spaces) annually to eliminate 1,000 surface parking spaces in five years
 1. Control or reduce demand by encouraging alternative transportation
 - a. Work with large employers to encourage use of alternative transportation options via deeper rate discounts, pre-tax deductions or cash-out options.
 - b. Premium and discounted monthly parking for carpooling or ridesharing
 - c. Develop an Eco pass program
 - d. Introduce a future shuttle service
 2. Consider instituting a moratorium on creating additional surface parking lots.
 3. Work with private stakeholders and downtown leaders to cooperatively consolidate public and private surface parking lots, share in constructing public structured parking and convert surface parking lots over to alternative development.
 4. If successful, this strategy could generate \$1 million in municipal revenues annually and convert \$3 million in property to alternative development within five years.

2. Reduce TIF Contribution

- i. Develop strategy to reduce TIF contribution to debt service

3. Future of Parking Exempt District

- i. Begin reviewing the appropriateness of the parking exempt district
 - 1. What are the governing jurisdiction's risk and responsibilities or obligations?
 - 2. Alternatives?
 - a. Update ratios under Table 6.1 - 1.
 - b. Can developers purchase exemption?
- 4. **Revenue enhancements / rate adjustments** (financial projections handled under separate cover)
 - i. Modify the transient rates of the attended facilities, effective 7/1/16, to:
 - 1. \$1.50 – 1st Hour, \$0.85 per 30 minutes thereafter
 - 2. \$9.75 All Day Maximum (per 24 hrs)
 - 3. Eliminate the \$3.00 Flat Rate and re-establish a maximum after 5 pm and Saturdays of \$4.00, effective 7/1/16
 - 4. \$3.75 Early Bird effective 7/1/16
 - 5. \$2.00 Part-time Employee (6 hr) effective 7/1/16
 - 6. \$4.25 Part-time Employee (All Day) effective 7/1/16
 - ii. **Modify the rate of all unattended lots, effective 7/1/16, to:**
 - 1. **\$2.00 - 1st Hour**
 - 2. **\$1.00 per 30 minutes thereafter**
 - 3. **\$4.00 All Day Maximum (per 24 hrs)**
 - 4. **\$4.00 Flat Rate after 5 pm, Friday and Saturday - Lot 1 only**
 - iii. **Modify the meter rates:**
 - 1. Short term non-premium spaces - from \$1.50 per hour to \$1.75 per hour effective 7/1/16
 - 2. Long term
 - a. from \$2.00 per 10 hrs to \$2.50 per 10 hrs - Effective 7/1/16
 - 3. Monthly permits
 - a. from \$38.00 per month to \$50.00 effective 7/1/16
 - 4. Explore different pricing strategies:
 - a. Performance pricing - Higher demand, higher rate - Pricing to yield a preferred vacancy or availability
 - b. Dynamic pricing - Pricing fluctuates according to varying demand, such as event pricing
 - c. Progressive pricing - Increasing stay, increasing rate
 - 5. Adjust meter bag rental rates effective 7/1/16 to:
 - a. Non-profit - \$5.00 per day
 - b. For-profit - \$10.00 per day
 - c. Review monthly, quarterly, semi-annual, and annual rental rates and modify accordingly.
 - d. Explore instituting a variable rate structure that reflects the time limit of the meter
 - i. Short-term (5 hr or less) - Rate A
 - ii. Long-term (10 hrs) - Rate B
 - iv. **Notes:**
 - 1. A chart with projections vs. actual should be included and routinely updated as an attachment to the plan
 - 2. Annual rate survey of comparable cities should be included and routinely updated as an attachment to the five year plan. Note: An initial rate survey is included in the conditions report.
- 5. **Fine Adjustments**
 - i. Adjust \$10.00 Expired meter & Overtime fines effective 7/1/16 to:
 - 1. Initial - \$15.00

<p>PENDING</p> <p>Revenue not represented in five year forecast</p>
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2. After 7 days - \$30.00
3. After 14 days - \$40.00
4. After 30 days - \$50.00
- ii. Adjust the following violations to \$15 initial fines, \$30 After 7 days, \$40 After 14 days and \$50 After 30 days:
 1. No Parking 11 pm to 6 am
 2. No Advance Payment
 3. No Parking 2 am to 6 am
 4. No Permit City Lot
 5. No Parking ___ to ___
 6. Alternate Side of Street
 7. Other as Described
 8. Other as Described
- iii. Adjust all remaining \$10 initial fines to \$20 Initial, \$40 After 7 days, \$50 After 14 days, \$60 After 30 days
- iv. Adjust \$20.00 fines to:
 1. Initial - \$30.00
 2. After 7 days - \$60.00
 3. After 14 days - \$70.00
 4. After 30 days - \$80.00
- v. Adjust \$50.00 handicap fines to:
 1. Initial - \$75.00
 2. After 7 days - \$100.00
 3. After 14 days - \$125.00
 4. After 30 days - \$150.00

6. Expense Reductions

- i. Reduce core direct annual expenses by \$30,000 effective July 1, 2016 to help improve the parking system's net margin to fund an emergency reserve.
 1. Eliminate 1 FT Maintenance position
 2. Reduce cashier hours (eliminate 8 am to 10 am) in attended ramps until revenue exceeds expenses
 3. Increase employee healthcare contribution to 25%
 - a. Note: This increase will be afforded by the salary and wage adjustments of the minimum wage increase. The salary and/or wages of any employee not receiving a salary or wage adjustment should be increased to offset the increased contribution. The wage and salary increase should be offset by equivalent reductions elsewhere.
 4. Reduce Repairs & Maintenance by 5%
 5. Reduce Materials & Supplies by 5%
 6. Reduce Forms & Printing by 10%
 7. Reduce Outside Contract Services by 3%
 8. Identify alternative savings if any of the above reductions cannot be achieved.

7. On-Street Meter Conversion and Expansion

- i. Convert underutilized meters to encourage more usage
 1. Update the 2002 On-Street Parking Meter Analysis
- ii. Increase the current on-street meter inventory by 10% in developing areas. Areas to consider are:
 1. West Academy
 2. East Water St.
 3. South Rose St.

4. South Burdick
5. SE & SW quadrants of downtown
8. **Incorporate Transportation & Mobility into Parking Committee and Rebrand as the Transportation, Parking & Mobility (TPM) Committee**
 - i. Invite other organizations to join the committee:
 1. State
 2. County
 3. Metro Transit
 4. Traffic Engineer
 5. City Planners
9. **Evaluate enforcement levels to maximize on-street parking usage and availability and help control abuse.**
10. **Angle parking areas**
 - i. Explore converting parallel to angle parking to increase on-street parking capacity and improve convenience.
 1. Areas to consider for angle parking:
 - a. Michigan Ave.
 - b. Henrietta
 - c. Eleanor
 - d. East Water St.
11. **Average Collection Period**
 - i. Begin monitoring the average collection period of all receivables (excluding citations to be handled separately) on a monthly basis using a mutually agreed-upon formula.
 - ii. The average collection period should be reported monthly in the operator's monthly activity report.
12. **Establish a Technology Use and Information Confidentiality policy for all employees**
13. **Establish a habitual violator ordinance with an elevated fine for anyone receiving more than five (5) expired meter or overtime citations within one year**

B. Maintenance / Capital Improvements

1. **Capital Maintenance Fund**
 - i. Determine an alternative funding source for capital maintenance.
 - ii. Develop strategy for creating a maintenance reserve fund
 - iii. Complete necessary capital repairs identified in the 2015 Walker Parking Consultants report
2. **Capital Maintenance Tracking**
 - i. Annually track and report consultant recommendations versus completed repairs
 - ii. Create a numbering and tracking system for the Central City Parking Annual Duty to Notify reports to ensure conditions are addressed timely.
3. **Surface Lot Capital Maintenance Forecast**
 - i. Create a 10 year forecast for surface lot capital maintenance needs.
 - ii. Forecast should note possible development projects
 - iii. Forecast should be tracked and reported annually for completed maintenance compared to the forecast
4. **Surveillance Technology**
 - i. Upgrade and expand security surveillance technology
 1. Upgrade hardware and software for greater access, such as remote connection and smart phones
 2. Expand security surveillance technology in surface lots
 - a. Lot 1 - 2016
 - b. Lot 9 - 2017

5. **Improve traffic flow in Lots 1 & 9**
 - i. Lot 9
 1. Activate monthly express lane on Water St.
 2. Consider adding monthly express lane on Edwards St.
 3. Explore moving equipment further away from street to improve turning radius
 - ii. Lot 1
 1. Explore alternatives
 - a. Different technology
 - b. Accept credit card only
 - c. Adding an alternative entrance/exit on South St.
6. **Lighting Improvements**
 - i. Explore greater efficiencies through new and different technologies:
 1. Florescent vs. LED
 2. Motion sensors
7. **ADA Compliance**
 - i. Evaluate all facilities (on- & off-street) for compliance
 - ii. Survey ADA advocates for suggestions to improve accommodations
8. **Motorcycle Accommodations**
 - i. Evaluate motorcycle accommodations and explore possible improvements

C. Technology

1. **Automation / Replace Access Control Equipment**
 - i. Explore automating all attended facilities by replacing access control equipment
 1. Develop specifications - June 1, 2016
 2. Issue RFP - July 1, 2016
 3. Receive Proposals - September 1, 2016
 4. Award Contract - January 1, 2017
 5. Automation Schedule - "Go Live"
 - a. Ramp 4 - June 1, 2017
 - b. Ramp 2 - June 1, 2017
 - c. Ramp 3 - September 1, 2017
 - d. Lot 9 - September 1, 2017
 6. Funding
 - a. ABM
 - b. Bond (may delay installation)
2. **License Plate Recognition**
 - i. Survey customers about using license plate recognition technology:
 1. Access and revenue control equipment
 2. Enforcement
3. **Sensors**
 - i. Consider and implement (if appropriate) a 12-month pilot program of in-ground parking sensors to monitor vehicle traffic in unattended facilities and on-street effective June 1, 2016
 1. Lot 13
 2. On-street
 - a. South St.
 - b. Church St.
4. **Chip & Pin**
 - i. Prepare a strategy to comply with new Chip & PIN technology to be announced in October, 2015.

5. **Multi-space Meter Technology vs. Credit Card Single Meters**
 - i. Explore converting single meters to electronic credit card or multi-space meters
 - ii. Pilot electronic credit card single meters on Church St. and interface with the sensors described in C.3 above.
 - iii. If multi-space meters are considered, they should be incorporated with the on-street meter expansion. Replacing 8-10 meters with a multi-space machine will create an inventory (temporary or long-term) for expansion. (See A 8.)
6. **Office computer network**
 - i. Evaluate the office computer network to determine its capabilities and limitations in relation to new and updated technology.
7. **Validation program**
 - i. Evaluate current program and design new technology in conjunction with the automation strategy to make the program more versatile, user-friendly, popular, and successful.
 - ii. Consider additional incentives for business participation
8. **Monthly parking privilege expansion**
 - i. Explore the possibility of expanding monthly parking privileges to allow monthly parkers to use alternative facilities in the evenings and on weekends.
 - ii. Explore available technology in conjunction with the automation strategy

D. **Marketing / Education**

1. **Website Improvements**
 - i. Increase parking definition on website's main page
 - ii. Parking Map Redesign
 1. Update
 2. Simplify
 - a. Highlight only public parking facilities
 - b. Eliminate pricing
 3. Add pushpin capability
 - iii. Parking 101 Streamline
 - iv. Customer Testimonials
 - v. Reconsider identifying companies that validate
2. **Downtown and Parking Marketing Unification**
 - i. Promote easy parking within other downtown marketing campaigns
3. **Parkmobile (pay-by-phone) Marketing**
 - i. Install more signage visible from the front of the meter where customers pay.
 - ii. Utilize more social website marketing
 1. Facebook
 2. Twitter
 3. Consider creating a Parking Blog
4. **Collaborate and meet with other non-profit organizations and committees**
 - i. Discover Kalamazoo
 - ii. Arts Council
 - iii. DKRRA
 - iv. Community & Events Committee
5. **Improve Signage**
 - i. Explore raising or relocating illuminated signs
 - ii. Enhance holiday wayfinder signs with directions to parking
 - iii. Consider signage on South St. skywalk
 - iv. Provide businesses with window clings with "P" and QR code that links to the parking map

- v. Consider sandwich boards or wind signs to help direct patrons to parking facilities during the holidays
- 6. **Engage and Educate Downtown Community**
 - i. Meet with downtown businesses and help them better understand parking
- 7. **Consider branding a new mascot**
- 8. **Consider a new promotional tag line**
 - i. Parking in downtown Kalamazoo is Easy "P"sy using the international parking symbol
- 9. **Create "Edy" (educational) bags** with parking material to distribute during downtown events, such as the State of the Downtown
- 10. **Consider Complimentary Parking** times during the holidays
 - i. Explore possibility of free parking on Thursdays
 - ii. Cost?
 - iii. Who pays?
 - iv. Precedent?
 - v. Return on Investment?
- 11. **Improve marketing bicycle parking/storage accommodations**

E. Transportation & Mobility

- 1. **Formalize an alternative transportation promotion strategy**
 - i. In conjunction with A.1. Reduction of Surface Parking Lots, encourage alternative transportation
 - 1. Work with large employers to encourage use of alternative transportation options via deeper rate discounts, pre-tax deductions or cash-out options.
 - 2. Premium and discounted monthly parking for carpooling or ridesharing
 - 3. Develop an Eco pass program
- 2. **Explore shuttle/circulating trolley**
 - i. Identify corporate sponsors
 - ii. Determine parking locations
 - iii. Define routes & operating times
 - iv. Prepare budget
 - v. Potential start in 2017
- 3. **Evaluate existing bicycle storage accommodations**
 - i. Review existing bicycle storage locations
 - ii. Improve marketing and promoting bicycle storage accommodations
 - 1. Work with downtown bicycle retailers
 - 2. Support national bike week and festival site event
 - iii. Compare to and model after other successful cities
- 4. **Evaluate feasibility of bike sharing program**
 - i. Investigate potential sponsors
 - ii. Identify sharing stations
 - iii. Prepare budget
 - iv. Potential Start in 2018
- 5. **Review pedestrian walkways for convenience, safety and comfort**
 - i. Identify areas for improvement and develop a priority list
 - ii. Consider developing walking and running fitness routes
 - 1. Identify potential sponsors
 - 2. Design attractive sign package, including routes and distance markers
- 6. **Work with and support Kalamazoo Valley River Trailway**
 - i. Share infrastructure, such as routes, signage, shelters, parking areas, lighting, etc... to help other efforts, such as the downtown shuttle/circulating trolley

- ii. Develop marketing and promotional partnerships
- 7. **Explore a car sharing program**
 - i. Investigate possible interest by suppliers, such as:
 - 1. Zip Car
 - 2. Hour Car
 - ii. Potential start in 2019

2nd Year - Budget Year 2017

A. Financial / Administrative

- 1. Reduce the amount of surface parking downtown by another 200 spaces annually to eliminate 1,000 surface parking spaces by 2020
- 2. Develop strategy to reduce TIF contribution to debt service
- 3. Continue reviewing the appropriateness of the parking exempt district
 - i. What are the governing jurisdiction's risk and responsibilities or obligations?
 - ii. Alternatives?
 - 1. Update ratios under Table 6.1 - 1.
 - 2. Can developers purchase exemption?
- 4. Revenue enhancements / rate adjustments (financial projections handled under separate cover)
 - i. Adjust monthly parking rates effective July 1, 2017 by 4% to generate 2.4% additional revenue
 - ii. Modify the following transient rates of attended facilities effective July 1, 2017 to:
 - 1. \$1.50 1st Hr. to \$1.75 1st Hr.
 - 2. Adjust the incremental rate from \$0.85 to \$1.00 per 30 minutes thereafter.
 - 3. \$3.75 to \$4.00 Early Bird
 - 4. \$4.25 to \$4.50 Part-time Employee (All Day)
 - 5. \$4.00 to \$5.00 After 5:00 pm and Saturday Maximum
 - 6. \$9.75 All Day Maximum (per 24 hrs) to \$10.00 All Day Maximum (per 24 hrs)
 - iii. Extend the operating hours of the attended facilities, effective July 1, 2017 to:
 - 1. from 9 pm until 10 pm - Monday through Thursday
 - 2. from 10 pm until 12 Midnight - Friday and Saturday
 - iv. **Modify the rate of all unattended lots, effective 7/1/17, to:**
 - 1. **\$2.00 - 1st Hour**
 - 2. **\$1.00 per 30 minutes thereafter**
 - 3. **\$5.00 All Day Maximum (per 24 hrs)**
 - 4. **\$5.00 Flat Rate after 5 pm, Friday and Saturday - Lot 1 Only**
 - v. Modify the following meter rates effective July 1, 2017:
 - 1. Long term
 - a. from \$2.50 per 10 hrs to \$3.00 per 10 hrs
 - 2. Meter bags
 - a. Non-profit - Eliminated
 - b. All Bags - \$11.00 per day
 - 3. Monthly Permits - from \$50.00 to \$60.00
 - vi. Extend Enforcement & Meters "in-effect" – July 1, 2017
 - 1. Weekdays until 9:00 pm
 - 2. Saturdays - 8:00 am until 9 pm
 - vii. Adjust Event Rates for major events at the Arcadia Festival Site – June 1, 2017
 - 1. From \$5.00 to \$7.00

PENDING

Revenue not represented in five year forecast

- 2. Online Reservations - \$5.00 (\$2.00 discount)
- viii. Notes:
 - 1. A chart with projections vs. actual should be included and routinely updated as an attachment to the plan
 - 2. Annual rate survey of comparable cities should be included and routinely updated as an attachment to the five year plan.
- 5. **Expense Reductions**
 - 1. Reduce core direct annual expenses by \$30,000 effective July 1, 2017 to help improve the parking system's net margin to fund an emergency reserve.
- 6. **Establish a good standing policy** that requires all monthly card holders to resolve all outstanding parking citations
- 7. **Create preferred parking areas** for electric, hybrid, or other similar fuel efficient vehicles.

B. Maintenance / Capital Improvements

- 1. **Capital Maintenance Fund**
 - i. Develop strategy for alternative funding source for capital maintenance
 - ii. Complete necessary capital repairs identified in the 2015 Walker Parking Consultants report
- 2. **Surveillance Technology**
 - i. Expand security surveillance technology
 - 1. Expand security surveillance technology in surface lots
 - a. Lot 9 - 2017
- 3. **GREEN improvements**
 - i. Explore new strategies to protect and preserve the environment
 - 1. Drain systems
 - 2. Runoff
 - 3. Contractor requirements
 - 4. Utilities
 - 5. Encourage customers to use fuel efficient vehicles
 - a. Discounts
 - b. Premium parking

C. Technology

- 1. Automation / Replace Access Control Equipment
 - i. Continue Automation Schedule
 - 1. Award Contract - January 1, 2017
 - 2. Automation Schedule - "Go Live"
 - a. Ramp 4 - June 1, 2017
 - b. Ramp 2 - June 1, 2017
 - c. Ramp 3 - September 1, 2017
 - d. Lot 9 - September 1, 2017
- 3. **Sensors**
 - i. Continue exploring and implementing (if appropriate) the 12 month pilot program of in-ground parking sensors to monitor vehicle traffic in unattended facilities and on-street.
 - 1. Lot 13
 - 2. On-street
 - a. South St.
 - b. Church St.
 - ii. End pilot as of May 31, 2017
 - iii. Evaluate results of pilot - June - August, 2017

4. **License Plate Recognition Technology**
 - i. Introduce use of license plate recognition technology as a 90-day pilot with on-street enforcement
 1. Begin pilot - June 1, 2017
 2. Evaluate results of pilot - September 1, 2017
5. **Chip & Pin**
 - i. Consider Chip & Pin requirements announced in Fall, 2015.
6. **Online Reservation System**
 - i. Introduce an online reservation system for Special Events

Note: Since Lot 9 is scheduled for automation in September, 2017, reservations may be hardcopy only for 2017.
 - ii. On-line reservations will get a \$2.00 discount – See Revenue Enhancements

D. Marketing / Education

1. No Initiatives Defined

E. Transportation & Mobility

1. **Continue with alternative transportation promotion strategies from Year 1**
2. **If feasible, based on Year 1 study, launch a shuttle/circulating trolley**
3. **Continue exploring a possible bike sharing program**
 - i. Potential start in 2018
4. **Enhance pedestrian walkways for convenience, safety and comfort**
 - i. Follow priority list developed in Year 1
 - ii. Promote walking and fitness route considered in Year 1
5. **Continue exploring a car sharing program**
 - i. Potential start in 2019

3rd Year - Budget Year 2018

A. Financial / Administrative

1. Reduce the amount of surface parking downtown by another 2% (200 spaces) annually to eliminate 1,000 surface parking spaces by 2020
2. Develop strategy to reduce TIF contribution to debt service
3. Continue reviewing the appropriateness of the parking exempt district
 - i. What are the governing jurisdiction's risk and responsibilities or obligations?
 - ii. Alternatives?
 1. Update ratios under Table 6.1 - 1.
 2. Can developers purchase exemption?
4. Revenue enhancements / rate adjustments (financial projections handled under separate cover)
 - i. Modify the transient - 1st hour rate of the attended facilities effective July 1, 2018:
 1. from: \$1.75 - 1st hour to \$2.00 - 1st hour
 - ii. Adjust monthly parking rates effective July 1, 2018 by 4% to generate 2.4% additional revenue
 - iii. Modify the following meter rates effective July 1, 2018:
 1. Meter bags - from \$11.00 to \$12.00
 - iv. Adjust Event Rates for major events at the Arcadia Festival Site – June 1, 2018
 1. From \$7.00 to \$8.00
 2. Online Reservations - \$6.00 (\$2.00 discount)
 - v. Notes:

1. A chart with projections vs. actual should be included and routinely updated as an attachment to the plan
2. Annual rate survey of comparable cities should be included and routinely updated as an attachment to the five year plan.

B. Maintenance / Capital Improvements

1. Capital Maintenance Fund
 - i. Develop strategy for alternative funding source for capital maintenance
 - ii. Complete necessary capital repairs identified in the 2015 Walker Parking Consultants report

C. Technology

1. No Initiatives Defined

D. Marketing / Education

1. No Initiatives Defined

E. Transportation & Mobility

1. **Continue with alternative transportation promotion strategies from Year 1**
2. **Analyze success of shuttle/trolley**
3. **Launch bike sharing program – if feasible based on earlier review**
4. **Continue enhancing pedestrian walkways for convenience, safety and comfort**
 - i. Follow priority list developed in Year 1
5. **Continue exploring a car sharing program**
 - i. Potential start in 2019

4th Year - Budget Year 2019

A. Financial / Administrative

1. Reduce the amount of surface parking downtown by another 2% (200 spaces) annually to eliminate 1,000 surface parking spaces by 2020
2. Develop strategy to reduce TIF contribution to debt service
3. Continue reviewing the appropriateness of the parking exempt district
 - i. What are the governing jurisdiction's risk and responsibilities or obligations?
 - ii. Alternatives?
 1. Update ratios under Table 6.1 - 1.
 2. Can developers purchase exemption?
4. Revenue enhancements / rate adjustments (financial projections handled under separate cover)
 - i. Adjust monthly parking rates by 4% effective July 1, 2019 to generate 2.4% additional revenue
 - iii. Modify the following short-term meter rates effective July 1, 2019:
 1. Short-term non-premium meters from \$1.75 per hour to \$2.00 per hour
 2. Meter bags - from \$12.00 to \$13.00
 - iv. Adjust Event Rates for major events at the Arcadia Festival Site – June 1, 2019
 1. From \$8.00 to \$10.00
 2. Online Reservations - \$8.00 (\$2.00 discount)
 - v. Notes:
 1. A chart with projections vs. actual should be included and routinely updated as an attachment to the plan
 2. Annual rate survey of comparable cities should be included and routinely updated as an attachment to the five year plan.

B. Maintenance / Capital Improvements

1. Capital Maintenance Fund

- i. Develop strategy for alternative funding source for capital maintenance
- ii. Complete necessary capital repairs identified in the 2015 Walker Parking Consultants report

C. Technology

1. No Initiatives Defined

D. Marketing / Education

1. No Initiatives Defined

E. Transportation & Mobility

1. **Continue with alternative transportation promotion strategies from Year 1**
2. **Analyze success of bike sharing program – if feasible based on earlier review**
3. **Continue enhancing pedestrian walkways for convenience, safety and comfort**
 - i. Follow priority list developed in Year 1
4. **Launch a car sharing program – if feasible based on earlier review**

5th Year - Budget Year 2020

A. Financial / Administrative

1. Reduce the amount of surface parking downtown by another 2% (200 spaces) annually to eliminate 1,000 surface parking spaces by 2020
2. Develop strategy to reduce TIF contribution to debt service
3. Continue reviewing the appropriateness of the parking exempt district
 - i. What are the governing jurisdiction's risk and responsibilities or obligations?
 - ii. Alternatives?
 1. Update ratios under Table 6.1 - 1.
 2. Can developers purchase exemption?
4. Revenue enhancements / rate adjustments (financial projections handled under separate cover)
 - i. Adjust monthly parking rates effective July 1, 2020 by 4% to generate 2.4% additional revenue
 - ii. Modify the following meter rates effective July 1, 2020:
 1. Meter bags - from \$13.00 to \$14.00
 - ii. Notes:
 1. A chart with projections vs. actual should be included and routinely updated as an attachment to the plan
 2. Annual rate survey of comparable cities should be included and routinely updated as an attachment to the five year plan.

B. Maintenance / Capital Improvements

1. Capital Maintenance Fund

- i. Develop strategy for alternative funding source for capital maintenance
- ii. Complete necessary capital repairs identified in the 2015 Walker Parking Consultants report

C. Technology

1. No Initiatives Defined

D. Marketing / Education

1. No Initiatives Defined

E. Transportation & Mobility

1. Continue with alternative transportation promotion strategies from Year 1
2. Continue enhancing pedestrian walkways for convenience, safety and comfort
 - i. Follow priority list developed in Year 1
3. Analyze success of car sharing program – if feasible based on earlier review

DOWNTOWN KALAMAZOO FIVE-YEAR PARKING PLAN PROGRESS UPDATE

Completed
Needs to be done

Description	2016	2017	2018	2019	2020
CITY CLERK 30-DAY NOTIFICATION					
Deliver written notification to the City Clerk at least 30 days before	Completed 5/13/16	x	x	x	x
ATTENDED FACILITY RATE INCREASES:					
Light & Breuning to schedule rate changes in Scannet	Completed 6/29/16	x	x	N/A	N/A
Post a notice in the CCP office & all attended facilities	Completed 5/2016	x	x	x	N/A
Send letters to all validators	Completed 5/2016	x	x	N/A	N/A
Send letter to all Early bird parkers	Completed 5/2016	x	N/A	N/A	N/A
Accounting to create new rates	Completed 5/2016	x	x	x	x
Process new rate sheets for SR	Completed 6/2016	x	x	N/A	N/A
Print new SR Forms the morning of July 1st	Completed 6/2016	x	x	N/A	N/A
Change Audit sheets to reflect new rates	Completed 6/2016	x	x	N/A	N/A
Change Sticker forms to reflect new rates	Completed 6/2016	x	x	N/A	N/A
Change Alamo validation spreadsheet to reflect new rates	Completed 6/2016	x	x	N/A	N/A
Change monthly validation spreadsheet to reflect new rates	Completed 6/2016	x	x	N/A	N/A
Send letters to monthly parkers	N/A	x	x	x	x
Extend operating hours	N/A	x	N/A	N/A	N/A
Change signs in all attended facilities on 6/30	Completed 6/2016	x	x	N/A	N/A
Order new window stickers for the PTE program	Completed 6/2016	x	x	x	x
UNATTENDED FACILITY RATE INCREASES:					
Adjust Event Rates for major events at Festival Site	N/A	x	x	x	N/A
Send letters to monthly parkers	N/A	x	x	x	x
METER RATE INCREASES:					
Duncan to change rates in AutoTrax	Completed 6/2016	x	N/A	x	N/A
Rent 3 handheld units to change rates in meters	Completed 6/2016	x	N/A	x	N/A
Make sure we have 4 Meter Dome keys	Completed 6/2016	x	N/A	x	N/A
Make sure we have spare mechs	In Progress	x	N/A	x	N/A
Run meter reports before rates are changed	Completed 6/2016	x	N/A	x	N/A
Create checklist for the groups changing meter rates	Completed 6/29/16	x	N/A	x	N/A
Print meter route maps for each zone	Completed 6/2016	x	N/A	x	N/A
Change rates in the Luke Paystation	In Progress	N/A	N/A	N/A	N/A
Order meter rate plate labels	Completed 6/2016	x	N/A	x	N/A
Notify Parkmobile of meter rate changes	Completed 5/2016	x	N/A	x	N/A
Change rates & labels on 7/1	Completed 7/1/16	x	N/A	x	N/A
Change meter bag rental form to reflect new rates	Completed 5/2016	x	x	x	x
Send letters to metered monthly customers	Completed 5/2016	x	N/A	N/A	N/A

DOWNTOWN KALAMAZOO FIVE-YEAR PARKING PLAN PROGRESS UPDATE

Completed
Needs to be done

Description	2016	2017	2018	2019	2020
FINE INCREASES:					
Order new envelopes	Completed 5/2016	N/A	N/A	N/A	N/A
Change fines in Enforcement software	Completed 6/2016	N/A	N/A	N/A	N/A
Extend enforcement hours	N/A	x	N/A	N/A	N/A
Post notices	Completed 5/2016	x	N/A	N/A	N/A
EXPENSE REDUCTIONS BY \$30,000					
Eliminate 1 full-time maintenance position	Completed 7/1/16	N/A	N/A	N/A	N/A
Reduce cashier hours - eliminate 8am - 10am M-F	Completed 7/1/16	N/A	N/A	N/A	N/A
Increase employee healthcare contributions from 19% to 25%	In Progress	N/A	N/A	N/A	N/A
Make up the difference in other expense lines	Completed 7/1/16	x	N/A	N/A	N/A
BUDGET:					
Create new budget with enhancements & reductions	Completed 6/2016	x	x	x	x
DOCUMENT UPDATES:					
Parking 101 Manual	Completed 6/3/16	x	N/A	x	x
DKI's Website	Completed 7/21/16	x	N/A	x	N/A
City Website (fines)	Completed 7/1/16	N/A	N/A	N/A	N/A
Maps	Completed 6/3/16	x	x	x	N/A
CLEANUP ISSUES:					
Jury Services rate increase		N/A	N/A	N/A	N/A
5 hour meter rate increase		N/A	N/A	N/A	N/A
10 hour meter rate structure change		N/A	N/A	N/A	N/A
Meter bag rate increases for monthly, quarterly, annually		N/A	N/A	N/A	N/A
ACCESS CONTROL EQUIPMENT:					
Hire an outside expert to assist with the technology/engineering/installation	In Progress	N/A	N/A	N/A	N/A
Develop specifications for automation		N/A	N/A	N/A	N/A
Create an RFP (does ABM have a boiler plate)		N/A	N/A	N/A	N/A
Award Contract for new Access Control Equipment	N/A	x	N/A	N/A	N/A
Automation installation for Ramp #2 and 4	N/A	x	N/A	N/A	N/A
Automation installation for Ramp #3 and Lot #9	N/A	x	N/A	N/A	N/A
OTHER:					
Reduce the amount of surface parking by 200 spaces (2%)		x	x	x	x
On-street meter conversion & expansion		N/A	N/A	N/A	N/A
Rebrand Parking Committee as Transportation, Parking & Mobility Committee	Completed 2/2015	N/A	N/A	N/A	N/A

DOWNTOWN KALAMAZOO FIVE-YEAR PARKING PLAN PROGRESS UPDATE

Completed
Needs to be done

Description	2016	2017	2018	2019	2020
Develop strategy to reduce TIF Contribution		x	x	x	x
Review the appropriateness of the parking exempt district		x	x	x	x
Evaluate enforcement levels to maximize on-street parking usage		N/A	N/A	N/A	N/A
Explore converting parallel to angled parking in specific areas		N/A	N/A	N/A	N/A
Begin monitoring the average collection period of all receivables		N/A	N/A	N/A	N/A
Establish a technology use & information confidentiality policy for all employees		N/A	N/A	N/A	N/A
Establish a habitual violator ordinance		N/A	N/A	N/A	N/A
Establish a good standing policy	N/A	x	N/A	N/A	N/A
Create preferred parking areas	N/A	x	N/A	N/A	N/A
Capital Maintenance Fund		x	x	x	x
Complete necessary capital repairs identified in the Walker Report		x	x	x	x
Capital Maintenance Tracking		x	x	x	x
Surface Lot Capital Maintenance Forecast		N/A	N/A	N/A	N/A
Surveillance Technology		x	N/A	N/A	N/A
Improve traffic flow in Lots# 1 & 9		N/A	N/A	N/A	N/A
Lighting Improvements		N/A	N/A	N/A	N/A
ADA Compliance		N/A	N/A	N/A	N/A
Motorcycle Accommodations		N/A	N/A	N/A	N/A
License Plate Recognition technology		x	N/A	N/A	N/A
Sensors		x	N/A	N/A	N/A
Chip & Pin		x	N/A	N/A	N/A
On-line reservation system	N/A	x	N/A	N/A	N/A
Multi-spaced meter technology vs single meters w/credit card		N/A	N/A	N/A	N/A
Office computer network		N/A	N/A	N/A	N/A
Validation program		N/A	N/A	N/A	N/A
Monthly parking privilege expansion		N/A	N/A	N/A	N/A
Marketing and Education		N/A	N/A	N/A	N/A
Transportation and Mobility		x	x	x	x
Identify budget for curb painting	In Progress	N/A	N/A	N/A	N/A
Green improvement strategies	N/A	x	N/A	N/A	N/A
Start looking at adding 2021 in the plan and every year thereafter		x	x	x	x

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Parking Conditions Assessment

Completed 2014/2015

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Executive Summary

To assist in preparing the next five-year plan for downtown Kalamazoo's parking system, Downtown Kalamazoo, Inc. (DKI) employed the services of Downtown Parking Solutions, L.L.C. (DPS).

DPS initially completed a conditions assessment in 2008/2009 that reviewed past progress, analyzed current conditions and offered recommendations for the future. The assessment indicated a surplus of more than 6,500 parking spaces, profitable operating conditions, diligent maintenance standards, and safety and security improvements. The report also highlighted new technologies and opportunities for greater efficiencies.

In 2008, vehicles were largely parked in compliance and 74% of customers believed the parking system was excellent in convenience, safety, courtesy and cleanliness.

Recommendations from the assessment were incorporated into a five year parking plan for 2010 through 2014. The recommendations included strategies to adjust rates, reduce labor, maintain compliance, and explore alternative transportation. They also addressed convenience, technology, maintenance and safety.

Nearing the end of the five year parking plan, DKI enlisted DPS in April 2014 to complete another conditions assessment and assist with the next five year parking plan for 2015 through 2019. The following report will highlight the conditions assessment and provide recommendations for the next five years.

Supply and Demand

For purposes of this report, downtown was divided into five zones compared to the previous reported four zones in 2008. Because of prospective development, north of Michigan Ave was divided into two separate zones.

Zone 1 - south of Michigan Ave., west of Rose St.

Zone 2 - south of Michigan Ave., east of Rose St.

Zone 3 - north of Michigan Ave., west of Rose St.

Zone 4 - north of Michigan Ave., east of Rose St.

Zone 5 - peripheral areas outside of the DDA boundaries (The dotted line is not exact and only intended to illustrate general boundaries)



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Downtown Kalamazoo provides nearly 16,000 parking spaces, approximately 700 (4%) more than identified in 2008. The public parking system represents approximately 26% of the parking spaces.

The current parking supply largely consists of surface parking (approximately 11,000 spaces) likely consuming approximately 40 square blocks and possibly representing nearly \$30 million in property value alone without considering how they support economic development. Experts claim there is an over-abundance of surface parking in the United States that is interfering with economic development. Ken Schroepple, an instructor of planning and design at the University of Colorado Denver, stated "[a]s parking lots go away, downtown becomes more inviting and walkable" (Raabe, 2015). Experts also suggest that current zoning parking ratios and parking exempt districts may also be hindering economic development. Leaders should review current zoning conditions and requirements for downtown Kalamazoo.

A review of demand indicates an adequate parking supply with nearly 7,000 available spaces on a typical workday.

Zone	Total Spaces	Handicap Spaces	Reserved Spaces	Occupied Spaces	Occupancy Rate	Available Spaces	Availability Rate
1	1547	64	228	785	51%	762	49%
2	5917	80	197	3726	63%	2,191	37%
3	2646	54	73	1350	51%	1,296	49%
4	2171	68	159	1121	52%	1,050	48%
5	3435	130	259	1824	53%	1,611	47%
Total	15716	396	916	8806	56%	6,911	44%

The typical workday does not account for KVCC which reduces available parking in Zone 4 by approximately 355 spaces.

Evening, weekend, and event demand was also monitored in higher demand facilities and statistics indicate the primary retail area with the highest busy evening demand. Occupancy in Zones 1 & 2 on Saturday were higher and lower respectively because of road closures and traffic detours for the parade.

Zone	Friday Evening Occupancy	Saturday Occupancy
1	46%	52%
2	67%	43%
3	43%	45%
4	52%	36%
5	11%	13%
Total	51%	41%

Downtown Kalamazoo can accommodate nearly 5,000 vehicles before reaching peak occupancy of 87.5%. Demand exceeding peak occupancy is typically challenging to accommodate.

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Zone	Total Spaces	Maximum Efficiency	Occupied	Available
1	1,547	1,354	785	568
2	5,917	5,177	3,726	1,452
3	2,646	2,315	1,350	966
4	2,171	1,900	1,121	779
5	3,435	3,006	1,824	1,182
Total	15,716	13,752	8,806	4,946

Current conditions can satisfy nearly 5,000 more vehicles in demand. If demand increases according to the potential projects identified on the map below, three of the five zones will experience a shortage of parking.



Zone	Capacity	Project Sites	Remaining Capacity	87.5% Efficiency	Demand		Surplus (Shortage)
					Existing + 10%	Project	
1	1,547	7	1,554	1,360	785	400	175
2	5,917	(704)	5,213	4,561	3,726	2,065	(1,230)
3	2,646	(509)	2,137	1,870	1,350	926	(406)
4	2,171	363	2,534	2,217	1,121	1,345	(249)
5	3,435	175	3,610	3,159	1,824	858	477
Total	15,716	(668)	15,048	13,167	8,806	5,594	(1,233)

The above calculations include on-street parking in zones 1-4 which may not be practical for some or all projects. On-street parking represents the following:

On-Street Parking

	Capacity Meters	90 Minute		87.5% Efficiency	Existing Demand + 10%		Availability
		90 Minute	90 Minute		+ 10%	Availability	
Zone 1	344	124	410	295	115		
Zone 2	193	127	280	187	93		
Zone 3	158	19	155	86	69		
Zone 4	163	75	208	55	153		
Total	858	345	1053	623	430		

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Removing on-street parking from the available spaces increases the shortfall by approximately 430 spaces. Replacing a certain percentage of existing parking (approximately 2,291 spaces) further increases the need to build more parking. The following is a baseline perspective to consider for additional parking:

Projected shortfall - 1,233

On-street parking - 430

Replace existing - 2,291 (approximately 77% of 2,959 surface parking spaces eliminated)

Total = 3,954

Possible sites and strategies for additional parking:

Zone 1

1. 500 space ramp at Rose & Lovell

Total additional spaces = 500

Zone 2

1. 350 space expansion on Ramp 2
2. 350 space ramp at South and Edwards
3. 300 space ramp at Michigan and Rose (Exchange Building project)
4. 650 space ramp at Lovell and Portage (MPI lot)

Total additional spaces = 1,650

Zone 3

1. 600 space ramp at Park & Eleanor

Total additional spaces = 600

Zone 4

1. 500 space ramp in Water St. Lot # 9

Total additional spaces = 500

Zone 5

1. 500 space ramp with capability to expand at Michigan and Kalamazoo River
2. See # 4 of Zone 2
3. Two 100 space shuttle lots (1 north of Michigan Ave. and 1 south of Michigan Ave)

Total additional spaces = 700

Total proposed = 3,950 spaces

Shuttle Alternative: Downtown leaders should consider introducing a 12/5 downtown shuttle to accommodate 2400 of the parking spaces above in the outlying fringe of downtown using existing parking lots to be later determined (100 spaces north of Michigan Ave. and 100 spaces south of Michigan Ave.). Constructing 200 spaces in the heart of downtown could represent nearly \$500,000 per year to dedicate toward a downtown shuttle. If a twelve hour shuttle, five days per week operated for \$100 per service hour, \$300,000 could be dedicated to shuttle operating costs and nearly \$200,000 could be directed toward capital, facility maintenance, security and safety.

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The above information is preliminary and intended for baseline discussion purposes only. Further research and analysis is necessary per individual project to adequately and properly assess future parking needs.

Financial Conditions

The parking system experienced greater financial challenges in 2013 compared to 2007 largely because of a reduction in TIF revenue, a previous legal settlement, and lower capital maintenance funding.

Kalamazoo Financial Trend				
	1997	2002	2007	2013
Total Parking Spaces (approximate)	5,500	5,200	4,300	4,000
Total Revenue per space	\$3,325,636 \$605	\$3,951,169 \$760	\$5,803,127 \$1,350	\$3,688,161 \$922
Total Expenditures per space	\$3,377,918 \$614	\$3,762,821 \$724	\$5,500,933 \$1,279	\$3,708,376 \$927
Net per space	(\$10)	\$36	\$70	(\$5)

Rates

Since 2008, monthly parking rates increased slightly more than inflation while remaining competitive with comparable Michigan cities:

	Transient		Monthly	Meters
	Hourly	24 hr	General	Hourly
Ann Arbor	\$1.20	n/a	\$145.00	\$1.50
Battle Creek	\$0.75	\$8.00	\$45.00	n/a
Grand Rapids	\$2.00	\$10.00	\$137.00	\$0.50 - \$2.00
Lansing	\$2.00	\$10.00	\$109.50	\$0.30 - \$1.20
Royal Oak	\$0.50	n/a	\$35.00	\$0.50 - \$0.75
Traverse City	\$1.00	\$10.00	\$65.00	\$0.50 - \$0.60
Kalamazoo	\$1.61	\$9.70	\$90.00	\$0.20 - \$1.50
Avg of selected Michigan cities	\$1.29	\$9.54	\$89.50	n/a
2012 National Avg	\$3.71	\$13.09	\$105.59	\$0.81

Notes:

Transient Hourly rates exclude any free time such as "first hour free"

24 hr transient rates are median rates

Monthly General rates are median rates of various location options

Battle Creek offers the first hour free. Hourly rate is the average over eight hours

Kalamazoo hourly rate is the average hourly cost of parking over six hours

Royal Oak offers the first two hours parking for free and \$0.50 per hour thereafter

2012 National Avg - as reported in 2013 by the National Parking Association

Maintenance Conditions

A recent structural inspection by Walker Parking Consultants (WPC) suggests essentially no change in the 10 year budgetary recommendations except adding a \$338,000 elevator allowance for Ramp # 2. However, the conditions reference suggest a conditional change likely age-related.

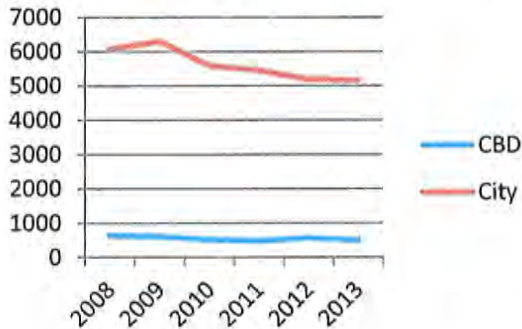
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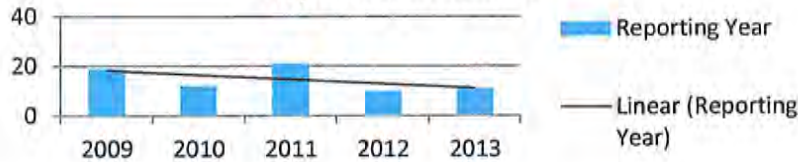
Facility	Spaces	Condition	2006		2014		
			10 Year Budget	per space/yr	10 Year Budget	per space/yr	
Ramp 2	764	Fair to Good	\$882,000	\$115	Fair	\$1,262,000	\$165
Ramp 3	503	Brand New	\$407,000	\$81	Very Good	\$407,000	\$81
Ramp 4	608	Good	\$543,000	\$89	Good	\$510,000	\$84
Total	1875		\$1,832,000	\$98		\$2,179,000	\$116

Safety & Security

Statistics reported by the Kalamazoo Department of Public Safety and Central City Parking operator suggest the quantity of incidents are declining and conditions are improving compared to 2008:



Central City Parking Reported Incidents



Record Retention, Reporting & Auditing

Changing technology and increasing credit card usage are raising awareness toward data security. Efficiency enhancements must also not distract from effectively monitoring trends. The operator's monthly activity reports should include more vital system statistics such as equipment malfunctions, data breaches, discounts, and revenue collection performance.

Customer Service

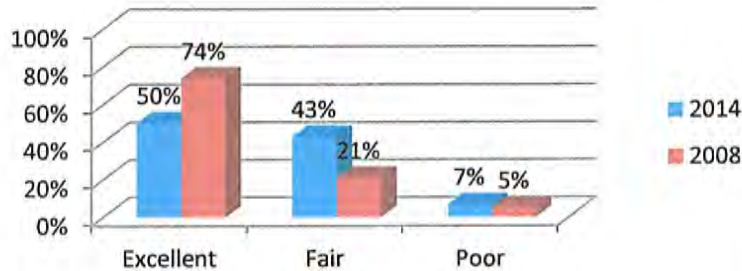
An electronic customer survey generated 287 responses (141% increase compared to 2008) and a broader representation of customer opinion:

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Customer Opinion Survey

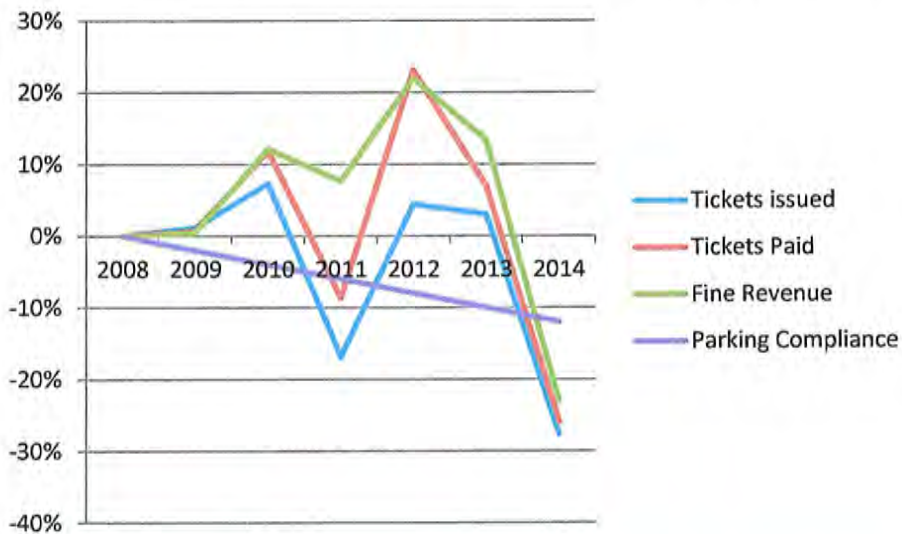
Grading Convenience, Courtesy, Cleanliness, and Safety



	2014				2008			
	Excellent	Fair	Poor	Total	Excellent	Fair	Poor	Total
Convenience	126	131	30	287	93	23	3	119
Courtesy	175	97	15	287	110	9	0	119
Cleanliness	144	124	19	287	77	35	7	119
Safety	132	141	14	287	74	32	13	119
Total	577	493	78		354	99	23	
%	50%	43%	7%		74%	21%	5%	

Enforcement and Compliance

On-street parking behavior appears to be changing from multiple perspectives. Reports indicate that less tickets are being issued in 2014 compared to 2008. Less enforcement appears to be leading to fewer tickets paid and less corresponding fines collected. Unfortunately, compliance is also declining.



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Important Note: Pay-by-Phone is currently being reviewed for payment of some expired meters identified in the above graph. The findings may alter the graph.

Compounding the concerns suggested by the above illustration, meter occupancy appears to be increasing but revenue is declining.

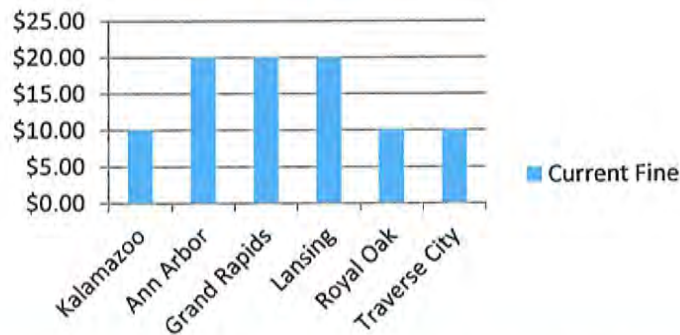


Collectively, these conditions indicate greater attention toward curbing abuse and increasing compliance is necessary.

At a minimum, leaders should adjust the current fines higher than they currently are above the maximum daily rate to park in a ramp. Currently, the maximum all day rate is \$9.70 and the initial fine is only \$10.00.

Current fine	Proposed fine	After 7	After 14	After 30
\$10.00	\$15.00	\$30.00	\$40.00	\$50.00
\$20.00	\$30.00	\$60.00	\$70.00	\$80.00
\$50.00	\$75.00	\$100.00	\$125.00	\$150.00

The following is a survey of expired meter fines in comparable cities:



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This parking study will assist leaders in their strategic planning efforts for downtown Kalamazoo. The study includes a comprehensive analysis of past progress and current conditions along with an updated five year parking plan consisting of goals, objectives, and improvement strategies.

Background

In 2008, Downtown Parking Solutions reviewed the downtown parking operation and compiled a conditions report to accompany the 2008 Comprehensive Plan for downtown Kalamazoo. The conditions report was finished and released in 2009.

The report indicated a healthy parking operation evidenced by an inventory of approximately 15,000 parking spaces, demand of about 8,500 spaces, and availability of approximately 6,500 parking spaces to help accommodate current needs and support future development. The report also indicated net profits of \$70 per space, a competitive rate structure, increased maintenance standards, and improved safety and security initiatives. The report reminded readers of the importance of automation and use of technology and the need to overcome consumer reluctance through education and promotion. Site review and data analysis indicated a declining dependence upon enforcement revenue, fewer parking tickets issued than 1988, and nearly 90% customer compliance with meter and time zone regulations. Customers surveyed at the attended facilities indicated 74% of the collective scores grading the parking operation as Excellent toward convenience, safety, courtesy and cleanliness.

Introduction

Since 2008, many changes have occurred downtown:

- Metropolitan Center
- Closing of the Gazette
- Closure, transfer of ownership, and reopening of the cinema
- Tom Huff's projects
- Medical Research Village
- WMU School of Medicine
- Arcadia Brewery
- Plaza Corp purchase of the former FOA/Nat'l City Buildings

Many projects have been announced:

- KVCC Culinary Institute and Allied Health Building
- Kalamazoo Exchange
- Expansion of the West Michigan Cancer Center
- KalHaven Trail Expansion

Many projects are being considered:

- Arcadia West Event Center / In-Town Neighborhood
- Lovell & Rose Development
- Haymarket / Parking Lot # 9 Redevelopment
- Two-way street conversion
- Kalamazoo River & Portage Creek Greenways

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All of the above projects and others will rely on successful transportation, parking, and mobility (TPM) strategies. Some projects will require creative partnerships to maximize their land use and collectively satisfy their TPM demand. Without strategic cooperation, some projects may not be possible. The following map indicates nearly twenty potential projects that could change the face of downtown and create TPM needs:



In 2014, Downtown Kalamazoo, Inc. contracted Downtown Parking Solutions to reevaluate the parking operation, complete another conditions assessment, and help compile the next five year parking plan for 2015 through 2019.

The assessment included:

- I. Supply and demand study
- II. Financial conditions and efficiency analysis
- III. Rate comparison
- IV. Maintenance conditions review
- V. Safety and security evaluation
- VI. Technology and automation feasibility
- VII. Record Retention, Reporting & Auditing
- VIII. Customer input / satisfaction surveys
- IX. Enforcement and compliance measurement
- X. Five year plan review and update

I. Supply and Demand Study

The downtown study area is primarily organized into five zones:

- | | |
|--------|--|
| Zone 1 | south of Michigan Ave., west of Rose St. |
| Zone 2 | south of Michigan Ave., east of Rose St. |
| Zone 3 | north of Michigan Ave., west of Rose St. |

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- Zone 4 north of Michigan Ave., east of Rose St.
- Zone 5 peripheral areas (The dotted line is not exact and only intended to illustrate general boundaries)



Supply

To measure supply, representatives from Central City Parking toured downtown Kalamazoo and inventoried the spaces of all parking facilities reflected on a parking map provided by Downtown Kalamazoo, Inc. Representatives also included any facilities observed but not reflected on the map.



Downtown Kalamazoo offers nearly 16,000 parking spaces and nearly 700 (4%) more spaces than identified in 2008.

	2008	2014	Change
Central City Parking spaces	4,133	4,022	(111 or 3%)
Private spaces	10,911	11,694	783 or 7%
Total	15,044	15,716	672 or 4%

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The abundance of parking lots throughout the United States has received a fair amount of attention over the last several years. One source just awarded its 2nd annual "golden crater" designation to Rochester NY because of its over-abundance of surface parking (Chung, P., 2014).

Parking facilities currently consume a large amount of land in downtown Kalamazoo. Approximately two-thirds of the parking inventory is surface parking lots. Based on 300 square feet of land per parking space, parking lots represent nearly 3 million square feet and more than 65 acres of land or 40 square blocks (43,560 sq. ft. per acre or .625 city blocks per acre). Using \$3,000 per space for land value based on 50% of the 2014 City of Kalamazoo assessed value of the former Wendy's parking lot (East Michigan Ave. & Edwards) @ 120%, the amount of surface parking in downtown possibly represents nearly \$30 million in land value without considering the supporting value the parking lots provide to neighboring economic development (AccessMyGov. 2014).

According to Eran Ben-Joseph, publisher of Rethinking A Lot, The Design and Culture of Parking, parking lots in some cities "cover more than one-third of the land area." If the analogy above is accurate, Kalamazoo is one of those cities.

Eran Ben-Joseph is a professor of Landscape Architecture and Planning at MIT who worked as a city planner and urban designer in Europe, Asia, the Middle East, and the United States.

An article in Businessweek supports Ben-Joseph's claim indicating "some car-centric cities forfeit more than a thousand dollars per parking space per year in potential municipal revenues by using land for parking rather than more lucrative alternatives"(Winter, 2014). Ken Schroepple, an instructor of planning and design at the University of Colorado Denver, stated "[a]s parking lots go away, downtown becomes more inviting and walkable" (Raabe, 2015). Another expert indicates that parking lots can consume a large portion of the tax base and conventional cities could "reap 25% more in downtown property taxes" by controlling or preventing too many parking lots (Chung, 2014). The Businessweek article also reports, in six cities studied, "land devoted to buildings provides at least 88 percent of tax revenue and sometimes as much as 97 percent; parking contributes very little" (Winter, 2014). Based on \$1,000 per space, the surface parking in Kalamazoo may represent nearly \$10 million in potential municipal revenue.

Improving Kalamazoo's "downtown walkability" will contribute toward reducing the dependence on vehicles and parking downtown and increasing property values. Time Incorporated reported "walkable urban places... have high concentrations of college-educated adults and demonstrate a strong correlation between urban development, education and economic growth" (Kalyanaraman, 2014, n.p.). The current and potential growth in downtown Kalamazoo appears to support this correlation. As such, leaders and developers should address walkability, public transportation or mass transit, and other forms of alternative transportation in their strategic planning.

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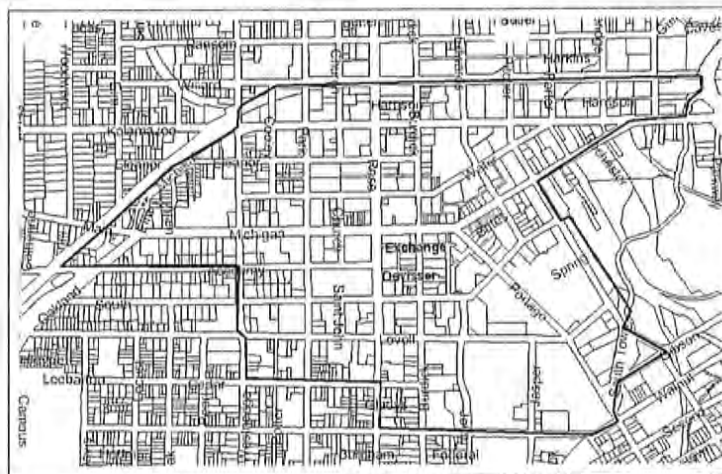
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According to Walk Score, a Seattle-based organization focusing on improving and promoting walkable neighborhoods, Kalamazoo scores 41 of 100, compared to an average score of 47 based on 141 cities with populations greater than 200,000 (2014).

Current Zoning Requirements / Parking Exempt Zone

Many experts are encouraging communities to relax parking requirements. They suggest zoning codes and parking ratios established years ago are no longer applicable and hinder economic development. Experts are also pointing toward more aggressively sharing and encouraging alternative transportation in lieu of building more parking. One report highlights the success of Seattle Washington that began its separation from parking in the 1990s along with positive results in Portland and Vancouver (Durning, 2013). The Metropolitan Area Planning Council surrounding the Boston metropolitan area raises attention to the potential harm associated with parking requirements (2014).

The parking exempt zone (illustrated below) in downtown Kalamazoo relieves developers from complying with the city's parking requirements within the zone. The parking exempt zone is a good mechanism for encouraging development by relieving investors of the burden of building and financing parking. That mechanism makes sense as long downtown maintains adequate parking and is prepared to assist in creating parking whenever necessary to accommodate future demand.



Source: City of Kalamazoo Planning and Zoning, Zoning Ordinance (Appendix A)

Because private investors can usually develop property less expensively than a public entity, the exempt zone can elevate parking construction costs.

As indicated earlier, downtown Kalamazoo has a surplus of parking. That surplus may be consumed in the near future by the prospective development. That said, it may be prudent to

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consider adding language to the zoning ordinance that exempts developers that prove their parking demand can be satisfied by alternative means. Alternatives to building additional parking could be:

- existing surplus parking,
- "in-lieu of" or impact fees,
- encouraging ride share or carpooling,
- Eco passes (passes purchased by employers and provided to employees that provide a right to ride free on all local transit lines),
- providing transit subsidies to employees via TEA-21, the Transportation Equity Act for the 21st Century (EPA, 1999).

The public parking system represents only 26% of the parking spaces which is one percentage point less than the 27% inventoried in 2008.

The public parking system experienced the following changes since 2008:

Zone 1	
Loss of Zone 1 Free spaces	(12)
Total	(12)
Zone 2	
Loss of Lot 11	(92)
Loss of Lot 12	(56)
Loss of Lot 14	(157)
Loss of Zone 2 Free spaces	(15)
Total	(320)
Zone 3 & 4	
Loss of Lot 16	(82)
Addition of Lot 17	32
Addition of Lot 20	36
Addition of Lot 30	208
Addition of Ramp 4 spaces	46
Loss of Zone 3 & 4 Free spaces	(19)
Total	221
Total change	(111)

The inventory of private parking spaces largely changed because of development in the southeast area and transfers of property ownership in the northwest area. The private parking inventory was also refined for better accuracy.

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Demand

Demand is the number of potential vehicles that may occupy the parking supply. Demand is very fluid and typically fluctuates depending on the weather, season, month, day, and time. Demand will also change according to surrounding activities. For example, demand for a typical commercial office environment is higher during the months of March, May, and October. A retail environment is usually busier during November and December. Commercial office demand is also typically busier on Mondays and lighter on Fridays while restaurant demand is often busier in the afternoons, evenings, and weekends. Demand will also fluctuate during the day. This study includes a "snapshot" perspective of demand that represents a typical workday, busy weekend evening, and a special event.

Parking systems operate at peak efficiency when occupancy is 85% to 90%. Once facilities reach higher occupancy levels, parking spaces are harder to find and sometimes lost because of parking behaviors. For purposes of this study, maximum demand or "efficiency" is considered to be 87.5%.

For this study, representatives from Central City Parking toured the facilities previously inventoried on a Tuesday and Wednesday in June between the hours of 10 am and 2 pm and counted the number of vehicles parked in each facility. A similar practice was used to also count the vehicles on the Friday evening and Saturday during the June Jubilee weekend of Art Hop, Do Dah parade, art on the mall, and the Greek festival. To adjust for seasonal fluctuation, the occupancy counts collected on Tuesday and Wednesday were increased 10%.

Typical workday

During a typical workday, downtown Kalamazoo has approximately 5,000 available parking spaces before reaching an efficiency threshold (87.5%) of nearly 14,000 occupied parking spaces.

(Occupancy rates below were inflated 10% for seasonal fluctuation.)

Zone	Total Spaces	Handicap Spaces	Reserved Spaces	Occupied Spaces	Occupancy Rate	Available Spaces	Availability Rate
1	1,547	64	228	785	51%	762	49%
2	5,917	80	197	3,726	63%	2,191	37%
3	2,646	54	73	1,350	51%	1,296	49%
4	2,171	68	159	1,121	52%	1,050	48%
5	3,435	130	259	1,824	53%	1,611	47%
Total	15,716	396	916	8,806	56%	6,911	44%

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Occupancy and availability have increased since 2008 by 3% and 7% respectively:

	Inventory	Occupancy	%	Availability	%
2008	15,044	8,522	57%	6,522	43%
2014	15,716	8,806	56%	6,911	44%

The greatest occupancy (3,726 & 63%) is in Zone 2, largely representing the retail core and medical area of downtown. Zone 1 contains the least number of vehicles at 785 but equals Zone 3 in percentage occupancy of 51%. Zone 1 also represents the fewest quantity of available spaces, 762.

Public parking on a typical workday

The public parking facilities of Central City Parking currently experience a demand of approximately 1,800 vehicles and availability of nearly 1,700 spaces before reaching 87.5% occupied.

Most vehicles (802) are parking in Zone 2 and the lowest availability (158 spaces) is in Zone 1.

Note: Because of the timing of the study, KVCC was not in session. When students are in school, occupancy in Zone 4 is anticipated to increase by approximately 355 vehicles and availability is anticipated to decrease to 170 spaces.

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Central City Parking Facilities

	Inventory	Occupancy	%	Availability	%	Efficiently available	
Zone 1							
PL 2	178	112	63%	66	37%	44	
Z1F	124	117	94%	7	6%	(8)	
Z1M	344	178	52%	166	48%	123	
Total	646	407	63%	239	37%	158	
Zone 2							
PL1	138	77	56%	61	44%	44	
PL13	27	13	49%	14	51%	10	
PL19	23	-	0%	23	100%	20	
PL20	36	9	24%	27	76%	23	
PR2	739	263	36%	476	64%	384	
PR3	505	253	50%	252	50%	189	
Z2F	127	99	78%	28	22%	12	
Z2M	193	88	46%	105	54%	81	
Total	1,788	802	45%	986	55%	763	
Zone 3							
PL17	31	12	39%	19	61%	15	
PL18	31	20	64%	11	36%	7	
PL21	26	3	13%	23	87%	19	
PL30	208	47	23%	161	77%	135	
Z3F	19	17	87%	3	13%	0	
Z3M	158	69	44%	89	56%	69	
Total	473	168	36%	305	64%	246	
Zone 4							
PL6	40	11	28%	29	73%	24	KVCC 24
PL9	256	114	45%	142	55%	110	55
PR4	566	257	45%	309	55%	238	-
Z4F	75	35	47%	40	53%	30	30
Z4M	163	20	12%	143	88%	123	61
Total	1,100	438	40%	662	60%	525	170
Total	4,007	1,815	45%	2,192	55%	1,691	1,336

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Busy Friday evening

On the weekend of June 6th during the June Jubilee with the Art Hop, Art on the Mall, Do Dah Parade, and the Greek Festival, staff identified approximately 3,700 vehicles parked in high demand facilities within the core Zones 1-4 consuming 51% of their capacity. With a 10% positive fluctuation, the facilities would be approximately 56% full. This occupancy suggests many vehicles likely remained downtown after work. However, this level of occupancy is only apparent in the higher demand core facilities. The lower demand facilities within each respective zone would have a lower occupancy.

Zone 2 (retail core) appeared to be the busiest within the core zones of downtown.

Busy Saturday event

During one of the busier event weekends downtown, the higher demand core facilities were approximately 42% occupied. With a 10% positive fluctuation, the facilities would still be less than 50% occupied.

Interestingly, Zone 1 had the highest occupancy. Zone 2's occupancy dropped compared to Friday probably because of the parade route interfering with access to and from the facilities.

Evening and Weekend Summary

This information indicates that during a very busy Friday evening during an event or on a Saturday with multiple events, downtown Kalamazoo currently has thousands of surplus parking spaces available within the core.

Zone	Friday Evening Occupancy	Saturday Occupancy
1	46%	52%
2	61%	40%
3	43%	45%
4	52%	36%

Notwithstanding the surplus of parking during evening and weekend hours, current demand indicates a need to reevaluate the revenue and costs associated with managing evening and weekend parking. Addressing this need will help balance fiscal responsibility of parking costs.

Future Development

As previously mentioned, the maximum efficiency threshold is considered 87.5%. Based on that capacity threshold, downtown public and private facilities can accommodate nearly 5,000 more vehicles (355 less when KVCC is in session). Most of the available parking is in Zones 2 & 5.

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Zone	Total Spaces	Maximum Efficiency	Occupied	Available
1	1,612	1,411	843	568
2	4,904	4,291	2,622	1,669
3	2,377	2,080	1,278	802
4	2,023	1,770	1,052	719
5	4,800	4,200	3,011	1,189
Total	15,716	13,752	8,806	4,946

Current conditions can satisfy nearly 5,000 more vehicles in demand. If demand increases according to the potential projects identified on the map below, three of the five zones will experience a shortage of parking.



Zone	Capacity	Project Sites	Remaining		Demand		Surplus (Shortage)
			Capacity	87.5% Efficiency	Existing + 10%	Project	
1	1,547	7	1,554	1,360	785	400	175
2	5,917	(704)	5,213	4,561	3,726	2,065	(1,230)
3	2,646	(509)	2,137	1,870	1,350	926	(406)
4	2,171	363	2,534	2,217	1,121	1,345	(249)
5	3,435	175	3,610	3,159	1,824	858	477
Total	15,716	(668)	15,048	13,167	8,806	5,594	(1,233)

The above calculations include on-street parking in zones 1-4 which may not be practical for some or all projects. On-street parking represents the following:

On-Street Parking					
	Capacity Meters	90 Minute	87.5% Efficiency	Existing Demand	
				+ 10%	Availability
Zone 1	344	124	410	295	115
Zone 2	193	127	280	187	93
Zone 3	158	19	155	86	69
Zone 4	163	75	208	55	153
Total	858	345	1053	623	430

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Removing on-street parking from the available spaces increases the shortfall by approximately 430 spaces. Replacing a certain percentage of existing parking (approximately 2,291 spaces) further increases the need to build more parking. The following is a baseline perspective to consider for additional parking:

Projected shortfall - 1,233

On-street parking - 430

Replace existing - 2,291 (approximately 77% of 2,959 surface parking spaces eliminated)

Total = 3,954

Possible sites and strategies for additional parking:

Zone 1

1. 500 space ramp at Rose & Lovell

Total additional spaces = 500

Zone 2

1. 350 space expansion on Ramp 2
2. 350 space ramp at South and Edwards
3. 300 space ramp at Michigan and Rose (Exchange Building project)
4. 650 space ramp at Lovell and Portage (MPI lot)

Total additional spaces = 1,650

Zone 3

1. 600 space ramp at Park & Eleanor

Total additional spaces = 600

Zone 4

1. 500 space ramp in Water St. Lot # 9

Total additional spaces = 500

Zone 5

1. 500 space ramp with capability to expand at Michigan and Kalamazoo River
2. See # 4 of Zone 2
3. Two 100 space shuttle lots (1 north of Michigan Ave. and 1 south of Michigan Ave)

Total additional spaces = 700

Total proposed construction = 3,950

Shuttle Alternative: Downtown leaders should consider introducing a 12/5 downtown shuttle to accommodate 200 of the parking spaces above in the outlying fringe of downtown using existing parking lots to be later determined (100 spaces north of Michigan Ave. and 100 spaces south of Michigan Ave.). Constructing 200 spaces in the heart of downtown could represent nearly \$500,000 to dedicate toward a downtown shuttle. If a twelve hour shuttle, five days per week operated for \$100 per service hour, \$300,000 could be dedicated to shuttle operating costs and

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\$200,000 could be directed toward facility maintenance, security and safety. The above information is preliminary and intended for baseline discussion purposes only. Further research and analysis is necessary per individual project to adequately and properly assess future parking needs.

90 Minute Parking

There are approximately 345 90-minute spaces downtown. Their average occupancy on a typical workday is 70% based on the survey of parking recently performed by Central City Parking staff. This level of occupancy is greater than the system's reported occupancy of 56%. Compliance with 90-minute on-street parking spaces is also observed to be higher at 92% than on-street metered parking observed to be only 52% (See Enforcement and Compliance later in the report). The gross income value of the 90-minute parking was estimated in 2010 at \$545 per space based. If that estimate remains the same, the current gross income value of the 90-minute free on-street parking spaces is approximately \$188,000 annually. Because occupancy is currently higher than 58% reported in 2010, the actual gross value is likely greater than \$188,000. With the current financial conditions later described and changes happening downtown, leaders should re-examine the future of 90 minute parking including the need or purpose of the free parking, the short-term benefits or loss, and the long-term return on investment. Leaders should also evaluate alternatives to 90 minute free on-street parking.

II. Financial Conditions Analysis

The parking operation experienced hard financial times in recent years. Unlike the \$302,000 year-end cash balance of 2007, the parking operation finished 2013 with a loss of \$20,216.

Kalamazoo Financial Trend

	1997	2002	2007	2013
Total Parking Spaces (approximate)	5,500	5,200	4,300	4,000
Total Revenue per space	\$3,325,636 \$605	\$3,951,169 \$760	\$5,803,127 \$1,350	\$3,688,161 \$922
Total Expenditures per space	\$3,377,918 \$614	\$3,762,821 \$724	\$5,500,933 \$1,279	\$3,708,376 \$927
Net per space		(\$10)	\$36	\$70

Greater financial influences in 2013 compared to 2007 resulted from a 44% reduction in TIF contribution of nearly \$600,000, the absence of \$387,000 in net revenue from a legal settlement with the MCW company that occurred in 2007, and the discontinuation of a city of Kalamazoo capital maintenance contribution of \$243,000. These influences of approximately \$1.2 million occurring in 2013 would illustrate a very different and more positive picture of the parking system's financial health.

Core operating revenues increased slightly greater than 1% since 2007 (\$2,648,578 in 2013 compared to \$2,613,330 in 2007) while core direct operating expenses also increased about 1%

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(\$1,940,361 in 2013 compared to \$1,927,335 in 2007). These two factors led to a 3% increase in core operating net.

	2007	% of revenue	2013	% of revenue	Change +/-	%
Revenue						
Street Meters	\$ 353,474	14%	\$ 338,339	13%	\$ (15,135)	-4%
Unattended	\$ 471,886	18%	\$ 367,968	14%	\$ (103,918)	-22%
Attended	\$ 1,499,547	57%	\$ 1,519,615	57%	\$ 20,068	1%
Enforcement	\$ 288,423	11%	\$ 422,656	16%	\$ 134,233	47%
Total	\$ 2,613,330		\$ 2,648,578		\$ 35,248	1%
Expenses						
Salaries & Wages	\$ 694,540	36%	\$ 760,011	39%	\$ 65,471	9%
Payroll Taxes	\$ 120,280	6%	\$ 135,888	7%	\$ 15,608	13%
Worker's Compensation	\$ 25,968	1%	\$ 35,616	2%	\$ 9,648	37%
Hospitalization & Benefits	\$ 77,581	4%	\$ 96,949	5%	\$ 19,368	25%
Employee Relations & Personnel	\$ 4,745	0%	\$ 1,423	0%	\$ (3,322)	-70%
Equipment Leases/Rental	\$ 58,309	3%	\$ 6,184	0%	\$ (52,125)	-89%
Lot Leases	\$ 136,144	7%	\$ -	0%	\$ (136,144)	-100%
Liability Claims	\$ -	0%	\$ 2,229	0%	\$ 2,229	100%
Auto & Truck Expense	\$ 8,322	0%	\$ 12,713	1%	\$ 4,391	53%
Repairs & Maintenance	\$ 49,541	3%	\$ 58,676	3%	\$ 9,135	18%
Utilities	\$ 182,775	9%	\$ 160,807	8%	\$ (21,968)	-12%
Telephone	\$ 18,078	1%	\$ 15,254	1%	\$ (2,824)	-16%
Website	\$ 906	0%	\$ 1,215	0%	\$ 309	34%
Signage	\$ 5,639	0%	\$ 2,523	0%	\$ (3,116)	-55%
Materials & Office Supplies	\$ 29,106	2%	\$ 20,593	1%	\$ (8,513)	-29%
Customer Service Program	\$ 214	0%	\$ 1,140	0%	\$ 926	433%
Postage	\$ 31,649	2%	\$ 17,860	1%	\$ (13,789)	-44%
Forms & Printing	\$ 19,379	1%	\$ 29,817	2%	\$ 10,438	54%
Outside Contract Services	\$ 238,575	12%	\$ 319,958	16%	\$ 81,383	34%
Office Lease	\$ 20,000	1%	\$ 26,550	1%	\$ 6,550	33%
Management Fee	\$ 205,584	11%	\$ 234,955	12%	\$ 29,371	14%
Total	\$ 1,927,335	100%	\$ 1,940,361	100%	\$ 13,026	1%
Net						
	\$ 685,995	26%	\$ 708,217	27%	\$ 22,222	3%

Operating Revenue

Operating revenues in 2013 increased one percent compared to 2007. However, rates were adjusted multiple times since 2008, including 13% and 13.5% respectively in the daily and monthly rates of attended facilities, and 20% in on-street meter rates. Rates have also increased in unattended locations since 2008. These conditions suggests a decline in activity. The decline in activity resulted from the cinema closure, loss of the Kalamazoo Gazette, and lease cancellations with Columbia Plaza lots 11 & 12, and the Hinman lot 14.

Comparing 2007 and 2013 operating revenues, enforcement represents a larger percentage in 2013. This trend is contrary to the goals and objectives of the parking system and effective long-term parking management.

Direct Operating Expenses

Direct operating expenses increased one percent comparing 2007 and 2013 while inflation increased more than 10%. Payroll related costs increased nearly 12% and should be reviewed

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for more effective use of technology and automation. Use of technology and automation may also help reduce other costs such as forms and printing.

Net - Operating Profit Margin (Core Revenue & Direct Expenses)

As previously mentioned, the parking system experienced a 3% gain in operating net in 2013 compared to 2007. The operating profit margin also increased from 26% to 27% over the same period.

Individual Lot Efficiency

The parking committee should routinely review individual facility performance to understand trends and identify concerns. In early 2014, the committee reviewed the following information provided by the operator:

**ANNUAL NET REVENUE
January - December 2013**

	Monthly Revenue	Daily Revenue	Expenses	Net	Monthly Average
Edwards St. Lot #1	\$29,526	\$45,195	\$29,099	\$45,622	\$3,801.86
Public Safety Lot #2	\$45,593	\$13,736	\$14,474	\$44,854	\$3,737.86
Portage St. Lot #5	\$28	\$0	\$7,852	-\$7,824	-\$652.02
Festival Site Lot #6	\$8,288	\$3,487	\$2,436	\$9,339	\$778.28
Water St. Lot #9	\$137,178	\$97,066	\$65,657	\$168,587	\$14,048.93
Public Library Lot #13	\$0	\$20,229	\$5,571	\$14,658	\$1,221.52
Hinman Lot #14	\$0	\$0	\$0	\$0	\$0.00
Cancer Center Lot #16	\$29,943	\$0	\$6,619	\$23,324	\$1,943.65
Cooley St. Lot #17	\$15,797	\$0	\$3,585	\$12,212	\$1,017.66
Water & Cooley St. Lot #18	\$15,365	\$0	\$4,681	\$10,684	\$890.33
Cedar St. Lot #19	\$0	\$3,323	\$4,214	-\$892	-\$74.29
Rose St. Lot #20	\$7,086	\$0	\$2,506	\$4,580	\$381.64
WMU Lot #30	\$43,289	\$0	\$7,593	\$35,695	\$2,974.62
Kalamazoo Mall Ramp #3	\$109,055	\$107,390	\$120,172	\$96,273	\$8,022.77
Epic Center Ramp #2	\$233,408	\$145,125	\$163,645	\$214,888	\$17,907.34
Arcadia Ramp #4	\$125,887	\$145,118	\$225,974	\$45,031	\$3,752.56
Street Meters	\$1,792	\$339,001	\$29,844	\$310,949	\$25,912.44
Overhead	\$0	\$585,004	\$695,665	-\$110,661	-\$9,221.76
Downtown Enforcement	\$0	\$215,188	\$188,060	\$27,128	\$2,260.65
	\$802,235	\$1,719,862	\$1,577,648	\$944,448	\$78,704.03

To provide a more complete and accurate picture, the above information should be updated to collectively balance with the year-end parking system financial report. According to the above, the Portage St. parking lot # 5 is the least efficient surface lot and the Arcadia Ramp # 4 is the least efficient ramp. The Water St. lot # 9 and the Epic Center Ramp # 2 are the most efficient lot and ramp.

The above data suggests the parking system should review the future of the Portage St. parking lot # 5 and consider strategies to increase revenue and decrease expenses. If increasing revenue and/or decreasing expenses is/are not feasible, the parking system should consider selling the property.

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III. Rates

Since January 2008, the Consumer Price Index rose 26.82 points representing 12.71% inflation through December 2013. Over the same period, monthly parking rates of attended facilities increased 13.5%.

	Transient		Monthly	Meters
	Hourly	24 hr	General	Hourly
Ann Arbor	\$1.20	n/a	\$145.00	\$1.50
Battle Creek	\$0.75	\$8.00	\$45.00	n/a
Grand Rapids	\$2.00	\$10.00	\$137.00	\$0.50 - \$2.00
Lansing	\$2.00	\$10.00	\$109.50	\$0.30 - \$1.20
Royal Oak	\$0.50	n/a	\$35.00	\$0.50 - \$0.75
Traverse City	\$1.00	\$10.00	\$65.00	\$0.50 - \$0.60
Kalamazoo	\$1.61	\$9.70	\$90.00	\$0.20 - \$1.50
Avg of selected Michigan cities	\$1.29	\$9.54	\$89.50	n/a
2012 National Avg	\$3.71	\$13.09	\$105.59	\$0.81

Notes:

Transient Hourly rates exclude any free time such as "first hour free"

24 hr transient rates are median rates

Monthly General rates are median rates of various location options

Battle Creek offers the first hour free. Hourly rate is the average over eight hours

Kalamazoo hourly rate is the average hourly cost of parking over six hours

Royal Oak offers the first two hours parking for free and \$0.50 per hour thereafter

2012 National Avg - as reported in 2013 by the National Parking Association

Monthly and all day parking are reasonably close to the average of selected Michigan cities. Hourly parking appears high because of the unusually low rates in Battle Creek and Royal Oak. The hourly rate of a long-term or all day meter is very low in Kalamazoo.

System Funding and Rate Alignment

It is important to finance the parking system according to (in no particular order):

- Enhancing the quality of life;
- Economic benefits and value;
- Managing and satisfying demand.

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Leaders should evaluate how the system is being financed and the system is accommodating demand.

To encourage turn-over and maximize parking usage and availability, short-term parking rates on-street should be higher than off-street short-term rates. Because the average hourly rate to park in a ramp (\$1.61) is higher than the hourly meter rate on-street (\$1.50), the parking system should consider increasing the meter rates.

As addressed elsewhere in this report, higher demand usually dictates higher rates to encourage and optimize turnover and maximize revenue. This rule is especially important when comparing rates on-street to off-street. Hours of operation should also reflect demand and financial responsibility.

Downtown is enjoying more residents and a surge of evening and weekend establishments. With these change in mind, the parking system should consider the following:

1. Enforce on-street meter and time zone parking later in the evenings and on Saturdays;
2. Charge fees later at all attended facilities;
3. Explore converting 90 minute free on-street parking to pay parking;
4. Explore offering a period of free parking in the attended facilities.

Addressing the four items above will help:

- better balance fiscal responsibility of the system;
- improve parking rate alignment;
- generate more revenue;
- increase cost justification;
- maximize efficiency and turnover.

IV. Maintenance Conditions

In the past, structural experts suggested budgeting \$75 - \$100 per space as a target for capital maintenance. This suggestion largely pertained to structural preventative maintenance and repairs(concrete and steel). When including annual routine maintenance and replacement costs for mechanical, electrical and other equipment, the recommended budget for a 20 year old parking facility can exceed \$300 per space according to a survey conducted in 1990 (Gupta & Shiu, 2014).

According to the Parking Garage Maintenance Manual (Fourth Edition) published by the National Parking Association, the average annual maintenance cost (preventive, routine, and replacement) for a new parking garage/ramp is \$146.70 per space. This includes some costs

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such as contracted elevator and access control equipment maintenance that are often included as an operating expense.

In 2006, Walker Parking Consultants (WPC) forecasted \$1.8 million for future maintenance of the three parking ramps. In 2014, WPC forecasted \$2.2 million which includes \$338,000 in elevator upgrades at Ramp #2.

Facility	Spaces	Condition	2006		Condition	2014	
			10 Year Budget	per space/yr		10 Year Budget	per space/yr
Ramp 2	764	Fair to Good	\$882,000	\$115	Fair	\$1,262,000	\$165
Ramp 3	503	Brand New	\$407,000	\$81	Very Good	\$407,000	\$81
Ramp 4	608	Good	\$543,000	\$89	Good	\$510,000	\$84
Total	1875		\$1,832,000	\$98		\$2,179,000	\$116

Nearly ten years ago, the City of Kalamazoo committed up to \$265,000 annually for capital maintenance over ten years. Since 2007, the City of Kalamazoo paid for more than \$1 mil. in repairs:

2007	\$243,256
2008	\$240,278
2009	\$142,855
2010	\$265,800
2011	\$165,800
2012	\$0
2013	\$0
Total	\$1,057,989

Because of budget constraints, the city did not pay for repairs after 2011. The parking system should quickly determine an alternative financial resource, such as bonds, to fund future repairs.

In addition to the WPC structural evaluations, Central City Parking performs annual "Duty to Notify" inspections of all facilities, including surface lots. These inspections are from an operator's perspective and focus on housekeeping items and concerns that may be structurally hazardous or a safety concern. Concerns are organized according to the following categories:

- A/S - Accident / Safety - May be hazardous to personal safety
- S & SM - Structural & Structural Monitor - Conditions that should be referred to and inspected by a structural engineer.
- H - Housekeeping - General maintenance, such as painting, weeds, waste receptacles, window cleaning, signage, etc...

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The chart below provides historical information and indicates some increasing areas of concern particularly with structural and structural monitoring. The highest number of concerns are noted for the Epic Center Ramp # 2. DKI should share the report with a structural engineer to assess if the increase of more than 100% in identified structural concerns is due to increasing deterioration or deferred maintenance.

	Lots			Ramps			Total
	A/S	S & SM	H	A/S	S & SM	H	
2004	6	10	19	19	25	51	130
2005	9	20	63	21	35	50	198
2006	16	19	84	33	13	57	222
2007	23	10	85	24	32	97	271
2008	20	6	79	14	36	79	234
2009	7	8	99	7	22	104	247
2010	13	14	87	5	16	84	219
2011	13	15	86	4	13	76	207
2012	17	13	91	2	26	69	218
2013	10	5	72	2	31	78	198
2014	11	8	65	7	75	97	263



V. Safety & Security

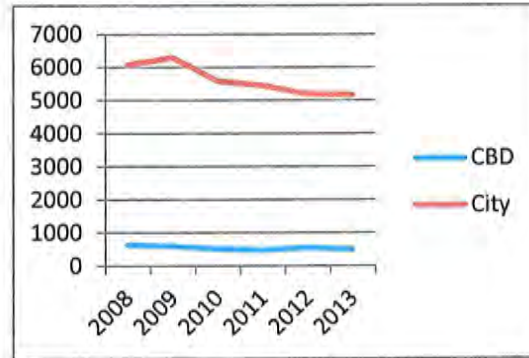
DKI and Central City Parking continue striving to improve downtown safety and security for the downtown parking system. They continue to work very closely with the Kalamazoo Public Safety and the downtown safety committee to review events and conditions that affect the quality of life within the parking system.

Since 2007, reported crimes appears to have decreased downtown and citywide (*See Kalamazoo Department of Public Safety Monthly Crime Stat Reports for the CBD and Citywide*).

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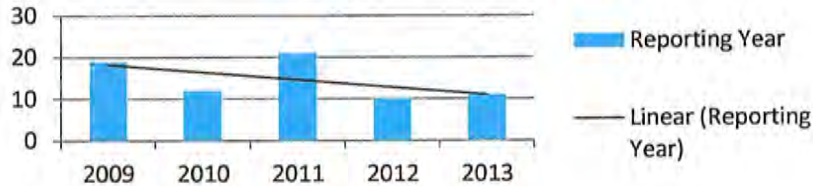
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	CBD	City	
2008	639	6071	11%
2009	599	6299	10%
2010	513	5584	9%
2011	480	5449	9%
2012	554	5185	11%
2013	496	5154	10%
Total	3281	33742	10%
6 yr avg	547	5624	
3 yr avg	510	5263	



Over the last five years (2009 - 2013), incidents within the parking system, as reported by Central City Parking, have also declined.

Central City Parking Reported Incidents

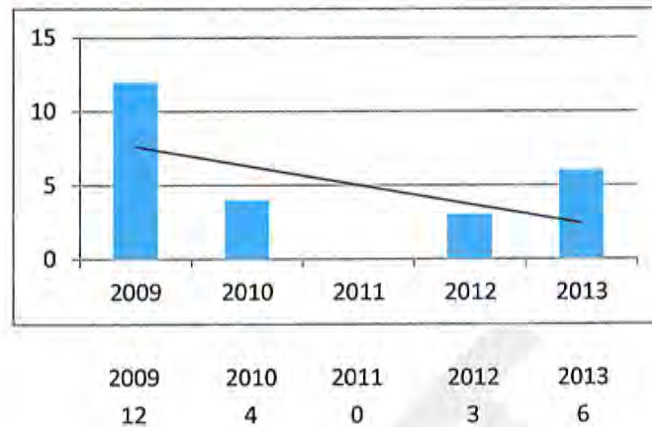


Year	# of incidents
2009	19
2010	12
2011	21
2012	10
2013	11

Because of the increase in structural concerns reported by Central City Parking, personal injury claims were reviewed. Over the same five year period (2009 - 2013), personal injury claims are declining. However, there was a rash of claims in 2009 and increase in 2013 that should be reviewed and addressed to minimize future risk.

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VI. Technology and automation feasibility

The parking system continues to explore using technology to operate more effectively and efficiently. Since 2008, the parking system has introduced pay-by-phone on-street technology and access and revenue control equipment on the Edwards St. Lot # 1 and Water St. Lot # 9. The parking system also explored single space electronic meters that accept credit cards and further use of multi-space technology on-street. Recently, the parking system began reviewing the use of automated pay-on-foot stations in the parking ramps and license plate recognition camera technology for enforcement.

The parking industry is trending more toward the use of credit card and automation technology. The number of parking operations requiring attendants appears to be declining and the use of credit card payments in lieu of cash appears to be increasing. Some facilities are even exploring ticketless entry systems that service credit and debit card only or rely on 7-10 digit codes, license plate recognition, or both. Globally, communities are exploring the use of in-ground sensors and cameras to monitor vehicle traffic and parking.

A recent customer survey indicated 79% of respondents would use automated technology instead of interacting with an attendant and 84% of respondents would use credit cards in lieu of cash. This supports the industry trend and is significantly different from the 2008 survey results where 80% of the respondents indicated they preferred human interaction over automation.

Based on the 2013 core expenses noted earlier in the report, payroll represented approximately 53% of the total expenses. In 2014, they are projected to be 54%, and 2015 is budgeted to be 56%. With the rising minimum wage, taxes, and health care insurance costs, payroll-related expenses will be increasingly harder to control in the future. The parking system needs to aggressively explore and promptly but cautiously and carefully implement automation strategies for the attended facilities.

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Concerns shared by committee members and some downtown businesses suggest increasing challenges and complaints and declining satisfaction relating to revenue and access control equipment installed in Lots 1 & 9. Internal traffic backups during the exiting process and turning radius on Lot 9 and external traffic backups during the entering process on Lot 1 are the primary complaints. The committee should alleviate these concerns before or in conjunction with any equipment or technology changes.

The system should also consider updating the electronic meter software and explore ways and means to accept credit cards with the on-street technology in addition to pay-by-phone, such as single or multi-space electronic meters.

The parking system must also explore strategies to improve controls and increase the convenience of unattended surface lots currently using honor park slot boxes, such as the former Public Safety lot # 2 or the Library lot # 13. Some communities are actually being challenged on the legality and enforceability of honor park slot boxes (McGovern, 2014). One strategy that will help with improving control is in-ground motion sensors that can detect and record vehicle movement. The sensors will create an auditable trail of vehicle activity within a particular area and time.

In addition to access and revenue control, the parking system must also explore technologies that improve ways and means of using computers, surveillance equipment, lighting, communication devices, telephones, and other similar hardware.

VII. Record Retention, Reporting & Auditing

With greater efficiencies and use of technologies, the parking system cannot disregard the importance of maintaining good data review, retention, reporting, and security. The parking system collects revenue from an array of sources using a variety of means that involve varying degrees of human intervention and oversight. Failing to routinely review trends of financial information and operational activity could result in loss and liability.

As the parking operation uses technology more consistently, the accumulation and availability of data will increase. Much of the data will likely be personal data from increasing credit card use. Procedures must be developed to ensure adequate review, oversight and data security. The parking system must also restrict access to personal and other sensitive information and immediately report any breach of such restrictions.

Monthly Activity Reporting

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The monthly activity reports completed by Central City Parking and submitted to the parking committee are a useful means of reporting information. The reports should be expanded to include:

1. Malfunctioning revenue control equipment, including meters
2. Tickets issued, collected, voided, missing, and outstanding at attended facilities
3. Free or no charge parking extended in facilities
4. Scofflaw and habitual offenders list
5. Outstanding citations and corresponding value
6. Data security breach
7. Parking invoiced, paid, and outstanding
8. Average collection period - (amount of time for customer to pay invoice)

Year-end Financial Reporting

As mentioned earlier, the parking system management team should report all revenue and expenses by facility on an annual basis to evaluate facility efficiencies, profitability, and losses.

VIII. Customer Service

In July, 2014, Downtown Parking Solutions assisted Downtown Kalamazoo Inc. (DKI) and Central City Parking (CCP) with preparing, releasing and promoting an electronic customer survey using SurveyMonkey. The 2014 survey represents a broader target audience than 2008. In 2008, 500 hard-copy surveys were distributed at the four attended facilities. The 2014 survey consisted of a link to the electronic survey on DKI's website, an email blast promoting the survey, and distribution of 1,000 promotional cards to visitors of the attended facilities and on-street. The 2008 survey generated 119 responses. The 2014 survey generated 287 responses, a 141% increase. The expanded target audience helps provide a broader representation of consumer opinion.

The survey consisted of 16 questions, including four grading questions relating to convenience, courtesy, cleanliness, and safety. The survey also addressed automation, credit cards in lieu of cash, rates, preferred type of facility, pay-by-phone, purpose of coming downtown, and how parking influences someone's decision to come downtown.

The following illustrates responders' opinion toward convenience, safety, courtesy, and cleanliness:

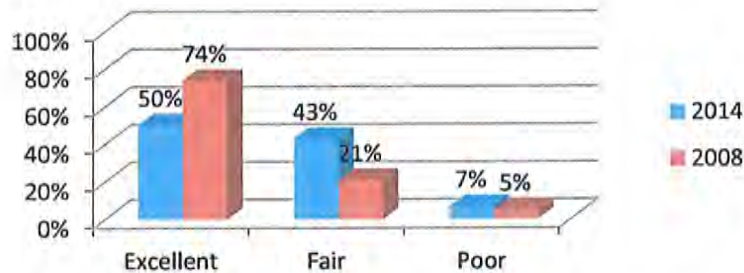
	2014					2008			
	Excellent	Fair	Poor	Total		Excellent	Fair	Poor	Total
Convenience	126	131	30	287	Convenience	93	23	3	119
Courtesy	175	97	15	287	Courtesy	110	9	0	119
Cleanliness	144	124	19	287	Cleanliness	77	35	7	119
Safety	<u>132</u>	<u>141</u>	<u>14</u>	287	Safety	<u>74</u>	<u>32</u>	<u>13</u>	119
Total	577	493	78		Total	354	99	23	

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% 50% 43% 7% % 74% 21% 5%

Customer Opinion Survey Grading Convenience, Courtesy, Cleanliness, and Safety



The chart suggests a collective decline in customer opinion. The greatest decline was identified in convenience (34 percentage points) followed by courtesy (31 percentage points). Cleanliness and safety declined 15 and 16 percentage points respectively. The apparent decline may not be indicative of greater dissatisfaction but representative of a broader and changing audience and customer base. Regardless, the response provides a good gauge for measuring which strategies have a greater chance for success.

Interestingly, 91% of responders are not interested in paying more to receive a higher level of service, compared to 83% in 2008.

IX. Enforcement and Compliance

Encouraging good parking behavior is key to maximizing revenue. Controlling demand and curbing abuse are essential to optimizing efficiency. Effective management also enables a system to financial operate with lower dependence upon punitive revenue sources such as parking fines.

In 2007, enforcement revenue represented four percent (4%) of the budgeted annual revenue. In 2014, enforcement revenue represents eleven percent (11%). However, fine collections reported as of August suggest only \$249,000 may be collected in 2014 which is 33% less than budgeted but still more than 7% of the budgeted annual revenue. If projections hold true, 7% will still demonstrate a financial dependence greater than 4% of 2007.

Enforcement levels were slightly more than 2,000 citations per month in 2008 and increased yearly until peaking at just under 2,200 per month in 2010. In 2011, enforcement levels decreased 17%. In 2014, enforcement is projected to significantly decline again to under 1,500

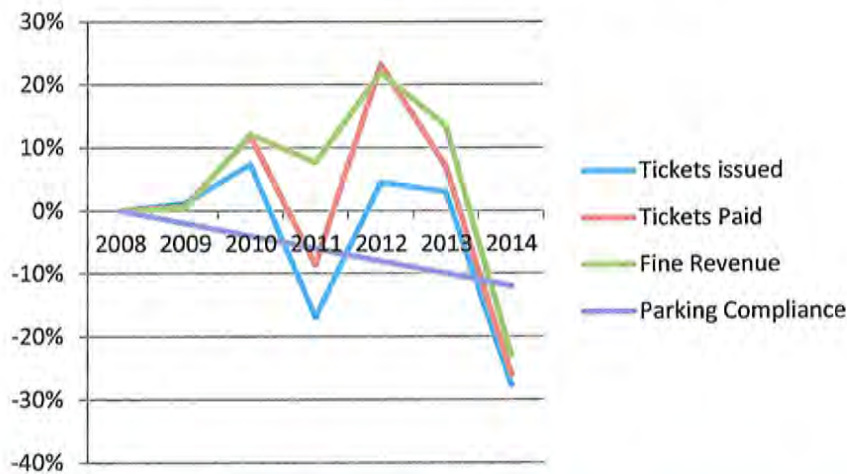
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citations per month. If true, this trend is likely to have some correlation with revenue and parking behavior.

Over several days, one hundred and thirty-seven randomly selected vehicles were observed for meter and time-zone parking compliance. Thirty-two vehicles were identified to be in violation. The observations suggested 77% compliance which is less than the 87.5% compliance observed in 2008.

The first graph below represents enforcement levels since 2008 and corresponding fine revenues. The chart also depicts the decline in compliance.



Important Note: Pay-by-Phone is currently being reviewed for payment of some expired meters identified in the above graph. The findings may alter the graph.

The next chart itemizes where the non-compliance was observed:

	Vehicles	Non-Compliant	%	Ticketed	%
Meters	52	25	48%	4	16%
90 Minute Time Zone	85	7	8%	0	0%
Total	137	32	23%	4	13%

There may also be a correlation between enforcement, compliance, and meter revenue. In 2007, meters generated more than \$353,000. Considering the 20% meter rate increase from \$1.25 to \$1.50 per hour that occurred in 2008, meters should generate more than \$400,000

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annually absent any change in demand. As of July 2014, meters are generating approximately \$26,000 per month or \$308,000 annually.

When comparing reported occupancy in 2014 to 2008, consumer demand for on-street metered parking increased from 26% in 2008 to 38% in 2014. This change further suggests reported meter revenue in 2014 should be higher than 2007. The graph below illustrates the change in meter revenue and demand comparing 2008 and 2014.



Weather and construction can significantly impede generating on-street revenue. These factors should be investigated for their contribution to declining revenue. Behavioral changes may also be a factor in declining on-street revenue. Some vehicles may be migrating from the street and into the off-street facilities. Off-street revenues appear to be exceeding budget projections. However, a degree of that excess is likely caused by new business development and not behavioral changes.

The cost of parking all day in a parking ramp or attended facility is \$9.70. The initial fine for an expired meter or overtime parking is \$10.00. The modest disparity between the fine and all day parking rate is not high enough to effectively deter parking violations. This condition may be contributing to the decreasing compliance as earlier illustrated. Considering downtown Kalamazoo offers a 6-month forgiveness policy, the initial fine for expired meter and other lesser offenses should be at least \$15.00 and the remaining more serious offenses currently at \$20.00 should be adjusted to \$30.00. Handicap violations should be adjusted from \$50.00 to \$75.00. All late fees should also be adjusted according to the schedule below:

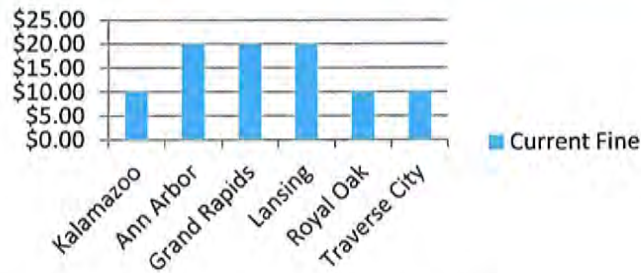
Current fine	Proposed fine	After 7	After 14	After 30
\$10.00	\$15.00	\$30.00	\$40.00	\$50.00
\$20.00	\$30.00	\$60.00	\$70.00	\$80.00
\$50.00	\$75.00	\$100.00	\$125.00	\$150.00

A survey of comparable cities previously compared in the rate section indicates Kalamazoo's proposed fine does not appear excessive.

The following is a survey of expired meter fines in comparable cities:

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**Expired Meter Fines
of Comparable Michigan Cities**

1. Ann Arbor
 - \$10.00 if paid the next business day
 - \$20.00 within 14 days
 - \$40.00 after 14 days
 - \$60.00 after 30 days

2. Battle Creek
 - 1st ticket - courtesy
 - 2nd & 3rd - \$5.00 (\$2.00 next day)
 - 4th & 5th - \$10.00 (\$5.00 next day)
 - 6th & 7th - \$25.00 (\$12.00 next day)
 - 8th & 9th - \$50.00 (\$25.00 next day)
 - 10 or more - \$100.00 (\$50.00 next day)

3. Grand Rapids
 - \$20.00 - within 10 days
 - \$40.00 - 11 - 90 days
 - \$60.00 - over 91 days

4. Lansing
 - \$10.00 if paid within 2 hours
 - \$20.00 initial fine
 - \$30.00 after 14 days
 - \$40.00 after 28 days

5. Royal Oak
 - \$10.00

6. Traverse City
 - \$10.00 within 15 days
 - \$20.00 - 16-30 days
 - \$30.00 after 30 days

Additionally, downtown Kalamazoo should consider implementing a habitual violator ordinance for individuals receiving more than five citations in one year. Records indicate there are nearly

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200 chronic violators having collectively received more than 2,500 tickets in 2014. This trend suggests approximately 300 tickets per month or 15 per day are issued to chronic violators.

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PARKING LOT LEASE AGREEMENT

This Parking Lot Lease Agreement is made this 27 day of MAY, 2008, between Downtown Tomorrow Incorporated (Landlord) and the Kalamazoo Downtown Development Authority, A Michigan Public Corporation (Tenant).

In consideration of the respective covenants and conditions herein contained, the parties hereby agree as follows:

1. LEASED PREMISES. This agreement governs the lease by Tenant from Landlord of the three parking lots located on the property situated in the City of Kalamazoo, County of Kalamazoo and State of Michigan, as more particularly described in Exhibit "A" attached hereto and incorporated herein by reference (leased premises).
2. TERM. The term of this Agreement shall be five (5) years and shall commence on JUNE 1, 2008.
3. RENT. Tenant shall pay rent for the leased premises on a monthly basis in the amount equal to 57% of gross revenue generated from parking on Leased premises. Such rent shall be made on or before the 15th of each month during the term on this Agreement.
4. USE AND OPERATION OF PREMISES. The use and operation of the leased premises shall be on the following terms and conditions.
 - A. Tenant may use and occupy the leased premises only for public parking of motor vehicles or as approved by Landlord. Tenant shall have exclusive control over operation policy.
 - B. Tenant shall, at its expense, make improvements including marking of individual parking spaces, marking of fire lanes, asphalt repairs not to include resurfacing or sidewalk repairs), installation of signs, installation of parking maters, snow removal, and other improvements which may be necessary to permit safe parking.
 - C. Tenant shall be responsible for the permitting of parkers on the leased premises and shall enforce the leased premises to insure only permitted vehicles occupy the leased premises.
 - D. Landlord shall pay all taxes and assessments on the property.
5. PARKING RATES. Tenant shall have exclusive authority to establish parking rates. Tenant agrees to individually negotiate all existing customer accounts which may not be commensurate with Tenants operating policy.
6. REVENUE. Landlord agrees to surrender to Tenant 43% of gross revenue generated from parking on the Leased Premises.
7. ENTRANCE SIGNS. Tenant agrees to install, at its cost, entrance signs at all entrances to the leased premises. The signs shall be the property of the Tenant during and after the term on the lease.
8. INSURANCE. Tenant shall obtain and maintain public liability insurance designating Landlord as an additional insured and provide proof of insurance to Tenant coincident with commencement of lease term.

AMENDMENT #1 TO PARKING LOT LEASE AGREEMENT

The Parking Lot Lease Agreement Amendment #1 is made the 19 day of MAY 2015, between Downtown Tomorrow, Incorporated (Landlord) and the Kalamazoo Downtown Development Authority, A Michigan Public Corporation (Tenant). The Agreement includes the lease of Lots #17 and #18 (See attached map) located at West Water Street and Cooley Street.


This Amendment is to extend the term and conditions of the Parking Lot Lease Agreement for (1) year beginning on June 1st 2015 with the option of extending on a year to year basis thereafter.



Downtown Tomorrow, Incorporated

5/19/15

Date



Kalamazoo Downtown Development Authority

5/18/15

Date

PARKING LOT LEASE AGREEMENT

This Parking Lot Lease Agreement is made this 11 day of JUNE, 2009, between the City of Kalamazoo Brownfield Redevelopment Authority (Landlord) and the Kalamazoo Downtown Development Authority, A Michigan Public Corporation (Tenant).

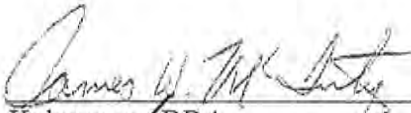
In consideration of the respective covenants and conditions herein contained, the parties hereby agree as follows:

1. LEASED PREMISES. This agreement governs the lease by Tenant from Landlord of the one parking lot located on the property situated in the City of Kalamazoo, County of Kalamazoo and State of Michigan, as more particularly described in Exhibit "A" attached hereto and incorporated herein by reference (leased premises).
2. TERM. The term of this Agreement shall be month to month and shall commence on _____.
3. RENT. Tenant shall pay rent for the leased premises on a monthly basis in the amount equal to 50% of net revenue generated from parking on Leased premises. Such rent shall be made on or before the 15th of each month during the term on this Agreement.
4. USE AND OPERATION OF PREMISES. The use and operation of the leased premises shall be on the following terms and conditions.
 - A. Tenant may use and occupy the leased premises only for public parking of motor vehicles or as approved by Landlord. Tenant shall have exclusive control over operation policy.
 - B. Tenant and Landlords shall share in the costs (50/50) of making minor improvements including but is not limited to marking of individual parking spaces, marking of fire lanes, asphalt patching, installation of signs, and other improvements which may be necessary to permit safe parking.
 - C. Tenant shall be responsible for the permitting of parkers on the leased premises and shall enforce the leased premises to insure only permitted vehicles occupy the leased premises.
 - D. Landlord shall pay all taxes and assessments on the property.
5. PARKING RATES. Tenant shall have exclusive authority to establish parking rates. Tenant agrees to individually negotiate all existing customer accounts which may not be commensurate with Tenants operating policy.
6. REVENUE. Tenant agrees to surrender to Landlord 50% of net revenue generated from parking on the Leased Premises.
7. INSURANCE. Tenant shall obtain and maintain public liability insurance designating Landlord as an additional insured and provide proof of insurance to Tenant coincident with commencement of lease term.
8. LIABILITY. Landlord agrees to indemnify and hold Tenant harmless against any and all liability and loss whatsoever arising from any damage caused by negligence of Landlord and its agents or from conditions existing prior to the commencement of

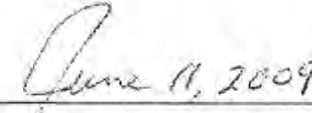
this agreement. Landlord is not responsible for workers' compensation insurance and is not liable for workers' compensation claims.

9. COMPLETE AGREEMENT. Landlord and Tenant each hereby acknowledge that this Agreement encompasses the entire agreement of the parties and that there are no other agreements or understandings between them with respect to the leased premises.

In WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.



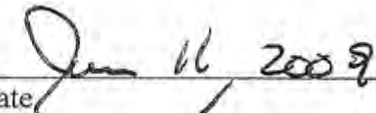
Kalamazoo BRA



Date



Kalamazoo Downtown Development Authority



Date

PARKING LOT LEASE AGREEMENT

This Parking Lot Lease Agreement is made this 12TH day of January 2011, between the Board of Trustees of Western Michigan University, a Michigan constitutional body corporate ("Landlord") and the Kalamazoo Downtown Development Authority, A Michigan Public Corporation ("Tenant"). This Parking Lot Lease Agreement will expire on 30TH day of January 2012.

In consideration of the respective covenants and conditions herein contained, the parties hereby agree as follows:

1. LEASED PREMISES. This agreement governs the lease by Tenant from Landlord of the parking lot #30 located on the property situated in the City of Kalamazoo, County of Kalamazoo and State of Michigan, as more particularly described in Exhibit "A" attached hereto and incorporated herein by reference (leased premises).
2. TERM. The term of this Agreement shall be for 364 days and shall commence on Feb 1, 2011.
3. RENT. Tenant shall pay rent for the leased premises on a monthly basis in the amount equal to 100% of net revenue generated from parking on Leased premises until 100% of the site improvement expenses have been reimbursed to the Landlord. Thereafter the Tenant shall pay rent for the leased premises on a monthly basis in the amount equal to 50% of net revenue generated from parking on Leased premises. Such rent payment shall be made on or before the 15th of each month during the term of this Agreement. Late fees will be assessed for payments made after the 15th of each month. In the event Landlord shall fail to timely receive any Rent payment within five (5) days after the due date a Fifty (\$50.00) Dollar late payment administrative fee shall accrue and be payable in addition to the unpaid Rent independent of any other remedy available under this Lease or as matter of law. This fee is not a penalty but a fee calculated to endeavor to reimburse Landlord for staff time and expense generally incurred and needed to address delinquent payment issues. Exhibit B attached displays the details of expenses, and gross and net revenues.
4. USE AND OPERATION OF PREMISES. The use and operation of the leased premises shall be on the following terms and conditions.
 - A. Tenant may use and occupy the leased premises only for public parking of motor vehicles or as approved by Landlord. Tenant shall have exclusive control over operation policy.
 - B. Landlord shall construct and pay for all improvements to the parking lots including but not limited to marking of individual parking spaces, marking of fire lanes, asphalt patching, installation of signs, and other improvements which may be necessary to permit safe parking.
 - C. Tenant shall be responsible for the permitting of parkers on the leased premises and shall enforce the leased premises to insure only permitted vehicles occupy the leased premises.
 - D. Landlord shall pay all taxes and assessments on the property.

5. PARKING RATES. Tenant and Landlord shall agree to an established parking rate structure. Tenant agrees to individually negotiate all existing customer accounts which may not be commensurate with Tenant's operating policy.
6. INSURANCE. Tenant shall obtain and maintain public liability insurance designating Landlord as an additional insured and provide proof of insurance to Tenant coincident with commencement of lease term. Landlord shall provide proof of general liability insurance policy in the amount of \$1,000,000.
7. LIABILITY. Each party shall indemnify and hold harmless the other party against any and all liability and loss whatsoever arising from any claims, suits, or damage caused by the negligence, gross negligence, or intentional acts of the indemnifying party. Landlord is not responsible for workers' compensation insurance and is not liable for workers' compensation claims. Tenant will not be liable for incidents or claims as a result of posts and chains recently installed by Landlord.
8. COMPLETE AGREEMENT. Landlord and Tenant each hereby acknowledge that this Agreement encompasses the entire agreement of the parties and that there are no other agreements or understandings between them with respect to the leased premises.

In WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.



Western Michigan University Board of Trustees

2/12/11

Date



Kalamazoo Downtown Development Authority

6/30/11

Date

PARKING VALIDATION AGREEMENT

This Parking Validation Agreement ("Validation Agreement") is made and entered into this 15 day of February, 2013, by and between the Downtown Development Authority of the City of Kalamazoo, a public corporation organized and existing pursuant to the authority of Act 197, Public Acts of Michigan, 1975, MCL 125.1651, et seq., having an address of 141 East Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007 ("DDA") and EPT Kalamazoo, Inc., a Missouri corporation, having an address of 909 Walnut Street, Suite 200, Kansas City, Missouri 64106 ("EPT")

RECITALS

A. The DDA, as Landlord, entered into an Amended and Restated Parking Space Lease Agreement ("Master Lease") with Ramp 3, LLC, as Tenant, for the lease of parking spaces to Tenant in a multi-story parking ramp (Kalamazoo Mall Ramp ("KMR")) to be constructed in conjunction with Tenant's development of an adjacent multi-use facility of retail, office and residential space as well as a multi-screen theater complex ("Project"). The Master Lease is dated either October 25, 2005 or November 15, 2005. Regardless of the date, the parties acknowledge and accept the Master Lease as one and the same document.

B. One aspect of the Master Lease was to make available to the ultimate owner of the theater component of the Project validation parking spaces ("Validation Spaces") for the use and benefit of theater patrons.

C. EPT is the theater owner and, as such, that portion of the Master Lease regarding the Validation Spaces was assigned by Tenant to EPT by an Assignment and Sublease of Parking Space Lease Agreement ("Assignment"). The Assignment is dated either October 25, 2005 or November 15, 2005. Regardless of the date, the parties acknowledge and accept the Assignment as one and the same document.

D. By the terms of the Assignment EPT agreed to be bound by all of the terms, conditions and obligations of the Master Lease relating to the Validation Spaces, including, among other things, the term of the Master Lease, 25 years with options to renew for five five-year increments, and the rent to be paid for the Validation Spaces in the amount of \$130,000.00 annually, adjusted by the Cost of Living Index, payable in equal monthly installments on the first of the month beginning the month following the "Commencement Date", which was November 17, 2006, resulting in monthly payments beginning December 1, 2006.

E. The DDA consented to the Assignment by the execution of a "Consent and Acknowledgement of the DDA" ("Consent").

F. From the outset of operation as a multi-screen theater, attendance projections have not been met, thereby detrimentally impacting the finances of the entity

operating the theater ("Theater Operator"). The initial operator has ceased operations and in an effort to obtain a successor, EPT has requested certain concessions of the terms and conditions of the Master Lease.

G. The DDA, as a function of its public purpose of promoting economic development in the downtown and to assist in the benefits realized from the operation of a downtown theater complex is willing to enter into the following agreement.

NOW, THEREFORE, for good and valuable consideration, the parties hereto agree as follows:

1. Recitals. The Recitals accurately reflect the understanding of the parties and are incorporated herein.

2. Termination of Agreement. This Validation Agreement is for a period of 10 years commencing January 1, 2013 unless earlier terminated by EPT's failure to comply with the terms and provisions hereof.

3. Rent. For a period of 10 years, commencing January 1, 2013, rent for the Validation Spaces is reduced to \$60,000.00 per annum, payable, during calendar year 2013, at the rate of \$6,000.00 per month beginning March 1, 2013, due and payable on the first of the month. Commencing January 1, 2014 and continuing thereafter throughout the term hereof, annual rent shall be increased by four percent annually and the monthly payments shall be automatically adjusted to reflect such increase. Therefore, and by way of example, commencing January 1, 2014 the monthly rent shall be \$5,200.00 per month due and payable on the first of every month.

Notwithstanding the foregoing, in the event the Theater Operator shall cease operations or vacate the theater, then rent shall immediately increase to \$75,000.00 per annum as adjusted by four percent annually and payable in equal monthly installments commencing the first of the month following cessation of operations or vacation of the theater by the Theater Operator.

4. Validation Period. The period of time for which EPT shall validate parking tickets is reduced from five to four hours.

5. Binding Effect. All other terms and provisions of the Master Lease and Assignment remain in full force and effect unless expressly modified herein.

2013 - 60,000
2014 - 62,400 / 5,200 mo.
2015 - 64,896 / 5,408 mo.
2016 - 67,491.84 / 5,624.32

IN WITNESS WHEREOF, the parties hereto have executed this Validation Agreement on the day and year stated above.

DOWNTOWN DEVELOPMENT AUTHORITY
OF THE CITY OF KALAMAZOO

By: _____

Its: _____

EPT KALAMAZOO, INC.

By: _____

Its: _____

Gregory K. Silvers
Vice President

**AMENDED AND RESTATED
PARKING SPACE LEASE AGREEMENT**

This Amended and Restated Parking Space Lease Agreement ("Lease") is entered into as of this 25th day of October, 2005, by and between the **Downtown Development Authority of the City of Kalamazoo**, a public corporation organized and existing pursuant to the authority of Act 197, Public Acts of Michigan, 1975, MCLA 125.1651, et seq., having an address of 157 South Kalamazoo Mall, Kalamazoo, Michigan 49007 ("Landlord") and **Ramp 3, LLC**, a Michigan limited liability company, having an address of 700 Mall Drive, Portage, Michigan 49024 ("Tenant"), and amends and restates, in its entirety, the Parking Space Lease Agreement entered into by Landlord and Tenant dated February 24, 2005.

WITNESSETH:

WHEREAS, Landlord, by and through a contract of sublease with the City of Kalamazoo, a Michigan municipal corporation ("City") and the City of Kalamazoo Building Authority, a public body corporate ("Authority") operates the municipal parking system ("Parking System") for the benefit of the public; and

WHEREAS, part of the Parking System is a parking ramp known as "Ramp No. 3", located on a parcel of land described in attached Exhibit A ("Property"), which is to be demolished and thereafter constructed on a portion of the Property a new ramp of approximately 500 spaces ("Kalamazoo Mall Ramp" or "KMR"); and

WHEREAS, part of the Parking System is known as the "Epic Center Ramp"; and

WHEREAS, Tenant will purchase approximately 91,000 square feet of the Property from the City and Authority pursuant to, and subject to, the terms and conditions contained in a Purchase and Redevelopment Agreement between the City, Authority, Landlord, City of Kalamazoo Brownfield Redevelopment Authority ("BRA"), Tenant and Meyer C. Weiner Company dated November 5, 2004; and

WHEREAS, Tenant is to construct upon said approximate 91,000 square feet a multi-screen theater complex ("Theater") and multi-use facilities, including retail and residential (the Theater and multi-use facilities are collectively referred to as the "Project"), subject, however, to the terms and conditions of the Agreement; and

WHEREAS, upon completion of the Project, Tenant desires to hire spaces in the KMR from Landlord for use on a daily basis by tenants, occupants, licensees and invitees of tenants in the premises known as the "City Centre", tenants, occupants, licensees and invitees of the Theater ("Theater Permittees") and multi-use facilities and customers of the stores located in the City Centre ("Users"); and

WHEREAS, upon completion of the KMR, Landlord desires to lease spaces to Tenant under the terms and conditions hereinafter set forth.

NOW, THEREFORE, in consideration of the mutual covenants, promises and agreements contained herein, IT IS HEREBY AGREED as follows:

1. Premises. Landlord does hereby lease to Tenant, and Tenant hereby hires from Landlord, 350 parking spaces in the KMR (collectively, together with any Substitute Spaces, the "Ramp 3 Spaces"). Of the Ramp 3 Spaces, 50 shall be reserved and designated spaces in the KMR ("Reserved Spaces"). The Reserved Spaces shall be covered spaces and, at all times, at least 15 shall be in the KMR on the first three floors. Landlord reserves the right, on thirty (30) days notice, to direct that 100 Ramp 3 Spaces will no longer be available to Tenant in the KMR for use or sub-lease by Tenant and that 100 Ramp 3 Spaces will be provided in the Epic Center Ramp. Of the said 100 Ramp 3 Spaces, 25 will be Reserved Spaces. The Epic Center Ramp Ramp 3 Spaces shall be available on a month-to-month basis, meaning that the Landlord can direct, on thirty (30) days' notice, that such Ramp 3 Spaces will not be available there and will be reassigned. Such reassignment must be to the KMR, except in the case of the occurrence of damage to, or destruction of, the Epic Center Ramp, or other event of force majeure which makes the Epic Center Ramp unavailable for parking by any party. In such case, Landlord shall provide 100 Ramp 3 Spaces ("Substitute Spaces") elsewhere in the Parking System, all of which must be in a parking ramp, as opposed to a surface lot, unless Tenant otherwise agrees; provided that the 25 Reserved Spaces from the Epic Center Ramp will be transferred to the KMR and all will be covered. In all events, the assignment of Ramp 3 Spaces pursuant hereto shall not be done so as to breach any covenant regarding the tax exempt status of any bonds pertaining to the Parking System. The Ramp 3 Spaces will be available on a daily use basis, except that the Reserved Spaces shall be available twenty-four (24) hours per day throughout each calendar year.

2. Validation Spaces. Landlord hereby grants Tenant the right to permit Theater Permittees to park on a validation basis in any lot or ramp in the Parking System, without charge, it being agreed that the rent paid pursuant to Paragraph 4 hereof will cover the cost of Theater Permittees' validation. Landlord and Tenant and the owner and operator of the Theater (the "Theater Owner") shall establish a mutually agreeable system for validation of Theater Permittees' parking tickets. Throughout the term of this Lease, Landlord covenants to maintain in the Parking System, (i) 450 undesignated and unreserved public parking spaces in the KMR Ramp (inclusive of the Ramp 3 Spaces) for use on a "first come first served" basis by Theater Permittees and all other Users; (ii) not less than 765 total parking spaces within the parking facility commonly known as the Epic Center Ramp in the City of Kalamazoo, of which spaces no more than 77 shall be reserved or designated parking spaces, so that not less than 688 parking spaces shall be available for use on a "first come first served" basis by Theater Permittees and all other Users; and (iii) a total of 1200 undesignated and unreserved parking spaces (inclusive of the parking spaces in the KMR Ramp and the Epic Center Ramp) in the Parking System within three (3) blocks of the Theater (said spaces being the "Validation Spaces," and collectively with the Ramp 3 Spaces, the "Parking Spaces").

3. Term. The term of this Lease shall commence on the date that the KMR opens for business ("Commencement Date") and shall continue for a period of twenty-five (25) Lease Years thereafter. Each Lease Year shall be a period of twelve (12) consecutive calendar months, and the first Lease Year shall commence on the first day of the first calendar month after the

Commencement Date. Tenant shall have the right to extend the Lease term for five (5) consecutive options to renew the Lease for a term of five (5) Lease Years each, by notice to Landlord given not later than ninety (90) days prior to the end of the Initial Term or an extended term, as the case may be. The Theater Owner shall have the right to extend the Lease Term for Theater Permittee parking only, even if Tenant shall not otherwise extend. If Tenant shall fail to give notice of extension, Landlord shall so notify Tenant, and the Theater Owner, and Tenant or the Theater Owner shall have ten (10) days thereafter to give a notice of extension.

The right to extend shall be subject to the condition that Tenant or the Theater Owner, as the case may be, shall not be in material default at the time that the notice of extension shall be given.

4. Rental.

(a) From the Commencement Date until the date that the Theater opens for business and its patrons begin to use validated parking ("Validated Parking Commencement Date"), the annual rent, which includes payment for all of the Parking Spaces, shall be \$196,524.00, payable in monthly installments of \$16,377.00 each, which shall be due on the first day of each calendar month. The first payment shall be due on the first day of the first Lease Year. Rent from the Commencement Date to the first day of the first Lease Year shall be paid in a pro-rata amount with the first monthly installment.

(b) From and after the Validated Parking Commencement Date, the annual rent shall be \$296,524.00, payable in monthly installments of \$24,701.33 each. Of such annual rent amount, \$130,000.00 ("Validated Parking Rent") shall be deemed attributable to Theater Permittee validation, and the Theater Owner may pay the Validated Parking Rent directly to Landlord. The first payment of the Validated Parking Rent shall be made on the first day of the calendar month after the Validated Parking Commencement Date.

(c) The portion of the annual rent which does not include Validated Parking Rent (i.e., initially \$296,524.00 - \$130,000.00 = \$166,524.00) shall be subject to being increased at the commencement of the second and successive Lease Years. The Validated Parking Rent shall be subject to being increased on each anniversary of the first payment of the Validated Parking Rent. Such increases shall occur when it shall be determined that there shall have been an increase in the cost of living as determined by the official Consumer Price Index published by the Bureau of Labor Statistics, United States Department of Labor. ~~The Consumer Price Index to be used will be that for "Urban Wage Earners and Clerical Workers/Revised, United States City Average, (1982-84 = 100)",~~ hereinafter called "CPI".

(d) An increase in that portion of the annual rent which does not include Validated Parking Rent for the second Lease Year shall be based upon a comparison of the last CPI published prior to the end of the first Lease Year. The amount of the increased annual rent to be effective for the second Lease Year shall be calculated by multiplying \$166,524 by the last CPI published prior to the end of the first Lease Year.

divided by the last CPI published prior to the commencement of the first Lease Year. The amount of the increase to be effective for the third and successive Lease Years shall be calculated by multiplying the said portion of the annual rent in effect at the end of the previous Lease Year, divided by the last CPI published prior to the commencement of the previous Lease Year (or if there shall not have been an increase in said portion of the annual rent for the previous Lease Year, then the denominator shall be the last CPI published prior to the commencement of the last previous Lease Year for which there was an increase in said portion of the annual rent). In no event shall the rent, once increased, be decreased and no increase shall exceed four (4%) percent of the Rent for the previous Lease Year.

(e) An increase in the Validated Parking Rent for the twelve (12) calendar months following each anniversary of the first Validated Parking Rent payment shall be based upon the same calculation (substituting \$130,000 for \$166,524), shall be subject to the same limitation of an increase to four percent (4%) from year to year, and shall be effective on the first day of each anniversary.

5. Compliance With the Law and the REA. Landlord shall, at its own cost and expense, comply with the terms and conditions of the Amended and Restated Reciprocal Covenants, Easements, Common Walls, Air Rights, Encroachment, Staging and Maintenance Agreement dated October 25, 2005 by and between the City of Kalamazoo, the City of Kalamazoo Building Authority, the Downtown Development Authority of the City of Kalamazoo, Ramp 3, LLC, and Kalamazoo Acquisitions, L.L.C. (the "REA"), with all other agreements affecting the Ramp, and with all laws, orders, regulations, or ordinances of all municipal, county, state and federal authorities pertaining to the cleanliness, safety, occupation and use of the KMR and the Epic Center Ramp and any other ramp in the Parking System to which Users may be assigned Substitute Spaces pursuant to Paragraph 1.

6. Utilities and Maintenance. Landlord shall, at its own expense, maintain the KMR and the Epic Center Ramp and any other ramp in the Parking System to which Users may be assigned Substitute Spaces pursuant to Paragraph 2 in a structurally sound condition, and keep the same in clean condition and good order, consistent with the condition of similar parking structures serving first-class rental, office and mixed use projects in the State of Michigan ("Similar Ramps") and not permit any nuisance or waste. Landlord shall, at its own expense, pay for all water, gas, power and electric and all other utilities during the term of this Lease. Landlord shall, at its own expense, provide lighting from dusk until dawn in the KMR, Epic Center Ramp, and any other ramp containing Substitute Spaces.

7. Insurance. Landlord shall, at its own cost and expense, obtain and keep in force for its own benefit and the benefit of Tenant, public liability insurance in an amount not less than One Million and no/100 (\$1,000,000.00) Dollars against bodily injury, and One Million and no/100 (\$1,000,000.00) Dollars against property damage, plus such other insurance as Landlord may be required to carry under the REA. The insurance shall not be cancelled without 30 days written notice by Landlord to Tenant and the Theater Owner.

8. Default.

(a) Default of Tenant. In the event Tenant defaults in the payment of the rental and if such default continues for a period of 30 days after written notice by Landlord to Tenant thereof, then Landlord may, at its election, and at any time while Tenant is in default, terminate this Lease and re-enter into and repossess the Parking Spaces or pursue all other remedies available at law or in equity, including the right to specific performance. Landlord may, at its option, relet the Parking Spaces on any terms acceptable to Landlord. Any waiver of a specific default shall not constitute a waiver of subsequent defaults. Landlord agrees to provide such notice of Tenant's default to the Theater Owner and notwithstanding such default or any termination of Tenants' rights under this Lease with respect to the Ramp 3 Spaces, shall continue to allow the continued use of the Validation Spaces so long as the Theater Owner shall pay Landlord the Validated Parking Rent.

(b) Cure of Tenant Default by Theater Owner. If the Theater Owner is paying Validated Parking Rent directly to Landlord and Theater Owner is in default pursuant to the terms hereof, which default shall not be cured within thirty (30) days after notice from Landlord, Tenant shall have the option to cure such default, but shall not be obligated to do so, and its rights to the Ramp 3 Spaces shall continue so long as it pays the balance of the rent which is not Validated Parking Rent, plus Thirty Thousand and no/100 (\$30,000.00) Dollars together with CPI adjustments commencing pursuant to the terms of Paragraph 4 of the Lease.

(c) Landlord Default. In the event Landlord shall default in any of its obligations hereunder, and Landlord shall fail to cure said default or begin good faith efforts to cure said default within 30 days after written notice by Tenant to Landlord thereof, Tenant shall, in addition to any rights it may have under this Agreement, have the right to terminate this Lease or to cease payment of rental during the period of any such default. Both parties recognize that Tenant and Theater Owner are relying upon the Parking Spaces to provide parking for tenants of the City Centre, employees of tenants of the City Centre, Theater and Permittees' use of the multi-use facilities, and customers of the stores in the City Centre and, if Landlord were to default hereunder, Tenant would have no adequate remedy of law. Therefore, Landlord and Tenant, agree that, in addition to any other rights Tenant may have, it shall have the right to specific performance of this Lease.

(d) Self Help by Tenant or Theater Owner. In the event that Landlord shall fail to perform any of the covenants or obligations of Landlord under this Lease within 30 days after written notice of default from Tenant or Theater Owner (or if the nature of such failure to perform is such that personal injury, death, property damage or may result if not sooner corrected by Landlord, with such notice, if any, that Tenant or Theater Owner may deem reasonable in the circumstances), Tenant or Theater Owner shall have the right, but not the obligation, to cause such covenant or obligation to be performed, and to take such corrective measures as Tenant or Theater Owner may reasonably deem appropriate in order to maintain the structure in accordance with Similar Ramps and to maintain appropriate security and safety for its users, and Tenant or Theater Owner, as

the case may be, shall be reimbursed by Landlord for reasonable costs incurred in correcting and administering the correction of such default.

(e) Remedies Not Exclusive. The enumeration of certain rights and remedies of Landlord, Tenant or Theater Owner herein shall be in addition to, and not exclusive of, any other right or remedy available to such party at law or in equity.

9. Assignment or Subletting; Third Party Beneficiaries.

(a) Tenant may assign this Lease only with the prior written approval of Landlord, which approval shall not be unreasonably withheld, conditioned or delayed.

(b) It is understood, however, that it is an integral part of Tenant's agreement with the Theater Owner, that Tenant will sublet or assign the Validation Spaces to the Theater Owner on the terms herein provided and, as such, the Theater Owner is a third party beneficiary hereof and entitled to enforce the rights to Validation Spaces herein granted. Tenant and Landlord shall not amend or terminate the provisions of this Agreement regarding Theater Permittee validation without the consent of the Theater Owner. This provision shall not supersede the rights of Landlord under Paragraph 8, in the event of default beyond the applicable cure period thereof. Further, the provisions hereof shall not supersede the right of Tenant to exercise its right to suspend or terminate use of the Validation Spaces if the Theater Owner shall be in default of its obligations under its assignment and Sublease with Tenant.

(c) If Tenant shall notify Landlord that the Theater Owner is in default, and that the use of the Validation Spaces should be suspended or terminated, Landlord shall comply with such notice until notified to the contrary by Tenant. Such suspension or termination shall not affect Tenant's obligation to pay the rent set forth in Paragraph 4, nor shall the temporary or permanent closing of the Theater affect such obligation. If Tenant gives Landlord a notice to suspend or terminate use of the Validation Spaces, Tenant shall indemnify and hold Landlord harmless from any claims made by the Theater Owner or its tenant.

10. Damage or Destruction. In the event that the KMR shall be damaged or destroyed, whether by fire or other cause, Landlord shall immediately commence to repair or rebuild the same. In the event that such damage or destruction prevents use of the KMR, and Landlord does not provide additional convenient parking, reasonably acceptable to Tenant, rental shall abate to the extent that the Parking Spaces may not be used. If Landlord does not commence construction or repair to the KMR on a schedule reasonably satisfactory to Tenant, but in no event calling for completion of construction or repair more than one (1) year after such damage or destruction, Tenant shall have the right, in addition to any other rights it may have at law, equity or hereunder, on written notice to Landlord, to terminate this Lease or to damages of Five and no/100 (\$5.00) Dollars per parking space per day of delay after such reasonably satisfactory schedule for each parking space not provided.

11. Notices. Any notice necessary or proper to be given to any of the parties hereto may be served in the following manner:

(a) All notices required to be given to Landlord hereunder shall be in writing and either personally delivered or given by certified mail, return receipt requested or reputable overnight delivery service, addressed to the Downtown Development Authority of the City of Kalamazoo, 157 South Kalamazoo Mall, Kalamazoo, Michigan 49007.

(b) All notices required to be given to Tenant hereunder and copies of notices required to be given to Theater Owner shall be in writing and either personally delivered or sent by certified mail, return receipt requested or reputable overnight delivery service, addressed to Ramp 3, LLC, 700 Mall Drive, Portage, Michigan 49024.

(c) Copies of all notices required to be given to Tenant, and all notices to be given to Theater Owner, shall be in writing and either personally delivered or sent by certified mail, return receipt requested or reputable overnight delivery service, addressed to EPT Kalamazoo, Inc., 30 West Pershing Road, Suite 201, Kansas City, Missouri 64108, with a copy thereof to Rave Motion Pictures Kalamazoo, Inc., 3333 Welborn, Suite 100, Dallas, Texas 75219.

12. Peaceful Possession and Quiet Enjoyment. Landlord covenants and agrees that Tenant, upon payment of the rental at the time and in the manner provided by the terms hereof shall, upon the performance of all of the covenants hereof, peaceful and quietly have, hold and enjoy the Parking Spaces for the term hereof.

13. Condition Precedent. This Lease is subject to Tenant's purchase of the approximate 91,000 square feet adjacent to the KMR pursuant to and in accordance with the Agreement.

14. Amendment. No amendment to this Agreement shall be effective unless in writing signed by Tenant and Landlord and subject to the provisions of Paragraph 9 as to consent by the Theater Owner.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed as of the day and year first above written.

TENANT

RAMP3, LLC

By: [Signature]
Joshua T. Weiner
Its: Manager

LANDLORD

DOWNTOWN DEVELOPMENT AUTHORITY
OF THE CITY OF KALAMAZOO

By: [Signature]
Kenneth A. Nacci
Its: Executive Director

CONSENT

On this 27th day of October, 2005, the City and the Authority consent to this Lease Agreement.

CITY OF KALAMAZOO

By: [Signature]
Kenneth P. Collard
Its: Acting City Manager

CITY OF KALAMAZOO
BUILDING AUTHORITY

By: [Signature]
A. Lee Kirk
Its: Authorized Commissioner

EXHIBIT A

PARKING RAMP DESCRIPTION

Land situated in the County of Kalamazoo, City of Kalamazoo, State of Michigan being a part of Lot 95 of the Original Town of Kalamazoo, more particularly described as follows:

PARCEL 1:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the North line of South Street, South 89 degrees 53 minutes 26 seconds East 31.79 feet for the Point of Beginning; thence North 00 degrees 06 minutes 34 seconds East 20.18 feet; thence South 89 degrees 53 minutes 26 seconds East 14.67 feet; thence North 00 degrees 06 minutes 34 seconds East 5.51 feet; thence South 89 degrees 53 minutes 26 seconds East 27.01 feet; thence South 00 degrees 06 minutes 34 seconds West 25.69 feet to the North line of South Street; thence along the North line of South Street, North 89 degrees 53 minutes 26 seconds West 41.68 feet to the point of beginning.

PARCEL 2:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the East line of Farmer's Alley, North 00 degrees 11 minutes 56 seconds West 286.79 feet; thence North 89 degrees 52 minutes 26 seconds East 21.02 feet; thence North 00 degrees 10 minutes 03 seconds West 17.89 feet; thence North 45 degrees 05 minutes 05 seconds East 23.60 feet for the Point of Beginning; thence continuing North 45 degrees 05 minutes 05 seconds East 31.92 feet; thence South 44 degrees 54 minutes 55 seconds East 47.08 feet; thence South 45 degrees 05 minutes 05 seconds West 31.92 feet; thence North 44 degrees 54 minutes 55 seconds West 47.08 feet to the Point of Beginning.

PARCEL 3:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the Easterly line of Farmer's Alley, North 00 degrees 11 minutes 56 seconds West 286.79 feet; thence North 89 degrees 52 minutes 26 seconds East 21.02 feet; thence North 00 degrees 10 minutes 03 seconds West 17.89 feet for the point of beginning; thence continuing North 00 degrees 10 minutes 03 seconds West 73.36 feet; thence South 89 degrees 48 minutes 51 seconds West 21.05 feet to the Easterly line of Farmers Alley; thence along said Easterly line, North 00 degrees 08 minutes 21 seconds West 100.75 feet to the Southerly line of Exchange Place; thence along the Southerly line of Exchange Place, North 89 degrees 58 minutes 30 seconds East 18.42 feet; thence continuing along said Southerly line, South 50 degrees 08 minutes 30 seconds East 124.26 feet; thence North 45 degrees 06 minutes 05 seconds East 82.49 feet; thence North 44 degrees 54 minutes 55 seconds West 16.42 feet; thence North 45 degrees 05 minutes 05 seconds East 14.58 feet to the Southwesterly line of Portage Street; thence along the Southwesterly line of Portage Street, South 44 degrees 54 minutes 55 seconds East 97.17 feet; thence South 45 degrees 05 minutes 05 seconds West 39.83 feet; thence North 44 degrees 54 minutes 55 seconds West 24.75 feet; thence South 45 degrees 05 minutes 05 seconds West 40.17 feet; thence North 44 degrees 54 minutes 55 seconds West 5.92 feet; thence South 45 degrees 05 minutes 05 seconds West 80.17 feet; thence North 44 degrees 54 minutes 55 seconds West 1.33 feet; thence South 45 degrees 05 minutes 05 seconds West 13.41 feet; thence North 44 degrees 54 minutes 55 seconds West 47.08 feet; thence South 45 degrees 05 minutes 05 seconds West 55.52 feet to the Point of Beginning. Subject to easements and restrictions apparent and of record.

**ASSIGNMENT AND SUBLEASE OF
PARKING SPACE LEASE AGREEMENT**

This Assignment and Sublease of Parking Space Lease Agreement ("Sublease") is entered into as of this 25th day of October, 2005, by and between Ramp 3, LLC, a Michigan limited liability company, having an address of 700 Mall Drive, Portage, Michigan 49024 ("Landlord") and EPT Kalamazoo, Inc., having an address of 30 West Pershing, Suite 201, Kansas City, Missouri 64108 ("Tenant").

WITNESSETH:

WHEREAS, Tenant has purchased the property described on Exhibit A, attached to this Sublease and incorporated by reference herein (the "Property") and will, as landlord, cause the construction of and lease to its tenants and subtenants a multi-screen movie theater (the "Theater") to be constructed on the Property;

WHEREAS, by that certain Amended and Restated Parking Space Lease Agreement dated October 25, 2005 (the "Master Lease"), the Downtown Development Authority of the City of Kalamazoo, as landlord, (the "DDA") has leased certain parking spaces to Landlord for use by Theater Permittees (as more particularly defined in Section 2 of the Master Lease, the "Validation Spaces") on a validation basis throughout the term of the Lease by and between Landlord, as landlord, and Tenant, as tenant (the "Theater Lease"), on the terms and conditions set forth in the Master Lease;

WHEREAS, pursuant to the terms of the Master Lease, Landlord has the right to assign or sublease the Validation Spaces to Tenant and Tenant has the right to sublease same as provided therein; and

WHEREAS, Landlord and Tenant now desire to enter into this Sublease on the terms, conditions and provisions set forth herein.

NOW, THEREFORE, in consideration of the mutual covenants, promises and agreements contained herein, IT IS HEREBY AGREED as follows:

1. Definitions. Capitalized terms not otherwise defined herein shall have the meaning given in the Master Lease.
2. Premises. Landlord does hereby assign and sublet to Tenant, and Tenant hereby accept and rents from Landlord, the Validation Spaces and all rights thereto, on the terms and subject to the conditions set forth in herein and the Master Lease.
3. Term. The term of this Sublease shall be concurrent with the term of the Master Lease, and Tenant shall have all options to renew this Sublease or to lease directly under the Master Lease as are granted for the benefit of the Theater Owner under the Master Lease.

4. Rental.

(a) From the Commencement Date until the date that the Theater opens for business and its patrons begin to use validated parking ("Validated Parking Commencement Date"), no rent shall be payable.

(b) From and after the Validated Parking Commencement Date, the initial annual rent hereunder shall be \$130,000.00, payable in monthly installments of \$10,833.33 ("Validated Parking Rent"), and such rent shall increase as provided in the Master Lease. In the event that the Validated Parking Commencement Date occurs on a day other than the first day of a month, the installment of Validated Parking Rent for the first month shall be prorated for the number of days in such month following the Validated Parking Commencement Date.

(c) Tenant may pay the Validated Parking Rent directly to the DDA. The first payment of the Validated Parking Rent shall be made on the first day of the calendar month after the Validated Parking Commencement Date.

5. Compliance With the Law, the Master Lease and the REA. Landlord and Tenant shall comply with and shall cooperate with each other in causing the DDA to comply with the terms and conditions of the Master Lease and the First Amended and Restated Reciprocal Covenants, Easements, Common Walls, Air Rights, Encroachment, Staging and Maintenance Agreement dated October 25, 2005 by and between the City of Kalamazoo, the City of Kalamazoo Building Authority, the Downtown Development Authority of the City of Kalamazoo, Ramp 3, LLC, and Kalamazoo Acquisitions, L.L.C. (the "REA"), with all other agreements affecting the Ramp, and with all laws, orders, regulations, or ordinances of all municipal, county, state and federal authorities pertaining to the cleanliness, safety, occupation and use of the KMR and the Epic Center Ramp and any other ramp in the Parking System within a three-block radius of the Theater.

6. Utilities and Maintenance. Landlord shall cooperate with Tenant in causing the DDA to maintain the KMR and the Epic Center Ramp and any other ramp in the Parking System within a three-block radius of the Property in a structurally sound condition, and keep the same in clean condition and good order, consistent with the condition of Similar Ramps, and not permit any nuisance or waste. Landlord shall cooperate with Tenant in causing the DDA, at no cost or expense to Tenant, to pay for all water, gas, power and electric and all other utilities during the term of this Lease. Landlord shall cooperate with Tenant in causing the DDA, at no cost or expense to Tenant, to provide lighting from dusk until dawn in the KMR, Epic Center Ramp, and other ramp in the Parking System within a three-block radius of the Property.

7. Insurance. Landlord shall cooperate with Tenant in causing the DDA to maintain the insurance coverage required by the Master Lease.

8. Default.

(a) Tenant Default. In the event Tenant defaults in the payment of the Validated Parking Rent, and if such default continues for a period of 30 days after written

notice by Landlord to Tenant thereof, then Landlord shall have the remedies against Tenant set forth in Section 8 of the Master Lease.

(b) Landlord Default. In the event Landlord shall default in any of its obligations hereunder, and Landlord shall fail to cure said default or begin good faith efforts to cure said default within 30 days after written notice by Tenant to Landlord thereof, Tenant shall, in addition to any rights it may have under this Agreement, have the right to terminate this Lease or to cease payment of rental during the period of any such default. Both parties recognize that Tenant is relying upon the Validation Spaces to provide parking for Theater Permittees and, if Landlord were to default hereunder, Tenant would have no adequate remedy of law. Therefore, Landlord and Tenant, agree that, in addition to any other rights Tenant may have, it shall have the right to specific performance of this Lease.

(c) DDA Default. In the event the DDA shall default in any of its obligations under the Master Lease, and the Landlord shall fail to promptly enforce Landlord's rights as tenant thereunder for the benefit of Tenant, Tenant shall have the right to enforce Landlord's rights under the Master Lease directly against the DDA. Tenant, in enforcing such rights, shall act solely for the benefit of Tenant and shall not be deemed Landlord's agent or fiduciary, nor assume any duty or obligation to Landlord, the DDA, any User, or any other person or entity, in such enforcement.

(d) Self Help by Tenant. In the event that Landlord or the DDA shall fail to perform any of the covenants or obligations of Landlord or the DDA under this Lease within 30 days after written notice of default from Tenant (or if the nature of such failure to perform is such that personal injury, death, or property damage may result if not sooner addressed by Landlord, with such notice, if any, that Tenant may deem reasonable in the circumstances), Tenant shall have the right, but not the obligation, to cause such covenant or obligation to be performed, and to take such corrective measures as Tenant may reasonably deem appropriate in order to maintain the structure in accordance with Similar Ramps as required by the Master Lease, and shall be reimbursed by Landlord or the DDA (as the case may be) for any costs incurred in correcting or administering the cost of correcting such default. Tenant, in taking such action, shall act solely for the benefit of Tenant, and shall not be deemed the agent or fiduciary of, nor shall be deemed to assume any duties or obligations for the benefit of, Landlord, the DDA, any User, or any other person or entity.

(e) Remedies not exclusive. The enumeration of certain rights and remedies of Landlord or Tenant herein shall be in addition to, and not exclusive of, any other right or remedy available to such party at law or in equity.

9. Assignment or Subletting

(a) Tenant may assign this Lease (i) to any tenant, subtenant, operator or other occupant of the Theater, (iii) to a financial institution in connection with a mortgage

given to secure a loan on the theater (iv) or otherwise with the prior written approval of Landlord, which approval shall not be unreasonably withheld, conditioned or delayed.

(b) Landlord shall not amend or terminate the provisions of the Master Lease so as to affect the validated parking rights for Theater Permittees, or assign or encumber Landlord's interest in this Lease or the Master Lease except (i) a sublease of a portion of Landlord's retained right to use the Parking Spaces to a tenant, subtenant, occupant or successor-in-interest to Landlord's Property; (ii) an assignment of Landlord's entire interest in this Lease or the Master Lease in connection with the sale or transfer of more than one-half of Landlord's interest in and to the property benefited by the Master Lease; (iii) a collateral assignment to a financial institution in connection with a mortgage given to secure a loan on Landlord's interest in Landlord's Property, and then only upon execution of a subordination, non-disturbance and attornment agreement mutually acceptable to the mortgagee and Tenant or (iii) with the prior written consent of the Tenant.

10. Damage or Destruction. In the event that the KMR shall be damaged or destroyed, whether by fire or other cause, Landlord shall cooperate with Tenant in enforcing the DDA's obligation to rebuild for the benefit of Landlord and Tenant under the Master Lease.

11. Notices. Any notice necessary or proper to be given to any of the parties hereto may be served in the following manner:

(a) All notices required to be given to Landlord hereunder shall be in writing and either personally delivered or given by certified mail, return receipt requested, addressed to Ramp 3, LLC, 700 Mall Drive, Portage, Michigan 49024, with a copy thereof to the DDA at the Downtown Development Authority of the City of Kalamazoo, 157 South Kalamazoo Mall, Kalamazoo, Michigan 49007.

(b) All notices required to be given to Tenant hereunder shall be in writing and either personally delivered or sent by certified mail, return receipt requested, addressed to EPT Kalamazoo, Inc., 30 West Pershing Road, Suite 201, Kansas City, Missouri 64108, with a copy thereof to Rave Motion Pictures Kalamazoo, Inc., 3333 Welborn, Suite 100, Dallas, Texas 75219.

12. Peaceful Possession and Quiet Enjoyment. Landlord covenants and agrees that Tenant, upon payment of the rental at the time and in the manner provided by the terms hereof shall, upon the performance of all of the covenants hereof, peaceful and quietly have, hold and enjoy the Parking Spaces for the term hereof.

13. Amendment. No amendment to this Agreement shall be effective unless in writing signed by Tenant and Landlord.


14. Definitions. Capitalized terms not otherwise defined herein shall have the meaning given in the Master Lease.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed as of the day and year first above written.

LANDLORD

RAMP 3, LLC

By:



Joshua T. Weiner

Its:

Manager

TENANT

EPT KALAMAZOO, INC.

By:


Gregory K. Silvers, Vice President

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed as of the day and year first above written.

LANDLORD

RAMP 3, LLC

By: _____
Joshua T. Weiner
Its: Manager

TENANT

EPT KALAMAZOO, INC.

By: _____
Gregory K. Silvers, Vice President

CONSENT AND ACKNOWLEDGEMENT OF THE DDA

The Downtown Development Authority of the City of Kalamazoo, a public corporation organized and existing pursuant to the authority of Act 197, Public Acts of Michigan, 1975, MCLA 125.1651 et seq., having an address of 157 South Kalamazoo Mall, Kalamazoo, Michigan, (the "DDA") does hereby join in this Lease to acknowledge and agree as follows:

1. The DDA hereby consents to the sublease of Landlord's rights in the Validation Spaces under the Master Lease as provided in this Lease.
2. The DDA shall accept notices from and performance by Tenant as notices from and performances by Landlord under the Master Lease, and acknowledges that Tenant shall have the right to exercise any remedy available to Landlord under the Lease with respect to the Validation Spaces directly against the DDA, including self-help remedies and the right to be reimbursed for costs and expenses (including administrative fees) as provided in the Master Lease.
3. In the event that Landlord defaults under the Master Lease or declares bankruptcy or the Master Lease terminates for any reason whatsoever, including, but not limited to, a termination by operation of law, the DDA shall permit Tenant to remain in the Leased Premises and retain the use of the Validation Spaces as provided in the Master Lease, and shall permit Tenant to enforce all Landlord's rights with respect to the Validated Spaces as provided in the Master Lease.
4. In the event that Landlord fails to exercise any option to renew the Master Lease, Tenant shall nonetheless have the right to exercise the options to renew provided in the Master Lease with respect to the Validation Spaces.
5. In the event that Landlord defaults under the terms and conditions of the Master Lease or fails to renew the Master Lease, the DDA shall give notice thereof to Tenant, and shall permit Tenant (at Tenant's election) to cure the default of Landlord as provided in Section 9 of the Master Lease, or to exercise Landlord's right to renew under the Master Lease. If Tenant does not elect to perform for Landlord, Tenant shall nevertheless have a continuing leasehold interest in and right to use the Validation Spaces subject to payment of the Validated Parking Rent as provided in the Master Lease, and shall not be obligated to pay any other rental amount provided in the Master Lease.

**DOWNTOWN DEVELOPMENT AUTHORITY
OF THE CITY OF KALAMAZOO**

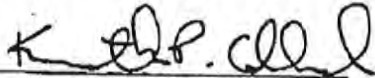
By: _____

Kenneth A. Nacci, Executive Director

**CONSENT AND ACKNOWLEDGEMENT OF
THE CITY AND THE AUTHORITY**

On this 25th day of October, 2005, the City and the Authority consent to this Lease Agreement.

CITY OF KALAMAZOO

By: 
Kenneth P. Collard
Acting City Manager

**CITY OF KALAMAZOO
BUILDING AUTHORITY**

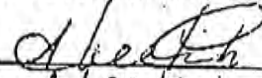
By: 
A. Lee Kirk
Authorized Commissioner

Exhibit A

RAVE THEATER DESCRIPTION

Land situated in the County of Kalamazoo, City of Kalamazoo, State of Michigan, being parts of Lots 95, 153, 155, 157, 159 and 193 of the Original Town of Kalamazoo, more particularly described as follows:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence North 00 degrees 11 minutes 56 seconds West 261.31 feet along the East Line of Farmer's Alley; thence South 89 degrees 54 minutes 55 seconds East 49.65 feet for the Point of Beginning; thence North 00 degrees 05 minutes 05 seconds East 9.35 feet; thence South 89 degrees 54 minutes 55 seconds East 22.35 feet; thence North 00 degrees 05 minutes 05 seconds East 18.70 feet; thence North 45 degrees 05 minutes 05 seconds East 43.62 feet; thence South 44 degrees 54 minutes 55 seconds East 1.33 feet; thence North 45 degrees 05 minutes 05 seconds East 80.17 feet; thence South 44 degrees 54 minutes 55 seconds East 5.92 feet; thence North 45 degrees 05 minutes 05 seconds East 40.17 feet; thence South 44 degrees 54 minutes 55 seconds East 156.46 feet; thence North 45 degrees 05 minutes 05 seconds East 39.83 feet to the Southwesterly Line of Portage Street; thence along the Southwesterly Line of Portage Street, South 44 degrees 54 minutes 55 seconds East 115.98 feet to the Northwesterly Line of South Street; thence along said Northwesterly Line of South Street, South 45 degrees 00 minutes 54 seconds West 87.79 feet; thence North 77 degrees 09 minutes 09 seconds West 41.09 feet; thence North 44 degrees 54 minutes 55 seconds West 23.38 feet; thence North 89 degrees 54 minutes 55 seconds West 48.75 feet; thence South 00 degrees 06 minutes 42 seconds East 130.78 feet to said Northwesterly Line of South Street; thence along said Northwesterly Line, South 45 degrees 00 minutes 54 seconds West 77.32 feet; thence continuing along said Northwesterly Line, South 67 degrees 30 minutes 27 seconds West 35.66 feet; thence continuing along said Northwesterly Line, North 89 degrees 53 minutes 26 seconds West 54.34 feet; thence North 00 degrees 05 minutes 05 seconds East 32.85 feet; thence North 89 degrees 54 minutes 55 seconds West 49.92 feet; thence North 00 degrees 05 minutes 05 seconds East 40.50 feet; thence North 89 degrees 54 minutes 55 seconds West 5.52 feet; thence North 00 degrees 05 minutes 05 seconds East 188.00 feet to the Point of Beginning. Subject to easements and restrictions apparent and of record.



MEMORANDUM OF ASSIGNMENT AND SUBLEASE OF PARKING SPACE LEASE AGREEMENT

This Memorandum of Assignment and Sublease of Parking Space Lease Agreement (this "Memorandum") is made as of the 15th day of November, 2005, by and between Ramp 3, LLC, a Michigan limited liability company ("Landlord"), having an address of 700 Mall Drive, Portage, Michigan 49024, and EPT Kalamazoo, Inc. ("Tenant"), having an address of 30 West Pershing Road, Suite 201, Kansas City, Missouri 64108.

1. Landlord and the Downtown Development Authority of the City of Kalamazoo (the "DDA") entered into a Parking Space Lease Agreement on February 24, 2005, which Parking Space Lease Agreement was amended by that certain Amended and Restated Parking Space Lease Agreement dated November 15, 2005 (as so amended and restated, the "Master Agreement"). The Master Agreement is evidenced by that certain Memorandum of Parking Space Lease Agreement dated November 15, 2005, and recorded as Document No. 2005-054222 in the office of the Kalamazoo County Recorder of Deeds. The Master Lease affects the Kalamazoo Mall Ramp constructed on the property described on Exhibit A attached hereto and incorporated by reference herein. Pursuant to the terms of the Master Lease, Landlord has the right to sublease and assign the Validation Spaces (as defined in the Master Lease) to Tenant.

2. Pursuant to that certain Assignment and Sublease of Parking Space Lease Agreement dated as of November 15, 2005 (the "Sublease"), by and between Landlord and Tenant, Landlord subleased and assigned to Tenant, and Tenant subleased and accepted from Landlord, the Validation Spaces.

3. ~~The Sublease is for an initial term of twenty-five (25) years commencing on the date that the Kalamazoo Mall Ramp opens for business, with options to extend the term of the Sublease for five (5) consecutive periods of five (5) years each.~~

4. All other terms and conditions of the Sublease are more fully set forth in the Sublease and are incorporated herein by this reference.

5. This Memorandum is executed for recording purposes only and is not intended to alter or amend the terms of the Sublease. In the event of a conflict between this Memorandum and the Sublease, the Sublease shall control.

6. This Memorandum shall inure to the benefit of and be binding upon Landlord and Tenant and their respective representatives, successors and assigns.

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7. This Memorandum may be executed in two or more counterparts each of which shall be deemed an original and all of which shall constitute one and the same instrument.

IN WITNESS WHEREOF, Landlord and Tenant have executed this Memorandum as of the date first above written.

LANDLORD:

RAMP 3, LLC,
a Michigan limited liability company.

By: Joshua T. Weiner
Joshua T. Weiner, Manager

TENANT:

EPT KALAMAZOO, INC.,
a Missouri corporation

By: Gregory K. Silvers
Gregory K. Silvers, Vice President

STATE OF MICHIGAN)
) SS.
COUNTY OF KALAMAZOO)

The foregoing instrument was acknowledged before me this 30th day of November, 2005 by Joshua T. Weiner as Manager of Ramp 3, LLC, a Michigan limited liability company, on behalf of the limited liability company.

Jenny R. Gately
Notary Public Jenny R. Gately

My commission expires April 23, 2011

JENNY R. GATELY, Notary Public
State of Michigan, County of Kalamazoo
My Commission Expires April 23, 2011
Acting in the County of Kalamazoo

STATE OF MISSOURI)
) SS.
COUNTY OF JACKSON)

The foregoing instrument was acknowledged before me this 28th day of November, 2005 by Gregory K. Silvers, as Vice President of EPT Kalamazoo, Inc., a Missouri corporation, on behalf of the corporation.

Amy Lenk
Notary Public

My commission expires July 23, 2007

AMY LENK
Notary Public - Notary Seal
STATE OF MISSOURI
Jackson County
My Commission Expires: July 23, 2007

EXHIBIT A

PARKING RAMP DESCRIPTION

Land situated in the County of Kalamazoo, City of Kalamazoo, State of Michigan being a part of Lot 95 of the Original Town of Kalamazoo, more particularly described as follows:

PARCEL 1:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the North line of South Street, South 89 degrees 53 minutes 26 seconds East 31.79 feet for the Point of Beginning; thence North 00 degrees 06 minutes 34 seconds East 20.18 feet; thence South 89 degrees 53 minutes 26 seconds East 14.67 feet; thence North 00 degrees 06 minutes 34 seconds East 5.51 feet; thence South 89 degrees 53 minutes 26 seconds East 27.01 feet; thence South 00 degrees 06 minutes 34 seconds West 25.69 feet to the North line of South Street; thence along the North line of South Street, North 89 degrees 53 minutes 26 seconds West 41.68 feet to the point of beginning.

PARCEL 2:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the East line of Farmer's Alley, North 00 degrees 11 minutes 56 seconds West 286.79 feet; thence North 89 degrees 52 minutes 26 seconds East 21.02 feet; thence North 00 degrees 10 minutes 03 seconds West 17.89 feet; thence North 45 degrees 05 minutes 05 seconds East 23.60 feet for the Point of Beginning; thence continuing North 45 degrees 05 minutes 05 seconds East 31.92 feet; thence South 44



2005-057197

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12/05/2005 02:20P

METROPOLITAN TITLE

1500 Kalamazoo Ave

degrees 54 minutes 55 seconds East 47.08 feet; thence South 45 degrees 05 minutes 05 seconds West 31.92 feet; thence North 44 degrees 54 minutes 55 seconds West 47.08 feet to the Point of Beginning.

PARCEL 3:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the Easterly line of Farmer's Alley, North 00 degrees 11 minutes 56 seconds West 286.79 feet; thence North 89 degrees 52 minutes 26 seconds East 21.02 feet; thence North 00 degrees 10 minutes 03 seconds West 17.89 feet for the point of beginning; thence continuing North 00 degrees 10 minutes 03 seconds West 73.36 feet; thence South 89 degrees 48 minutes 51 seconds West 21.05 feet to the Easterly line of Farmers Alley; thence along said Easterly line, North 00 degrees 08 minutes 21 seconds West 100.75 feet to the Southerly line of Exchange Place; thence along the Southerly line of Exchange Place, North 89 degrees 58 minutes 30 seconds East 18.42 feet; thence continuing along said Southerly line, South 50 degrees 08 minutes 30 seconds East 124.26 feet; thence North 45 degrees 06 minutes 05 seconds East 82.49 feet; thence North 44 degrees 54 minutes 55 seconds West 16.42 feet; thence North 45 degrees 05 minutes 05 seconds East 14.58 feet to the

Southwesterly line of Portage Street; thence along the Southwesterly line of Portage Street, South 44 degrees 54 minutes 55 seconds East 97.17 feet; thence South 45 degrees 05 minutes 05 seconds West 39.83 feet; thence North 44 degrees 54 minutes 55 seconds West 24.75 feet; thence South 45 degrees 05 minutes 05 seconds West 40.17 feet; thence North 44 degrees 54 minutes 55 seconds West 5.92 feet; thence South 45 degrees 05 minutes 05 seconds West 80.17



feet; thence North 44 degrees 54 minutes 55 seconds West 1.33 feet; thence South 45 degrees 05 minutes 05 seconds West 13.41 feet; thence North 44 degrees 54 minutes 55 seconds West 47.08 feet; thence South 45 degrees 05 minutes 05 seconds West 55.52 feet to the Point of Beginning.

Subject to easements and restrictions apparent and of record.



2005-057197

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METROPOLITAN TITLE LEAS-Kalamazoo ROD



2005-054222

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MEMORANDUM
OF
PARKING SPACE LEASE AGREEMENT

* November 15

* This Memorandum of Parking Space Lease Agreement ("Memorandum") is entered into on ~~October 25~~ 2005, by and between **The Downtown Development Authority of the City of Kalamazoo**, a public corporation, organized and existing pursuant to the Authority of Act 197, Public Acts of Michigan, 1975, MCLA 125.1651 et. seq., having an address of 157 South Kalamazoo Mall, Kalamazoo, Michigan 49007 ("Landlord") and **Ramp 3, LLC**, a Michigan limited liability company, having an address of 700 Mall Drive, Portage, Michigan 49024 ("Tenant").

1. Landlord and Tenant entered into a Parking Space Lease Agreement on February 24, 2005. The Parking Space Lease Agreement has been amended and restated by an Amended and Restated Parking Space Lease Agreement, dated ~~October 25~~ ^{November 15}, 2005. Pursuant to the Amended and Restated Parking Space Lease Agreement, the Landlord has agreed to lease to Tenant, and Tenant has agreed to hire from Landlord, parking spaces in that part of the parking system ("Parking System"), which it operates, known as the "Kalamazoo Mall Ramp", on the premises described on Exhibit A attached hereto, as well as in that part of the Parking System known as the "Epic Center Ramp".

2. Pursuant to the Amended and Restated Parking Space Lease Agreement, the Landlord has granted the Tenant the right to permit persons identified therein as "Theater Permittees" to park, without charge, ~~on a validation basis in any lot or ramp~~ in the Parking System.

3. Pursuant to the Amended and Restated Parking Space Lease Agreement, the Tenant is paying the Landlord for the use of the parking spaces in the Parking System, which includes the validated parking by the Theater Permittees.

4. The term of the Amended and Restated Parking Space Lease Agreement shall commence on the date that the Kalamazoo Mall Ramp opens for business, and shall continue for a period of twenty-five (25) Lease Years thereafter. Each Lease Year shall be a period of twelve (12) consecutive calendar months, and the First Lease Year shall commence on the first day of the first calendar month after the commencement date. The Tenant has the right to extend the Lease Term for five (5) consecutive options to renew the Lease for a term of five (5) years each.

IN WITNESS WHEREOF, this Memorandum has been executed.

LANDLORD

**DOWNTOWN DEVELOPMENT AUTHORITY
OF THE CITY OF KALAMAZOO**

By: *Kenneth A. Nacci*
Kenneth A. Nacci
Its: Executive Director

STATE OF MICHIGAN)
) ss.
COUNTY OF KALAMAZOO)

Acknowledged before me in Kalamazoo County, Michigan, on October 25, 2005 by Kenneth A. Nacci, Executive Director, on behalf of the Downtown Development Authority of the City of Kalamazoo, a public body corporate, by authority of its Members.

Michael D. O'Connor
Michael D. O'Connor, Notary Public
VAN BUREN CO., State of Michigan, in and for the County of Kalamazoo
My Commission Expires: 3/22/12

**acting*



2005-054222
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IN WITNESS WHEREOF, this Memorandum has been executed.

TENANT

RAMP 3, LLC

By:

Joshua T. Weiner

Joshua T. Weiner

Its:

Manager

STATE OF MICHIGAN)

) ss.

COUNTY OF KALAMAZOO)

Acknowledged before me in Kalamazoo County, Michigan, on October 25, 2005 by Joshua T. Weiner, Manager of Ramp 3, LLC, a Michigan limited liability company, by authority of its Members.

Kathleen R. Madison
KATHLEEN R. MADISON, Notary Public
State of Michigan, in and for the County of Kalamazoo
My Commission Expires: 3/27/2007

DRAFTED BY AND WHEN
RECORDED RETURN TO:
Alan G. Enderle
Kreis, Enderle, Callander & Hudgins, P.C.
One Moorsbridge, P.O. Box 4010
Kalamazoo, MI 49003-4010



RETRO

LEAS-Kalamazoo ROD

2005-054222

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EXHIBIT A**PARKING RAMP DESCRIPTION**

Land situated in the County of Kalamazoo, City of Kalamazoo, State of Michigan being a part of Lot 95 of the Original Town of Kalamazoo, more particularly described as follows:

PARCEL 1:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the North line of South Street, South 89 degrees 53 minutes 26 seconds East 31.79 feet for the Point of Beginning; thence North 00 degrees 06 minutes 34 seconds East 20.18 feet; thence South 89 degrees 53 minutes 26 seconds East 14.67 feet; thence North 00 degrees 06 minutes 34 seconds East 5.51 feet; thence South 89 degrees 53 minutes 26 seconds East 27.01 feet; thence South 00 degrees 06 minutes 34 seconds West 25.69 feet to the North line of South Street; thence along the North line of South Street, North 89 degrees 53 minutes 26 seconds West 41.68 feet to the point of beginning.

PARCEL 2:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the East line of Farmer's Alley, North 00 degrees 11 minutes 56 seconds West 286.79 feet; thence North 89 degrees 52 minutes 26 seconds East 21.02 feet; thence North 00 degrees 10 minutes 03 seconds West 17.89



feet; thence North 45 degrees 05 minutes 05 seconds East 23.60 feet for the Point of Beginning; thence continuing North 45 degrees 05 minutes 05 seconds East 31.92 feet; thence South 44 degrees 54 minutes 55 seconds East 47.08 feet; thence South 45 degrees 05 minutes 05 seconds West 31.92 feet; thence North 44 degrees 54 minutes 55 seconds West 47.08 feet to the Point of Beginning.

PARCEL 3:

Commencing on the North line of South Street, South 89 degrees 53 minutes 26 seconds East 25.00 feet from the Southwest Corner of Lot 95 of said Plat (being the Northeast Corner of Farmer's Alley and South Street as now established); thence along the Easterly line of Farmer's Alley, North 00 degrees 11 minutes 56 seconds West 286.79 feet; thence North 89 degrees 52 minutes 26 seconds East 21.02 feet; thence North 00 degrees 10 minutes 03 seconds West 17.89 feet for the point of beginning; thence continuing North 00 degrees 10 minutes 03 seconds West 73.36 feet; thence South 89 degrees 48 minutes 51 seconds West 21.05 feet to the Easterly line of Farmers Alley; thence along said Easterly line, North 00 degrees 08 minutes 21 seconds West 100.75 feet to the Southerly line of Exchange Place; thence along the Southerly line of Exchange Place, North 89 degrees 58 minutes 30 seconds East 18.42 feet; thence continuing along said Southerly line, South 50 degrees 08 minutes 30 seconds East 124.26 feet; thence North 45 degrees 06 minutes 05 seconds East 82.49 feet; thence North 44 degrees 54 minutes 55 seconds West 16.42 feet; thence North 45 degrees 05 minutes 05 seconds East 14.58 feet to the Southwesterly line of Portage Street; thence along the Southwesterly line of Portage Street, South 44 degrees 54 minutes 55 seconds East 97.17 feet; thence South 45 degrees 05 minutes 05 seconds West 39.83 feet; thence North 44 degrees 54 minutes 55 seconds West 24.75 feet;



thence South 45 degrees 05 minutes 05 seconds West 40.17 feet; thence North 44 degrees 54 minutes 55 seconds West 5.92 feet; thence South 45 degrees 05 minutes 05 seconds West 80.17 feet; thence North 44 degrees 54 minutes 55 seconds West 1.33 feet; thence South 45 degrees 05 minutes 05 seconds West 13.41 feet; thence North 44 degrees 54 minutes 55 seconds West 47.08 feet; thence South 45 degrees 05 minutes 05 seconds West 55.52 feet to the Point of Beginning.
Subject to easements and restrictions apparent and of record.



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MUTUAL RELEASE AND SETTLEMENT AGREEMENT

26 This Mutual Release and Settlement Agreement (the "Agreement"), dated February 26, 2009, is entered into by and between the DOWNTOWN DEVELOPMENT AUTHORITY OF THE CITY OF KALAMAZOO, a public corporation organized and existing pursuant to the authority of Act 197, Public Acts of Michigan, 1975, MCLA 125.1651, et seq. ("DDA"), having an address of 157 South Kalamazoo Mall, Kalamazoo, Michigan 49007, and RAMP 3, LLC, a Michigan limited liability company, having an address of 700 Mall Drive, Portage, Michigan 49024 ("Ramp 3, LLC").

RECITALS

A. On September 25, 2007, the DDA filed a Complaint against Ramp 3, LLC in the Kalamazoo County Circuit Court, File Number A 07-0507 CK ("Litigation"). Ramp 3, LLC filed an Answer and has disputed the allegations set forth in the Complaint.

B. The DDA and Ramp 3, LLC now desire to settle all issues between them and, upon satisfaction of the respective obligations hereunder, dismiss the Litigation with prejudice and without costs or attorney fees to either party.

NOW, THEREFORE, the parties agree as follows:

1. The parties shall execute forthwith a First Amendment to Amended and Restated Parking Space Lease Agreement, a copy of which is attached hereto as Exhibit 1.
2. Neither party shall disparage in any manner the other regarding the subject matter of the Litigation.
3. Ramp 3, LLC shall promptly and timely notify its parkers which were the subject matter of the litigation that their parking space lease arrangement terminates effective March 31, 2009. The parties shall make a good faith effort to agree upon the contents of the notice to said parkers advising of the lease termination. If agreement is not reached by February 26, 2009, Ramp 3, LLC may send a Notice of Termination without input from the DDA.
4. The parties shall promptly execute a Stipulation and Order of Settlement, whereby the Litigation is dismissed with prejudice and without costs or attorney fees to either party and the existing Temporary Restraining Order is dissolved.
5. It is understood that the releases and consideration contained in this Agreement are made in full and final settlement of disputed claims and that nothing contained herein shall be construed as an admission of liability on the part of any party to this Agreement.
6. In consideration of the covenants and agreements made herein, the DDA expressly releases and discharges Ramp 3, LLC and its respective successors and assigns from any and all claims, causes of action, damages and liabilities whatsoever, known to the DDA, which the DDA raised or could have raised in the Litigation.
7. In consideration of the covenants and agreements made herein, Ramp 3, LLC expressly releases and discharges the DDA from any and all claims, causes of action, damages and liabilities whatsoever, known to Ramp 3, LLC, which Ramp 3, LLC raised or could have raised in the Litigation.

8. All persons signing this Agreement, either in an individual or representative capacity, acknowledge that he/she is authorized to enter into this Agreement, is entering into this Agreement voluntarily, and has obtained the advice of an attorney in connection with the negotiation, reading, understanding, and execution of this Agreement.

9. This Agreement may be executed in any number of counterparts, each of which shall be deemed to be an original, and all counterparts, when taken together, will constitute one and the same agreement.

10. The parties agree that signatures on this Agreement, as well as any other documents to be executed under this Agreement, may be delivered by facsimile in lieu of an original signature, and the parties agree to treat facsimile signatures as original signatures and agree to be bound by this provision.

11. This Agreement shall be governed by the laws of the State of Michigan.

12. This Agreement, together with the Amended and Restated Parking Space Lease Agreement ("Restated Lease") and First Amendment thereto constitute the entire agreements among the parties hereto and contain all of the agreements among said parties with respect to the subject matter hereof. This Agreement, except for the Restated Lease and First Amendment thereto, supersedes any and all other agreements, either oral or written, between said parties with respect to the subject matter hereof.

DOWNTOWN DEVELOPMENT AUTHORITY
OF THE CITY OF KALAMAZOO

By: *Mark A. Nas*

Its: EXECUTIVE DIRECTOR

RAMP 3, LLC

By: *Joshua T. Weiner*

Its: Manager

**FIRST AMENDMENT TO
AMENDED AND RESTATED PARKING SPACE LEASE AGREEMENT**

This First Amendment to Amended and Restated Parking Space Lease Agreement ("First Amendment") is entered into as of this 21st day of February, 2009, by and between the Downtown Development Authority of the City of Kalamazoo, a public corporation organized and existing pursuant to the authority of Act 197, Public Acts of Michigan, 1975, MCLA 125.1651, et seq., having an address of 157 South Kalamazoo Mall, Kalamazoo, Michigan 49007 ("Landlord") and Ramp 3, LLC, a Michigan limited liability company, having an address of 700 Mall Drive, Portage, Michigan 49024 ("Tenant").

RECITALS

A. Landlord and Tenant are parties to an Amended and Restated Parking Space Lease Agreement ("Restated Lease") dated October 25, 2005, whereby Landlord leased to Tenant and Tenant hired from Landlord 350 parking spaces in the Kalamazoo Mall Ramp ("KMR") pursuant to the terms and conditions stated therein.

B. Subsequent to the date of the Restated Lease, a dispute arose between the parties regarding to whom Tenant could sublease parking spaces. This controversy evolved into a lawsuit by Landlord against Tenant filed in the Circuit Court for the County of Kalamazoo, as File Number A 07-0507 CK ("Lawsuit").

C. The parties have resolved the issues raised in the Lawsuit which necessitates an amendment to the Restated Lease.

NOW, THEREFORE, in consideration of the resolution of the issues raised in the lawsuit as well as other good and valuable consideration, IT IS HEREBY AGREED, that the Restated Lease is amended as follows:

1. Paragraph 1, Premises, is hereby amended to provide that effective April 1, 2009 the number of parking spaces Tenant hires from Landlord is changed from 350 to 250, all of which are to be located in the KMR and of said 250 spaces 50 shall be reserved and designated spaces. Landlord's right in the Restated Lease to relocate 100 spaces from KMR to the EPIC Center Ramp is deleted. With the exception of the foregoing, all other terms and provisions of paragraph 1 of the Restated Lease remain in full force and effect.

2. Paragraph 4, Rental, is amended to provide that commencing April 1, 2009, that portion of the annual rental which does not include Validated Parking Rent shall be reduced by \$60,000.00. The reduced amount shall be payable in equal monthly installments pursuant to paragraph 4 of the Restated Lease. Commencing April 1, 2009 Tenant shall pay \$9,629.39 per month subject to future adjustments as provided in the Restated Lease. The parties agree the \$60,000.00 rent reduction referenced in this paragraph is unrelated to the Validated Parking Rent.

3. The sixth recital of the Restated Lease is amended in its entirety effective April 1, 2009 to read as follows:

WHEREAS, Tenant desires to hire spaces in the KMR from Landlord for use by tenants, residents, owners and employees of tenants in the premises known as the "City Centre", tenants, occupants, licensees and invitees of the Theater ("Theater Permittees") and tenants, residents, owners and employees of tenants of the multi-use facilities (retail and residential) and customers of the stores located in the City Centre and multi-use facilities ("Users"); and

4. Paragraph 8(b) of the Restated Lease is hereby amended in its entirety to provide:

8 (b) Cure of Theater Owner Default by Tenant: If the Theater Owner is paying Validated Parking Rent directly to Landlord and Theater Owner is in default pursuant to the terms hereof, which default shall not be cured within thirty (30) days after notice from Landlord, Tenant shall have the option to cure such default, but shall not be obligated to do so, and its rights to the KMR spaces shall continue so long as Tenant pays the balance of the rent which is not Validated Parking Rent, plus Twenty-one Thousand Four Hundred Twenty-nine and no/100 (\$21,429.00) Dollars together with CPI adjustments commencing pursuant to the terms of Paragraph 4 of the Lease.

5. Paragraph 9 of the Restated Lease, Assignment or Subletting; Third Party Beneficiaries, is hereby amended effective April 1, 2009 by adding the following subparagraphs (d) and (e).

(d) Except as provided herein, Tenant may not otherwise sublet or assign KMR spaces except with the prior written consent of the Landlord, which shall not be unreasonably withheld or delayed. It is understood that Tenant's ability to sublease or assign KMR spaces in the City Centre and in the multi-use facilities (retail and residential) is restricted to tenants, residents, owners and employees of tenants of these facilities.

(e) For purposes of Tenant's ability to sublet or assign KMR spaces, the meaning of "tenant" of the City Centre and/or multi-use facilities shall be limited to an entity or individual actively engaged in business activities or residing in said premises as opposed to using said premises for simply storage and the like.

6. Effective April 1, 2009, the Restated Lease is amended by adding a new paragraph, paragraph 15, Reporting, as follows:

Tenant shall provide Landlord, or its agent, on a monthly basis with a list of current parkers using the Ramp 3 spaces, which shall identify each parker by name, address, telephone number, key card number.

7. Except as expressly modified herein, all other terms and provisions of the Restated Lease remain in full force and effect.

8. This First Amendment is not intended to disrupt or interfere with any present arrangement Landlord and/or Tenant has with EPT Kalamazoo, Inc., including but not limited to Theater Permittee validation.

9. This First Amendment, Restated Lease and Mutual Release and Settlement Agreement ("Release") constitute the entire agreements among the parties hereto and contain all of the agreements among said parties with respect to the subject matter hereof. The First Amendment, Restated Lease and Release supersede any and all other agreements, either oral or written, between said parties with respect to the subject matter hereof.

IN WITNESS WHEREOF, the parties hereto have executed this First Amendment on the day and year first above written.

LANDLORD

DOWNTOWN DEVELOPMENT AUTHORITY
OF THE CITY OF KALAMAZOO

By: Keith A. Nani

Its: EXECUTIVE DIRECTOR

TENANT

RAMP 3, LLC

By: Joshua T. Weiner

Its: Manager

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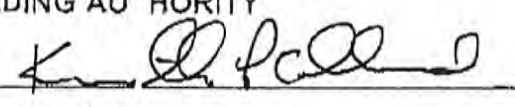
CONSENT

On this 16th day of MARCH, 2009, the City and the Authority consent to this First Amendment.

CITY OF KALAMAZOO

CITY OF KALAMAZOO
BUILDING AUTHORITY

By: 

By: 

Its: City Manager

Its: CHRISTIAN

**Ampco System Parking Agents for
DOWNTOWN KALAMAZOO, INC.
Summary Statement of Parking Operations**

STATEMENT DATE: July 2016

DESCRIPTION	DKI CHART OF ACCOUNT #	TOTAL CONSOLIDATED KALAMAZOO
REVENUE:		
VISITOR PARKING - UNATTENDED	3520	43,537.10
METERS	3530	37,866.91
VISITOR PARKING - ATTENDED	3540	138,233.91
VIOLATIONS	3560	11,715.00
OCBD CONTRACT	3561	0.00
METRO TRANSIT LOT	3562	194.00
TOTAL REVENUE		231,546.92
DIRECT EXPENSES:		
WAGES & SALARIES	9085	63,964.80
PAYROLL TAXES	9100	11,437.03
WORKERS COMP	9104	2,916.81
HEALTH & WELFARE	9105	9,521.61
EMPLOYEE RELATIONS	9106	69.62
PERSONNEL SELECTION	93810	218.16
UTILITIES	9120	611.35
TELEPHONE	9125	1,354.75
WEBSITE	9126	49.90
INSURANCE -	9140	97.09
MATERIALS & OFFICE SUPPLIES	9150	2,574.04
FORMS & PRINTING	9154	2,328.11
SIGNS	9161	145.40
AUTO & TRUCK EXPENSE	9175	579.02
POSTAGE/COURIER	9185	694.54
RENT-EQUIPMENT	9211	886.04
RENT-PARKING LOTS	9212	0.00
REPAIRS & MAINTENANCE	9301	2,243.99
OUTSIDE SERVICES	9310	14,754.01
CUSTOMER COURTESY	9320	211.26
MISCELLANEOUS & REFUNDS	9669	20.35
MANAGEMENT FEES	9670	15,223.70
TOTAL DIRECT EXPENSES		129,901.58
METRO TRANSIT REIMBURSEMENT	9670	162.85
TOTAL REIMBURSABLE EXPENSES		130,064.43

DOWNTOWN KALAMAZOO INCORPORATED

Revenue Summary for the Month of: July 2016

LOCATION	CURRENT MONTH TOTAL DEPOSITS	PLUS CURRENT MO DEPOSITED PRIOR MO	LESS PRIOR MERCH VALID ACCT REC	PLUS CURRENT MO MERCHANT VALIDATIONS BILLED	LESS FUTURE MONTHLIES	(LESS/PLUS PRIOR MONTH ADJUSTMENTS)	NET REVENUE	IAMP CO ACCOUNT NUMBER
ATTENDED								OFFSET TO 340899
SO MALL	\$23,814.50	\$810.00			\$770.00		\$23,854.50	8715-340002-8824
JACOBSON	\$41,570.00	\$1,168.45			\$2,951.35		\$39,786.90	8715-340002-8825
ARCOA	\$27,542.55	\$2,357.00			\$2,993.00		\$26,906.55	8715-340002-8828
LOT #9	\$9,515.40						\$9,515.40	8715-340002-8809
VALIDATION STAMPS	\$5,195.50						\$5,195.50	8715-340002-8870
MERCHANT VALID	\$32,975.06						\$32,975.06	8715-340002-8870
SPECIAL-OTHER							\$0.00	
2/24/2015 LOCKBOX							\$0.00	
TOTAL ATTENDED	\$140,613.01	\$4,335.45	\$0.00	\$0.00	\$6,714.55		\$138,233.91	
METERS (ON STREET)								
ZONE 1	\$16,544.35						\$16,544.35	8715-340009-8851
ZONE 2	\$4,033.95						\$4,033.95	8715-340009-8852
ZONE 3	\$7,713.15						\$7,713.15	8715-340009-8853
ZONE 4	\$372.00						\$372.00	8715-340009-8854
PARKMOBILE	\$5,134.46						\$5,134.46	8715-340009-8850
MONTHLY (10HR)	\$424.00	\$0.00			\$150.00		\$274.00	8715-340009-8850
METER BAGS (TOKENS)	\$3,795.00						\$3,795.00	8715-340009-8850
SPECIAL-OTHER							\$0.00	8715-340009-8850
OVER/(SHORT)							\$0.00	8715-340009-8850
2/24/2015 LOCKBOX							\$0.00	
TOTAL ON STREET	\$38,016.91	\$0.00	\$0.00	\$0.00	\$150.00		\$37,866.91	
UNATTENDED								
LOT 01	\$12,513.00	\$448.00			\$1,965.00		\$10,996.00	8715-340002-8801
LOT 02	\$5,633.65	\$842.00			\$1,146.00		\$5,329.65	8715-340002-8802
LOT 05	\$633.50	\$29.00			\$98.00		\$604.50	8715-340002-8805
LOT 06	\$1,219.90	\$0.00			\$0.00		\$1,219.90	8715-340002-8806
LOT 09	\$13,864.10	\$1,026.00			\$730.00		\$14,160.10	8715-340002-8809
LOT 11							\$0.00	8715-340002-8811
LOT 12							\$0.00	8715-340002-8812
LOT 13	\$2,322.95						\$2,322.95	8715-340002-8813
LOT 14	\$0.00	\$0.00			\$0.00		\$0.00	8715-340002-8814
LOT 16	\$0.00	\$0.00			\$0.00		\$0.00	8715-340002-8816
LOT 17	\$3,150.00	\$0.00			\$0.00		\$3,150.00	8715-340002-8817
LOT 18	\$1,209.60	\$0.00			\$0.00		\$1,209.60	8715-340002-8818
LOT 19	\$401.40	\$0.00			\$0.00		\$401.40	8715-340002-8819
LOT 20	\$560.00	\$168.00			\$168.00		\$560.00	
LOT 30	\$3,802.40	\$1,337.60			\$2,010.00		\$3,130.00	
OVER/(SHORT)							\$0.00	
Spec/Other	\$453.00						\$453.00	
2/24/2015 LOCKBOX							\$0.00	
TOTAL UNATTENDED	\$45,763.50	\$3,850.60	\$0.00	\$0.00	\$6,077.00	\$0.00	\$43,537.10	
VIOLATION BUREAU								
COLLECTIONS (235 WEST WATER ST) - 8860	\$11,715.00						\$11,715.00	8715-340009-8860
CITY/OCBD - 8861	\$0.00						\$0.00	8710-340004-8861
SUB TOTAL DKI REVENUES	\$236,108.42	\$8,186.05	\$0.00	\$0.00	\$12,941.55	\$0.00	\$231,352.92	
METRO TRANSIT LOT								
LOT 21	\$356.85						\$356.85	8715-340999-8821
TOTAL DEPOSITS	\$236,465.27	\$8,186.05	\$0.00	\$0.00	\$12,941.55	\$0.00	\$231,709.77	8715-340999
METRO REIMBURSEMENT	(\$162.85)						(\$162.85)	8715-440150-8821
NET DKI REVENUE	\$236,302.42	\$8,186.05	\$0.00	\$0.00	\$12,941.55	\$0.00	\$231,546.92	

AMPCO SYST PARKING AGENTS FOR
DOWNTOWN Kalamazoo, INC.
SCHEDULE OF MONTHLY ACCOUNTS RECEIVABLE
AS OF July 2016

	0-30 Days Aug-15	0-30 Days Sep-15	0-30 Days Oct-15	0-30 Days Nov-15	0-30 Days Dec-15	0-30 Days Jan-16	0-30 Days Feb-16	0-30 Days Mar-16	0-30 Days Apr-16	0-30 Days May-16	0-30 Days Jun-16	0-30 Days Jul-16	OUTSTANDING TOTAL
VALIDATIONS BILLED	25,339.50												25,339.50
RECEIPTS													(18,635.65)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 8/31/2015	25,339.50												13,160.43
VALIDATIONS BILLED		42,071.98											42,071.98
RECEIPTS	(25,339.50)	(13,416.06)											(41,447.24)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 9/30/2015	0.00	28,655.92											13,785.17
VALIDATIONS BILLED			47,025.63										47,025.63
RECEIPTS		(14,463.71)											(14,463.71)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 10/31/2015	0.00	14,192.21	47,025.63										46,347.09
VALIDATIONS BILLED				42,535.63									42,535.63
RECEIPTS		(14,192.21)	(47,025.63)	(11,452.89)									(72,670.73)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 11/30/2015	0.00	0.00	0.00	31,082.74									16,211.99
VALIDATIONS BILLED					39,349.85								39,349.85
RECEIPTS				(31,082.74)	(13,243.84)								(44,326.58)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 12/31/2015	0.00	0.00	0.00	0.00	26,106.01								11,235.26
VALIDATIONS BILLED						37,887.09							37,887.09
RECEIPTS					(25,982.89)								(25,982.89)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 1/31/2016	0.00	0.00	0.00	0.00	113.12	37,887.09							23,129.46
VALIDATIONS BILLED							44,280.79						44,280.79
RECEIPTS					(113.12)	(37,876.57)							(37,989.69)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 2/29/2016	0.00	0.00	0.00	0.00	0.00	10.52	44,280.79						29,420.56
VALIDATIONS BILLED								41,174.51					41,174.51
RECEIPTS						(10.52)	(44,280.79)	(8,635.95)					(52,927.26)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 3/31/2016	0.00	0.00	0.00	0.00	0.00	0.00	0.00	32,538.56					17,667.81
VALIDATIONS BILLED									43,232.09				43,232.09
RECEIPTS								(32,538.56)	(19,669.48)				(52,208.04)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 4/30/2016	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	23,562.61				8,651.66
VALIDATIONS BILLED										29,960.78			29,960.78
RECEIPTS									(19,276.03)				(19,276.03)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 5/31/2016	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,286.58	29,960.78			19,376.61
VALIDATIONS BILLED											32,235.34		32,235.34
RECEIPTS									(4,286.58)	(29,960.78)	(18,344.22)		(52,591.58)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 6/30/2016	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13,661.12		(879.63)
VALIDATIONS BILLED												29,355.66	29,355.66
RECEIPTS											(13,691.12)	(18,712.35)	(32,603.47)
ADJUSTMENTS													0.00
OUTSTANDING BALANCE @ 7/31/2016	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10,643.31	(4,227.44)

Ampco System Parking Agents for
DOWNTOWN KALAMAZOO, INC.
 Schedule of Employee Health and Welfare
 For the Month of: **July 2016**

LOCATION	EMPLOYEE	LIFE AMP PARKING	COBRA	DENTAL AMP PARKING	BC/BS HEALTH PLAN	LESS PAYROLL DEDUCTION	401K MATCH	9105 TOTAL
8809	LAMBUS, ONASHEREE	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8824	CURRY, KAREN	0.00	0.00	46.21	609.18	132.76	0.00	522.63
8824	DIXON, KRISTINA	28.22	0.00	0.00	550.96	95.52	0.00	483.66
8824	Total	0.00	0.00	46.21	609.18	132.76	0.00	1,006.29
8825	CARPENTER, JOHN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8825	MORIN, SYLVIA	0.00	0.00	46.21	508.49	109.88	0.00	444.82
8825	MURPHY, QUALISQUA	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8825	ASH, DEBBIE	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8825	BRADSHAW, SHERRY	0.00	0.00	46.21	604.61	128.16	0.00	522.66
8825	Total	0.00	0.00	92.42	1,113.10	238.04	0.00	967.48
8828	LOCKWOOD, DONALD	0.00	0.00	46.21	0.00	0.00	0.00	46.21
8828	BROWN, THOMAS	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8828	DE VITO, DENNIS	0.00	0.00	78.88	1,438.60	902.88	0.00	614.60
8828	MOSIER, JON	0.00	0.00	46.21	586.98	122.56	0.00	522.63
8828	SALEMKA, JOSEPH	0.00	0.00	46.21	604.61	128.16	0.00	522.66
8828	Total	0.00	0.00	217.51	2,642.19	1,153.60	0.00	1,706.10
8850	MUSALL, DAVID	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8850	Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8860	INARDI, RICHARD	0.00	0.00	0.00	586.98	113.80	0.00	485.18
8860	GATHING, LISA	27.70	0.00	0.00	32.20	0.00	0.00	59.90
8860	KRAISS, BEVERLY	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8860	DE HAAN, TROY	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8860	KERSEY, BRIAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8860	BRANHAM, TIA	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8860	Total	27.70	0.00	0.00	631.18	113.80	0.00	545.08
8870	SALDIVAR, ROSELLA	0.00	0.00	46.21	524.35	112.92	84.96	542.60
8870	HOFFMANN, LESLIE	66.18	0.00	131.69	1,580.69	302.88	214.48	1,670.16
8870	RINEHART, LISA	37.45	0.00	0.00	567.33	101.12	0.00	503.66
8870	VANDERVEEN, SONJA	52.33	0.00	78.88	1,108.33	216.24	169.70	1,193.00
8870	ROMAN, DEBORAH	0.00	0.00	0.00	1,037.43	323.61	0.00	713.82
8870	MURDOCK, SCARLET	30.27	0.00	92.42	1,072.49	208.64	0.00	986.54
8870	Total	186.23	0.00	349.20	5870.62	1265.41	469.14	5,609.78
8871	LUSCOMB, STEPHEN	0.00	0.00	0.00	0.00	0.00	86.94	86.94
8871	Total	0.00	0.00	0.00	0.00	0.00	86.94	86.94
Subtotal		213.93	0.00	705.34	10,866.27	2,903.61	558.08	9,923.67
6% Deduction								402.06
TOTAL HEALTH & WELFARE								9,521.61

**Ampco System Parking Agents for
DOWNTOWN KALAMAZOO, INC.
Detail of Payroll Expenses
For the Month of: **July 2016****

Location	9085 Salaries & Wages
8809	3,122.77
8824	5,837.44
8825	11,723.14
8828	8,124.93
8850	1,541.83
8860	7,312.42
8870	24,079.10
8871	2,223.17
TOTAL	63,964.80

**Ampco System Parking Agents for
DOWNTOWN KALAMAZOO, INC.
Detail of Payroll Expenses
For the Month of: **July 2016****

Location	9100 Payroll Taxes
8809	558.34
8824	1,043.82
8825	2,096.10
8828	1,452.81
8850	275.68
8860	1,307.44
8870	4,305.34
8871	397.50
TOTAL	11,437.03

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
9107	Employee Relations	25558870	25558870.93830	RINEHART, LISA (PC)	PETTYCASH070116	9777986	44.15
9107	Employee Relations	93830	25558870.93830	RINEHART, LISA (PC)	PETTYCASH070116	9777986	25.47
9107	Employee Relations	93830	25558870.93830				
9107	Employee Relations	93830	25558870.93830				
9107	Employee Relations	93830	25558870.93830				

Total 69.62

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
93810	Personnel Selection	25558860	25558860,93810	TRICOR EMPLOYMENT SCREENING LT	17875A	9812434	93.00
93810	Personnel Selection	25558870	25558870,93810	QUEST DIAGNOSTICS	9165604305	9802501	125.16
93810	Personnel Selection	25558870	25558870,93810				
93810	Personnel Selection	25558870	25558870,93810				
93810	Personnel Selection	25558871	25558871,93820				
93810	Personnel Selection	25558870	25558870,93820				
Total							218.16

Total

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
9120 Utilities		25558801	25558801,96810	DEPT OF PUBLIC UTILITIES	1000122710	9823851	235.02
9120 Utilities		25558802	25558802,96810	DEPT OF PUBLIC UTILITIES	1000122710	9823851	203.93
9120 Utilities		25558806	25558806,96810	DEPT OF PUBLIC UTILITIES	1000122710	9823851	44.16
9120 Utilities		25558819	25558819,96810	DEPT OF PUBLIC UTILITIES	1000122710	9823851	62.23
9120 Utilities		25558824	25558824,96810	DEPT OF PUBLIC UTILITIES	FCT000231C02 063016	9781349	19.79
9120 Utilities		25558824	25558824,96810	DEPT OF PUBLIC UTILITIES	FCT000231D02 063016	9781362	19.42
9120 Utilities		25558870	25558870,96810	DEPT OF PUBLIC UTILITIES	RCD00032004 063016	9823813	26.80
9120 Utilities		25558870	25558870,96810	DEPT OF PUBLIC UTILITIES			
9120 Utilities		25558824	25558824,96810	DEPT OF PUBLIC UTILITIES			
9120 Utilities		25558824	25558824,96810	DEPT OF PUBLIC UTILITIES			
9120 Utilities		25558825	25558825,96810	DEPT OF PUBLIC UTILITIES			
9120 Utilities		25558870	25558870,96810	DEPT OF PUBLIC UTILITIES			
9120 Utilities		25558870	25558870,96810	DEPT OF PUBLIC UTILITIES			
9120 Utilities		25558824	25558824,96810	DEPT OF PUBLIC UTILITIES			
9120 Utilities		25558870	25558870,96810	DEPT OF PUBLIC UTILITIES			
Total							611.35

611.35

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
9125 Telephone		25558801	25558801.97010	LESLIE HOFFMANN CELL-APRIL		18837896	40.00
9125 Telephone		25558801	25558801.97010	LESLIE HOFFMANN CELL-MAY		18837896	40.00
9125 Telephone		25558809	25558809.97010	AT & T	26938212770616	9802533	53.66
9125 Telephone		25558860	25558860.97010	YP LLC	20020003789000000 060916	9781374	82.94
9125 Telephone		25558860	25558860.97010	CYBERMIND	NET-472631	9802523	424.55
9125 Telephone		25558860	25558860.97010	TDS METROCOM LLC	2693430932 070716	9823816	189.90
9125 Telephone		25558860	25558860.97010	YP LLC	20020003789000000 070916	9823838	82.94
9125 Telephone		25558870	25558870.97010	CYBERMIND	30113442	9802517	24.76
9125 Telephone		25558870	25558870.97011	AT & T MOBILITY	838775421X07082016	9822632	27.55
9125 Telephone		25558860	25558860.97012	NEXTEL COMMUNICATIONS INC	152912026-172	9789477	39.75
9125 Telephone		25558860	25558860.97012	NEXTEL COMMUNICATIONS INC	152912026-172	9789477	39.75
9125 Telephone		25558860	25558860.97012	NEXTEL COMMUNICATIONS INC	152912026-172	9789477	39.75
9125 Telephone		25558870	25558870.97510	LESLIE HOFFMANN	152912026-172	9789477	39.75
9125 Telephone		25558870	25558870.97510	SONJA VANDERVEEN		6721135	45.89
9125 Telephone		25558870	25558870.97510	DEB ROMAN		6721135	45.89
9125 Telephone		25558870	25558870.97510	LISA RINEHART		6721135	45.89
9125 Telephone		25558870	25558870.97510	LORI LAVIN		6721135	45.89

Total

1,354.75

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ameco Account	Vendor	Inv #	Document	Amount
9150	Materials & Supplies	25558624	94600	HOEKSTRA'S TRUE VALUE	331060	9823870	4.23
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	8.47
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	30.18
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	29.87
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	4.24
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	3.18
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	36.57
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	42.39
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	11.96
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	26.36
9150	Materials & Supplies	25558870	94600	RINEHART, LISA (PC)	PETTYCASH070116	9777986	65.68
9150	Materials & Supplies	25558870	94600	HOEKSTRA'S TRUE VALUE	330854	9781339	25.43
9150	Materials & Supplies	25558870	94600	CINTAS CORPORATION NO 2	5005328060	9781343	51.10
9150	Materials & Supplies	25558870	94600	INTEGRITY BUSINESS SOLUTIONS	1401449-0	9781346	200.39
9150	Materials & Supplies	25558870	94600	INDUSCO SUPPLY COMPANY	868567	9781352	275.84
9150	Materials & Supplies	25558870	94600	INDUSCO SUPPLY COMPANY	889023	9788020	347.50
9150	Materials & Supplies	25558870	94600	PRECISION DATA PRODUCTS	10000463755	9788029	558.17
9150	Materials & Supplies	25558870	94600	HOEKSTRA'S TRUE VALUE	330592	9788032	55.62
9150	Materials & Supplies	25558870	94600	LOWE'S	9800 085580 1 062516	9788971	56.33
9150	Materials & Supplies	25558870	94600	LOWE'S	9800 085580 1 062516	9788971	79.49
9150	Materials & Supplies	25558870	94600	LOWE'S	9800 085580 1 062516	9788971	229.51
9150	Materials & Supplies	25558870	94600	HOEKSTRA'S TRUE VALUE	330897	9802501	21.18
9150	Materials & Supplies	25558870	94600	INDUSCO SUPPLY COMPANY	893067	9823819	29.24
9150	Materials & Supplies	25558870	94600	HOEKSTRA'S TRUE VALUE	331107	8823846	6.88
9150	Materials & Supplies	25558870	94600	GORDON WATER SYSTEMS	1522560	9823860	23.50
9150	Materials & Supplies	25558870	94600	INTEGRITY BUSINESS SOLUTIONS	1410813-0	9823868	349.93

Total

2,574.04

2,574.04

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
9154	Forms & Printing	25558870	25558870.97840	GRAPHICS, TICKETS, & SYSTEMS	3307	9781342	1,003.76
9154	Forms & Printing	25558870	25558870.97840	Independence Business Supply		2176436	-20.83
9154	Forms & Printing	25558870	25558870.97840	STRATEGIC SOLUTIONS OF MICHIGA	29807	9781348	35.40
9154	Forms & Printing	25558870	25558870.97840	STRATEGIC SOLUTIONS OF MICHIGA	29805	9802507	772.74
9154	Forms & Printing	25558870	25558870.97840	STRATEGIC SOLUTIONS OF MICHIGA	29849	9823854	294.15
9154	Forms & Printing	25558870	25558870.97840	INDEPENDENCE BUSINESS SUPPLY	1254576-0	9823875	247.89
9154	Forms & Printing	25558870	25558870.97840				
9154	Forms & Printing	25558870	25558870.97840				

Total

2,328.11

2,328.11

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	96220	Ampco Account	MAP INC	Vendor	Inv #	Document	Amount
9175	Auto and Truck Exp.	25558801	96220	25558801.96220	MAP INC		P372071607	9803838	-4.91
9175	Auto and Truck Exp.	25558801	96220	25558801.96220	MAP INC				114.75
9175	Auto and Truck Exp.	25558860	96220	25558860.96220	RINEHART, LISA (PC)		PETTYCASH070116	9777986	20.00
9175	Auto and Truck Exp.	25558870	96220	25558870.96220	RINEHART, LISA (PC)		PETTYCASH070116	9777986	8.46
9175	Auto and Truck Exp.	25558870	96220	25558870.96220	RINEHART, LISA (PC)		PETTYCASH070116	9777986	4.55
9175	Auto and Truck Exp.	25558870	96220	25558870.96220	OTTO KIHM TIRE CO		124312	9802538	258.45
9175	Auto and Truck Exp.	25558870	96220	25558870.96220	MAP INC		P372071607	9803838	-3.55
9175	Auto and Truck Exp.	25558870	96220	25558870.96220	MAP INC				180.27
9175	Auto and Truck Exp.	25558870	96220	25558870.96220					
9175	Auto and Truck Exp.	25558870	96220	25558870.96220					
9175	Auto and Truck Exp.	25558870	96230	25558870.96230					

Total 579.02

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	97810	Ampco Account	Vendor	Inv #	Document	Amount
9185 Postage/Courier		25558860	97810	25558860.97810	LAKE MICHIGAN MAILERS	350596	9781375	9.92
9185 Postage/Courier		25558860	97810	25558860.97810	LAKE MICHIGAN MAILERS	350176	9788040	11.32
9185 Postage/Courier		25558860	97810	25558860.97810	LAKE MICHIGAN MAILERS	351028	9802537	13.90
9185 Postage/Courier		25558860	97810	25558860.97810	LAKE MICHIGAN MAILERS	352039	9823871	9.72
9185 Postage/Courier		25558860	97810	25558860.97810	LAKE MICHIGAN MAILERS	351533	9823896	14.43
9185 Postage/Courier		25558870	97810	25558870.97810	RINEHART, LISA (PC)	PETTYCASH070116	9777986	20.05
9185 Postage/Courier		25558870	97810	25558870.97810	RINEHART, LISA (PC)	PETTYCASH070116	9777986	15.20
9185 Postage/Courier		25558870	97810	25558870.97810	U.S. POSTAL SERVICE (POSTAGE B	MONTHLY RENT....	8413494	600.00

Total

694.54

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
9211	Equipment Rental	25558824	25558824.95020	GORDON WATER SYSTEMS	1515332	9787998	16.00
9211	Equipment Rental	25558824	25558824.95020	GORDON WATER SYSTEMS	1522560	9823860	16.00
9211	Equipment Rental	25558860	25558860.95020	PURCHASE POWER	8000909009212379 061416	9781386	344.04
9211	Equipment Rental	25558860	25558860.95020	ROE-COMM., INC.	343008	9788021	255.00
9211	Equipment Rental	25558860	25558860.95020	ROE-COMM., INC.	343233	9823897	255.00
Total							886.04

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
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Total

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
9310 Outside Services		25558801	97450	PROPERTY SOLUTIONS	4043	9823849	90.00
9310 Outside Services		25558802	97450	PROPERTY SOLUTIONS	4043	9823849	152.00
9310 Outside Services		25558805	97450	PROPERTY SOLUTIONS	4043	9823849	140.00
9310 Outside Services		25558809	97450	LIGHT & BREUNING, INC.	0616768	9788004	140.00
9310 Outside Services		25558809	97450	LIGHT & BREUNING, INC.	0616890	9823847	140.00
9310 Outside Services		25558817	97450	PROPERTY SOLUTIONS	4043	9823849	98.00
9310 Outside Services		25558818	97450	PROPERTY SOLUTIONS	4043	9823849	135.00
9310 Outside Services		25558819	97450	PROPERTY SOLUTIONS	4043	9823849	35.00
9310 Outside Services		25558820	97450	PROPERTY SOLUTIONS	4043	9823849	75.00
9310 Outside Services		25558824	97450	OTIS ELEVATOR COMPANY	CVK08910716	9781369	2,348.34
9310 Outside Services		25558824	97450	LIGHT & BREUNING, INC.	0616892	9823906	255.00
9310 Outside Services		25558824	97450	LIGHT & BREUNING, INC.	CM0616892	9823977	-25.00
9310 Outside Services		25558825	97450	LIGHT & BREUNING, INC.	0616803	9781358	418.50
9310 Outside Services		25558825	97450	OTIS ELEVATOR COMPANY	CVK08910716	9781389	1,585.57
9310 Outside Services		25558825	97450	LIGHT & BREUNING, INC.	0616821	9781371	235.32
9310 Outside Services		25558825	97450	LIGHT & BREUNING, INC.	0616757	9788013	220.82
9310 Outside Services		25558825	97450	LIGHT & BREUNING, INC.	0616734	9788013	140.00
9310 Outside Services		25558825	97450	PROPERTY SOLUTIONS	4043	9823849	100.00
9310 Outside Services		25558825	97450	LIGHT & BREUNING, INC.	0716701	9823855	354.04
9310 Outside Services		25558825	97450	LIGHT & BREUNING, INC.	0716716	9823863	140.00
9310 Outside Services		25558828	97450	OTIS ELEVATOR COMPANY	CVK08910716	9781369	3,202.30
9310 Outside Services		25558828	97450	LIGHT & BREUNING, INC.	0616767	9788014	253.81
9310 Outside Services		25558828	97450	LIGHT & BREUNING, INC.	0616893	9823823	140.00
9310 Outside Services		25558830	97450	PROPERTY SOLUTIONS	4043	9823849	70.00
9310 Outside Services		25558830	97450	DUNCAN PARKING TECHNOLOGIES	DPT028063	9788006	137.50
9310 Outside Services		25558850	97450	CINTAS CORPORATION #725	725198504	9781345	190.77
9310 Outside Services		25558870	97450	CYBERMIND	NET-472552	9781364	48.00
9310 Outside Services		25558870	97450	CINTAS CORPORATION #725	725193957	9788001	177.77
9310 Outside Services		25558870	97450	FISH WINDOW CLEANING	2647-35815	9788026	23.00
9310 Outside Services		25558870	97450	CINTAS CORPORATION #725	725160035	9788038	177.77
9310 Outside Services		25558870	97450	OFFICETEAM	45815232	9788039	648.83
9310 Outside Services		25558870	97450	CORNELIUS SYSTEMS, INC.	A390385	9802553	577.50
9310 Outside Services		25558870	97450	LIGHT & BREUNING, INC.	0616858	9802572	460.00
9310 Outside Services		25558870	97450	LIGHT & BREUNING, INC.	0616818	9802581	140.00
9310 Outside Services		25558870	97450	CINTAS CORPORATION #725	725203083	9823824	190.77
9310 Outside Services		25558870	97450	DL GALLIVAN OFFICE SOLUTIONS L	IN28510	9823833	408.79
9310 Outside Services		25558870	97450	FISH WINDOW CLEANING	2647-36791	9823873	23.00
9310 Outside Services		25558870	97450	REPUBLIC SERVICES INC (PD VIA	0249-005127047	9823874	545.61
9310 Outside Services		25558870	97450	LIGHT & BREUNING, INC.	0616891	9823902	140.00
9310 Outside Services		25558801	97450	Score Invoice Processing Fee			310.00

Total 14,754.01

LOT COST DETAIL
 DOWNTOWN KALAMAZOO, INC.
 July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
9320 Customer Courtsey		25558870	25558870.93510	RINEHART, LISA (PC)	PETTYCASH070116	9777886	39.00
9320 Customer Courtsey		25558870	25558870.93510	KLOSTERMAN DISTRIBUTING	41955	9802599	172.26
9320 Customer Courtsey		25558870	25558870.93510				
Total							211.26

LOT COST DETAIL
DOWNTOWN KALAMAZOO, INC.
July 2016

DKI Account	DKI Description	Lot #	Ampco Account	Vendor	Inv #	Document	Amount
9669	Miscellaneous	25558801	98450	RINEHART, LISA (PC)	PETTYCASH070116	9777986	3.00
9669	Miscellaneous	25558801	98450	RINEHART, LISA (PC)	PETTYCASH070116	9777986	3.00
9669	Miscellaneous	25558801	98450	RINEHART, LISA (PC)	PETTYCASH070116	9777986	3.00
9669	Miscellaneous	25558828	98450	RINEHART, LISA (PC)	PETTYCASH070116	9777986	1.35
9669	Miscellaneous	25558860	98450	RINEHART, LISA (PC)	PETTYCASH070116	9777986	10.00
9669	Miscellaneous	25558860	98450	RINEHART, LISA (PC)	PETTYCASH070116	9777986	10.00
Total							20.35

MANAGEMENT AGREEMENT

FOR MANAGEMENT OF "CENTRAL CITY PARKING", KALAMAZOO'S MUNICIPALLY OWNED PARKING SYSTEM

Agreement dated as of January 1, 2014 between Downtown Kalamazoo Incorporated (DKI) and ABM Parking Services (Company), qualified to transact business in the State of Michigan, for the management of "CENTRAL CITY PARKING", Kalamazoo's municipally-owned parking system.

WITNESSETH:

WHEREAS, DKI and the Company entered into a Management Agreement commencing on January 1, 2003 to operate Kalamazoo's municipally-owned parking system ("Parking System"), and

WHEREAS, said agreement has been amended from time to time, and the parties desire to restate said Agreement in its entirety.

NOW, THEREFORE, it is mutually agreed as follows:

A. Appointment of Company and Property Description

The Management Agreement of January 1, 2008 and amendments thereto is hereby terminated and of no further force or effect as of January 1, 2014.

The Company is hereby appointed parking facility operator to manage for the account of DKI, the Parking System as described in the parking system sublease ("Sublease") between the Downtown Development Authority of the City of Kalamazoo ("DDA"), the City of Kalamazoo ("City"), and the City of Kalamazoo Building Authority ("Authority") (Exhibit A).

DKI, the DDA, the City, and the Authority their officers, agents and employees, reserve the right to add to, change, or delete any facilities, their designated uses, and the revenue collection equipment as necessary, in its sole judgment, to better serve the public, efficiently administer the parking system, or increase revenues.

B. Term of Agreement

Subject to earlier termination as hereafter provided, the initial term of this agreement shall be for a period of three (3) years commencing on January 1, 2014 and ending on December 31, 2016. *DKI and the Company may renew the original contract for one (1) additional two year time period by mutual written agreement entered into at least (30) days before expiration of the initial term*

C. Obligations of DKI

1. Standard Operating Procedures

- a. It is the general purpose of DKI in entering into this Agreement to make to the public a high level of service in Kalamazoo's parking facilities. To this end, the parties have prepared, adopted and continue to maintain a written Operations Manual describing in detail the procedures to be followed in collection of revenue, accounting for receipts, facility inspection and maintenance, customer relations, permit issuance, and other related matters. Company shall comply with the manual in performing its duties under this agreement.
 - b. After consultation with the Company, DKI from time to time may require modifications to the procedures set forth in the Operations Manual to promote efficient administration and public convenience. Such modifications will not require formal amendment to this agreement. The duties assigned each party with regard to facilities operation may be modified or reassigned through the Operations Manual.
2. Maintenance of Facilities
 - a. Preventive maintenance of the parking facility shall be the responsibility of DKI. The Company shall provide access to all facilities and provide for vacating areas for specific maintenance procedures to be carried out during normal operating hours. Such maintenance items to be done by DKI shall be identified by annual maintenance inspections to be performed by qualified engineers contracted by DKI.
3. Office and Other Space
 - a. Office and storage space will be made available to the Company for performance in accordance with the Operations Manual.
4. Equipment Provided
 - a. Equipment will be made available to the Company for performance in accordance with the Operations Manual.
5. Payment for Operating Costs
 - a. DKI shall reimburse the Company for the costs of operating the Parking System in accordance with the provisions of Paragraph E., Operating Expenses and Reimbursement to Company.

D. Obligations of Company

1. Terms of Operation
 - a. The Company shall operate the parking facilities in an efficient manner and insure high quality service and effective revenue control in accordance with this Agreement and the Operations Manual.
2. Personnel and Hours of Operation
 - a. The Company shall at all times provide personnel in the number and classifications necessary to operate the facilities in an efficient manner in accordance with this

Agreement and the Operations Manual.

- b. The Company shall annually review the Operations Manual and update as necessary.
 - c. The Company shall not “borrow” or otherwise use employees working under this contract to do work on other contracts that the Company may have or acquire unless approved in advance by DKI in writing.
 - d. The hours of operation of the various facilities shall be set by DKI in consultation with the Company and in accordance with the Operations Manual.
3. Training
- a. The Company shall maintain a training program for all employees in accordance with the Operations Manual.
4. Removal of Employees
- a. DKI reserves the right to recommend that the Company remove any employee who has been unsatisfactory in the opinion of the Company and DKI. The final decision shall rest with the Company.
5. Uniforms
- a. All employees of the Company shall wear uniforms and individual identification while on duty.
6. Equipment and Services to be Provided and Maintained
- a. The Company will make use of at least one safe for the security of parking facility revenue.
 - b. The Company agrees to adhere to all policies, procedures, and instructions issued by DKI pertaining to the use of the Parking System’s computerized revenue control system as detailed in the Operations Manual or as later amended.
 - c. The following items of maintenance and repair will be the responsibility of the Company as a reimbursable expense, in accordance with the Operations Manual:
 - 1) All parking system control equipment, devices, visual indicators and signs;
 - 2) All parking meters and honor boxes;
 - 3) All Service and Information Center equipment that is part of this Agreement;
 - 4) All relamping of electrical fixtures; light fixture cleaning; painting; fence and barricade repair; cleaning, weed removal; lawn mowing; shrubbery maintenance and landscaping; snow and ice removal including sidewalks and parking lots; elevator maintenance; parking space restriping; oil stain removal;
 - (a) Snow and ice removal chemicals and techniques shall be approved by the DKI.5)

All janitorial and custodial work necessary to maintain all facilities in a clean, and healthy manner, including, but not limited to the following: sweeping, trash pickup, window cleaning, elevator cleaning, floor drain cleaning, lavatory, office and waiting room janitorial service, graffiti removal;

- 6) Deficiencies in the execution of the tasks outlined in paragraphs D.6.c.4) and 5) above shall be remedied within 24 hours of their being brought to the attention of the Company where reasonably possible.
- 7) The Company shall inspect the parking facilities and to inform DKI promptly and in writing of any needed maintenance or repairs.
- 8) DKI, the DDA, the City, and the Authority, their officers, agents, and employees shall at all reasonable times have the right to enter upon the Parking System for the purpose of inspecting the same and to determine whether all of the terms, agreements, covenants and conditions herein are being complied with.
- 9) The Company shall perform preventative maintenance on all equipment, including parking control equipment in accord with manufacturer's recommendations. The maintenance of equipment shall be through a maintenance service contract, approved by DKI. The expense of such maintenance and repair shall be charged as an item of operating expense in accordance with Paragraph E., Operating Expenses and Reimbursement to Company.

7. Parking Charges and Collection of Monies

- a. It is the Company's responsibility to reasonably protect parking revenues and to operate efficiently with the revenue control system established in this Agreement and the Operations Manual. The Company shall take every reasonable action to collect and enforce the collections of fees, charges, and assessments due from users of the Parking System. All Parking System revenues shall be deposited daily in the bank to be designated separately in accordance with Paragraph G.3., Collection and Deposit of Receipts.
- b. Parking fees and rates shall be established by the DDA and DKI consistent with the Sublease. DKI may consult with the Company in the setting of the recommended fees and rates.
- c. The Company will manage and collect revenues from parking violation notices in accordance with the Operations Manual.

8. Revenue Control System

- a. The Company will be responsible for operating a revenue control system as outlined in the Operations Manual.

9. Parking Violation Notices

- a. All parking violation notices shall be of a form approved by DKI and shall be issued in accordance with the Operations Manual.

10. Monthly Parking Permits and Parking Validation Program

- a. The Company shall administer the monthly parking permit program and the parking validation program in accordance with the Operations Manual.

11. Patron Claims and Complaints

- a. The satisfaction of patrons of the Parking System is of great importance to DKI. The Company shall handle all patron complaints and all claims made for losses or damages in the parking facilities in accordance with the procedures outlined in the Operations Manual.

12. Safety

- a. The safety of the patrons and employees of the Parking System is of great importance to DKI. The Company and DKI shall maintain a safety program to meet the needs of downtown patrons and Parking System employees. The Company shall manage the safety program in accordance with the Operations Manual, and in a manner consistent with other reasonably prudent operators of parking systems.

13. Operating Procedures

- a. The Company shall operate the Parking System at all times in accordance with this Agreement and, the Operations Manual. The Operations Manual shall be subject to change, in whole or in part, at any time, and at the reasonable discretion of DKI.

E. Operating Expenses and Reimbursement to Company

1. Annual Budget

- a. The Company shall prepare and submit, by a date to be determined by DKI and notified in writing, an annual budget pursuant to standards of service required of the Company by this Agreement and the Operations Manual.
- b. The approved budget shall include all anticipated costs and expenses to be incurred by the Company in the normal operation of the Parking System as defined in the Operations Manual.
- c. The approved annual budget shall specifically exclude the following (which shall be provided by the Company at its expense) unless approved in writing in advance by DKI:
 - 1) One (1) vehicle necessary for performing in accordance with the Operations Manual. Vehicle repair and maintenance shall be reimbursed as costs and expenses connected with the operations.
 - 3) All licenses, permits, fees and business taxes necessary to do business.
 - 4) Costs and expenses of non-local personnel of Company such as legal, administrative, bookkeeping, executive personnel, and company officials.
 - 5) Bonds and insurance required by this Agreement excluding workers compensation

insurance.

- 6) Cost of repairs for damages to the City or private property to the extent caused by negligence or negligent omissions of the Company or its employees.
- 7) Travel, accommodations, and professional memberships.
- 8) All expenses related to the Company's home office operations.
- 9) All uniforms required in accordance with the Operations Manual. If a change is requested in the style and type of uniform, any additional cost resulting from such a change shall be negotiated between the Company and DKI.

2. Reimbursement of Approved Expenses to Company

- a. The Company shall pay all costs and expenses connected with the operations hereunder when due. On or before the 20th day of each month, the Company shall submit to DKI a report of all expenses incurred and paid in the operation of the Parking Systems for the preceding month of operation. Said report shall be accompanied by legible, dated evidence of disbursements. DKI shall process reimbursements within fifteen (15) days after DKI's receipt of an invoice for same.

3. Reimbursements Not to Exceed Actual Costs to Company

- a. Notwithstanding anything contained herein to the contrary, in no event shall DKI be obligated to reimburse the Company for any item in an amount in excess of such item's actual cost to the Company.

F. Management Fee

1. Management Fee

- a. As a fee for managing the Parking System, DKI shall pay the Company a Management Fee of:
 - 1) For the first year, from January 1, 2014 through December 31, 2014, the amount of \$15,000 per month, \$180,000 annually;
 - 2) For years two through three, the management fee shall automatically increase by the lesser of two and one half percent (2.5%) or the Consumer Price Index - All Urban Consumers (CPI-U) for the proceeding calendar year.
- b. If the total number of parking spaces managed by the Company is increased or decreased by a single action that results in a change greater than ten percent (10%), the fee will be adjusted by a monthly amount equal to one dollar and nine cents (\$1.09) per space of the aforementioned change.
- c. The fees shall be paid by DKI within thirty (30) days after the close of each calendar month during the term hereof.

2. Office Space

- a. The Company will be provided with adequate office and work space to provide all services in accordance with this Agreement.
3. Performance Incentive
- a. In order to encourage attaining specific customer service/performance goals and to further compensate the Company for actual work performed, DKI may, at its discretion, pay the following management fee adjustment:
 - 1) DKI will survey the customer base once per year in accordance with the Operations Manual.
 - 2) Provided no decline in customer satisfaction is detected by the survey or any of its categories, the Company will be annually awarded up to an additional one percent (1%) of the annual management fee, at DKI's discretion.
 - b. In order to encourage excellent performance by its employees, the Company shall pass on one hundred percent (100%) of the incentive to its employees. This amount shall be distributed in such a way that good attendance, courtesy, good work habits, and service are rewarded.
4. Liquidated Damages
- a. Any of the below liquidated damages shall be deducted from the Management Fee payment due the month following the date the penalty is assessed:
 - 1) The Company will be required to maintain tickets, reports and other source documents in substantial and reasonable accordance with the standards detailed in the Operations Manual. If DKI finds that they are not being maintained properly, the Company will be required to pay \$65 per day for each day it takes to bring the records to standard.
 - 2) The Company will be required to pay to DKI any monies lost due to the Company's negligence. Additionally, the Company will pay interest at the prevailing prime rate on these amounts from the time they are due until the time they are collected.
 - 3) All other liquidated damages provided for under the terms of this Agreement shall be assessed as reasonably determined by DKI. Such damages shall be deducted from the Management Fee payment due the month following the date of such assessment.

G. Handling of Parking Revenues and Accounting Records

I. General

- a. All Gross Receipts derived from the operation of the Parking System shall be held in trust for DKI by the Company while the funds are in its custody and control. Should any of such Gross Receipts be lost, stolen or otherwise unlawfully removed from the

custody and control of the Company, the Company shall be responsible therefore and shall deposit in the bank designated by DKI a like sum of monies but only to the extent loss, liability or expense is caused by negligence, misconduct or other fault of the Company, its agent or employees. The Company will notify DKI of such a loss. Should said loss, theft, or unlawful removal be insured or otherwise secured by the Company, any payments made to DKI by such insurance company, bonding company, or other, when paid to DKI, shall be reimbursed to the Company to the extent of such deposit.

2. Definition of Gross Revenue

- a. The term "Gross Revenue", as used herein, shall mean all parking fees and charges collected by the Company whether for cash or credit, resulting from the operations of the Parking System hereunder.

3. Collection and Deposit of Revenue

- a. The Company shall collect, hold in trust for DKI, account for and deposit daily in the bank account designated by DKI, as evidenced by notice in writing from the DKI, and in the name of DDA all Gross Revenue collected from the operation of the Parking System hereunder.

4. Books, Records and Accounting

- a. The Company shall keep full and accurate books and records in accordance with generally accepted accounting principles which are acceptable to DKI, and in accordance with the Operations Manual, which shall show all Gross Revenues, as defined hereinabove, and all the costs of operation of managing the Parking System as herein described. DKI shall have at all times right through its representatives to inspect such books and records. The inspection right granted herein shall be restricted to the operation and management of the Kalamazoo Parking System and all other documents which affect or are attributed to said operations.
- b. The Company will be required to maintain tickets, reports and other source documents to the standards outlined in the Operations Manual, and if DKI finds they are not being maintained substantially and reasonably, the Company will be required to pay Sixty-Five Dollars (\$65.00) per day for each day it takes to bring the records into material compliance with the Operations Manual.
- c. All source documents (including, but not limited to used/voided parking violation notices, cash register tapes, cashier and daily reports, deposit slips, and vehicle inventories) are to be maintained in a location within the City and County of Kalamazoo, approved by DKI, in the manner prescribed in the Operations Manual.
- d. All the above listed types of records are to be maintained in the City and County of Kalamazoo and made available to DKI during reasonable office hours for a period of three (3) years after termination of this Agreement. Upon termination of this Agreement, the Company may surrender all records and documents relating to the Agreement and shall be required to do so if requested by the DDA.

5. Financial Reports

- a. The Company shall submit all reports required by DKI or as prescribed by DKI or as prescribed in the Operations Manual in the form and within the time period specified by DKI and in accordance with the Operations Manual.

6. Audits and Inspections

- a. DKI, the DDA and the City and their respective authorized representatives shall have the right at any time and from time to time to reasonably audit all of the books of account, bank statements, documents, records, returns, papers, files of the Company and other documents required to be kept by the Company relating to the Gross Revenues as these documents relate to the Company's Kalamazoo operations; and the Company upon request by either, shall make all such matters reasonably available for examination within the City and County of Kalamazoo.
- b. If DKI, the DDA, or the City shall make or have such an audit made and the Gross Revenues shown by the Company's statement for such year should be found to be understated by more than one percent (1%), the Company shall pay the cost of such audit. The right to have such an audit made with respect to any year shall expire three (3) years after the Company's statement for any year shall have been delivered to DKI.

H. Indemnification and Insurance

1. Indemnification

- a. As further consideration hereunder, the Company hereby releases and agrees to indemnify and save harmless DKI, Downtown Tomorrow, Inc. ("DTI"), the owner of the premises in which the Service and Information Center is located, the DDA, the City, and the Authority, their officers, agents, and employees from and against any and all loss of, or damage to property, or injuries to or death of any person or persons, including without limitation, the officers, employees and agents of DKI, DTI, the DDA, the City, and the Authority, and the property of same, but only to the extent any of the foregoing are caused by the negligence, misconduct or other fault of Company, its agents, or employees, or any other entity for which the Company is legally responsible.
- b. The Company agrees to defend against any claims brought or actions filed against DKI, DDA, the City and the Authority, their officers, agents, and employees, to the extent of the indemnity contained herein.

2. Insurance

- a. The Company further agrees to secure and deliver to DKI prior to the commencement of this Agreement, and to keep in force at all times during the term of this Agreement, a commercial general liability insurance policy, in single limits, written on an occurrence basis, including coverage for bodily injury and property damage, and an automobile liability policy including Garagekeepers legal liability, both with companies reasonably acceptable to and approved by DKI, covering the Company's activities with respect to the premises, operations hereunder and all services provided for herein in the amount

of Two Million Dollars (\$2,000,000.00) per occurrence for bodily injury and property damage.

- b. DKI, the DDA, DTI, the City, and the Authority shall be included as additionally insured with respect to the above insurance policy or policies, but only to the extent the same are indemnified under Paragraph H.1.
- c. Certificates evidencing the existence of all required policies, all in such form as DKI may reasonably require, shall be delivered to DKI prior to the commencement of this Agreement. Each certificate shall contain a statement indicating that the Company's broker will provide 30 days notice of cancellation to the certificate holder, DKI, 141 E. Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007.
- d. A renewal certificate shall be delivered to DKI as soon as possible prior to a policy's expiration date except for any policy expiring on the expiration date of this Agreement or thereafter.
- e. All insurance maintained by the Company shall be primary over any insurance carried by DKI and not require contribution by DKI.

3. Compensation Insurance

- a. The Company covenants and agrees at all times to maintain adequate Workers Compensation Insurance (including occupational disease hazards) with an authorized insurance company insuring the payment of compensation to all its employees. The Company agrees to provide to DKI certificates evidencing the existence of said Workers Compensation Insurance coverage.

4. Performance Bond

- a. The Company shall deliver to DKI prior to the commencement of this Agreement and will at all times during the term hereof and including any extension, maintain in effect a performance bond in the form attached hereto as Exhibit B in the amount of Five Hundred Thousand Dollars (\$500,000.00) payable to the DDA with surety reasonably acceptable to and approved by DKI, which bond shall be conditioned upon the Company fully and faithfully performing and carrying out the terms and provisions of this Agreement. Said bond shall provide that it will not be cancelled or materially altered or changed without first giving thirty (30) days notice thereof to DKI, 141 E. Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007, sent by certified mail, return receipt requested. Notwithstanding the foregoing, if at any time during the term hereof said, DKI, at its reasonable discretion, deems the amount of the bond is insufficient to properly protect DKI from loss hereunder, the Company agrees that it will, after notice, increase the same to an amount required by DKI.

5. Fidelity Bond

- a. The Company shall provide evidence of Crime Insurance (also known as Fidelity bond) covering all Company's personnel under this Agreement in the amount of Five Hundred Thousand Dollars (\$500,000.00) for each loss, for losses experienced due to the

dishonest acts of Company's employees and agents.

I. Cancellation, Assignment and Transfer

1. Cancellation by Company

- a. This agreement may be cancelled by the Company after the happening of one or more of the following events:
 - 1) Issuance by any court of competent jurisdiction of any injunction in any way preventing or materially restraining either party from performing hereunder for a period of at least sixty (60) days.
 - 2) The default by DKI in the performance of (i) its obligations to reimburse the Company for expenses or to pay any management fee or management fee adjustment as provided herein and DKI's failure to remedy same within fifteen (15) days after written notice, or (ii) any other covenant or agreement herein required to be performed by DKI and the failure of DKI to remedy such default for a period of sixty (60) days after receipt from Company of written notice to remedy the same.

2. Cancellation by DKI

- a. DKI shall have the right to terminate this Agreement in the case of default by the Company in the performance of any material covenant or agreement herein required to be performed by the Company and the failure of the Company to remedy such default for a period of thirty (30) days after receipt from DKI of written notice to remedy the same. In the event of termination pursuant to this paragraph, DKI shall be entitled to pursue any and all remedies available to it in an action to recover its damages.

3. Assignment and Transfer

- a. The Company shall neither sell, assign nor transfer this Agreement without the prior written consent of DKI, the DDA and the City.

4. Default or Waiver

- a. Continued performance of the terms of this Agreement after default shall not be deemed a waiver of the right to cancel for any subsequent default, and a waiver of such default shall not be construed as a waiver of any subsequent default.

J. Nondiscrimination

1. The Company shall comply with all federal and state laws with regard to nondiscrimination in employment.

K. Taxes, Licenses and Liens

1. The Company agrees to pay promptly all taxes, excises, license fees and permit fees of whatever nature applicable to its operation of the Parking System and to take out and keep current all licenses, municipal, state, or federal, required for the conduct of its business

hereunder and further agrees not to permit any of said taxes, excise or license fees to become delinquent.

2. The Company also covenants and agrees not to permit any mechanic's or materialman's or any other lien to become attached or be foreclosed upon the Parking System or improvements thereto or thereon, or any part or parcel thereof, by reason or any work or labor performed or materials furnished by any mechanic or materialman on the Company's behalf.
3. The Company agrees to furnish DKI, upon request, duplicate receipts or other satisfactory evidence showing the prompt payment by it of all taxes arising out of its operation of the Parking System.
4. The Company covenants and agrees to pay promptly when due all bills, debts, and obligations incurred by it in connection with its operation of the Parking System, and not to permit the same to become delinquent and to suffer no lien, mortgage, judgment, or execution to be filed against said Parking System or improvements thereon arising out of any such bills, debts, or obligations which will in any way impair the rights of DKI under this Agreement.

L. Patents and Trademarks

1. The Company covenants that it is the owner of or fully authorized to use any and all services, processes, machines, articles, marks, names, or slogans to be used by it in its operations under or in any way connected with the Agreement. The Company agrees to save and hold DKI, DTI, the DDA, the City, and the Authority, their officers, agents, and employees free and harmless of and from any loss, liability, expenses, cost, suit, or claim for damages in connection with the operations of the Company under or in any way connected with this Agreement to the extent same are caused by the following but only to the extent same are caused by the negligence, misconduct or other fault of the Company, its agent or employees: (i) any actual or alleged infringement of any patent, trademark, or copyright, of (ii) any alleged or actual violation by the Company of any unfair competition law.

M. General Provisions

1. Agreement Made in Michigan
 - a. This Agreement has been made in and shall be construed in accordance with the laws of the State of Michigan.
2. Paragraph Headings
 - a. The headings contained herein are for convenience in reference and are not intended to define or limit the scope of any provisions of this Agreement.
3. Independent of Agreement
 - a. Nothing contained herein is intended or should be construed as in any way creating or establishing a relationship of co-partners between the parties hereto, or as constituting the Company as the agent, representative or employee of DKI for any purpose or in any

manner whatsoever. The Company is to be and shall remain an independent contractor with respect to all services performed hereunder. None of the officers, agents or employees of the Company shall be or be deemed to be employees of DKI for any purpose whatsoever.

4. Law Enforcement

- a. Nothing in this Agreement shall be construed as restricting the functions or activities of authorized law enforcement officers with respect to violations occurring in the Parking System. The Company and its employees shall cooperate with the City of Kalamazoo in the enforcement of state law and municipal ordinances.

5. Notices

- a. All notices required to be given to DKI hereunder shall be given by certified mail, return receipt requested, addressed to Downtown Kalamazoo Incorporated, 141 E. Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007.
- b. All notices required to be given to the Company hereunder shall be sent by certified mail, return receipt requested, addressed to the Company at 1459 Hamilton Avenue, Cleveland, Ohio 44114, Attn: Vice President and Regional Manager.
- c. Either party hereto may designate in writing from time to time the addresses of substitute or supplementary persons within the State of Michigan to receive such notices. The effective date of service of any such notice shall be the date such notice is mailed or delivered.

6. Bond Ordinances

- a. This Agreement is in all respects subject and subordinate to any bond ordinance existing as of the date of execution hereof, including supplements thereto, and having general application to the Parking System covered hereby.

7. Agreement Documents

- a. The Sublease, as it may be amended from time to time is hereby incorporated by reference and made a part hereof. If there is any conflict or inconsistency between Sublease, as amended, and the Management Agreement, the provisions of the Sublease, as amended, control. DKI shall provide Ampco with copies of all amendments to the Sublease as and when there are amendments.


8. Final Approval

- a. This Agreement is expressly subject to, and shall not be or become effective or binding on DKI, until:
 - 1) it is approved by the DKI Board of Directors and duly executed by DKI, and
 - 2) the City has approved the management agreement between the DDA and DKI.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed as of the day and year first above written.

DOWNTOWN KALAMAZOO INCORPORATED

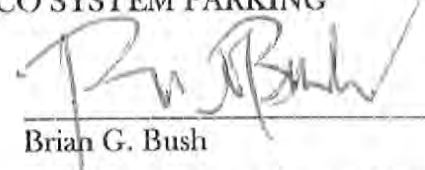
By:


Steve Deisler

Title: President

AMPCO SYSTEM PARKING

By:


Brian G. Bush

Title Vice President and Regional Manager

RESTATED CONTRACT OF SUBLEASE FOR
THE CITY OF KALAMAZOO PARKING SYSTEM

This Agreement, dated this 6TH day of DECEMBER, 2002, between the CITY OF KALAMAZOO, a Michigan municipal corporation, (hereinafter "CITY"), the DOWNTOWN DEVELOPMENT AUTHORITY OF THE CITY OF KALAMAZOO, a public corporation organized and existing pursuant to the authority of ACT 197, Public Acts of Michigan, 1975, MCL 125.1651 et seq., (hereinafter "DDA"), and the CITY OF KALAMAZOO BUILDING AUTHORITY, a public corporation organized and existing under the authority of ACT 31, Public Acts of Michigan, 1948 (first extra session) as amended, (hereinafter "BUILDING AUTHORITY") is as follows:

WITNESSETH

WHEREAS, on April 20, 1989, the parties hereto entered into a contract of Sublease for the City of Kalamazoo Parking System (hereinafter "Parking System"), whereby the DDA undertook the responsibility for the operation and maintenance of the Parking System; and

WHEREAS, the Sublease from time to time underwent a series of amendments; and

WHEREAS, the improvements and other expenses covering the Parking System were financed in part by issuance of certain bonds issued pursuant to certain contracts of lease between the CITY and the BUILDING AUTHORITY, to wit: Contracts of lease dated August 29, 1974 and dated April 10, 1978 (hereinafter "1974 AND 1978 BONDS"); 1989 Bonds issued pursuant to the 1989 Contracts of lease (hereinafter "1989 BONDS"); 1993A Bonds issued pursuant to the 1993A Contracts of lease (hereinafter "1993A BONDS"); 1993 Bonds issued pursuant to the 1993 Contracts of lease (hereinafter "1993 BONDS"); 1994 Bonds issued pursuant to the 1994 Contracts of lease (hereinafter "1994 BONDS"); 1997 Bonds issued pursuant to the 1997 Contracts of lease

(hereinafter "1997 BONDS"); and 1998 Bonds issued pursuant to the 1998 Contracts of lease (hereinafter "1998 BONDS"); and

WHEREAS, the 1974 and 1978 Bonds and the 1989 Bonds have been fully paid, either at maturity or by defeasance; and

WHEREAS, it is the desire of the parties hereto to restate in its entirety the Contract of Sublease which will permit the DDA to continue to operate the Parking System to benefit and serve a legitimate public purpose of the CITY and provide for the public welfare.

NOW, THEREFORE, IT IS AGREED that the Sublease of April 20, 1989 and amendments thereto are replaced in their entirety as follows (hereinafter "Restated Sublease"):

1. Agreement.

a. The Contract of Sublease dated April 20, 1989 and all amendments thereto is hereby terminated and of no further force and effect.

b. In consideration of the rentals and other terms and conditions set forth herein, the CITY does hereby let and lease the Parking System, as described in **Exhibit A** attached hereto, to the DDA and the DDA does hereby let and lease the Parking System from the CITY. Said Lease is subject to the lease agreements between the CITY and patrons presently in existence and which are described in **Exhibit B** attached hereto.

2. Term.

This Restated Sublease shall be for a term commencing on the above date and terminating initially on the later of October 1, 2005, or the date the 1993A BONDS, the 1993 BONDS, the 1994 BONDS, the 1997 BONDS, and the 1998 BONDS shall have been fully paid, either at maturity or by defeasance, (the "Termination Date"). However, in any event, this initial term shall not (a) beyond the life of the 1993A Bonds issued pursuant to the 1993A Contracts; (b) beyond the life of the 1993 Bonds issued pursuant

to the 1993 Contracts; (c) beyond the life of the 1994 Bonds issued pursuant to the 1994 Contract; (d) beyond the life of the 1997 Bonds issued pursuant to the 1997 Contract; and (e) beyond the life of the 1998 Bonds issued pursuant to the 1998 Contract. Thereafter, this Restated Sublease shall automatically renew for successive three (3) years periods, providing, however, that either party may terminate this agreement if written notice is provided to the other party by the Termination Date or not later than six (6) months before the expiration of any successive renewal terms. Rental payments shall be adjusted at the end of the initial period to reflect payment in full of the 1993 BONDS, the 1993A BONDS, the 1994 BONDS, the 1997 BONDS, and the 1998 BONDS. Upon termination of this Restated Sublease pursuant to this paragraph, or upon payment in full of all of the principal and interest on all of the bonds of the BUILDING AUTHORITY, including the 1993 BONDS, the 1993A BONDS, the 1994 BONDS, the 1997 BONDS, and the 1998 BONDS, the DDA and the CITY may renew or renegotiate this Restated Sublease. Notwithstanding any of the foregoing, either party may terminate the initial term of this Restated Sublease at any time without cause upon one (1) year's written notice to the other party.

3. Rent.

The DDA hereby covenants and agrees to pay to the CITY rental for the use of the Parking System in accordance with the rental payment schedule, attached herewith as **Exhibit C**, which includes:

a. The DDA will pay to the CITY the amounts necessary to pay principal of and interest when due, on the 1993 BONDS, the 1993A BONDS, the 1994 BONDS, the 1997 BONDS, and the 1998 BONDS as set forth in **Exhibit C** attached hereto. As security for all such payments, the DDA hereby pledges to the CITY the lesser of the tax increment revenue as described in **Exhibit C** or all Available Tax Increment Revenues (as herein defined). "Available Tax Increment Revenues" means in any fiscal year that portion of tax increment revenues of the DDA equal to 80% of the tax

increment revenue retained by the DDA, pursuant to the Development Plan and Tax Increment Financial Plan of the DDA, as amended, less the sum of the debt service payments due and owing in that fiscal year on all bonds issued by the CITY or the DDA secured by a first lien on tax increment revenues. As additional security, the DDA pledges to payment of its rental obligations under this Sublease the Net Revenues (as herein defined) of the Parking System. As used in this Restated Sublease, "Net Revenues" means for each fiscal year all revenues of the Parking System collected in that fiscal year, less expenditures for operation and maintenance of the Parking System for that fiscal year, plus any amounts set aside to meet depreciation costs. The DDA further covenants to maintain in each fiscal year Net Revenues for the Parking System in **Exhibit C** or the Available Tax Increment Revenues, sufficient to pay 100% of the annual debt service of the 1993 BONDS, the 1993A BONDS, the 1994 BONDS, the 1997 BONDS, and the 1998 BONDS, and any additional bonds issued by the CITY or the BUILDING AUTHORITY on behalf of the DDA.

b. The DDA agrees to reimburse and make payment to the CITY of all costs incurred by the CITY for providing any direct services to the Parking System, including but not limited to, Data Processing, Deposit Collection Services, Security or Accounting.

c. The DDA shall retain the unrestricted right and privilege to pre-pay at any time whatever amounts shall equal the debt service requirements on the bonds pursuant to the schedule in **Exhibit C**, and also the DDA may pre-pay any other rental payment obligations.

d. The DDA covenants and agrees that it will continue to pay to the CITY, in accordance with the terms of this Restated Sublease, the cash rentals at the times and in the manner herein established without reduction or abatement for any cause or reason whatsoever, including, but not limited to, casualty which results in the Parking System being unusable or the failure to have the Parking System restored under

Paragraph 12 hereof, and without right of setoff or recoupment, until the principal of and interest on all bonds are paid in full or adequate funds are available and held in trust for the benefit of the holders of the bonds for that purpose. All revenue generated by the Parking System shall be deposited in an account(s) separate from other DDA revenues. Revenues generated by the Parking System shall be ear-marked and used exclusively for the purpose of operating, maintaining or improving the Parking System or for other purposes specifically described herein. If in the event the Restated Sublease is not extended or the Parking System is not sold to the DDA, then the cash assets shall be delivered to the CITY, along with the remainder of the Parking System, as it then exists, subject to the provisions of paragraph 16. It is agreed that revenue generated from parking citations issued outside the Central Business District by CITY employees or their representatives shall not be assigned to the Parking System.

4. Budget of DDA.

The DDA will include in its budget for each fiscal year during the term of this Restated Sublease an amount sufficient to pay in a timely manner the total obligations under this Restated Sublease coming due in each such fiscal year. Annually, before finalization of its budget for the next ensuing fiscal year, the DDA shall prepare and transmit to the CITY a budget summary and certification indicating payments of all obligations due hereunder, which budget shall be reasonably adequate to cover all obligations of the DDA herein. Such budget shall be submitted to the CITY by October 1 of each year.

5. Accounts Payable and Accounts Receivable.

The DDA shall be responsible for all goods received or services rendered.

6. Maintenance.

The DDA, at its own expense during the term of this Restated Sublease, shall operate, maintain and keep in good repair the Parking System and the total expense of routine maintenance and repair in connection therewith shall be borne and paid by the

DDA in addition to all other requirements herein. In the event the CITY shall cause such routine repairs to be made pursuant to paragraph 12 of this Restated Sublease, the DDA shall pay to the CITY as additional rental payments the cost of such repairs on the next succeeding payment date. Operation and maintenance shall include any and all costs and expenses of operation and maintenance and such costs and expenses of repairs and maintenance as are necessary to keep the Parking System in good repair and working order and shall include, but not be limited to, heating, lighting, snow and debris removal, painting and such other repair and maintenance items as are necessary to provide for efficient operation of the Parking System, and to keep the same in good repair and working order, including such personnel as may be necessary. Further, the DDA shall pay, as part of the operation and maintenance expense, upon written notification by the CITY, and within thirty (30) days after receipt thereof, such amounts as shall be required to meet all reasonable administrative costs and operating expenses of the CITY in conjunction with the issuance and payment of bonds issued on behalf of or otherwise attributable to the Parking System, including existing bond issues as well as future bond issues.

7. Alterations and Extraordinary Maintenance.

The CITY and the DDA agree that the DDA shall make permanent alterations and repairs to certain of the parking facilities which are a part of the Parking System upon prior written consent of the City Commission and, if the alterations and repairs are to any part of the Parking System owned by the BUILDING AUTHORITY, upon prior written consent of the BUILDING AUTHORITY. Such alterations and repairs shall be made at the expense of the DDA; provided, however, that to the extent that the original capital for such alterations or repairs is obtained by the issuance of bonds or other indebtedness by the CITY on behalf of the DDA as permitted by law, the DDA's rental obligations under this Restated Sublease shall be increased by the amount of the debt service on such bonds

or other indebtedness. At the time of issuance of such bonds or other indebtedness, this Restated Sublease shall be amended to provide for the increased payment amounts.

8. On-Street Parking.

It is understood and agreed by the parties that the DDA is not obligated to provide street lighting, snow plowing, or other street maintenance services on CITY streets.

9. Rates.

a. The parties acknowledge that the Parking System does not presently generate enough funds on its own to fully pay for operation expenses, maintenance and the debt service obligations. It is the desire of the parties hereto to ultimately make the Parking System self-sustaining. Consequently, the DDA shall have the authority, from time to time, to change the parking rates and fees, including authority to place or remove parking meters, and change the time limits on meters. In establishing new rates and fees, the DDA shall endeavor to set such rates and fees at a level at least sufficient to meet the debt service obligations as set forth in **Exhibit C**, as the same may, from time to time be amended. In the event sufficient funds are not generated from the establishment of new rates and fees, then the DDA shall utilize tax increment revenues as set forth herein and in **Exhibit C**, as the same may, from time to time be amended.

b. The DDA may implement changes in parking rates and fees only upon prior written notification to the City Clerk which shall include submission of appropriate documentation substantiating the need to make changes in the parking rates and fees.

c. The DDA shall have no authority to implement changes in fines without first obtaining the consent of the City Commission through appropriate ordinance amendment. The CITY shall act expeditiously upon a request by the DDA for a change in fines, and approval of any such change shall not be unreasonably withheld.

d. Nothing in this paragraph shall be construed to limit the CITY's power of reasonable control of its streets, pursuant to law. The CITY shall have ultimate

authority concerning vacating streets, eliminating parking spaces, and altering the course of traffic, including all rights of traffic control, and the ultimate authority as to issues such as visibility and general safety relating to City Streets.

10. Hold Harmless.

a. The DDA covenants and agrees that it will not permit the use of the Parking System in any manner that would result in a violation of any local, state or federal laws, ordinances, rules, or regulations now or hereafter in force and applicable thereto and shall at all times defend, hold harmless and indemnify the CITY, its agents, employees, and officials from all losses, damages, claims, expenses, judgments, and liability to persons or property occasioned, wholly or in part, by the negligence, acts or omissions of DDA, Downtown Kalamazoo, Inc. (hereinafter "DKI"), or its management company. However, nothing in this Restated Sublease shall be construed to relieve the CITY from liability to DDA, its agents, employees, invitees, guests and independent contractors for the CITY's own negligence or negligence of the CITY's employees, officials, and agents. The CITY retains all of its rights, and those of its employees, officials and agents, under the doctrine of governmental immunity.

b. The DDA further covenants and agrees that it will promptly, at its own expense, make and pay for any and all changes and alterations in or about the Parking System which during the term of this Restated Sublease are required to be made at any time by reason of any local, state or federal law, ordinance, or regulation and to defend and save the CITY, its agents, officials, and employees harmless and free from all costs or damages in respect thereto.

11. Liability Insurance.

As part of the rental obligation herein, the DDA agrees to provide general liability insurance with limits of no less than \$1,000,000 per occurrence for bodily injury and property damage. Limits shall be adjusted periodically, upon the reasonable request of the CITY, to reflect additions to the Parking System and/or changes in economic

conditions. The DDA shall not unreasonably withhold its approval to any such request. The CITY, its agents, officials and employees shall be named as the primary insured or at least as additional insured. This insurance shall protect the DDA and the CITY, its agents, officials, and employees against loss on account of damage or injury to persons or property imposed by reason of the ownership or control of the Parking System or resulting from any act of omission or commission on the part of the DDA, DKI, or its managements company, or the CITY, their agents, officers and employees in conjunction with the operation, maintenance or repair of the Parking System or the furnishing of any service in connection therewith. The DDA shall also pay any premiums on fidelity bonds for any DDA employees or persons handling funds on behalf of the DDA for the Parking System.

12. Funds From Casualty.

Any funds received by the DDA, BUILDING AUTHORITY or the CITY from any insurance policies or otherwise, because of casualty or damage to the Parking System shall be promptly used to restore the Parking System to a condition mutually satisfactory to the CITY, the DDA, and the BUILDING AUTHORITY. If such funds are not sufficient so as to restore the Parking System, the DDA may provide sufficient additional funds therefor in such amounts as the DDA, the CITY and the BUILDING AUTHORITY may agree upon. If in the judgment of the BUILDING AUTHORITY and the CITY, the funds received from any insurance policies or otherwise by the BUILDING AUTHORITY, the DDA or the CITY shall be insufficient to restore the Parking System to a satisfactory condition and if additional funds of the DDA are not made available or additional bonds are not authorized to make proper restoration then, in that case, the CITY on behalf of the BUILDING AUTHORITY shall hold and/or invest the funds paid to it by reason of such loss for the benefit of the holders of the then existing bonds, and when upon receipt of sufficient cash rentals from the DDA which, together with the proceeds of any insurance or other available funds, will be sufficient to pay the principal

and interest on the bonds, said money shall be deposited by the CITY in trust, for the benefit of the bond holders and used to pay the principal and interest on said bonds as they mature

13. City Inspection, Repairs.

The BUILDING AUTHORITY and the CITY, their agents, officials and employees shall at all reasonable times have the right to enter upon the Parking System for the purpose of inspecting the same and to determine whether all of the terms, agreements, covenants and conditions herein are being complied with. In the event that the CITY shall reasonably determine as a result of such inspection that repairs are required to be made to the Parking System in order to preserve the security for the bonds, the CITY shall give notice thereof in writing to the DDA and the BUILDING AUTHORITY. If, after 45 days following the giving of such notice, the DDA has not initiated appropriate steps to accomplish repairs in a timely fashion, then the CITY shall have the right to enter upon the Parking System to cause such repairs to be made. Payment for such repairs shall be additional rental obligations of the DDA.

14. Financial Records.

a. The DDA will be responsible for maintaining adequate financial records to facilitate the preparation of annual financial reports in accordance with generally accepted accounting principles.

b. The DDA will also be responsible for maintaining a system of internal controls. The DDA will make its records available to the CITY for the purpose of annual or interim reviews or audits by the CITY. The Parking System shall be audited annually, either as part of the CITY's annual audit, or as a part of the DDA's annual audit, at the discretion of the CITY. In either case, the DDA will be responsible for the cost of the audit and compliance with the auditor's recommendations to the extent that the CITY requires compliance with such recommendations. If a DDA audit is conducted, it shall be completed and a copy of the report shall be submitted to the CITY by May 15

following the end of DDA's fiscal year. The DDA will also be responsible for the preparation of any interim financial reports that the CITY may reasonably request.

15. Quiet Possession.

The CITY covenants that the DDA, upon compliance with the terms of this Restated Sublease, shall and may peacefully and quietly have and hold and enjoy the Parking System for the term herein provided.

16. Assignment.

a. Upon written request by the DDA, the CITY shall exercise its option to repurchase property commonly known as "Parcel C" in an Agreement dated June 15, 1987, as restated September 22, 1992, and as amended April 1, 2002, between the CITY and the Hinman Company, which is attached hereto as **Exhibit D**. The DDA shall be obligated to pay the purchase price. Upon termination of this Restated Sublease, if requested by the CITY, the DDA shall convey said "Parcel C" to the CITY. If the DDA reimburses the CITY for "Parcel C" from Parking System funds (i.e. revenues generated from the operation of the Parking System), then the transfer to the CITY shall be for a nominal consideration. If the DDA reimburses the CITY for "Parcel C" from DDA funds apart from Parking System funds, the CITY shall pay the DDA that amount for "Parcel C;" or the amount shall be prorated if only a portion of non-Parking System funds was used by the DDA to reimburse the CITY for "Parcel C." In any event, said conveyance shall be by the same form of deed that the DDA itself received.

b. Contemporaneous with the execution of this Sublease, Ramp No. 1 has been sold to a third party and thereby removed from the Parking System. The third party has given the CITY a right of first refusal to purchase Ramp No. 1 at such time as it is willing to sell the same. This right of first refusal obligates the CITY, should it choose to exercise the same, to include purchase of the "Radisson" hotel if the hotel is included in the third party offer. If at such time the CITY's right of first refusal becomes exercisable, it shall exercise such right upon written instruction from the DDA who shall

promptly reimburse the CITY the purchase price, provided the CITY has adequate assurance that the DDA has sufficient funds to pay the purchase price by the date of closing or as the CITY may otherwise agree. The CITY shall provide the DDA written notification of the third party offer within seven (7) days after its receipt. The DDA shall then have seven (7) days within which to instruct the CITY to exercise the right of first refusal.

c. The DDA shall not assign, sublet or otherwise transfer this Restated Sublease or any of the responsibilities or requirements herein to any other entity except with the written permission of the City Commission. It is agreed and understood by the parties that the DDA will enter into a contract of management with DKI which in turn will contract with a management company to operate the Parking System. It is agreed that the entering into of said agreements is not a violation of the spirit and intent of this paragraph. The contract between the DDA and DKI shall be approved by the City Commission and shall be fully subject to all of the terms, requirements and conditions of this Restated Sublease. The City Commission shall not unreasonably withhold its approval. The CITY shall have the right to meet with and participate in the interviews with the final candidates and to make recommendations concerning the management company to be selected; however, final authority for selecting the management company shall remain with the DDA. Any management contract shall provide that:

1) the initial term of the contract cannot be more than 5 years and any renewal term does not exceed 5 years. Both the initial term and any renewal term shall provide that the party contracting for services shall be entitled to terminate the contract after three (3) years without penalty.

2) DKI or the management company is not compensated (in whole or in part) on the basis of a share of net profits;

3) at least fifty percent (50%) of the annual compensation of DKI or management company under the contract is based on a periodic fixed fee; and

4) the contract shall not be assignable without the written consent of the DDA and the CITY.

17. Right of First Refusal.

If the CITY decides to sell the Parking System at any time during the term of this Restated Sublease or within two years from the termination of this Restated Sublease, the CITY hereby grants the DDA a right of first refusal to purchase the Parking System. If the CITY has received a bona fide offer from a third party to purchase the Parking System, and if the CITY desires to sell the Parking System on the terms and conditions therein, the CITY shall send to the DDA a copy of the proposed sales agreement and notify the DDA of the intention of the CITY to accept the same. The DDA shall have the right within thirty (30) days to accept said contract in its own name for the purchase price and on the terms specified in said agreement. If the DDA shall not elect within said thirty (30) day period to purchase the Parking System, then the CITY may sell the Parking System to the third party on the same terms as the offer from the third party. If the CITY decides to sell the Parking System within two years of the termination of the Sublease and has not received any bona fide offers, then the CITY agrees that it shall first negotiate in good faith with the DDA to sell the Parking System to the DDA. If the parties cannot come to an agreement following good faith negotiations, then the CITY may sell the Parking System to another entity.

18. Tax Exempt Status of Bonds.

a. The parties agree that neither shall not take any action to impair the tax exempt status of the existing bonds or of future bonds including, by way of example, the entering into of agreements with private entities that could jeopardize the tax exempt status. Each party shall solely bear the liability for any such unilateral actions.

b. The DDA covenants and agrees that it shall neither enter into any private parking leases nor permit any private parking leases to be entered into or amended with other than individuals and other government users except upon prior written

approval of the BUILDING AUTHORITY and the CITY. The BUILDING AUTHORITY and the CITY shall endeavor to review any proposed lease within seven (7) days of submission by the DDA, but in no event not later than thirty (30) days of submission by the DDA. The failure by either the City Manager or the BUILDING AUTHORITY to give their respective written approval within thirty (30) days after submission shall be deemed to constitute approval by such party of said proposed lease.

19. Miscellaneous Concerns.

a. Throughout the term of this Restated Sublease the CITY shall be provided with up to 125 parking spaces within the Parking System for municipal purposes, if needed. The CITY shall pay the DDA a fee for these spaces that is no less favorable than the most favorable rate provided to other Parking System users within the same parking facilities or area.

b. The parties acknowledge that Ampco System Parking ("Ampco") is the present day-to-day operator of the Parking System by virtue of a management agreement with DKI dated June 1, 1997, as amended and restated in its entirety by Agreement dated DECEMBER 6, 2002, which commences January 1, 2003. If at such time the CITY and/or BUILDING AUTHORITY takes over the management of the Parking System from the DDA and, in conjunction therewith, no longer uses the services of Ampco, then the CITY and/or BUILDING AUTHORITY shall forthwith reimburse Ampco for the unamortized portion of tenant improvements paid by Ampco for the premises located at 312 North Rose, as more fully set forth in the management agreement which commences January 1, 2003.

20. Default.

In the event the DDA fails to make any payment required to be made under this Restated Sublease at the time and in the amount shown on **Exhibit C**, or within thirty (30) days of receipt of notice from the CITY that additional rental payments are due, as described in Paragraph 3, or to perform any of its obligations under the Restated

Sublease, the CITY may, upon written notice of such default, take any of the following actions:

- a. Terminate the Restated Sublease and take possession of the Parking System.
- b. Make payments required to be made by the CITY to pay the debt service on any outstanding bonds of the CITY or of the BUILDING AUTHORITY issued to acquire any portion of the Parking System, and charge interest or any penalty imposed to the DDA on the unpaid amount at the same rate of interest as the default rate as required by the provisions of any existing or future bond issues.
- c. Pursue any other remedy provided by law, including mandamus to compel specific performance of the Restated Sublease.

The exercise by the CITY of any of the remedies listed above shall not prevent the CITY from taking any of the other remedies permitted. The waiver by the CITY or the BUILDING AUTHORITY of a default by the DDA shall not constitute a waiver of all defaults or any default thereafter.

21. Notice.

Any notices required by this Agreement shall be served either (i) personally or (ii) by registered mail or (iii) a recognized overnight or daytime courier, or (iv) first class mail or (v) facsimile and any of the preceding four options, with proper postage or charges fully prepaid, and properly addressed, to the party for whom it is intended as follows:

City of Kalamazoo and City of Kalamazoo Building Authority
Attn: City Manager
241 W. South Street
Kalamazoo, MI 49007

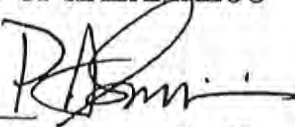
Copies to: City Attorney's Office
234 W. Cedar
Kalamazoo, MI 49007

DDA
Attn: Executive Director
157 Kalamazoo Mall
Kalamazoo, MI 49007

Copies to: Michael D. O'Connor, Esq.
151 S. Rose, Suite 900
Kalamazoo, MI 49007

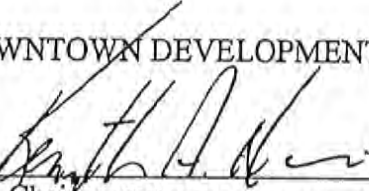
WITNESS

CITY OF KALAMAZOO

By: 
Its: _____ CITY MANAGER _____

WITNESS

DOWNTOWN DEVELOPMENT AUTHORITY

By: 
Its: ~~Chairperson~~ EXECUTIVE DIRECTOR

By: _____
Its: Secretary

WITNESS

CITY OF KALAMAZOO BUILDING AUTHORITY

By: 
Its: Chairperson

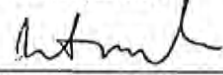
By: 
Its: Secretary


EXHIBIT A

DESCRIPTION OF PARKING SYSTEM

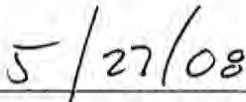
<u>LOT#</u>	<u>LOT NAME</u>	<u>LOCATION DESCRIPTION (Bounded by)</u>
01	Edwards St.	South St., Edwards St. & Bates Alley
02	Lovell St.	W. Lovell St., S. Rose St. & Cedar
05	Washington Sq.	Washington Ct., Portage St. and Stockbridge
06	Haymarket Lot	E. Water St. to Edwards St., up Kalamazoo Ave.
07	S. Burdick St.	S.E. Corner 700 blk. of S. Burdick and Dutton St.
09	Carney Lot	South side of E. Water St. to Edwards
14	Central Lot	500 blk. S. Burdick east to John St. between Gazette and Hinman Skyrise (leased from Hinman Company)
19	Cedar St.	Cedar and S. Burdick
24	Farmers Alley Ramp 3	2 story structure E. South St., Portage St. and Farmers Alley
25	S. Mall Ramp Ramp 2	6 story structure behind stores in 300 blk. South Mall. E. South St. to Henrietta up E. Lovell St.
28	N. Rose Street Ramp 4	4 story structure N. Rose Street Kalamazoo Ave., Eleanor St.

9. LIABILITY. Landlord agrees to indemnify and hold Tenant harmless against any and all liability and loss whatsoever arising from any damage caused by negligence of Landlord and its agents or from conditions existing prior to the commencement of this agreement. Landlord is not responsible for workers' compensation insurance and is not liable for workers' compensation claims.
10. COMPLETE AGREEMENT. Landlord and Tenant each hereby acknowledge that this Agreement encompasses the entire agreement of the parties and that there are no other agreements or understandings between them with respect to the leased premises.

In WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.



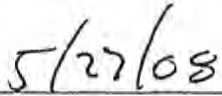
Downtown Tomorrow Incorporated



Date

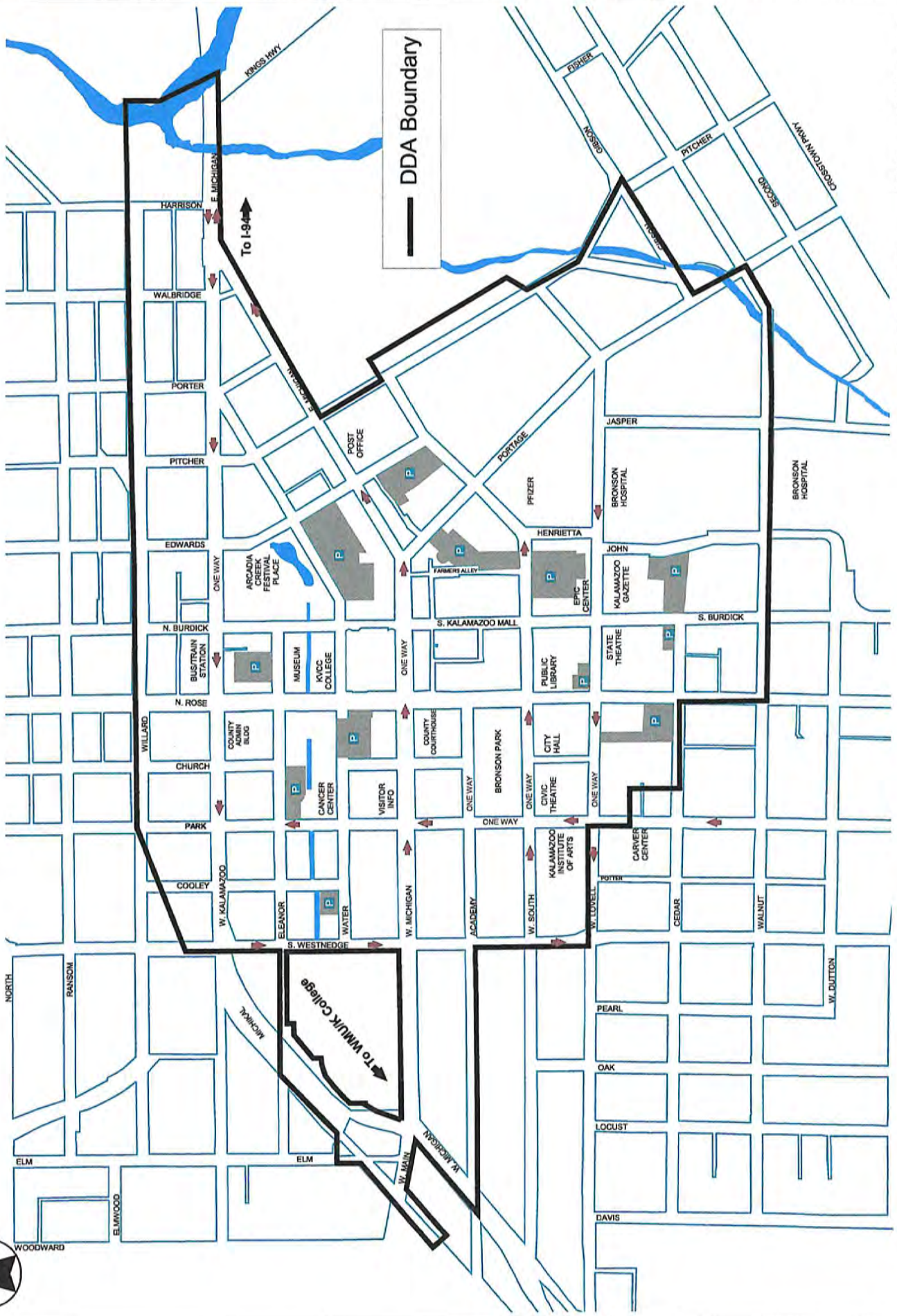


Kalamazoo Downtown Development Authority



Date

Downtown Kalamazoo



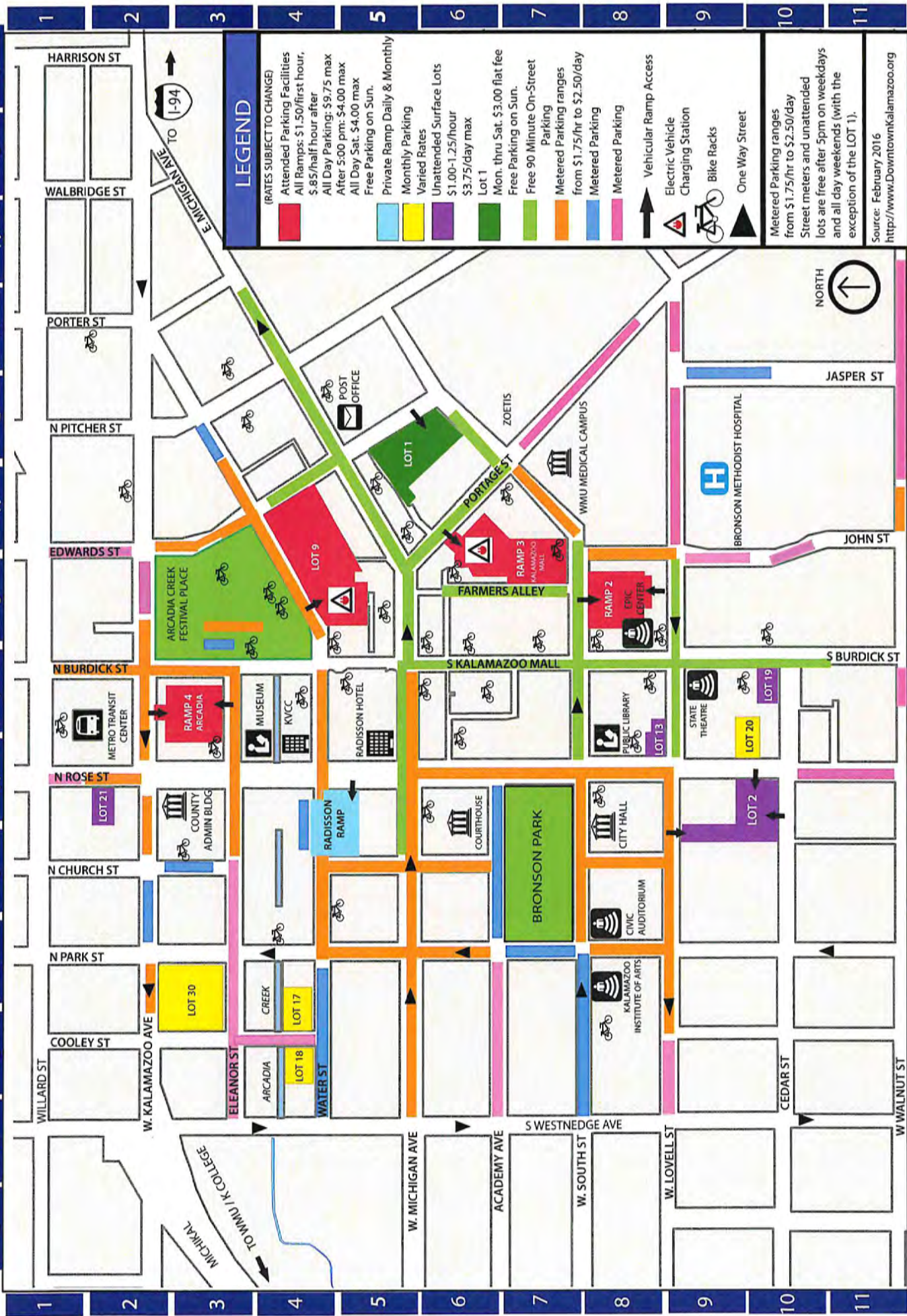
DOWNTOWN KALAMAZOO PUBLIC PARKING



(269)-342-6383



(269)-344-0795



LEGEND

(RATES SUBJECT TO CHANGE)

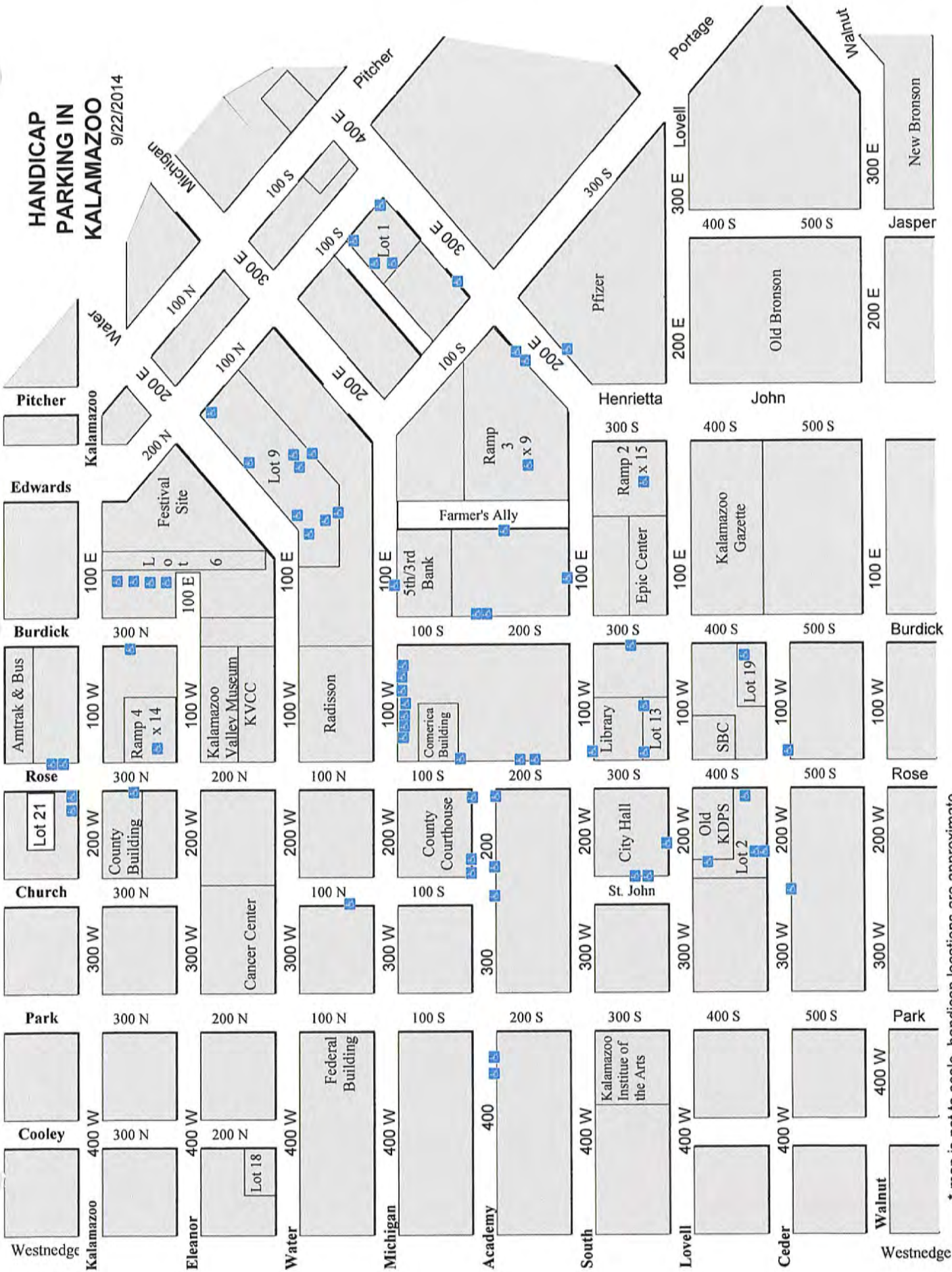
- Attended Parking Facilities**
 - All Ramps: \$1.50/first hour, \$.85/half hour after
 - All Day Parking: \$9.75 max
 - After 5:00 pm: \$4.00 max
 - All Day Sat: \$4.00 max
 - Free Parking on Sun.
- Private Ramp Daily & Monthly**
 - Monthly Parking
 - Varied Rates
- Unattended Surface Lots**
 - \$1.00-1.25/hour
 - \$3.75/day max
- Lot 1**
 - Mon. thru Sat. \$3.00 flat fee
 - Free Parking on Sun.
- Metered Parking**
 - Free 90 Minute On-Street Parking
 - Metered Parking ranges from \$1.75/hr to \$2.50/day
- Metered Parking**
 - Metered Parking
- Other Features**
 - Vehicular Ramp Access
 - Electric Vehicle Charging Station
 - Bike Racks
 - One Way Street

Metered Parking ranges from \$1.75/hr to \$2.50/day
Street meters and unattended lots are free after 5pm on weekdays and all day weekends (with the exception of the LOT 1).
Source: February 2016
<http://www.DowntownKalamazoo.org>

Downtown Kalamazoo, Inc.

HANDICAP PARKING IN KALAMAZOO

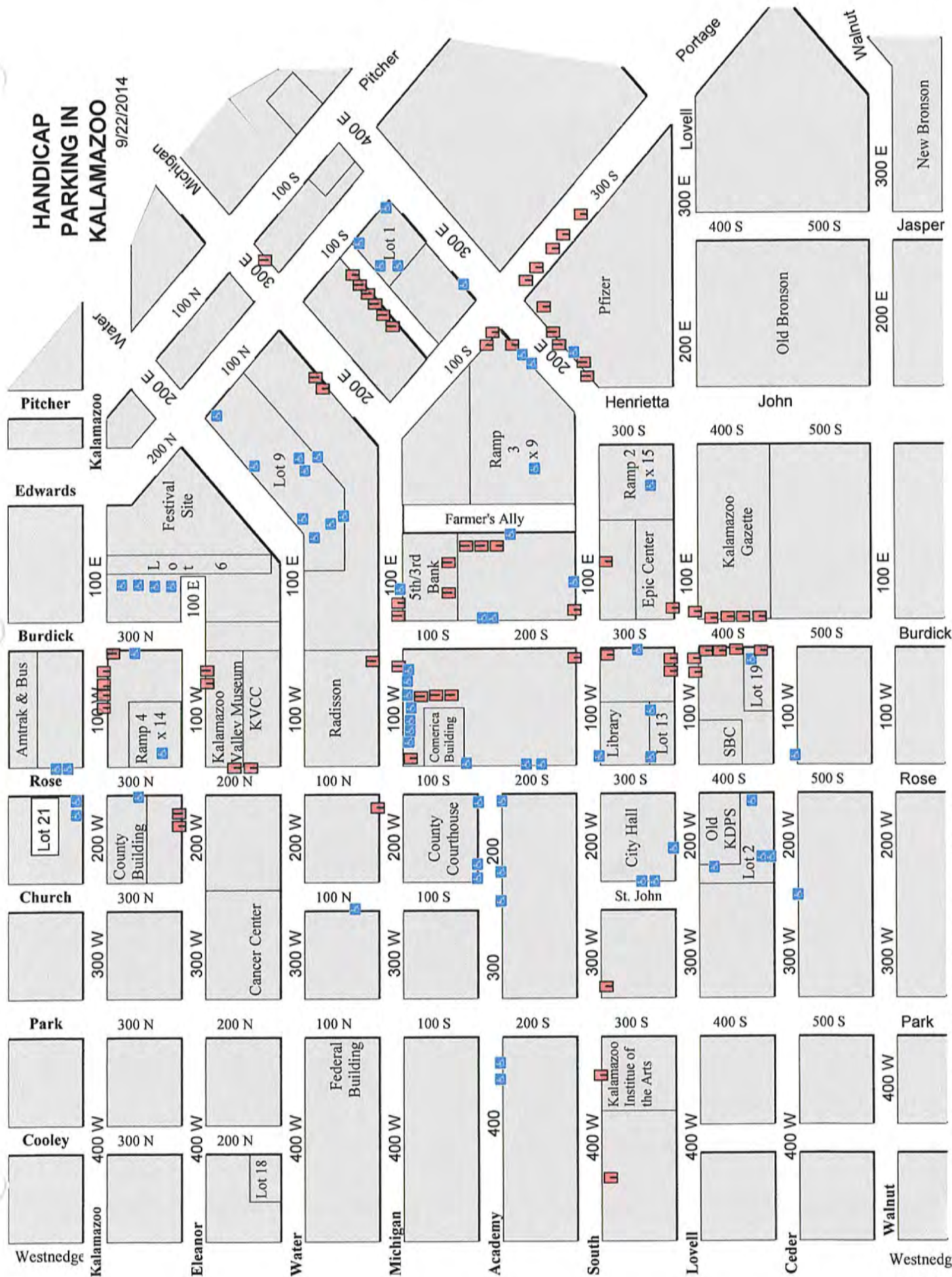
9/22/2014



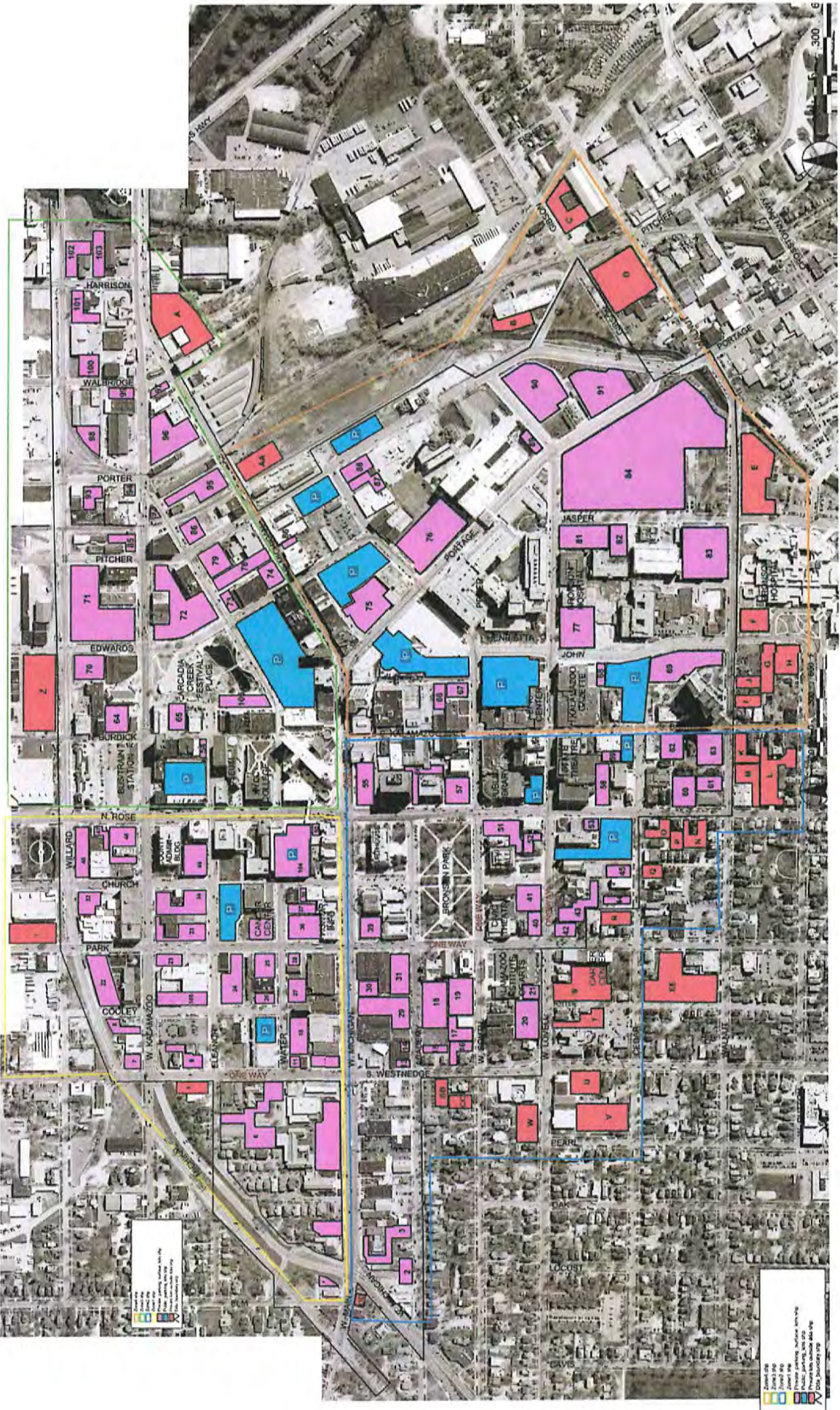
* map is not to scale, handicap locations are approximate

HANDICAP PARKING IN KALAMAZOO

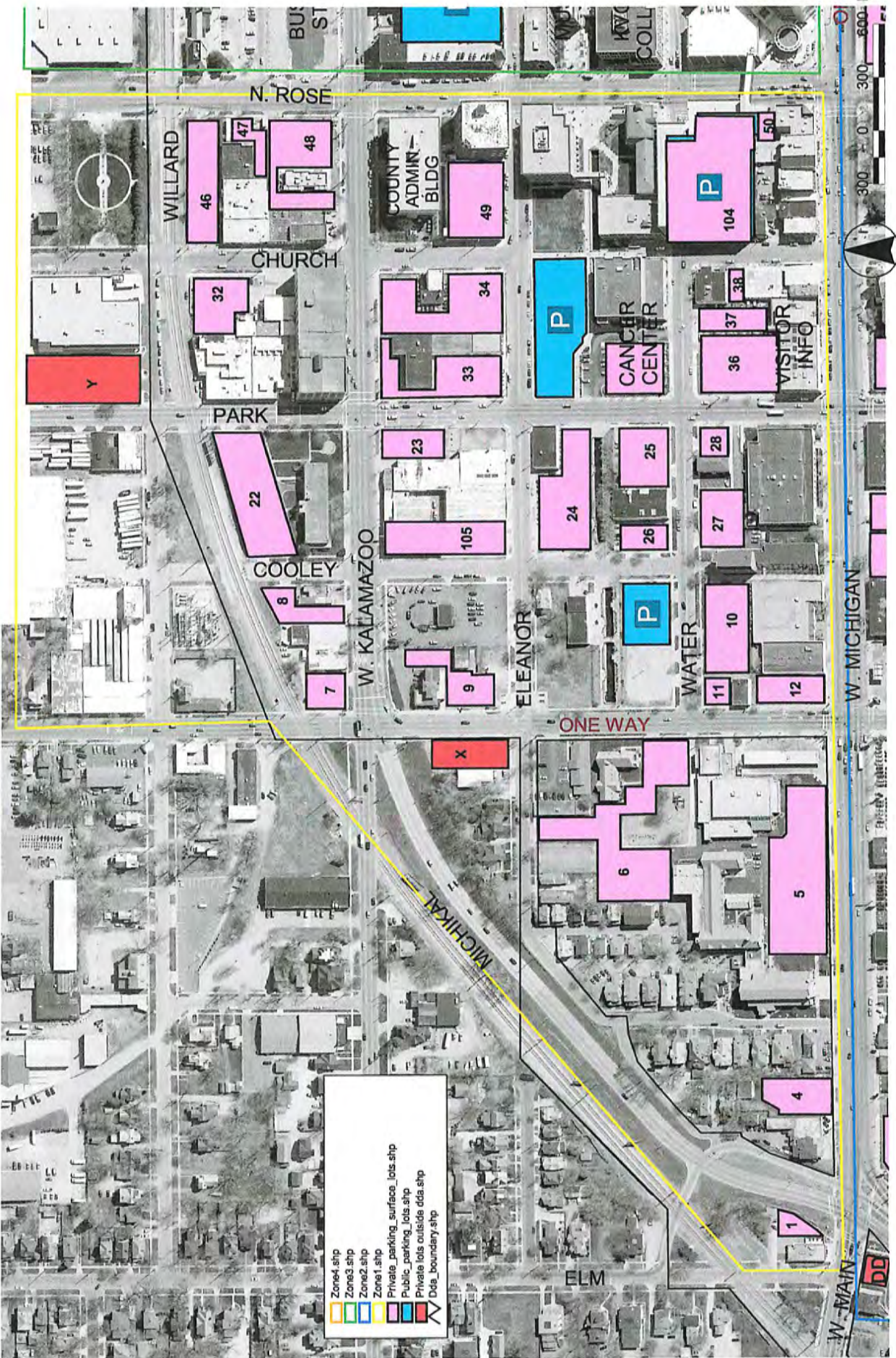
9/22/2014

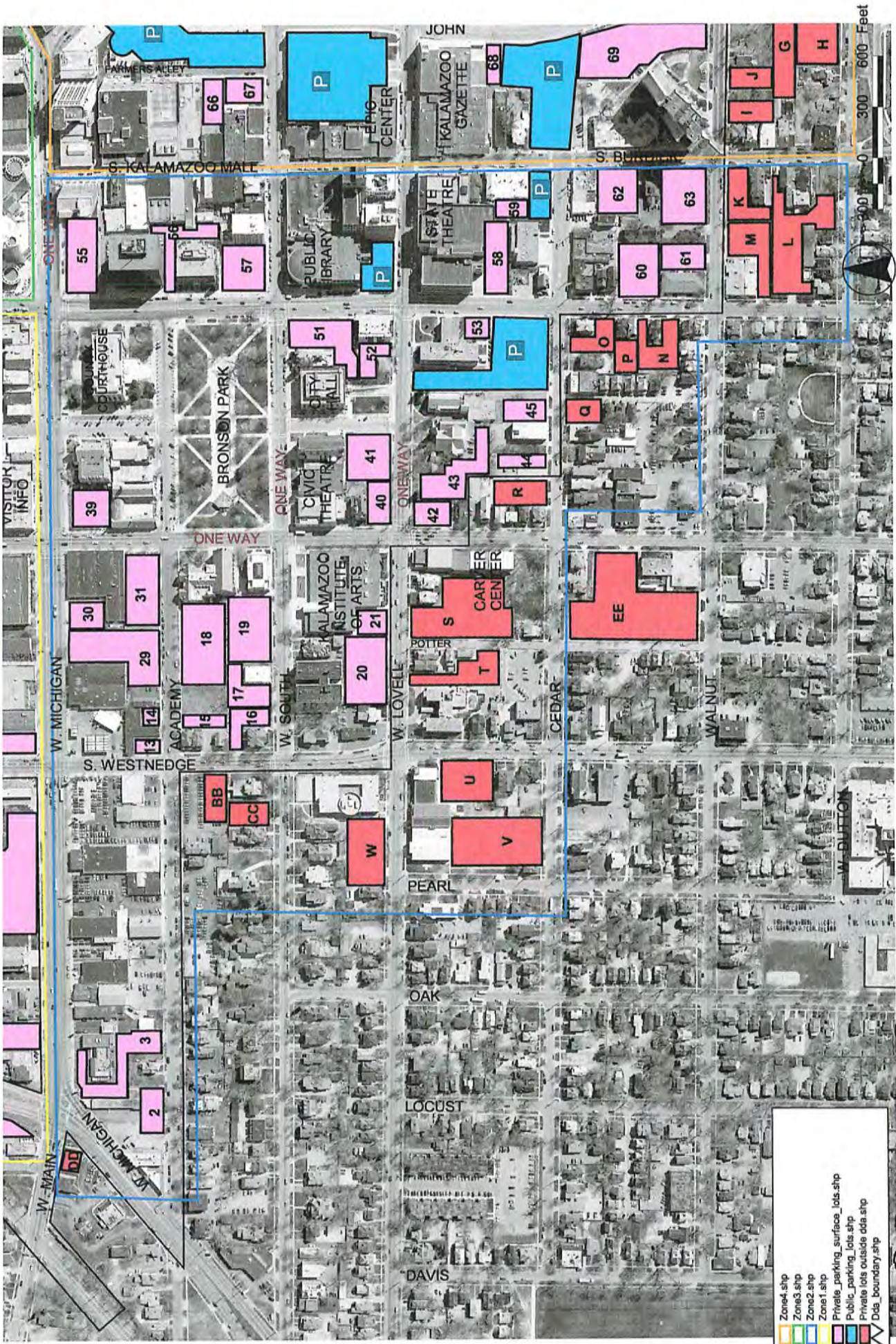


* map is not to scale, handicap locations are approximate

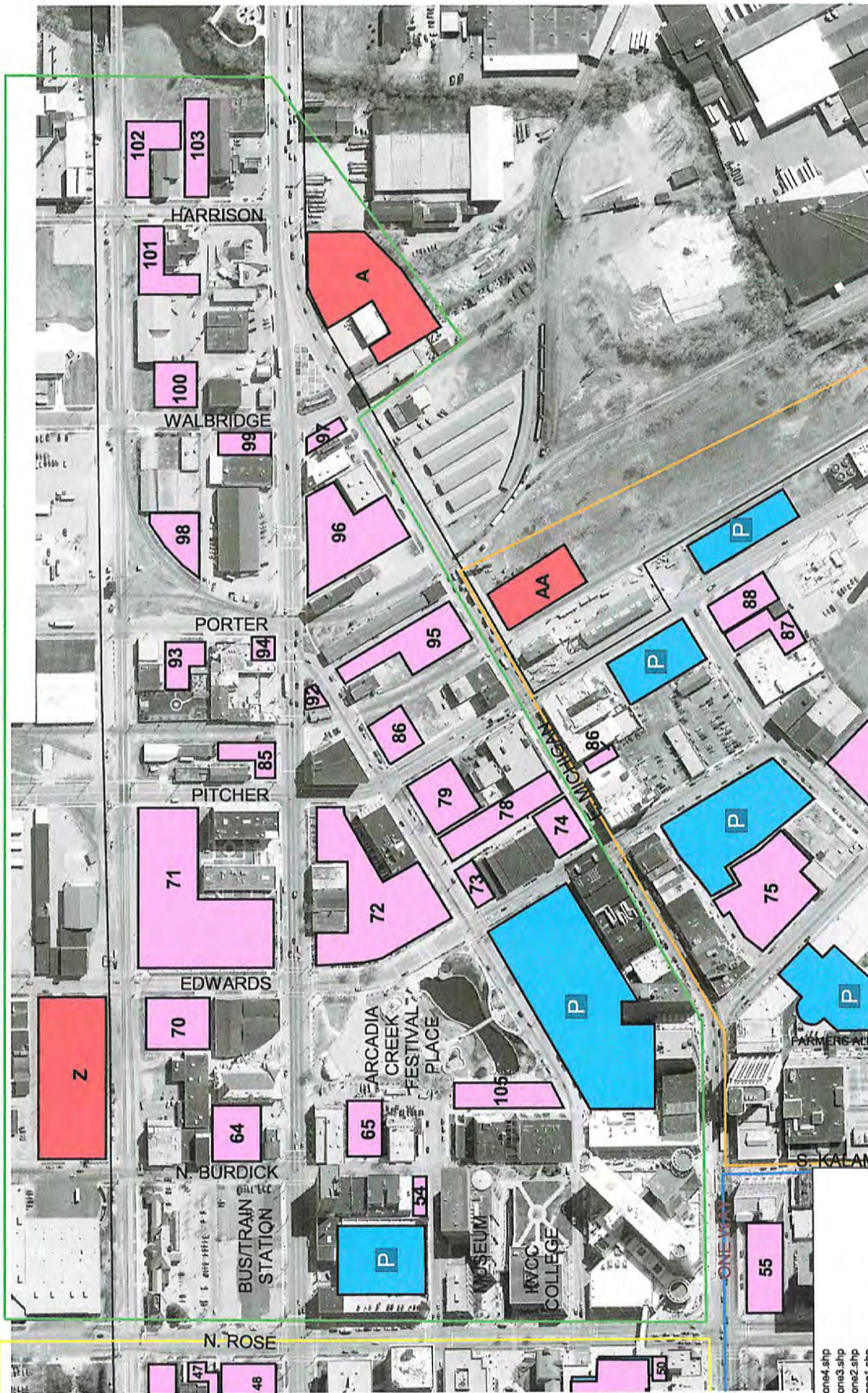


RANSOM



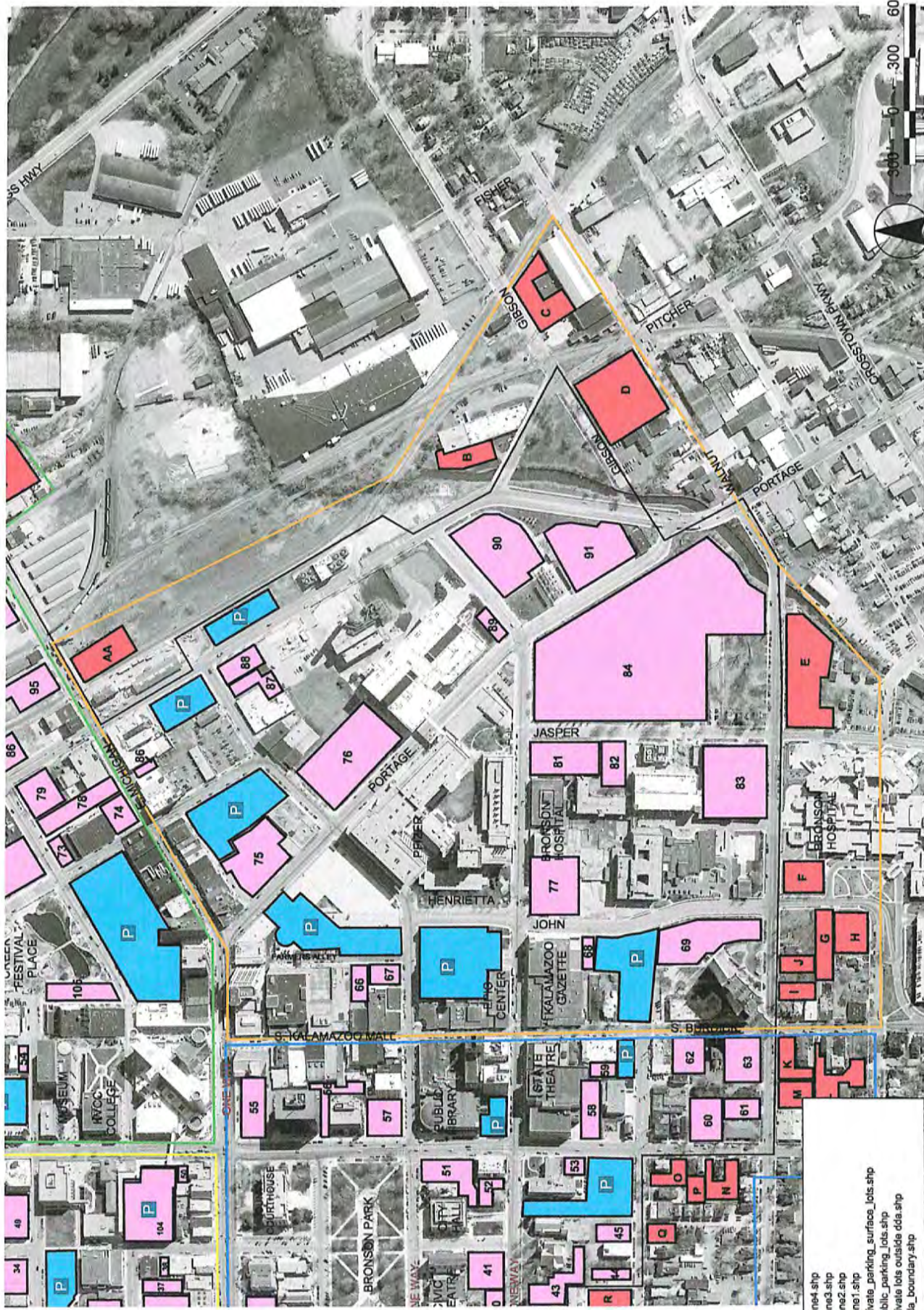


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- Dda_boundary.shp

0 300 600 Feet



**JULY 2016
OCCUPANCY COUNT**

Individual Capacity By Facility

On Street	June 2016	
	Morning	Afternoon
Zone 1	179	201
Zone 2	164	200
Zone 3	98	88
Total	441	489

Inventory	Avg Occupied	Avg Available
1,232	465	767
Efficiency	38%	62%

Ramps		
2	335	341
3	249	261
4	196	185
Total	780	787

Inventory	Avg Occupied	Avg Available
1,806	784	1,023
Efficiency	43%	57%

Surface Lots		
1	61	62
2	99	97
5	8	6
6	2	9
9	119	115
13	11	16
17	19	18
18	13	15
19	0	2
20	10	12
21	7	1
30	40	29
Total	389	382

Inventory	Avg Occupied	Avg Available
1,144	386	759
Efficiency	34%	66%

Total		
Inventory	Avg Occupied	Avg Available
4,075	1,634	2,441
Efficiency	40%	60%

July 2016	
Morning	Afternoon
188	235
171	183
<u>106</u>	<u>126</u>
465	544

Inventory	Avg Occupied	Avg Available
1,232	505	728
Efficiency	41%	59%

299	318
265	291
<u>230</u>	<u>249</u>
794	858

Inventory	Avg Occupied	Avg Available
1,806	826	980
Efficiency	46%	54%

68	59
88	93
6	9
9	8
148	116
9	24
18	19
13	11
4	3
9	9
0	0
<u>36</u>	<u>29</u>
408	360

Inventory	Avg Occupied	Avg Available
1,062	394	668
Efficiency	37%	63%

Inventory	Avg Occupied	Avg Available
4,075	1,725	2,351
Efficiency	42%	58%

Inventory	Avg Occupied	Avg Available	Efficiency
468	212	257	52%
320	177	143	63%
<u>415</u>	<u>116</u>	<u>299</u>	32%
1,203	505	699	48%

Inventory	Avg Occupied	Avg Available	Efficiency
739	309	431	48%
505	278	227	63%
<u>566</u>	<u>240</u>	<u>327</u>	48%
1,810	826	984	52%

Inventory	Avg Occupied	Avg Available	Efficiency
138	64	75	53%
178	91	88	58%
77	8	70	11%
40	9	32	24%
256	132	124	59%
27	17	11	70%
31	19	13	68%
31	12	19	44%
23	4	20	17%
36	9	27	29%
17	0	17	0%
<u>208</u>	<u>33</u>	<u>176</u>	18%
1,062	353	710	36%

*According to Walker Parking Consultants, a supply of parking operates at peak efficiency when occupancy is 85% to 90%

Note: This information was compiled on a day randomly selected during the month. The data contained in the report should be regarded as such. Further study should be taken when realism is critical.

**JULY 2016
EVENING OCCUPANCY COUNT
WEEKDAY**

Individual Capacity By Facility

On Street	June 2016 (Weekday)
	8:00pm
Zone 1	416
Zone 2	162
Zone 3	<u>148</u>
Total	726

July 2016 (Weekday)
8:00pm
267
85
<u>75</u>
427

Inventory	Avg Occupied	Avg Available	Efficiency
468	134	335	33%
320	43	278	15%
<u>415</u>	<u>38</u>	<u>378</u>	10%
1,203	214	990	20%

Inventory	Avg Occupied	Avg Available
1,232	726	506
	59%	41%
Efficiency	67%	

Inventory	Avg Occupied	Avg Available
1,232	427	805
	35%	65%
Efficiency	40%	

Inventory	Avg Occupied	Avg Available	Efficiency
739	19	720	3%
505	49	457	11%
<u>566</u>	<u>16</u>	<u>550</u>	3%
1,810	84	1,727	5%

Ramps	
2	97
3	207
4	<u>71</u>
Total	375

Inventory	Avg Occupied	Avg Available
1,806	167	1,639
	9%	91%
Efficiency	11%	

Inventory	Avg Occupied	Avg Available	Efficiency
138	4	135	3%
178	4	175	2%
77	3	74	4%
40	0	40	0%
256	21	236	9%
27	8	20	32%
31	0	31	0%
31	0	31	0%
23	8	16	37%
36	0	36	0%
17	2	16	10%
<u>208</u>	<u>0</u>	<u>208</u>	0%
1,062	46	1,017	5%

Inventory	Avg Occupied	Avg Available
1,806	375	1,431
	21%	79%
Efficiency	24%	

Surface Lots	
1	25
2	22
5	6
6	13
9	44
13	24
17	0
18	0
19	15
20	3
21	4
30	<u>7</u>
Total	163

Inventory	Avg Occupied	Avg Available
1,062	94	968
	9%	91%
Efficiency	10%	

Inventory	Avg Occupied	Avg Available
1,062	163	899
	15%	85%
Efficiency	18%	

Total	
Inventory	Avg Occupied Available
4,075	1,264 2,811
	31% 69%
Efficiency	34%

Inventory	Avg Occupied	Avg Available
4,075	688	3,387
	17%	83%
Efficiency	19%	

*According to Walker Parking Consultants, a supply of parking operates at peak efficiency when occupancy is 85% to 90%

Note: This information was compiled on a day randomly selected during the month. The data contained in the report should be regarded as such. Further study should be taken when realism is critical.

**JULY 2016
OCCUPANCY COUNT
WEEKEND**

Individual Capacity By Facility

On Street	June 2016	
	8:00pm	10:00pm
Zone 1	323	308
Zone 2	153	142
Zone 3	100	73
Total	576	523

Inventory	Avg Occupied	Avg Available
1,232	550	683
Efficiency	45%	55%

Ramps		
2	120	72
3	263	229
4	50	55
Total	433	356

Inventory	Avg Occupied	Avg Available
1,806	395	1,412
Efficiency	22%	78%

Surface Lots		
1	60	45
2	6	3
5	36	14
6	4	3
9	54	60
13	9	6
17	0	0
18	0	0
19	19	19
20	1	0
21	4	3
30	9	7
Total	202	160

Inventory	Avg Occupied	Avg Available
1,062	181	881
Efficiency	17%	83%

Total		
Inventory	Avg Occupied	Avg Available
4,075	1,125	2,950
Efficiency	28%	72%

July 2016	
8:00pm	10:00pm
390	356
174	113
87	67
651	536

Inventory	Avg Occupied	Avg Available
1,232	594	639
Efficiency	48%	52%

157	66
317	260
35	53
509	379

Inventory	Avg Occupied	Avg Available
1,806	444	1,362
Efficiency	25%	75%

69	69
11	25
15	24
7	9
61	37
21	13
0	0
0	0
20	23
3	0
1	1
4	4
213	205

Inventory	Avg Occupied	Avg Available
1,062	209	853
Efficiency	20%	80%

Inventory	Avg Occupied	Avg Available
4,075	1,247	2,829
Efficiency	31%	69%

Inventory	Avg Occupied	Avg Available	Efficiency
468	373	95	91%
320	144	177	51%
415	77	338	21%
1,203	594	610	56%

Inventory	Avg Occupied	Avg Available	Efficiency
739	112	628	17%
505	289	217	65%
565	44	522	9%
1,810	444	1,366	28%

Inventory	Avg Occupied	Avg Available	Efficiency
138	69	69	57%
178	18	160	12%
77	20	57	30%
40	8	32	23%
256	49	207	22%
27	17	10	72%
31	0	31	0%
31	0	31	0%
23	22	2	107%
36	2	35	5%
17	1	16	7%
208	4	204	2%
1,062	203	860	22%

*According to Walker Parking Consultants, a supply of parking operates at peak efficiency when occupancy is 85% to 90%.

Note: This information was compiled on a day randomly selected during the month. The data contained in the report should be regarded as such. Further study should be taken when realism is critical.

PARKING SPACE LEASE AGREEMENT

This Parking Space Lease Agreement ("Lease") is entered into this 10th day of June, 2014, by and between the Downtown Development Authority of the City of Kalamazoo, a public corporation organized and existing pursuant to the authority of Act 197, Public Acts of Michigan, 1975, MCLA 125.1651, et seq., having an address of 141 East Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007 ("Landlord"), and Western Michigan University Homer Stryker M.D. School of Medicine, a nonprofit educational corporation, having an address of 1000 Oakland Drive, Kalamazoo, Michigan 49008-8010 ("Tenant").

WITNESSETH

WHEREAS, Landlord by and through a contract of sublease with the City of Kalamazoo, a Michigan municipal corporation, ("City") and the City of Kalamazoo Building Authority, a public body corporate, ("Authority") operates the municipal parking system ("Parking System") for the benefit of the public; and

WHEREAS, part of the Parking System is a parking ramp known as the "Kalamazoo Mall Ramp" ("KMR") (sometimes referred to as "Ramp #3"); and

WHEREAS, Ramp #3 contains approximately 500 parking spaces; and

WHEREAS, Tenant intends to open and operate a public educational institution in the form of a medical school ("Medical School") in close proximity to Ramp #3; and

WHEREAS, upon opening the Medical School, Tenant desires to hire spaces in Ramp #3 from Landlord for use on a monthly basis by students, faculty and employees of the Medical School; and

WHEREAS, Landlord is willing to lease spaces in Ramp #3 to Tenant on a monthly basis for use by students, faculty and employees of the Medical School upon the terms and conditions hereinafter set forth.

NOW THEREFORE, in consideration of the mutual covenants, promises and agreements contained herein, IT IS HEREBY AGREED as follows:

1. Recitals. The recitals accurately reflect the intent and purpose of this Lease and are made a part hereof.

2. Premises. Landlord does hereby lease to Tenant, and Tenant hereby hires from Landlord, 80 monthly parking spaces in Ramp #3 ("Parking Spaces") to be located on the fifth floor of Ramp #3 as depicted on attached **Exhibit "A"**. Landlord may offer the Tenant additional parking spaces in Ramp #3 during the term of this Lease.

3. Use. The Parking Spaces shall be divided into two categories: "Reserved Spaces" and "Unreserved Spaces".

There are 40 Reserved Spaces which will be so designated and numbered. These spaces are made available to and used solely by the students, faculty and employees of the Tenant on a 24 hour, seven days a week basis ("24/7").

There are 40 Unreserved Spaces to be made available to, and used solely by the students, faculty and employees of the Tenant between the hours of 8:00 a.m. to 7:00 p.m., subject to the following:

Commencing at 5:00 p.m. daily, the general public may utilize unoccupied Unreserved Spaces.

Due to its need to assign parking in the spaces leased herein to multiple users on a part-time or periodic basis, Tenant is hereby allowed to provide more than 80 parking passes to its students, faculty and employees, realizing that parking shall be limited to the 80 parking spaces leased as part of this Lease at a given time.

4. Term. The term of this Lease shall commence August 1, 2014 and terminate at midnight July 31, 2024.

5. Rental. During the term of this Lease, Landlord shall charge, and Tenant shall pay, the following rates: monthly Reserved Spaces at \$70.00 per space and monthly Unreserved Spaces at \$60.00 per space. Rental shall be adjusted annually by a percentage equivalent to percentage increases charged to other monthly users of the Parking System. Additional parking spaces offered by the Landlord and accepted by the Tenant in Ramp #3 during the term of this Lease shall have the same monthly rental rate as is charged for the initial 80 parking spaces. All monthly payments of rental under this Lease shall be made on the 1st day of each and every month during the term of the Lease at Landlord's address set forth above. All payments shall be payable as above without notice or demand from Landlord to Tenant.

Parking after 7:00 p.m. in the Unreserved Spaces shall be at the rate of \$3.00 per evening payable at the time the charge is incurred ("Evening Rate"). Adjustments of the Evening Rate may be made from time-to-time by the Landlord commensurate with rate adjustments made elsewhere in the Parking System.

6. Compliance With the Law. Landlord shall, at its own cost and expense, comply with all laws, orders, regulations, or ordinances of all municipal, county, state and federal authorities pertaining to the cleanliness, safety, occupation and use of the Parking Spaces.

7. Utilities and Maintenance. Landlord shall, at its own expense, maintain Ramp #3 in a structurally sound condition, and keep the same in clean condition and good order, consistent with the condition of similar parking structures in the State of Michigan and shall not permit any nuisance or waste. Landlord shall, at its own expense, pay for all water, gas, power and electric and all other utilities during the term of this Lease. Landlord shall, at its own expense, provide lighting from dusk until dawn in Ramp #3. Landlord shall provide monitoring of leased spaces for unauthorized users and shall work with Tenant to notify unauthorized users of consequences (e.g., parking citation, vehicle removal) should unauthorized use continue. Landlord also agrees, at

its expense, to provide mutually agreed upon signage that clearly delineates the parking areas reserved for Tenant as part of this Lease.

8. Insurance. Landlord shall, at its own cost and expense, obtain and keep in force for its own benefit and the benefit of Tenant, public liability insurance in an amount not less than One Million and no/100 (\$1,000,000.00) Dollars against bodily injury, and One Million and no/100 (\$1,000,000.00) Dollars against property damage. The insurance shall not be cancelled without 30 days written notice by Landlord to Tenant.

9. Default:

A. Default By Tenant. In the event Tenant defaults in the payment of the rental, and Tenant shall fail to cure such default within 30 days after written notice by Landlord to Tenant thereof, then Landlord may, at its election, and at any time while Tenant is in default, after the notice period, terminate this Lease and re-enter into and repossess the Parking Spaces or pursue all other remedies available at law or in equity. Landlord may, at its option, re-let the Parking Spaces on any terms acceptable to Landlord. Any waiver of a specific default shall not constitute a waiver of subsequent defaults.

B. Default By Landlord. In the event Landlord shall default in any of its obligations hereunder, and Landlord shall fail to cure such default or begin good faith efforts to cure such default within 30 days after written notice by Tenant to Landlord thereof, Tenant shall, in addition to any rights it may have under this Lease, have the right to terminate this Lease or to cease payment of rental during the period of any such default. Both parties recognize that Tenant is relying upon the Parking Spaces to provide parking for its students, faculty and employees and if Landlord were to default hereunder Tenant would have no adequate remedy of law. Therefore, Landlord and Tenant agree that, in addition to any other rights Tenant may have, it shall have the right to specific performance of this Lease.

10. Assignment or Subletting. Landlord may assign this Lease without the prior written approval of the Tenant. The Tenant may assign this Lease or sublet individual Parking Spaces only with the prior written approval of Landlord, which approval shall not be unreasonably withheld or delayed.

The parties acknowledge that Tenant will sublet the Parking Spaces on a month-to-month basis to students, faculty and employees of Tenant. The rental rate to be charged for such Parking Spaces must be approved in writing by Landlord. Notwithstanding the foregoing, the parties agree that Tenant may provide the Parking Spaces to its students, faculty and employees at no charge, in Tenant's sole discretion.

11. Damage or Destruction. In the event that the Parking Spaces or Ramp #3 shall be damaged or destroyed, whether by fire or other cause, Landlord shall immediately commence to repair or rebuild the same. In the event that such damage or destruction prevents use of Ramp #3 or any of the Parking Spaces, and Landlord does not provide additional convenient parking, reasonably acceptable to Tenant, rental shall abate to the extent that the Parking Spaces are not used. If Landlord does not commence and complete construction or repair of Ramp #3 or the Parking Spaces on a schedule mutually satisfactory to Landlord and Tenant, Tenant shall have the right, in addition to any other rights it may have at law, equity or hereunder, on written notice to Landlord, to terminate this Lease and to damages of Five and no/100 (\$5.00) Dollars per Parking Space per day of delay after such date established by the schedule referred to above.

12. Notices. Any notice necessary or proper to be given to any of the parties hereto may be served in the following manner:

- A. All notices required to be given to Landlord hereunder shall be in writing and either personally delivered or given by certified mail, return receipt requested, or reputable overnight delivery service, addressed to the Downtown Development Authority of the City of Kalamazoo, 141 East Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007.
- B. All notices required to be given to Tenant hereunder shall be in writing and either personally delivered or sent by certified mail, return receipt requested, or reputable overnight delivery service, addressed to Western Michigan University Homer Stryker M.D. School of Medicine, Attention Thomas E. Zavitz, Associate Dean for Administration and Finance, 1000 Oakland Drive, Kalamazoo, Michigan 49008-8010.

13. Peaceful Possession and Quiet Enjoyment. Landlord covenants and agrees that Tenant, upon payment of the rental at the time and in the manner provided by the terms hereof shall, upon the performance of all of the covenants hereof, peacefully and quietly have, hold and enjoy the Parking Spaces for the term hereof.

14. Condition Precedent. This Lease is subject to Tenant: None.


15. Amendment. No amendment to this Lease shall be effective unless in writing signed by Landlord and Tenant.

16. Miscellaneous. Attached hereto as **Exhibit "B"** and captioned "Kalamazoo Mall Ramp #3" is a three page document detailing the mechanics and operation of Ramp #3 as it relates to the Parking Spaces, the availability of visitor parking and the availability of daily parking. It also addresses parking in the Epic Center ("Ramp #2"). To the extent **Exhibit "B"** conflicts with any of the terms and conditions contained in the body of the Lease, the body of the Lease shall control.

IN WITNESS WHEREOF, the parties hereto have caused this Lease to be executed as of the day and year first above written.

LANDLORD:


DOWNTOWN DEVELOPMENT AUTHORITY
OF THE CITY OF KALAMAZOO

By: 

Steven R. Deisler

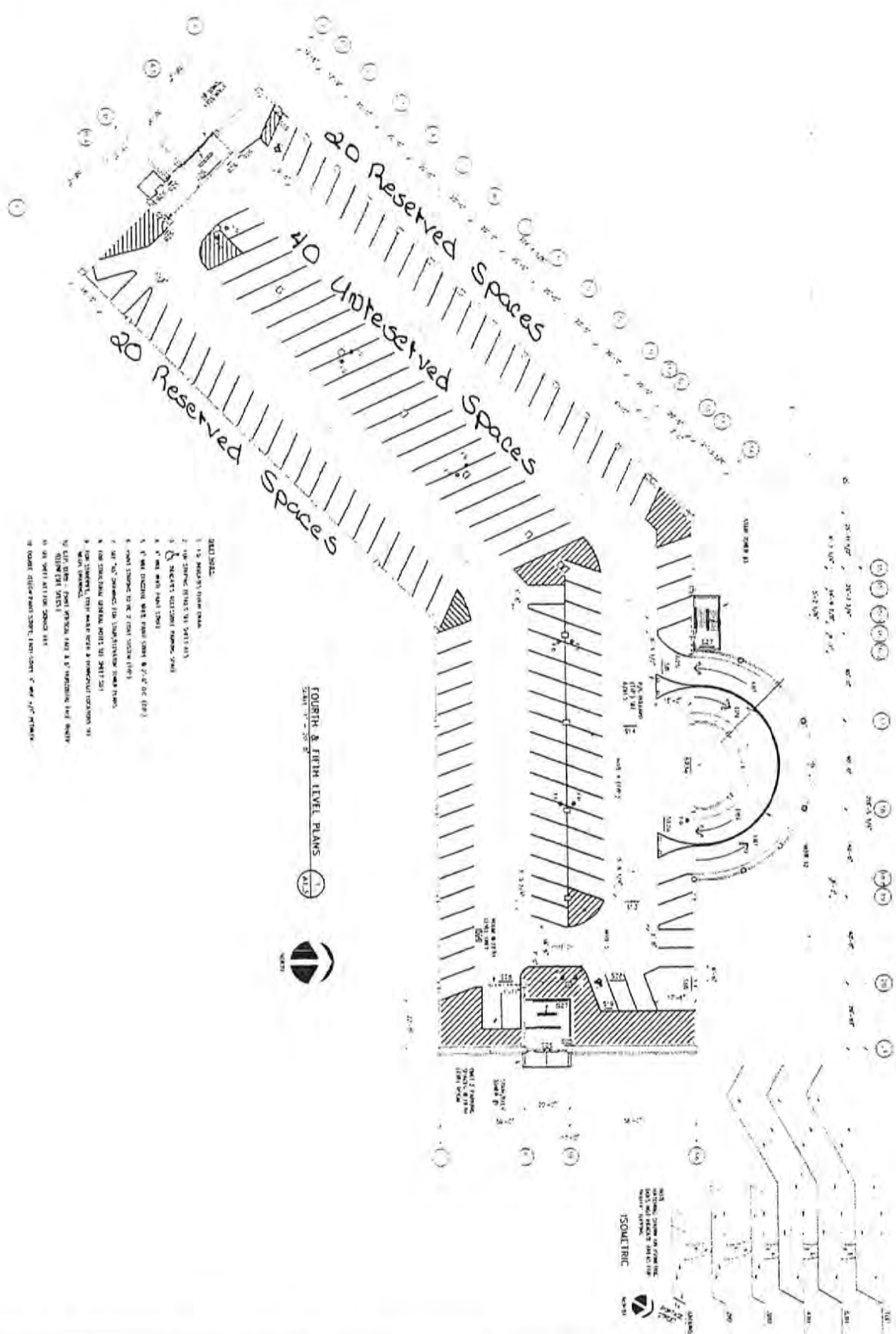
Its: Executive Director

TENANT:

By: 

Its: Assoe Dean - A&F

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<p>A1.3</p>	<p>RAMP - 3 PARKING STRUCTURE</p>	<p>ALAMAZOO MICHIGAN</p>	<p>WALKER PARKING CONSULTANTS/ENGINEERS, INC.</p>
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V. 6/3/14

**WMU School of Medicine
Downtown Kalamazoo Parking**

Kalamazoo Mall Ramp #3

80 Monthly Spaces for faculty, employees and students:

Option 1: Keycard – 40 Reserved Spaces

- The signage for these spaces will read Reserved and will be numbered.
- The parker's vehicle will require a WMed sticker on the upper left hand corner of the front window. WMed will provide the sticker number and vehicle/owner information to Central City Parking.
- \$35 deposit required for each keycard totaling \$1,400.
- The parker will utilize the keycard to enter and exit the ramp at any time; 24/7.

Option 2: Validation Stickers – 40 Unreserved Spaces

- The signage on these spaces will read WMed parking only from 8:00a.m. until 5:00p.m Monday – Friday.
- The parker's vehicle will require a WMed sticker on the upper left hand corner of the front window. WMed will provide the sticker number and vehicle/owner information to Central City Parking.
- A supply of stickers will be provided to WMed to distribute as needed.
- The parker will pull a ticket from the ticket spitter at the ramp entrance.
- The parker will receive stickers from those provided to WMed to place on their ramp ticket.
- When exiting the ramp Monday - Friday, the parker will exit through the cashier booth with their ticket that has a monthly sticker on it.
- If exiting after 7:00 p.m., the parker will pay the cashier the overage (\$3.00) –OR- the parker can add a validation stamp to their ticket to be invoiced to WMU School of Medicine at the end of the month.

Option 3: One-Day Pass – Visitor Parking

- WMU School of Medicine will provide their visitors with a one day pass that they will display in their windshield. The pass will have the WMed logo and be dated.
- The vehicle with this pass may park in any of the 80 spaces.
- The parker will pull a ticket from the ticket spitter at the ramp entrance.
- The visitor will receive a sticker from those provided to WMed to place on their ramp ticket.
- When exiting the ramp Monday - Friday, the visitor will exit through the cashier booth providing them with their window pass and ramp ticket that has a monthly sticker on it.

Available for all Daily Parking:

Validation Stamps (33% Discount)

- The parker will pull a ticket from the ticket spitter at the ramp entrance.
- Upon leaving WMU School of Medicine, the parker will have the ticket validated.
- When exiting the ramp, the parker will give the validated ticket to the cashier.
- At the end of each month, Central City Parking will send an invoice to WMU School of Medicine for all validated parking.

Part-Time Employee Discount Program – Maximum of 6 Hours

- WMU School of Medicine will purchase part-time employee discount stickers in books of 100 or sheets of 10 at the price of \$1.75 each.
- The parker's vehicle will require a WMed sticker on the upper left hand corner of the front window. WMed will provide the sticker number and vehicle/owner information to Central City Parking.
- The parker will pull a ticket from the ticket spitter at the ramp entrance.
- The parker must park on the rooftop of the ramp.
- Upon leaving WMU School of Medicine, the parker will place one part-time employee discount sticker on the ticket.
- When exiting the ramp, the parker will give the validated ticket to the cashier.

Part-Time Employee Discount Program – Full Day Parking

- WMU School of Medicine will purchase part-time employee discount stickers in books of 100 or sheets of 10 at the price of \$4.15 each.
- The parker's vehicle will require a WMed sticker on the upper left hand corner of the front window. WMed will provide the sticker number and vehicle/owner information to Central City Parking.
- The parker will pull a ticket from the ticket spitter at the ramp entrance.
- The parker must park on the rooftop of the ramp.
- Upon leaving WMU School of Medicine, the parker will place one part-time employee discount sticker on the ticket.
- When exiting the ramp, the parker will give the validated ticket to the cashier.

Epic Center Ramp #2

Available for all Daily Parking:

Validation Stamps

- The parker will pull a ticket from the ticket spitter at the ramp entrance.
- Upon leaving WMU School of Medicine, the parker will have the ticket validated.

- When exiting the ramp, the parker will give the validated ticket to the cashier.
- At the end of each month, Central City Parking will send an invoice to WMU School of Medicine for all validated parking.

Part-Time Employee Discount Program – Enter after 3:00 p.m. / Maximum of 6 Hours

- WMU School of Medicine will purchase part-time employee discount stickers in books of 100 or sheets of 10 at the price of \$1.75 each.
- The parker will pull a ticket from the ticket spitter at the ramp entrance.
- The parker can park anywhere in the ramp.
- Upon leaving WMU School of Medicine, the parker will place one part-time employee discount sticker on the ticket.
- When exiting the ramp, the parker will give the validated ticket to the cashier

Part-Time Employee Discount Program – Full Day Parking

- WMU School of Medicine will purchase part-time employee discount stickers in books of 100 or sheets of 10 at the price of \$4.15 each.
- The parker will pull a ticket from the ticket spitter at the ramp entrance.
- The parker can park anywhere in the ramp.
- Upon leaving WMU School of Medicine, the parker will place one part-time employee discount sticker on the parking ticket.
- When exiting the ramp, the parker will give the validated ticket to the cashier.

Early Bird Program – Enter Before 9:30 a.m. / Monday – Friday Only

- Daily coupons can be purchased at the Early Bird booth on the 7th floor for \$3.65 per day. Coupons purchased individually have no in/out privilege. All Early Bird coupon users must park on the 7th level of the ramp.
- Coupons can also be purchased in books of 20 at a cost of \$73.00 per book. With the coupon book, you are allowed one in/out privilege per day. All Early Bird coupon users must park on the 7th level of the ramp.
- The parker will pull a ticket from the ticket spitter at the ramp entrance and proceed to the 7th level Early Bird booth for validation.
- To use your daily in/out privilege: When you leave; hand your ticket and validated coupon to the cashier. The cashier will take your coupon and in return give you a receipt. This will allow you to exit at the end of the day. When you return to the ramp, pull a ticket from the ticket spitter and return to the 7th level to park.
- When exiting the ramp, the parker will give the validated coupon and parking ticket to the cashier. If you have used your daily in/out privilege, turn in both your ticket from the ticket spitter and your receipt from the cashier.

History of Downtown Parking System Rate Changes 2005 - 2014

Year	Rate Changes meters	attended daily	unattended daily	monthly	finer	Meter Bags	Rate Change Effective Date	Percent Increase	Comments
2005	\$1.25 short-term \$1.75 long-term	\$1.05/hr \$8.40/all day	\$0.75/hr. \$3.25/all day	x			1/1/2005	5%	FIRST YEAR OF 5-YEAR PLAN
2006									Rate increase delayed full year
2007		\$1.10/hr \$8.80/all day	\$0.80/hr. \$3.40/all day	x	x		1/22/2007	5%	
2008		\$1.15/hr \$9.20/all day	\$0.85/hr. \$3.60/all day	x			6/1/2008	5%	Rate increase delayed for 5 months
2009									Rate increase delayed full year
2010	\$1.50 short-term \$2.00 long-term	\$1.20/hr day \$9.25/all		x		\$8/\$4	7/1/2010	5%	FIRST YEAR OF 5-YEAR PLAN Rate increase delayed for 6 months
2011		\$1.25 1st Hour / \$0.75 per 30 min thereafter. \$9.25 Daily Max	\$1.00/hr. \$3.75/all day	x			4/1/2011	5%	Effective March 1, 2011
2012									Rate increase delayed full year
2013		\$1.30 1st Hour / \$0.80 per 30 min thereafter. \$9.70 Daily Max		x			3/1/2013	5%	Effective February 1, 2013
2014		\$1.35 1st Hour / \$0.85 per 30 min thereafter. \$9.70 Daily Max		x			1/1/2014	5%	Effective February 1, 2014
2016		\$1.50 1st Hour / \$0.85 per 30 min thereafter. \$9.75 Daily Max			x	x	7/1/2016	5%	FIRST YEAR OF 5-YEAR PLAN Effective July 1, 2016

**History of Downtown Parking System Rate Changes 2005 - 2016
Revenue Projections**

2005 - Full Year

	Hourly Rate Increase	Monthly Rate Increase
Revenue		
Street Meters	\$44,150	-
Unattended	-	\$4,000
Attended	\$10,000	\$23,000

2007 - Full Year

	Hourly Rate Increase	Monthly Rate Increase
Revenue		
Street Meters	-	-
Unattended	\$1,690	\$4,175
Attended	\$10,300	\$23,635

2008 - 7 Months

	Hourly Rate Increase	Monthly Rate Increase
Revenue		
Street Meters	-	-
Unattended	\$2,417	\$5,918
Attended	\$6,246	\$14,573

2010 - 6 Months

	Hourly Rate Increase	Monthly Rate Increase
Revenue		
Street Meters	\$28,761	-
Unattended	-	\$5,712
Attended	\$24,802	\$14,916

2011 - 9 Months

	Hourly Rate Increase	Monthly Rate Increase
Revenue		
Street Meters	-	-
Unattended	5670	11532
Attended	13356	19635

2013 - 10 Months

	Hourly Rate Increase	Monthly Rate Increase
Revenue		
Street Meters	-	-
Unattended	-	\$13,198
Attended	\$15,289	\$22,472

2014 - 10 Months

	Hourly Rate Increase	Monthly Rate Increase
Revenue		
Street Meters	-	-
Unattended	-	\$16,312
Attended	\$18,899	\$27,775

2016 - 6 Months

	Hourly Rate Increase	Monthly Rate Increase
Revenue		
Street Meters	\$35,337	\$195
Unattended	-	-
Attended	22182	-

MICHIGAN PARKING RATE COMPARISON
June 2014

	Meters Hourly	Meters Bag
Ann Arbor	\$1.50	\$20.00
Battle Creek	N/A	N/A
Grand Rapids	\$0.50 - \$2.50	\$10 admin fee plus \$15/day
Kalamazoo	\$0.20 - \$1.50	\$4.00 / \$8.00
Lansing	\$0.30 - \$1.20	\$15.00
Royal Oak	\$0.50 - \$0.75	N/A
Traverse City	\$0.50 - \$0.60	\$10.00

	Structure 1st Hour	Structure Daily Max
Ann Arbor	\$1.20	N/A
Battle Creek	Free	\$6.00
Grand Rapids	\$2.00 - \$2.50	\$6.00 - \$14.00
Kalamazoo	\$1.35	\$9.70
Lansing	\$1.00	\$10.00
Royal Oak	\$0.50	N/A
Traverse City	\$1.00	\$10.00

	Structure Mthly General	Structure Mthly Reserved
Ann Arbor	\$140 - \$155	\$180 - \$195
Battle Creek	\$40 - \$50	\$75.00
Grand Rapids	\$116 - \$152	Up Charge \$56
Kalamazoo	\$90.00	\$125.00
Lansing	\$85 - \$135	\$138 - \$165
Royal Oak	\$35 - \$204	N/A
Traverse City	\$60 - \$120	N/A

Special Events

Ann Arbor	N/A
Battle Creek	\$5.00
Grand Rapids	\$5 - \$9
Kalamazoo	\$5.00
Lansing	\$5.00
Royal Oak	N/A
Traverse City	N/A

DOWNTOWN KALAMAZOO'S

PARKING 101



141 East Michigan Avenue
Kalamazoo, MI 49007
Phone: 269-344-0795
Fax: 269-344-0898
E-mail: dki@dki.org



320 North Rose Street
Kalamazoo, MI 49007
Phone: 269-342-6383
Fax: 269-342-6387
E-Mail: parking@centralcityparking.com

<http://www.downtownkalamazoo.org/>

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About Central City Parking's Customer Service Programs

Central City Parking office staff is available to assist you with your parking needs and to provide answers to your parking questions. The office is located at 320 North Rose Street in Kalamazoo and regular office hours are 7:30 a.m. to 5:30 p.m., Monday – Friday.

- Phone number: 269-342-6383
- Fax number: 269-342-6387
- E-mail: parking@centralcityparking.com

Beyond the general parking questions, our staff is available to help you with any assistance you may need while parking in one of our facilities. If you require assistance you may call our office or go to any of our many uniformed employees in a cashier booth or out in the field. Below is a list of just a few of the services we provide:

- Escort from the entrance of our facility to your vehicle.
- Lock-out service
- Battery jump service
- Lock de-ice

If you require a service that we are unable to provide, we will assist you in contacting assistance.

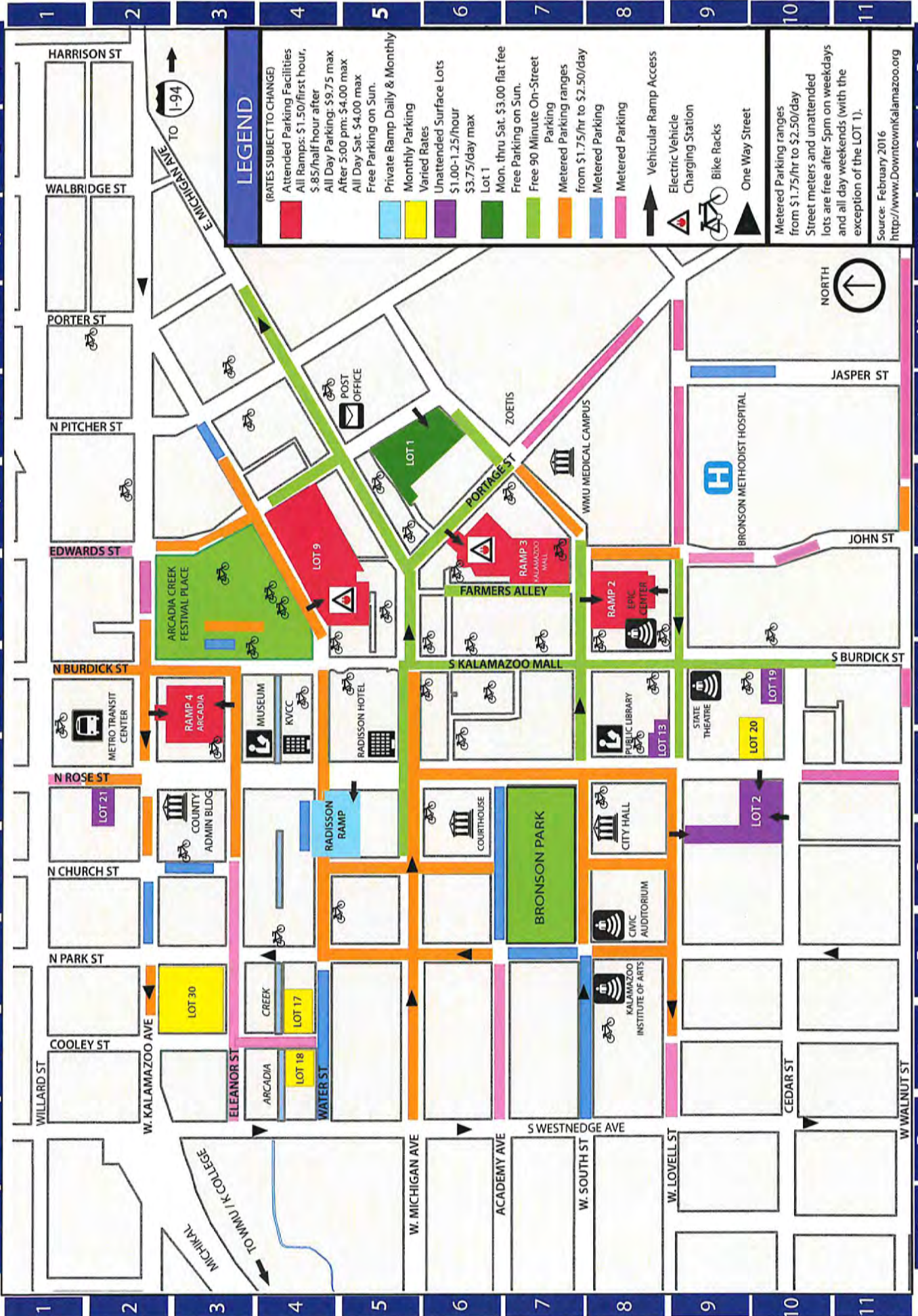
Central City Parking is always looking for new technology to streamline your parking experience. Below is a list of just some of the technology in place today:

- Security equipment
- Lighting upgrades
- Meter Cards
- On-line payments
- Electric Vehicle Charging stations
- On-street pay station
- Pay-by-cell

As we continue to look for new technology, here are some of the things we are looking at today:

- Meters that accept credit/debit cards
- On-line parking locator
- Automation in our facilities

DOWNTOWN KALAMAZOO PUBLIC PARKING



LEGEND

(RATES SUBJECT TO CHANGE)

- Attended Parking Facilities**
 - All Ramps: \$1.50/first hour, \$.85/half hour after
 - All Day Parking: \$9.75 max
 - After 5:00 pm: \$4.00 max
 - All Day Sat: \$4.00 max
 - Free Parking on Sun.
- Private Ramp Daily & Monthly**
- Monthly Parking**
- Varied Rates**
- Unattended Surface Lots**
 - \$1.00-1.25/hour
 - \$3.75/day max
- Lot 1**
- Mon. thru Sat. \$3.00 flat fee**
- Free Parking on Sun.**
- Free 90 Minute On-Street Parking**
- Metered Parking ranges from \$1.75/hr to \$2.50/day**
- Metered Parking**
- Metered Parking**
- ↑ Vehicular Ramp Access**
- ⚡ Electric Vehicle Charging Station**
- 🚲 Bike Racks**
- ▲ One Way Street**

Metered Parking ranges from \$1.75/hr to \$2.50/day
Street meters and unattended lots are free after 5pm on weekdays and all day weekends (with the exception of the LOT 1).

Source: February 2016
http://www.DowntownKalamazoo.org

ATTENDANCE LOCATIONS

DESCRIPTION

Ramp 2	Epic Center	South & John Street
Ramp 3	Kalamazoo Mall	South & Portage Street
Ramp 4	Arcadia	Rose & Eleanor Street
Lot 9	Water Street Lot	201 E. Water & Edwards Street

OPERATING HOURS

	Monday - Thursday	Friday	Saturday
Rates in Effect	8:00am - 9:00pm	8:00am - 10:00pm	10:00am - 10:00pm
Ramp Attendant Present	10:00am - 12:00 Midnight	10:00am - 1:00am	10:00am - 1:00am

RATES

\$1.50 1st Hour
\$0.85 per 30 Min thereafter
\$9.75 Maximum Per 24 Hours
\$4.00 Maximum if Entered After 5:00pm M - F
\$4.00 Maximum All Day Saturday

EARLY BIRD RATES

Daily	\$3.75
Book of 20	\$75.00

About Early Bird:

- * All Customers using EB tickets must park on the top level of the Ramp and must enter between 6:00am and 9:30am.
- * Ramp 2 and Ramp 4 EB ticket books are sold at the main office.
- * Customers purchasing EB tickets by the book can arrange one in/out privilege per day with the booth attendant.
- *Ramp 3 and Lot 9 DO NOT have an EB rate.

MONTHLY RATES

	Ramps	Lot 9
Resident	\$62.00	\$58.00
General	\$90.00	\$88.00
Reserved	\$125.00	\$124.00

About Rates:

- * There is a one hour minimum charge. After the first hour, rates are applied in half hour increments only, for example, a customer parked for 1 hour and 5 minutes will be charged for 1 1/2 "hours" of parking.
- *To receive the \$4.00 maximum rate, a car that enters after 5:00pm must exit before 8:00am the following morning.
- * Only if a customer enters and exits the ramp in less than 15 minutes the customer will not be charged for parking.
- * Customers entering the ramp when rates are not in effect will not be charged for parking, although an attendant may be present, provided that the customer leaves the facility before rates go back into effect.
- * Customers entering the ramp before rates are in effect will begin being charged at the time rates go into effect for that business day and should take a ticket from the ticket splitter when entering the ramp if the entrance gate is down.

UNATTENDED LOCATIONS

DESCRIPTION

Lot 1	140 S. Edwards & South Street	Pay Station & Monthly
Lot 2	Rose & Cedar Street	Honor Box & Monthly
Lot 5	1330 Portage Street & Stockbridge	Monthly Parking & 90 Minute Parking
Lot 13	Lovell & Rose Street	Honor Box - 2 Hour Parking Limit
Lot 17	218 Cooley & Water Street	Monthly Only
Lot 18	203 Cooley & Water Street	Monthly Only
Lot 19	South Burdick & Cedar Street	Meters - Short Term Parking Only
Lot 20	116 W. Cedar Street & Rose Street	Monthly Only
Lot 30	411 W. Kalamazoo Ave & Park Street	Monthly Only

OPERATING HOURS

	Monday - Thursday	Friday	Saturday
Rates in Effect Lot 1	8:00am - 9:00pm	8:00am - 10:00pm	10:00am - 10:00pm
Rates in Effect Lots 2, 13 & 19	8:00am - 5:00pm	8:00am - 5:00pm	No Charge

MONTHLY RATES	Resident	General	Reserved
Lot 1	\$39	\$56	
Lot 2		\$49	
Lot 5		\$29	
Lot 13	No monthly parking.		
Lot 17		\$56	
Lot 18		\$56	
Lot 19	No monthly parking.		
Lot 20		\$56	
Lot 30		\$56	

RATES

Lots 2, 13 & 19
\$1.00 Per Hour
\$3.75 Daily Maximum Per 24 Hours
* Lots 13 & 19 have a 2 hour maximum time limit.

RATES

Lot 1
\$3.00 Flat Fee

METERS

Description	Housing Color	Rates
1 Hour	Grey	\$1.75 per hour
2 Hour	Grey	\$1.75 per hour
3 Hour	Grey	\$1.75 per hour
5 Hour	Blue	\$.50 per hour
10 Hour	Green	\$2.50 all day

MONTHLY RATES

Hangtag \$50.00

OPERATING HOURS

Monday - Friday
8:00am - 5:00pm

All Meters



2016 MONTHLY DISCOUNTED RATES IN ALL AVAILABLE FACILITIES
CENTRAL CITY PARKING

	General	Vehicles	Vehicles	Vehicles	Vehicles	Vehicles	Vehicles	Discount	
		26 - 99	100 - 199	200 - 299	300 - 399	400 - 499	500 +	Does Not Apply	Resident Reserved
		10%	20%	25%	33%	40%	50%		
Lot 1	\$56.00	\$50.40	\$44.80	\$42.00	\$37.52	\$33.60	\$28.00	\$39.00	n/a
Lot 2	\$49.00	\$44.10	\$39.20	\$36.75	\$32.83	\$29.40	\$24.50	n/a	n/a
Lot 5	\$29.00	\$26.10	\$23.20	\$21.75	\$19.43	\$17.40	\$14.50	n/a	n/a
Lot 9	\$88.00	\$79.20	\$70.40	\$66.00	\$58.96	\$52.80	\$44.00	\$58.00	\$124.00
Lot 17	\$56.00	\$50.40	\$44.80	\$42.00	\$37.52	\$33.60	\$28.00	n/a	n/a
Lot 18	\$56.00	\$50.40	\$44.80	\$42.00	\$37.52	\$33.60	\$28.00	n/a	n/a
Lot 20	\$56.00	\$50.40	\$44.80	\$42.00	\$37.52	\$33.60	\$28.00	n/a	n/a
Lot 30	\$56.00	\$50.40	\$44.80	\$42.00	\$37.52	\$33.60	\$28.00	n/a	n/a
Ramp 2	\$90.00	\$81.00	\$72.00	\$67.50	\$60.30	\$54.00	\$45.00	\$62.00	\$125.00
Ramp 3	\$90.00	\$81.00	\$72.00	\$67.50	\$60.30	\$54.00	\$45.00	\$62.00	\$125.00
Ramp 4	\$90.00	\$81.00	\$72.00	\$67.50	\$60.30	\$54.00	\$45.00	\$62.00	\$125.00



About Early Bird Parking in the Epic Center Ramp

Daily Parking

Daily Early Bird parking is managed on an honor system. Upon entering the ramp between 6:00 and 9:30 a.m. please park on the 7th level of the ramp. Upon exiting, give your ticket and pre-paid coupon to the booth cashier.

Coupon Books

Coupons can be purchased in books of 20 at a cost of \$75.00 per book. Coupon books can be purchased from the service and information center at 320 N. Rose Street. All Early Bird coupon users must enter the ramp between 6:00 a.m. and 9:30 a.m. and must park on the 7th level of the ramp. With a coupon book, you are allowed one in/out privilege per day.

To use the Early Bird passes in your coupon book:

- Enter the ramp between 6:00 a.m. and 9:30 a.m. and take a ticket from the ticket spitter.
- Proceed to the 7th level to park.

To use your daily in/out privilege:

- When you leave, hand your ticket and coupon to the booth cashier at the street level. The cashier will take your coupon and in return give you a receipt. This will allow you to exit at the end of the day.
- When you return to the ramp, pull a ticket from the ticket spitter and return to the 7th level to park.

To exit the ramp:

- When you exit, turn your receipt and ticket in to the booth cashier at the street level.



About Early Bird Parking in the Arcadia Ramp

Daily Parking

Daily Early Bird parking is managed on an honor system. Upon entering the ramp between 6:00 and 9:30 a.m. please park on the 5th level of the ramp. Upon exiting, give your ticket and pre-paid coupon to the booth cashier.

Coupon Books

Coupons can be purchased in books of 20 at a cost of \$75.00 per book. Coupon books can be purchased from the service and information center at 320 N. Rose Street. All Early Bird coupon users must enter the ramp between 6:00 a.m. and 9:30 a.m. and must park on the 5th level of the ramp. With a coupon book, you are allowed one in/out privilege per day.

To use the Early Bird passes in your coupon book:

- Enter the ramp between 6:00 a.m. and 9:30 a.m. and take a ticket from the ticket spitter.
- Proceed to the 5th level to park.

To use your daily in/out privilege:

- When you leave, hand your ticket and coupon to the booth cashier at the street level. The cashier will take your coupon and in return give you a receipt. This will allow you to exit at the end of the day.
- When you return to the ramp, pull a ticket from the ticket spitter and return to the 5th level to park.

To exit the ramp:

- When you exit, turn your receipt and ticket in to the booth cashier at the street level.



About Central City Parking's Employee Parking Program

To register for the employee parking program, downtown employees need to bring their vehicle to the Central City Parking office where we will register their vehicle information and adhere a sticker to their front window in the lower left hand corner. There is a one-time fee of \$1.00 for the window sticker which is valid for the remainder of the year. Each year you will need to purchase a new window sticker.

Ramp Parking:

Parking for this program is only permitted on the rooftop level in the following facilities:

- Epic Center Ramp #2 – 136 East South Street
- Kalamazoo Mall Ramp #3 – 126 Portage Street
- Arcadia Ramp #4 – 300 North Rose Street

Vehicles parked on lower levels are subject to a parking violation notice.

Employee pays for parking when exiting the facility. The rates are based on how long you remained in the facility:

- Enter the facility and park 6 hours or less = \$2.00
- Enter the facility and park longer than 6 hours = \$4.25
- Monthly Parking Pass = \$90 (24/7 access to facility)
- Reserved Monthly Parking Pass = \$125 (reserved space, 24/7 access to facility)

Surface Lot Parking:

Parking for this program is only permitted at Lot # 2 located at the corner of Rose and Cedar Street.

- Enter the facility and park for any length of time = \$2.00

Alternative locations

5-hour parking meters have been discounted from \$1.75/hour to \$0.50/hour and 10-hour parking meters are \$2.50. The locations of these meters are highlighted on the map in blue. The meter would be a convenient alternative option.

This program is subject to availability and may change at any time.



About Central City Parking's Employer Sponsored Employee Parking Program (6 Hours or Full Day)

Downtown businesses may purchase parking stamps for their employees at a discounted rate that can be used in the following facilities:

- Lot #2 located at Rose and Cedar Street
- Epic Center Ramp #2 – 136 East South Street (Rooftop Level Only)
- Kalamazoo Mall Ramp #3 – 126 Portage Street (Rooftop Level Only)
- Arcadia Ramp #4 – 300 North Rose Street (Rooftop Level Only)

Stamps

Postage size stamps with a six hour or full day value are sold in sheets of 10 or books of 100. Stamps may be ordered 24 hours in advance and purchased as needed. They are available for pick-up or delivery.

- 6 hour stamps: \$20.00 per sheet or \$200.00 for a book of 100
- Full Day stamps: \$42.50 per sheet or \$425.00 for a book of 100

Window Stickers

Employees participating in this program must bring their vehicle to the Central City Parking office where we will register their vehicle information and adhere the sticker to their window in the lower left hand corner. There is a one-time fee of \$1.00 for the window sticker.

Parking in our Surface Lot

This lot operates with an honor box system. When entering the lot, select a numbered parking space. The honor box contains the corresponding number. Adhere a stamp to a piece of paper in the appropriate numbered slot. The six hour sticker is good for all day parking in this facility only.

Parking in our Ramps

With the ticket you received when entering the ramp, adhere your pre-paid stamp on the back and give to the cashier upon exiting.

Vehicles parked on lower levels are subject to a parking violation notice.

Only employers may purchase stamps. This program is subject to availability and may change at any time.



Central City Parking's Downtown Business Event Program

This program is designed for Downtown businesses that are having a one day event that will bring in **50 vehicles** or more to our Parking Ramps.

Currently our Parking Ramp rates are \$1.50 for the first hour and \$0.85 for every half hour thereafter with a maximum rate of \$9.75, if you enter the facility before 5:00pm. If you enter the facility after 5:00pm the fee is \$1.50 for the first hour and \$0.85 for every half hour thereafter with a maximum rate of \$4.00 for the evening.

The rate structure for this program of 50 vehicles or more is as follows:

- Enter the ramp before 5:00pm and receive a **40% discount** off the current hourly or maximum rate – rooftop parking only.
- There is a minimum up-front charge to the event of **50 vehicles** for events before 5:00pm.
- Ramp location is based on availability.
- Vehicles not parking on the rooftop are subject to our general daily rate.

Example:

Currently to park from 11:00am – 4:00pm the rate is \$8.30

Under this program the rate for the same time period is \$4.98

- Enter after 5:00pm and pay the current rate which is already a **59% discount** off the daily rate with no minimum charge.

All parking arrangements must be scheduled in advance and approved by calling Central City Parking at 269-342-6383.

This program is subject to availability and may change at any time.



About Central City Parking's Validation Program...

Validation Program Members can validate parking for 67% of the regular hourly rate charged in Central City Parking's attended facilities, including:

- *Epic Center Ramp* located on South and Henrietta Street.
- *Arcadia Ramp* located on Rose and Eleanor Street.
- *Kalamazoo Mall Ramp* on Portage Street.
- *Lot 9* located on Water and Edwards Street.

There are two methods for validating parking:

- *Parking Stamps*
Postage size one hour stamps are sold in books of 100 for \$100.00 per book and ½ hour stamps for \$57.00 per book. Books can be ordered 24 hours in advance and purchased as needed. Stamps can then be used in 1 hour and ½ hour increments.
- *Rubber Ink Stamps*
Numbered rubber ink stamp are available on a limited basis and can be used to stamp the back of a ramp or lot ticket. The first stamp on a ticket is worth one hour of validated parking and every stamp thereafter is worth ½ hour of validated parking. Central City Parking will tally the number of times your stamp appears on collected ramp and lot tickets. Your business will be invoiced monthly and a \$5.00 service charge for accounting will be included on your bill.

In addition to the ability to offer your customers complimentary parking, the validation program provides free services to participants such as:

- *Advertising space* in our lobby on 320 N. Rose Street and in sign holders at each of our ramps.
- *Complimentary services* such as lock-out and battery jump assistance in for customers parked in our attended facilities.

For complete details please contact Central City Parking at (269) 342-6383.



Dear Validating Business,

Please be aware that when validating parking, you will need one 1 hour sticker (yellow) or one car stamp for the first hour and an additional sticker (pink) or stamp for **EACH additional** half hour thereafter. For example, to validate for two hours, you would need to use one yellow sticker or car stamp for the 1st hour and two pink stickers or car stamps for the next two ½ hours. There would be a maximum of 11 stickers/stamps for a full day of validation.

The rates are as follows:

Daily Rates:

\$1.50 per hour for the first hour

\$0.85 per every 30 minutes thereafter

\$9.75 Maximum per 24 hours

\$4.00 Maximum if entered after 5:00pm Monday – Friday and all day Saturday

Free – Sunday

As a validating business you will still receive a 33% discount per hour validated off the new rate.

If you are purchasing validation stickers in books of 100 the cost will be:

\$100.00 per book for yellow daytime stickers

\$57.00 per book for pink ½ hour stickers

All stickers are available for sale at our office if you need a supply.

Please contact us if you have questions or comments.

Sincerely,

Central City Parking



ATTENDED FACILITY RATES AND VALIDATION STAMPS REQUIRED

HOURS	AMOUNT	STAMPS
1 HR	\$1.50	1 yellow
1 1/2 HR	\$2.35	1 yellow, 1 pink
2 HR	\$3.20	1 yellow, 2 pink
2 1/2 HR	\$4.05	1 yellow, 3 pink
3 HR	\$4.90	1 yellow, 4 pink
3 1/2 HR	\$5.75	1 yellow, 5 pink
4 HR	\$6.60	1 yellow, 6 pink
4 1/2 HR	\$7.45	1 yellow, 7 pink
5 HR	\$8.30	1 yellow, 8 pink
5 1/2 HR	\$9.15	1 yellow, 9 pink
ALL DAY	\$9.75	1 yellow, 10 pink
AFTER 5PM	\$4.00 Max	1 yellow, 3 pink
SATURDAY	\$4.00 Max	1 yellow, 3 pink



About Central City Parking's Meter Card

Central City Parking has introduced a new **Meter Card**. This card eliminates the need to insert change into the parking meter. Imagine...a faster, easier way to pay for parking on the street. The new **Meter Card** is designed for use at all electronic meters equipped with a card slot next to where coins are traditionally inserted. The **Meter Card** is ideal for deliveries and visitors who frequent downtown. It is also perfect for rewarding preferred customers.

Frequently Asked Questions

What is a Meter Card?

The meter card is a convenient way to pay for metered on-street parking without coins. The card is the size of a credit card.

How much parking can I buy with a card?

The card is available in denominations of \$10 up to \$50 plus a one-time non-refundable service charge of \$7.

How do I purchase a Meter Card?

The card is available for purchase at the Service and Information Center located at 320 North Rose Street between the hours of 7:30 a.m. and 5:30 p.m., Monday through Friday, excluding holidays. For directions, please call 269-342-6383. Cards may be purchased with cash, check, or credit card.

How does the card work?

Simply insert the "Meter Card" into the meter card slot, next to the coin slot.

Can the Meter Card be used in conjunction with coins?

Yes. You can use U.S. coins, including dollar coins, in any acceptable meter in conjunction with the Meter Card. Foreign coins will not register.

What happens when the Meter Card runs out?

Simply stop in the Service Information Center and purchase more credit to be placed on the card.

Can more than one card be purchased?

Yes. There is no limit to the number of cards that can be purchased. Supplies are limited. Large quantity purchases may require ordering cases in advance.

Is there a time limit in which to use the Meter Card?

No. The meter card can be used until the full denomination is utilized.

What if the Meter Card is lost?

The card is considered the same as cash. Lost or stolen cards cannot be replaced.

Can the card be damaged?

The card is extremely durable to withstand normal temperatures. However, don't leave the card where it may be subjected to extreme temperatures and sunlight. The card is unaffected by magnetic or x-ray exposures, such as airport securities. If you experience any difficulty with a Meter Card, please do the following:

- Note the number and location of the meter
- Contact the Service and Information Center at 269-342-6383

Can unused time be refunded?

All sales are final. Unfortunately, unused time cannot be refunded.

The meter card is a convenient way to pay for metered on-street parking without coins. The card is the size of a credit card.



On-Street Parking Reservation Policy Description

The intent of the On-Street Parking Reservation Policy is to:

- Promote and enhance economic development within the community activities by working with the downtown community and non-profit groups to assist in holding their events.
- Co-ordinate efforts with the city to control the use of on-street spaces while maintaining a fair balance within the downtown community.
- Compensate for management of these reserved spaces and loss of revenue.

The use of on-street parking reservation is subject to approval by management of Central City Parking.

Examples of qualifying events are:

- Construction
- Movers
- School Bus
- Wedding
- Funeral
- Festival

Meter Bag Requests

Meter bag requests can be called into Central City Parking at (269)342-6383 or can be requested in person at our office located at 320 North Rose Street, Kalamazoo, MI 49001.

Payments

Payments for meter bag rentals must be made in advance. Payments can be mailed in or delivered in person to the office of Central City Parking.

Meter bag rental rates are as follows:

Private Sector/General Public		Non-Profit	
Daily	\$ 10.00	Daily	\$ 5.00
Monthly	\$ 90.00	Monthly	\$ 45.00
Quarterly	\$240.00	Quarterly	\$120.00
Semi-Annual	\$420.00	Semi-Annual	\$210.00
Annual	\$720.00	Annual	\$360.00



ABOUT CENTRAL CITY PARKING'S PAY-BY-CELL PROGRAM

Central City Parking has introduced a new Pay by Phone parking program, a cashless payment option, at approximately 920 on-street metered spaces located downtown Kalamazoo. The meters have green stickers that indicate they accept pay by phone payment.

The program is administered by Parkmobile USA, Inc. First time users need to set up a FREE account. You can do this by registering online at parkmobile.com, downloading the mobile app for free or by calling 1-800-280-4146. To register for the program, drivers need to provide their cell phone number, license plate and method of payment (credit card or PayPal).

Pay by phone parking is convenient, easy and safe. Here's how it works:

1. Parkmobile app, Call 1-800-280-4146 or online
2. Enter Zone # (posted on parking meters)
3. Enter Number of Minutes

There is no cost to register with Parkmobile or to download the mobile app. There is a \$0.35 Parkmobile convenience fee when you initiate a parking session in addition to the regularly charged parking fees for your area. Your credit card number is encrypted when you sign up and is never entered, displayed, or spoken during a transaction. When you pay for your parking by phone, your license plate and parking time are automatically displayed on a handheld device used by the parking enforcement officer.

A history of transactions is viewable any time the user logs into their account. When paying by phone, motorists may also select the option to receive a text message reminder minutes before their time expires and can also call back to add additional parking time remotely from any phone, provided they won't exceed the parking time limit. That feature greatly reduces the chance of a parking violation.

Zone Number Information and Range:

Zone numbers are a critical part of your transaction and must be recorded correctly in order for your parking session to be identified correctly by the parking enforcement officers. Zone numbers vary by meter. You **MUST** identify your Parkmobile zone number from the green Parkmobile signage located on your meter. (Do NOT enter the meter number from the meter sticker - only enter the zone number as shown on the green Parkmobile stickers).

In the parking areas in downtown Kalamazoo, MI zone numbers range from 8301 to 83104.

Area Specific Parkmobile Phone Number:

The Parkmobile toll-free phone number to reach the automated system to register and/or start or extend your parking sessions is: 1-800-280-4146. If you are parking in the parking areas in downtown Kalamazoo, MI and call any other Parkmobile phone number you will be at risk parking in a zone in the wrong geographical area and the parking officers in your area wouldn't see your parking payment in that case.

OTHER PARKMOBILE OPTIONS

Parkmobile Wallet:

Parkmobile Wallet is a way for you to load an account balance with Parkmobile so that your future parking transactions are deducted from that balance instead of getting individually charged to your credit card. When your Parkmobile Wallet balance reaches \$0 your primary credit card on file will be charged the amount you chose as your load amount to replenish the balance.

To sign up for the Parkmobile Wallet, just access your account via your Personal Pages or mobile app and choose the Parkmobile Wallet as your payment method. Complete the required fields, select your load amount, and confirm. The next time you start a parking transaction, Parkmobile will charge your credit card on file the load amount you selected and your parking transactions will be deducted from that balance going forward.

By choosing Parkmobile Wallet as your primary payment method, your individual parking transactions are deducted from your Parkmobile Wallet balance rather than charging against your credit or debit card each time. Because of this, your credit card processing costs are reduced and your transaction fee is lowered and the Parkmobile convenience fee is reduced to \$0.30 per session.

PAY-BY-CELL FREQUENTLY ASKED QUESTIONS

Benefits of Pay by Phone Parking Meters

- No need for cash or credit cards at the meter
- Parkmobile provides a mobile payment service, including help support
- Pay for parking via a smart phone app, toll free number, or the web
- Extend parking time remotely from any phone to avoid tickets
- No need to display anything on your dashboard
- Save money by only paying for the exact time you park
- Pay for parking from the comfort and safety of your vehicle
- Parkmobile can send reminders by text message so you can extend your parking time without returning to your car.
- View and print parking receipts online

How do I pay for parking?

When you set up your account, you elect to pay by credit card or PayPal. Payments are usually posted the same day, so you can login to your Parkmobile account and see your parking transactions on your Parkmobile page.

What Credit Cards are Accepted?

The credit cards accepted in your area are: Visa and MasterCard. PayPal is also an accepted method of payment.

How does parking with Parkmobile work?

- Download the app or call the toll-free number on the green Parkmobile sign to register for a Parkmobile account; you will need your license plate number and a method of payment (credit card or PayPal).
- When you park in a space, use the Parkmobile smartphone app to access your account, or call the toll-free number on the sign.
- Key in your zone number located on the sign (this number is different for every parking meter and can be saved in your account).
- Opt-in to have Parkmobile send a text 15 minutes prior to the expiration of your parking transaction; you can either add time or get back to your car on time.

I don't have a smartphone. How can I start a parking transaction?

Call the toll-free number posted on the green Parkmobile sign. The toll free number for Parkmobile parking downtown Kalamazoo is 1-800-280-4146.

Where can I park and use pay-by-cell?

At all on-street parking meters in downtown Kalamazoo.

Can I reserve a space or pre-pay for parking using Parkmobile?

No. All transactions are real-time. You should be parked in the space before you begin your parking transaction.

How long can I park in the Parkmobile zone?

It depends on the parking restrictions for the meter. Each meter displays a maximum time limit; your parking transaction will continue until you have reached the maximum time limit for which you have paid.

Can transactions in zones in this area be stopped? Extended? Why or why not?

You cannot stop a session once started. You must select the amount of time you want in advance and pay for that time with your credit card. If you chose more time than you needed, you will not be able to stop the session or get a refund.

These parking sessions can't be extended. If you need additional time beyond what is available when you start the session, you can create a new session once the initial one ends.

Can I move from zone to zone?

No. Your parking transaction is for a specific Parkmobile zone. If you move to another zone, you will have to pay again.

Do I need to enter the meter number?

No. You will need to enter the Parkmobile zone number specific to that meter.

Do I have to pay for the metered space evenings and/or weekends?

No. Meters are in operation Monday through Friday from 8:00am until 5:00pm.

How does the parking officer know I've paid?

Parkmobile payments do not integrate with the meters in this area. While your payment will not show on the meter, the officer will use your license plate number and zone number to view your Parkmobile payment on a handheld device. As such, please make sure to add any additional license plate numbers to your account before creating a parking session in order to make sure your parking transactions are correctly created.

When you use the mobile app or call to start the parking session, you key in a zone number. Parkmobile's system recognizes your cell phone number, connects it to your license plate number and activates your parking in that specific zone. The Central City Parking's officer verifies your parking session by matching the license plate to the zone number.

What happens if I get a parking violation notice?

For questions regarding a Parking Violation Notice, please contact Central City Parking at 269-342-6383. Parkmobile does not own, operate, manage or enforce the parking areas. They don't issue tickets and they can't remove them for you.

How much does it cost to pay for parking by phone?

Hourly rates vary by meter, but all transactions are charged a \$0.35 Parkmobile convenience fee.

Can I purchase less than one hour?

Yes. You may purchase the exact amount of time you need.

How much does it cost to receive a reminder text?

There is no additional charge for the service (unless your cell provider charges for text messages); however, you will be charged a \$0.35 Parkmobile convenience fee if you choose to pay to extend your parking transaction.

Do I get a receipt?

You can go online to your Parkmobile personal page anytime to make changes to your account, review parking charges, print parking transactions and receipts, or export data to another format.

What happens if I don't agree with the amount that I've been charged, what can I do?

Contact Parkmobile right away. Give them the details and they will help you resolve the problem. Central City Parking cannot resolve charge disputes.

Can I get a refund?

Parkmobile does not issue refunds for parking transactions. Central City Parking cannot issue refunds for Parkmobile transactions.

How secure is the mobile payment system?

The Parkmobile system is PCI DSS level 1 compliant and your Parkmobile personal page is SSI 256 encrypted.

Is there a cost to sign up for the Parkmobile Wallet?

No. You are not charged to sign up for the Wallet. After you select the Wallet, you will see a balance of \$0.00. When you start a parking transaction in a parking area that accepts the Wallet, we'll charge your credit card on file the load amount you selected and your parking transactions will be deducted from that balance going forward.

Is there a cost saving for using the Wallet?

Yes. By choosing Parkmobile Wallet as your primary payment method, your individual parking transactions are deducted from your Parkmobile Wallet balance rather than charging against your credit or debit card each time. Because of this, your credit card processing costs are reduced and your transaction fee is lowered and the Parkmobile convenience fee is reduced to \$0.30 per session.

Can I cancel the Parkmobile Wallet?

Yes. You can cancel the Parkmobile Wallet at any time. In the event that your Wallet account is closed for any reason, the unused balance will be returned (refunded) to your primary credit card associated to the account, or your PayPal account associated to the Parkmobile account, or check only if neither of the first two refund methods is possible. A check refund may take up to twenty (20) business days to be processed and delivered to you. Please note that accounts with a negative balance will not be refunded.

Where do funds go after my Parkmobile Wallet is loaded?

Your Wallet funds are deposited in an Escrow account and linked to your Parkmobile account. The Parkmobile Wallet is FDIC insured. You will not receive interest or other earnings on the funds in your Wallet account.

How much will I need to load on the Parkmobile Wallet?

The available load increments for individual accounts are \$25, \$50, and \$75. For Corporate accounts, the available load increments are \$100, \$250, and \$500.

After I've signed up for Parkmobile Wallet, will I use a different process to create parking sessions?

No. You will use the same process to create parking sessions. The system will automatically deduct the parking fees from your Wallet balance.

FACILITY PARKING

Attended Facilities

- The Epic Center Ramp #2
- The Kalamazoo Mall Ramp #3
- The Arcadia Ramp #4
- Water Street Lot #9

Tickets

All unused spitter tickets are numbered, tracked and stored in a secured area until needed.

At the end of each cashier shift, the collected tickets are bundled according to the cashier with a copy of the respective Cashier Shift Report and register tape and stored by facility and date. This information is then stored in an off-site storage facility until they have reached the maturity date to destroy. Consult DKI for the length of storage.

Keycards

All unused keycards are stored in an un-programmed state until needed. Programming the keycard is done by someone other than the person who stores them.

Once the customer has completed the Monthly Parker Agreement and paid for their first month of service and keycard deposit (deposits vary per facility), a programmed keycard is issued to that customer.

Once the keycard is returned by the customer, they are sent a refund check for the original deposit. If the keycard is not returned, the customer does not receive their deposit back. If the customer lost their keycard and needs a replacement, they do not receive their original deposit back and are required to pay another deposit.

Grace Period

All attended facilities have an up-front grace period of 15 minutes. This means that if a customer enters and exits the facility within 15 minutes, they do not have to pay for parking. If the customer stays past the 15 minutes, the grace period is not applicable.

Payments

All attended facilities accept cash, credit card, validations or promise to pay for daily parkers.

Monthly parkers have the ability to mail their payment to the lock-box, pay on-line with a credit/debit card or come into the office.

Monthly Parker Pro-ration Rules

If a monthly parker begins their service on day 1 through day 15, charge the full monthly rate. If a monthly parker begins their service on day 16 through the last day of the month, charge $\frac{1}{2}$ the monthly rate.

Operation Hours for Attended Facilities

Monday through Thursday	8:00am – 9:00pm	Attended	10:00am – Midnight
Friday	8:00am – 10:00pm	Attended	10:00am – 1:00am
Saturday	10:00am – 10:00pm	Attended	10:00am – 1:00am
Sunday	FREE		

Validation Stamps, Stickers and Vouchers

All attended facilities accept the following validation stamps and stickers.

- Rubber stamp with an outline of a car with a specific number inside the car
- Yellow 1 Hour Sticker
- Pink ½ Hour Sticker
- Green 6 Hour Sticker
- Orange Full Day Sticker
- Blue Window Decal
- Pink Early Bird Voucher
- White Early Bird Voucher

Validation stamps are a rubber stamp that is tracked manually on a form by the cashiers. This information is transferred to a spreadsheet daily by the Assistant Office Manager and invoiced to the validating business on the 5th of every month for the previous month's usage.

Validation stickers and Early Bird vouchers are purchased in advance and placed on/with the parker's spitter ticket. When the parker exits the facility, they give the ticket with sticker to the cashier.

Unattended Facilities

- Lot # 1 / South & Edwards / Daily Pay Station and Monthly Keycard
- Lot #2 / Rose & Cedar / Daily Honor Box and Monthly Hang Tag
- Lot #5 / Washington Square / Daily and Monthly Hang Tag
- Lot #6 / Festival Place / Daily Metered and Monthly Signed
- Lot #13 / Library, Lovell & Rose / Daily Honor Box
- Lot #17 / Water & Cooley / Monthly Hang Tag
- Lot #18 / Water West / Monthly Hang Tag
- Lot #19 / South Burdick & Cedar / Daily Metered
- Lot #20 / Rose & Cedar / Monthly Hang Tag
- Lot #21 / Train Station, North Rose / Daily Metered
- Lot #30 / WMU, Eleanor & Park / Monthly Hang Tag

Operation Hours for Unattended Facilities (not including Lot #1)

Monday through Friday	8:00am – 5:00pm
Saturday and Sunday	FREE

Operation Hours for Lot #1

Monday through Thursday	8:00am – 9:00pm
Friday	8:00am – 10:00pm
Saturday	10:00am – 10:00pm



Add Change Delete Form

Addition <input type="checkbox"/>	Change <input type="checkbox"/>	Deletion <input type="checkbox"/>	Validation Customer <input type="checkbox"/>	Today's Date	<table border="1" style="border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>																				
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Individual Billing <input type="checkbox"/>	Company Billing <input type="checkbox"/>	Deposit Amount	<input style="width: 100%;" type="text"/>			Refundable	Yes <input type="checkbox"/>	No <input type="checkbox"/>																	

INDIVIDUAL INFORMATION - SECTION 1

Applicant Name			Driver License #			Driver License State							
Billing Street Address				Suite #		City			State		Zip Code		
Business Phone #		Home Phone #		First Vehicle: Year, Make & Model			Lic. Plate #		2nd Vehicle 2: Year, Make & Model			Lic. Plate #	

COMPANY INFORMATION - SECTION 2

Company Name			Company Contact Name				Contact Phone #						
If exempt, Tax Exempt #		Company Approval Signature											
Company Address													
Billing Street Address				Suite #		City			State		Zip Code		

A	D	CR	Last Name	First Name	Key Card #	Pr & Rt Code	Amount	Start Date	End Date	Parker #

A = Add, D = Delete, CR = Contract Received

FOR INTERNAL USE ONLY

Business Unit	<table border="1" style="border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>									Date Entered	<table border="1" style="border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>									Entered By		
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PROMISE TO PAY

Promissory Notes are legal documents that customers fill out when they are short on funds for parking fees. When a customer does not have enough money to pay for their parking a Promissory Note form must be filled out by the customer with assistance from the attendant (see example Promissory Note). Please make sure the information on the form is legible in order to ensure proper credit when payment is received.

Upon completion of the Promissory Note, the attendant will give the yellow copy to the customer informing them to mail the yellow copy with their payment to ensure proper credit to their account.

Retaining the white and pink copy of the Promissory Note, the attendant will turn at the end of their shift with their paperwork.

The white copy of the Promissory Note is to be mailed to:

ABM Parking Services
Attn: Promissory Note Payments
1459 Hamilton Ave.
Cleveland, OH 44114

The Pink copy of the Promissory Note should be maintained in the local office for auditing and records storage.

When the Cleveland office receives a Promissory Note payment, they match it up to the white copy they received from the local office and log the payment into their system. They will then mail the payment and yellow copy of the Promissory Note to the local office.

The local office will match the yellow copy up to the pink copy and deposit the payment.

On a weekly basis the local office checks the unpaid Promissory Notes in their file and calls for collection once it has reached 30 days past the date of the Promissory Note.



PARKING CHARGE – PROMISSORY NOTE

FOR VALUE RECEIVED on this date, _____, the undersigned promises to pay to the order of Ampco System Parking, Attn: Promissory Note Payments, 1459 Hamilton Ave, Cleveland, OH 44114 the principal sum of:

The indebtedness evidenced by this Promissory Note is for the unpaid parking fees incurred by the undersigned. The total amount of indebtedness evidenced by this Promissory Note shall become due and payable in full five (5) business days from the date first written above.

In the event of default in the payment of this note, and if the same is placed in the hands of an attorney at law for collection, the undersigned hereby agrees to pay all costs of collection including, without limitation, court costs and reasonable attorney's fees. Presentment protest, demand and notice are hereby waived.

This Promissory Note shall be construed and enforced in accordance with applicable state and federal laws.

Name: _____ Total Fee: \$ _____

Address: _____ Amount Paid: \$ _____

City: _____ Balance Due: \$ _____

State: _____ Zip Code: _____

Home Phone: (____) _____ Work Phone: (____) _____

DL State: _____ DL Number: _____ Vehicle Make: _____

VIN: _____ Vehicle Model: _____

LP State: _____ LP Number: _____ On inventory? Y N

Location #: _____ Cashier Number: _____

Transaction Number: _____ Lane Number: _____

Approved By: _____ Signature of Approver: _____

Signature of Customer: _____

**Remit Payment to:
Ampco System Parking,
Attn: Promissory Note Payments,
1459 Hamilton Ave., Cleveland, OH 44114**

Make checks payable to: Ampco System Parking

White Copy-Regional Office Yellow Copy-Customer Pink Copy-Facility

Yellow Sticker

Toledo Ticket Co., Toledo, OH



Pink Sticker

Toledo Ticket Co., Toledo, OH



Green Sticker

Toledo Ticket Co., Toledo, OH



Orange Sticker

Toledo Ticket Co., Toledo, OH



Rubber Stamp



Blue
Window
beal



210

Epic Center
Ramp # 2
White

No 91860



Early Bird Roof Top Parking

This prepaid coupon entitles you to park all day Monday through Friday. This coupon must be stamped by Early Bird attendant between 8:00 a.m. to 9:30 a.m. and is good for one day only.

Central City Parking, Downtown Kalamazoo, Inc. and Ampco System Parking are not responsible for any loss or damage to any vehicle or contents thereof while using this parking facility.

Operated by
Ampco System Parking

Arcadia
Ramp # 4
Pink

No 84420



Early Bird Roof Top Parking

This prepaid coupon entitles you to park all day Monday through Friday. Must enter between 6am - 9:30am. This coupon must be presented to the attendant when exiting the ramp and is good for one day only.

Central City Parking, Downtown Kalamazoo, Inc. and Ampco System Parking are not responsible for any loss or damage to any vehicle or contents thereof while using this parking facility.

Operated by
Ampco System Parking

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legally reproduced without
specific written permission
from Central City Parking.

No 397
2016



(269) 342-6383

ACCT. # _____

JULY



Hang Tag
Color varies by month

MERCHANT IDENTIFICATION SHEET

NAME: Cashier

DATE: _____

RAMP 2 ONLY

	Q	1 Hr	\$1.50	W	1 1/2 Hr	\$2.35	E	2 Hr	\$3.20	T	2 1/2 Hr	\$4.05	Y	3 Hr	\$4.90	U	3 1/2 Hr	\$5.75	I	4 Hr	\$6.60	O	4 1/2 Hr	\$7.45	P	5 Hr	\$8.30	A	5 1/2 Hr	\$9.15	D	All Day	\$9.75	G	\$4.00	QUANTITY OF TICKETS											
BURNHAM & FLOWER INSURANCE GROUP	112																																														
CENTRAL CITY PARKING	115																																														
CHASE BANK	154																																														
CITYSCAPE EVENT CENTER	150																																														
CONSUMERS CREDIT UNION	171																																														
DEB DROPPERS	170																																														
D.K.I.	113,120																																														
IRVING S. GILMORE FOUNDATION	153																																														
JEFF DAVIS & ASSOCIATES	128																																														
KALAMAZOO SYMPHONY	160																																														
KVCC HEALTHY LIVING CENTER	50																																														
KVCC EVENING/SATURDAY	1																																														
KVCC STAFF	60																																														
KVCC STUDENTS	142																																														
LEWIS, REED & ALLEN	136, 22																																														
MILAN THE STYLE SHOP	161																																														
M-LIVE	57, 56																																														
MORRISON JEWELERS	126																																														
NATURE CONNECTION	87																																														
NEXUS BUSINESS SOLUTIONS	183																																														
PLATA Y ORO JEWELERS	169																																														
POLICE/KDPS																																															
PUBLIC MEDIA NETWORK	130																																														
SWMI EMERGENCY SERVICES	163																																														
THE BUREAU	173																																														
THE VERNON GROUP	172																																														
UPTON	43																																														
V&A BOOTERY	108																																														
VERITAS LAW GROUP	156																																														
WMU DEPARTMENT OF PATHOLOGY	558																																														
WMU OFFICE OF THE DEAN	555																																														
WMU OFFICE OF STUDENT & RESIDENT AFFAIRS	557																																														
WMU SIMULATION CENTER	556																																														
W-MED DAILY STICKER COUNT TOTAL NUMBER ONLY																																															
OTHER:	#																																														
TOTAL																																															

MERCHANT VALIDATION SHEET

NAME: Cashier

DATE:

RAMP 3 ONI V

	Q 1 Hr	\$1.50	W 1 1/2 Hr	\$2.35	E 2 Hr	\$3.20	T 2 1/2 Hr	\$4.05	Y 3 Hr	\$4.90	U 3 1/2 Hr	\$5.75	I 4 Hr	\$6.60	O 4 1/2 Hr	\$7.45	P 5 Hr	\$8.30	A 5 1/2 Hr	D All Day	\$9.75	G \$4.00	QUANTITY OF TICKETS		
ARCADIA INVESTMENTS MANAGEMENT																									
BRONSON METHODIST PATIENT ACCOUNTING																									
BURNHAM & FLOWER INSURANCE GROUP																									
CENTRAL CITY PARKING																									
CHASE BANK																									
CITYSCAPE EVENT CENTER																									
CONSUMERS CREDIT UNION																									
DEB DROPPERS																									
D.K.I.																									
IRVING S. GILMORE FOUNDATION																									
JEFF DAVIS & ASSOC																									
KALAMAZOO VALLEY MUSEUM																									
KVCC EVENING/SATURDAY																									
KVCC STAFF																									
KVCC STUDENTS																									
LEWIS, REED & ALLEN																									
MILAN THE STYLE SHOP																									
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WMU OFFICE OF THE DEAN																									
WMU SIMULATION CENTER																									
W-MED DAILY STICKER COUNT TOTAL NUMBER ONLY																									
OTHER:																									
TOTAL																									

MERCHANT VALIDATION SHEET

NAME: *Cashier*

DATE:

RAMP 4 ON V

	\$1.50	\$2.35	\$3.20	\$4.00	\$4.90	\$5.75	\$6.60	\$7.45	\$8.30	\$9.15	\$9.75	\$4.00
	Q	W	E	T	Y	U	I	O	P	A	D	G
	1 Hr	1 1/2 Hr	2 Hr	2 1/2 Hr	3 Hr	3 1/2 Hr	4 Hr	4 1/2 Hr	5 Hr	5 1/2 Hr	All Day	QUANTITY OF TICKETS
ARGOS EAST												
	177											
BORGESS VISITING NURSE & HOSPICE												
	105											
CENTRAL CITY PARKING												
	115											
CHASE BANK												
	154											
COUNTERPOINT PILATES												
	137											
DEB DROPPERS												
	170											
DKI												
	113, 120											
GREGersen PHOTOGRAPHY												
	162											
IRVING S. GILMORE FOUNDATION												
	153											
JUST GOOD FOOD												
	144											
KALAMAZOO VALLEY MUSEUM												
	167											
KVCC EVENING/SATURDAY												
	1											
KVCC STAFF												
	60											
KVCC STUDENTS												
	142											
LEWIS, REED & ALLEN												
	136, 22											
MLIVE												
	57, 76											
POLICE/KDPS												
RADISSON EMPLOYEE/GUEST												
	OWN											
V & A BOOTERY												
	108											
VARNUM & RIDDERING												
	91											
OTHER:												
	#											
TOTAL												

11/6/2015

	Q	1 Hr	\$1.50	W	1 1/2 Hr	\$2.35	E	2 Hr	\$3.20	T	2 1/2 Hr	\$4.05	Y	3 Hr	\$4.90	U	3 1/2 Hr	\$5.75	I	4 Hr	\$6.60	O	4 1/2 Hr	\$7.45	P	5 Hr	\$8.30	A	5 1/2 Hr	\$9.15	D	\$9.75	G	\$4.00	QUANTITY OF TICKETS		
																																				All Day	
ARCADIA INVESTMENTS MANAGEMENT		131																																			
ARGOS EAST		177																																			
CENTRAL CITY PARKING		115																																			
CHASE BANK		154																																			
CITYSCAPE EVENT CENTER		150																																			
DEB DROPPERS		170																																			
DKI		113, 120																																			
ECKERT WORDELL		175																																			
FOLIO		182																																			
GLOBAL EQUITY		181																																			
INNOVATIVE ANALYTICS		176																																			
IRVING S. GILMORE FOUNDATION		153																																			
KALAMAZOO VALLEY MUSEUM		167																																			
KINGSCOTT		178																																			
KVCC STAFF		60																																			
KVCC STUDENTS		142																																			
LAND BANK		179																																			
LEWIS, REED & ALLEN		136, 22																																			
MARX MODA		180																																			
METABOLIC SOLUTIONS/MSDC		174																																			
NATURE CONNECTION		87																																			
NEXUS BUSINESS SOLUTIONS		183																																			
POLICE/KDPS																																					
PUBLIC MEDIA NETWORK		130																																			
SOUTHWEST MICHIGAN FIRST		147																																			
THE VERNON GROUP		172																																			
V & A BOOTERY		108																																			
VARNUM & RIDDERING		91																																			
OTHER:																																					
TOTAL																																					

DATE INV:

	\$1.50 1 Hr	\$2.35 1 1/2 Hr	\$3.20 2 Hr	\$4.05 2 1/2 Hr	\$4.90 3 Hr	\$5.75 3 1/2 Hr	\$6.60 4 Hr	\$7.45 4 1/2 Hr	\$8.30 5 Hr	\$9.15 5 1/2 Hr	\$9.75 All Day	\$4.00	QUANTITY OF TICKETS	TRANSIENT RATE	TOTAL AMT DUE @ 67%
ARCADIA INVESTMENT MANAGEMENT													0	\$0.00	\$0.00
ARGOS EAST													0	\$0.00	\$0.00
BORGESS VISITING NURSE & HOSPICE													0	\$0.00	\$0.00
BRONSON METHODIST PATIENT ACCOUNTING													0	\$0.00	\$0.00
BURNHAM & FLOWER INSURANCE GROUP													0	\$0.00	\$0.00
CENTRAL CITY PARKING													0	\$0.00	NC
CHASE BANK													0	\$0.00	\$0.00
CITYSCAPE EVENT CENTER													0	\$0.00	\$0.00
CONSUMERS CREDIT UNION													0	\$0.00	\$0.00
COUNTERPOINT PILATES													0	\$0.00	\$0.00
DEB DROPPERS													0	\$0.00	\$0.00
DKI													0	\$0.00	NC
ECKERT WORDELL													0	\$0.00	NC
FEDERAL COURT													0	\$0.00	NC
FIFTH THIRD BANK													0	\$0.00	\$0.00
FOLIO													0	\$0.00	NC
GAZELLE SPORTS													0	\$0.00	\$0.00
GLOBAL EQUITY													0	\$0.00	NC
GREGersen PHOTOGRAPHY													0	\$0.00	\$0.00
INNOVATIVE ANALYTICS													0	\$0.00	NC
IRVING S. GILMORE FOUNDATION													0	\$0.00	\$0.00
JEFF DAVIS & ASSOCIATES													0	\$0.00	\$0.00
JUST GOOD FOOD													0	\$0.00	\$0.00
KALAMAZOO SYMPHONY													0	\$0.00	\$0.00
KALAMAZOO VALLEY MUSEUM													0	\$0.00	\$0.00
KINGSCOTT													0	\$0.00	NC
KVCC EVENING/SATURDAY													0	\$0.00	\$0.00
KVCC HEALTHY LIVING CENTER													0	\$0.00	\$0.00
KVCC STAFF													0	\$0.00	\$0.00
KVCC STUDENTS													0	\$0.00	\$0.00
KVCC TRAINING													0	\$0.00	\$0.00
LAND BANK													0	\$0.00	NC
LENNON, MILLER, O'CONNOR & BARTOSIEWICZ													0	\$0.00	\$0.00
LEWIS, REED & ALLEN													0	\$0.00	\$0.00
MARX MODA													0	\$0.00	NC
METABOLIC SOLUTIONS/MSDC													0	\$0.00	NC
MILAN THE STYLE SHOP													0	\$0.00	\$0.00
MLIVE MEDIA GROUP													0	\$0.00	\$0.00
MORRISON JEWELERS													0	\$0.00	\$0.00
NATURE CONNECTION													0	\$0.00	\$0.00
NEXUS BUSINESS SOLUTIONS													0	\$0.00	\$0.00
PLATA Y ORO													0	\$0.00	\$0.00
POLICE													0	\$0.00	\$0.00
PUBLIC MEDIA NETWORK													0	\$0.00	\$0.00
RADISSON EMPLOYEE/GUEST													0	\$0.00	\$0.00
SOUTHWEST MICHIGAN FIRST													0	\$0.00	\$0.00
SWMI EMERGENCY SERVICES													0	\$0.00	\$0.00
THE BUREAU													0	\$0.00	\$0.00
THE VERNON GROUP													0	\$0.00	\$0.00
UPTON													0	\$0.00	NC
V&A BOOTERY													0	\$0.00	\$0.00
VARNUM & RIDDERING													0	\$0.00	\$0.00
VERITAS LAW GROUP													0	\$0.00	\$0.00
WMU DEPARTMENT OF PATHOLOGY													0	\$0.00	\$0.00
WMU OFFICE OF STUDENT & RESIDENT AFFAIRS													0	\$0.00	\$0.00
WMU OFFICE OF THE DEAN													0	\$0.00	\$0.00
WMU SIMULATION CENTER													0	\$0.00	\$0.00
TOTAL TICKETS	0	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$0.00
Can't Charge (errors)															
GRAND TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$0.00

	\$1.50 1 Hr	\$2.35 1 1/2 Hr	\$3.20 2 Hr	\$4.05 2 1/2 Hr	\$4.90 3 Hr	\$5.75 3 1/2 Hr	\$6.60 4 Hr	\$7.45 4 1/2 Hr	\$8.30 5 Hr	\$9.15 5 1/2 Hr	\$9.75 6 Hr	\$4.00	QUANTITY OF TICKETS	TRANSIENT RATE	TOTAL AMT DUE @ 87%
ARCADIA INVESTMENT MANAGEMENT													0	\$0.00	\$0.00
ARGOS EAST													0	\$0.00	\$0.00
BORGESS VISITING NURSE & HOSPICE													0	\$0.00	\$0.00
BRONSON METHODIST PATIENT ACCOUNTING													0	\$0.00	\$0.00
BURNHAM & FLOWER INSURANCE GROUP													0	\$0.00	\$0.00
CENTRAL CITY PARKING													0	\$0.00	NC
CHASE BANK													0	\$0.00	\$0.00
CITYSCAPE EVENT CENTER													0	\$0.00	\$0.00
CONSUMERS CREDIT UNION													0	\$0.00	\$0.00
COUNTERPOINT PILATES													0	\$0.00	\$0.00
DEB DROPPERS													0	\$0.00	\$0.00
DKI													0	\$0.00	NC
ECKERT WORDELL													0	\$0.00	NC
FEDERAL COURT													0	\$0.00	NC
FIFTH THIRD BANK													0	\$0.00	\$0.00
FOLIO													0	\$0.00	NC
GAZELLE SPORTS													0	\$0.00	\$0.00
GLOBAL EQUITY													0	\$0.00	NC
GREGERSEN PHOTOGRAPHY													0	\$0.00	\$0.00
INNOVATIVE ANALYTICS													0	\$0.00	NC
IRVING S. GILMORE FOUNDATION													0	\$0.00	\$0.00
JEFF DAVIS & ASSOCIATES													0	\$0.00	\$0.00
JUST GOOD FOOD													0	\$0.00	\$0.00
KALAMAZOO SYMPHONY													0	\$0.00	\$0.00
KALAMAZOO VALLEY MUSEUM													0	\$0.00	\$0.00
KINGSCOTT													0	\$0.00	NC
KVCC EVENING/SATURDAY													0	\$0.00	\$0.00
KVCC HEALTHY LIVING CENTER													0	\$0.00	\$0.00
KVCC STAFF													0	\$0.00	\$0.00
KVCC STUDENTS													0	\$0.00	\$0.00
KVCC TRAINING													0	\$0.00	\$0.00
LAND BANK													0	\$0.00	NC
LENNON, MILLER, O'CONNOR & BARTOSIEWICZ													0	\$0.00	\$0.00
LEWIS, REED & ALLEN													0	\$0.00	\$0.00
MARX MODA													0	\$0.00	NC
METABOLIC SOLUTIONS/MSDC													0	\$0.00	NC
MILAN THE STYLE SHOP													0	\$0.00	\$0.00
MLIVE MEDIA GROUP													0	\$0.00	\$0.00
MORRISON JEWELERS													0	\$0.00	\$0.00
NATURE CONNECTION													0	\$0.00	\$0.00
NEXUS BUSINESS SOLUTIONS													0	\$0.00	\$0.00
PLATA Y ORO													0	\$0.00	\$0.00
POLICE													0	\$0.00	\$0.00
PUBLIC MEDIA NETWORK													0	\$0.00	\$0.00
RADISSON EMPLOYEE/GUEST													0	\$0.00	\$0.00
SOUTHWEST MICHIGAN FIRST													0	\$0.00	\$0.00
SWMI EMERGENCY SERVICES													0	\$0.00	\$0.00
THE BUREAU													0	\$0.00	\$0.00
THE VERNON GROUP													0	\$0.00	\$0.00
UPTON													0	\$0.00	NC
V&A BOOTERY													0	\$0.00	\$0.00
VARNUM & RIDDERING													0	\$0.00	\$0.00
VERITAS LAW GROUP													0	\$0.00	\$0.00
WMU DEPARTMENT OF PATHOLOGY													0	\$0.00	\$0.00
WMU OFFICE OF STUDENT & RESIDENT AFFAIRS													0	\$0.00	\$0.00
WMU OFFICE OF THE DEAN													0	\$0.00	\$0.00
WMU SIMULATION CENTER													0	\$0.00	\$0.00
TOTAL TICKETS	0	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$0.00
Grand Total (errors)	0	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$0.00
GRAND TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$0.00

DATE INV:

	\$1.50 1 Hr	\$2.35 1 1/2 Hr	\$3.20 2 Hr	\$4.05 2 1/2 Hr	\$4.90 3 Hr	\$5.75 3 1/2 Hr	\$6.60 4 Hr	\$7.45 4 1/2 Hr	\$8.30 5 Hr	\$9.15 5 1/2 Hr	\$9.75 6 Hr	\$4.00	QUANTITY OF TICKETS	TRANSIENT RATE	TOTAL AMT DUE @ 67%
ARCADIA INVESTMENT MANAGEMENT													0	\$0.00	\$0.00
ARGOS EAST													0	\$0.00	\$0.00
BORGESS VISITING NURSE & HOSPICE													0	\$0.00	\$0.00
BRONSON METHODIST PATIENT ACCOUNTING													0	\$0.00	\$0.00
BURNHAM & FLOWER INSURANCE GROUP													0	\$0.00	\$0.00
CENTRAL CITY PARKING													0	\$0.00	NC
CHASE BANK													0	\$0.00	\$0.00
CITYSCAPE EVENT CENTER													0	\$0.00	\$0.00
CONSUMERS CREDIT UNION													0	\$0.00	\$0.00
COUNTERPOINT PILATES													0	\$0.00	\$0.00
DEB DROPPERS													0	\$0.00	\$0.00
DKI													0	\$0.00	NC
ECKERT WORDELL													0	\$0.00	NC
FEDERAL COURT													0	\$0.00	NC
FIFTH THIRD BANK													0	\$0.00	\$0.00
FOLIO													0	\$0.00	NC
GAZELLE SPORTS													0	\$0.00	\$0.00
GLOBAL EQUITY													0	\$0.00	NC
GREGERSEN PHOTOGRAPHY													0	\$0.00	\$0.00
INNOVATIVE ANALYTICS													0	\$0.00	NC
IRVING S. GILMORE FOUNDATION													0	\$0.00	\$0.00
JEFF DAVIS & ASSOCIATES													0	\$0.00	\$0.00
JUST GOOD FOOD													0	\$0.00	\$0.00
KALAMAZOO SYMPHONY													0	\$0.00	\$0.00
KALAMAZOO VALLEY MUSEUM													0	\$0.00	\$0.00
KINGSCOTT													0	\$0.00	NC
KVCC EVENING/SATURDAY													0	\$0.00	\$0.00
KVCC HEALTHY LIVING CENTER													0	\$0.00	\$0.00
KVCC STAFF													0	\$0.00	\$0.00
KVCC STUDENTS													0	\$0.00	\$0.00
KVCC TRAINING													0	\$0.00	\$0.00
LAND BANK													0	\$0.00	NC
LENNON, MILLER, O'CONNOR & BARTOSIEWICZ													0	\$0.00	\$0.00
LEWIS, REED & ALLEN													0	\$0.00	\$0.00
MARX MODA													0	\$0.00	NC
METABOLIC SOLUTIONS/MSDC													0	\$0.00	NC
MILAN THE STYLE SHOP													0	\$0.00	\$0.00
MLIVE MEDIA GROUP													0	\$0.00	\$0.00
MORRISON JEWELERS													0	\$0.00	\$0.00
NATURE CONNECTION													0	\$0.00	\$0.00
NEXUS BUSINESS SOLUTIONS													0	\$0.00	\$0.00
PLATA Y ORO													0	\$0.00	\$0.00
POLICE													0	\$0.00	\$0.00
PUBLIC MEDIA NETWORK													0	\$0.00	\$0.00
RADISSON EMPLOYEE/GUEST													0	\$0.00	\$0.00
SOUTHWEST MICHIGAN FIRST													0	\$0.00	\$0.00
SWMI EMERGENCY SERVICES													0	\$0.00	\$0.00
THE BUREAU													0	\$0.00	\$0.00
THE VERNON GROUP													0	\$0.00	\$0.00
UPTON													0	\$0.00	NC
V&A BOOTERY													0	\$0.00	\$0.00
VARNUM & RIDDERING													0	\$0.00	\$0.00
VERITAS LAW GROUP													0	\$0.00	\$0.00
WMU DEPARTMENT OF PATHOLOGY													0	\$0.00	\$0.00
WMU OFFICE OF STUDENT & RESIDENT AFFAIRS													0	\$0.00	\$0.00
WMU OFFICE OF THE DEAN													0	\$0.00	\$0.00
WMU SIMULATION CENTER													0	\$0.00	\$0.00
TOTAL TICKETS	0	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$0.00
Can't Charge (errors)															
GRAND TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	\$0.00

DATE INV:

	\$1.50 1 Hr	\$2.35 1 1/2 Hr	\$3.20 2 Hr	\$4.05 2 1/2 Hr	\$4.90 3 Hr	\$5.75 3 1/2 Hr	\$6.60 4 Hr	\$7.45 4 1/2 Hr	\$8.30 5 Hr	\$9.15 5 1/2 Hr	\$9.75 6 Hr	\$4.00 OF TICKETS	TRANSIENT RATE	QUANTITY OF TICKETS	TOTAL AMT DUE @ 67%
ARCADIA INVESTMENT MANAGEMENT												0	\$0.00	0	\$0.00
ARGOS EAST												0	\$0.00	0	\$0.00
BORGESS VISITING NURSE & HOSPICE												0	\$0.00	0	\$0.00
BRONSON METHODIST PATIENT ACCOUNTING												0	\$0.00	0	\$0.00
BURNHAM & FLOWER INSURANCE GROUP												0	\$0.00	0	\$0.00
CENTRAL CITY PARKING												0	\$0.00	0	\$0.00
CHASE BANK												0	\$0.00	0	\$0.00
CITYSCAPE EVENT CENTER												0	\$0.00	0	\$0.00
CONSUMERS CREDIT UNION												0	\$0.00	0	\$0.00
COUNTERPOINT PILATES												0	\$0.00	0	\$0.00
DEB DROPPERS												0	\$0.00	0	\$0.00
DKI												0	\$0.00	0	\$0.00
ECKERT WORDELL												0	\$0.00	0	\$0.00
FEDERAL COURT												0	\$0.00	0	\$0.00
FIFTH THIRD BANK												0	\$0.00	0	\$0.00
FOLIO												0	\$0.00	0	\$0.00
GAZELLE SPORTS												0	\$0.00	0	\$0.00
GLOBAL EQUITY												0	\$0.00	0	\$0.00
GREGERSEN PHOTOGRAPHY												0	\$0.00	0	\$0.00
INNOVATIVE ANALYTICS												0	\$0.00	0	\$0.00
IRVING S. GILMORE FOUNDATION												0	\$0.00	0	\$0.00
JEFF DAVIS & ASSOCIATES												0	\$0.00	0	\$0.00
JUST GOOD FOOD												0	\$0.00	0	\$0.00
KALAMAZOO SYMPHONY												0	\$0.00	0	\$0.00
KALAMAZOO VALLEY MUSEUM												0	\$0.00	0	\$0.00
KINGSCOTT												0	\$0.00	0	\$0.00
KVCC EVENING/SATURDAY												0	\$0.00	0	\$0.00
KVCC HEALTHY LIVING CENTER												0	\$0.00	0	\$0.00
KVCC STAFF												0	\$0.00	0	\$0.00
KVCC STUDENTS												0	\$0.00	0	\$0.00
KVCC TRAINING												0	\$0.00	0	\$0.00
LAND BANK												0	\$0.00	0	\$0.00
LENNON, MILLER, O'CONNOR & BARTOSIEWICZ												0	\$0.00	0	\$0.00
LEWIS, REED & ALLEN												0	\$0.00	0	\$0.00
MARX MODA												0	\$0.00	0	\$0.00
METABOLIC SOLUTIONS/MSDC												0	\$0.00	0	\$0.00
MILAN THE STYLE SHOP												0	\$0.00	0	\$0.00
MLIVE MEDIA GROUP												0	\$0.00	0	\$0.00
MORRISON JEWELERS												0	\$0.00	0	\$0.00
NATURE CONNECTION												0	\$0.00	0	\$0.00
NEXUS BUSINESS SOLUTIONS												0	\$0.00	0	\$0.00
PLATA Y ORO												0	\$0.00	0	\$0.00
POLICE												0	\$0.00	0	\$0.00
PUBLIC MEDIA NETWORK												0	\$0.00	0	\$0.00
RADISSON EMPLOYEE/GUEST												0	\$0.00	0	\$0.00
SOUTHWEST MICHIGAN FIRST												0	\$0.00	0	\$0.00
SWMI EMERGENCY SERVICES												0	\$0.00	0	\$0.00
THE BUREAU												0	\$0.00	0	\$0.00
THE VERNON GROUP												0	\$0.00	0	\$0.00
UPTON												0	\$0.00	0	\$0.00
V&A BOOTERY												0	\$0.00	0	\$0.00
VARNUM & RIDDERING												0	\$0.00	0	\$0.00
VERITAS LAW GROUP												0	\$0.00	0	\$0.00
WMU DEPARTMENT OF PATHOLOGY												0	\$0.00	0	\$0.00
WMU OFFICE OF STUDENT & RESIDENT AFFAIRS												0	\$0.00	0	\$0.00
WMU OFFICE OF THE DEAN												0	\$0.00	0	\$0.00
WMU SIMULATION CENTER												0	\$0.00	0	\$0.00
TOTAL TICKETS	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	0	\$0.00
Can't Charge (errors)												0	\$0.00	0	\$0.00
GRAND TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	\$0.00	0	\$0.00

D.K.I. - KALAMAZOO

July-16

DATE INVOICED:

CUSTOMER NUMBER		LOT 9 8809	RAMP 2 8825	RAMP 3 8824	RAMP 4 8828	SERVICE CHARGE	TOTAL DUE
810559	ARCADIA INVESTMENT MANAGEMENT	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
7526266	ARGOS EAST	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
811384	BORGESS VISITING NURSE & HOSPICE	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
6796541	BRONSON METHODIST PATIENT ACCOUNTING	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
866514	BURNHAM & FLOWER INSURANCE GROUP	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	CENTRAL CITY PARKING	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
810564	CHASE BANK	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
1044567	CITYSCAPE EVENT CENTER	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
7014078	CONSUMERS CREDIT UNION	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
853699	COUNTERPOINT PILATES	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
6960922	DEB DROPPERS	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	DKI	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
	ECKERT WORDELL (TREYSTAR SPACE)	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
	FEDERAL COURT (ARGOS EAST)	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
865956	FIFTH THIRD BANK	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	FOLIO (TREYSTAR SPACE)	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
810586	GAZELLE SPORTS	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	GLOBAL EQUITY (TREYSTAR SPACE)	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
6533014	GREGERSEN PHOTOGRAPHY	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	INNOVATIVE ANALYCTICS (TREYSTAR SPACE)	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
1053412	IRVING S. GILMORE FOUNDATION	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810604	JEFF DAVIS & ASSOCIATES	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
958122	JUST GOOD FOOD	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810609	KALAMAZOO SYMPHONY	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
6652681	KALAMAZOO VALLEY MUSEUM	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	KINGSCOTT (TREYSTAR SPACE)	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
6678592	KVCC EVENING/SATURDAY	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	KVCC HEALTHY LIVING CENTER	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810698	KVCC STAFF	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810711	KVCC STUDENTS	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	KVCC TRAINING	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	LAND BANK	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
810580	LENNON, MILLER, O'CONNER & BARTOSIEWICZ	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810611	LEWIS, REED & ALLEN	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	MARX MODA (TREYSTAR SPACE)	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
	METABOLIC SOLUTIONS/MSDC (TREYSTAR SP)	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
5672116	MILAN THE STYLE SHOP	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810606	MLIVE MEDIA GROUP	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810616	MORRISON JEWELERS	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810618	NATURE CONNECTION	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
1095121	NEXUS BUSINESS SOLUTIONS	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
824009	PLATA Y ORO	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810622	POLICE	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810578	PUBLIC MEDIA NETWORK	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810659	RADISSON EMPLOYEE/GUEST	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
959376	SOUTHWEST MICHIGAN FIRST	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
6535858	SWMI EMERGENCY SERVICES	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
7046153	THE BUREAU	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
7046151	THE VERNON GROUP	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	UPTON	\$0.00	\$0.00	\$0.00	\$0.00	NC	NC
810665	V&A BOOTERY	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
810666	VARNUM & RIDDERING	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
1094979	VERITAS LAW GROUP	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
7687917	WMU DEPARTMENT OF PATHOLOGY	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
7687911	WMU OFFICE OF STUDENT & RESIDENT AFFAIRS	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
7644968	WMU OFFICE OF THE DEAN	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
7687905	WMU SIMULATION CENTER	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00
	LOCATION TOTAL	\$0.00	\$0.00	\$0.00	\$0.00	\$220.00	\$220.00
	MEYER C WEINER	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,758.60
	ALAMO THEATRE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,624.32
		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	GRAND TOTAL	\$0.00	\$0.00	\$0.00	\$0.00	\$220.00	\$16,602.92

PROJECT APPROACH

DEDICATED PERSONNEL

We empower our local management team to execute the necessary steps to accomplish site-specific goals, while maintaining revenue control and company guidelines. We incorporate our core values — respect, fairness, and dignity — into every business dealing to guarantee desired results. Our ABM team understands the dynamics involved in managing the parking operations in Kalamazoo. These dynamics can change without notice making it essential to have a team on the ground that understands the history of the parking system, is empowered to make operation decisions, rapidly adjust and implement changes relative to our business, while limiting operational impacts.

Our parking management team has been created to ensure that the Kalamazoo Parking Services' needs, service standards, and expectations are continually exceeded.

MANAGEMENT

ABM Parking Services will accentuate the value of management in operating a 1st class parking system by providing accessible, qualified personnel for management. The system management will consist of:

System Manager
Assistant System Manager
Office Manager
Enforcement Supervisor
Evening and Events Supervisor
Assistant Office Manager
Examiner

All managers are on call 24 hours a day, seven days a week, to attend to the operation as needed.

During the System Manager's vacation and in any emergency situation, the management of the facilities will be covered by the Assistant System Manager or other personnel as designated by the System Manager and approved by Downtown Kalamazoo, Inc.

The following pages describe the position description for each job category.

ABM PARKING SERVICES POSITION DESCRIPTION

Position: System Manager

The System Manager is totally responsible and accountable for managing the parking system in a manner which complies with the Kalamazoo Parking Services' Mission Statement and: Master Plan, Marketing Plan and Capital Improvements Plan. This responsibility includes but is not limited to:

1. Compliance with any and all contractual agreements and S.O.P.'s.
 - a. Accuracy and honesty of the Assistant System and Office Manager's handling revenues and or aspects of the revenue control system.
2. Hiring, development and general supervision of the Management Staff.
3. Development of and adherence to the operating budgets required by the agreement in accordance with the S.O.P.'s.
4. Approval of payables.
5. Timely submittal of all reports and records.

PROJECT APPROACH

6. Analysis of usage of various areas to determine trends, rate improvements, revenue control problems, etc.
7. Planning for future growth and development.
8. The System Manager serves as the main liaison between the parking system and landowner.

In order to efficiently manage and comply with the S.O.P. Manual, the responsibility of particular components has been delegated to specific positions. The following components are the responsibility of this position:

- Mission Statement
- Objective
- Revenue Plan
- Budgets
- Auditing
- Special Agreements
- Private Leases

Schedule of Responsibilities:

General

1. Ensure the professional operation of the parking system in contractual compliance with all standard operating procedures.
2. Oversee the functions and performance of the staff, particularly the Assistant System Manager and Office Manager.
3. Oversee the functions and performance of the Lead Cashier position and / or Enforcement Supervisor in the absence of the Assistant System Manager.
4. Oversee the functions and performance of the Auditor position.

5. Manage the reporting of system activity data.
6. Manage the collection and reporting of system revenues.
7. Manage and properly record any expense associated with the system.
8. Adhere to operating budgets and research and explain any variances.
9. Analyze activity data to determine needs and opportunities for change and improvement.
10. Serve as the main liaison between the parking system, landowner and Downtown Kalamazoo, Inc.
11. Maintain involvement in the community.

Daily

1. Ensure that all staff levels are maintained.
2. Ensure the revenue collection of all facilities by the staff in accordance with S.O.P. guidelines.
3. Oversee the daily performance of the Assistant System Manager, Office Manager and Examiner.
4. Perform the necessary duties in the absence of the Assistant System Manager and / or Office Manager.
5. Provide necessary direction and guidance to management staff.
6. Respond to complaints or disputes as necessary.
7. Complete tasks assigned by the client or Branch Manager.

Weekly

1. Visually inspect all facilities.

PROJECT APPROACH

Semi-Monthly

1. Approve payroll compiled by the staff and prepared by the Office Manager.

Monthly

1. Review monthly financial reports.
2. Complete monthly activity report executive summaries.
3. Attend the Parking Committee meetings.
4. Attend the Safety Committee meetings.
5. Conduct scheduled staff meetings.

Quarterly

1. Coordinate and attend employee training meetings.

Annually

1. Prepare annual operating budgets.
2. Complete performance evaluations of Assistant System Manager, Office Manager and Examiner positions.
3. Assist with completing performance evaluations of management support staff.
4. Complete annual facility inspection reports.
5. Attend annual training meetings scheduled by the regional office.

Seasonal / Applicable

1. Ensure implementation of components of Master Plan, Marketing Plan and Capital Improvements Plan.
2. Attend community functions.
3. Participate in parking association and other applicable trade organizations / functions.

Position: Assistant System Manager

The Assistant System Manager is responsible and accountable for managing the parking facilities in a manner that complies with the Kalamazoo Parking Services' directives. This responsibility includes but is not limited to:

1. Compliance with any and all contractual agreements and S.O.P.'s.
 - a. Accuracy and honesty of the Evening Supervisor and Cashier Leads handling revenues and or aspects of the revenue control system.
2. Hiring, development and general supervision of the Hourly Staff.
3. Adherence to the operating budgets required by the agreement in accordance with the S.O.P.'s.
4. Timely submittal of all required reports and records.

Schedule of Responsibilities:

General

1. Supervise professional operation of all attended and unattended facilities.
2. Oversee the functions, scheduling and performance of the hourly employees.
3. Manage the collection and reporting of revenues of the attended and unattended facilities.
4. Manage and properly record any expenses associated with attended and unattended facilities.
5. Manage compliance of Programs and Procedures.
6. Oversee inspection and documentation of facilities.

PROJECT APPROACH

7. Oversee the inventory of supplies.
8. Manage compliance of all service contracts. Such as:
 - a. Elevator Service
 - b. Lawn Care and Snow Removal
 - c. Pest Control
 - d. Waste Removal
 - e. Manage any special services. Such as:
 - f. Lot Sweeping
 - g. Asphalt Repairs
 - h. Painting
 - i. Electrical Repairs
 - j. Plumbing Repairs
 - k. Signs
9. Manage the proper maintenance and care of the following:
 - a. Vehicles
 - b. Gator, Sweeper
 - c. Radio & Surveillance Equipment
 - d. Access Control Equipment
 - e. All Tools and Maintenance Equipment

Daily

1. Visually inspect all attended and unattended facilities.
2. In the absence of a Cashier Lead, ensure all staff levels are maintained.
3. Manage the revenue collections of all attended and unattended facilities.
4. Manage completion of the DCR's (Daily Cash Reports) of all ramps and attended lots with the assistance of the Lead Cashier and Evening Supervisor.
5. Oversee the audit of the Cashier day tickets and the Cashier Reports.

6. Oversee the daily performance of the Cashier Lead.
7. In the absence of the Lead, perform the duties of the Cashier Lead.
8. Provide necessary direction and guidance to the maintenance staff, cashier staff, and the Cashier Lead.
9. Confirm proper operation of the Access Control Equipment.
10. Review the daily event schedule and assign staff accordingly.
11. Review and document any incidents when necessary.
12. Perform customer service functions when necessary, (lockouts, battery-jump starts, etc.).
13. Inspect and confirm the proper opening of the Attended Facilities. This includes:
 - a. Access Control Equipment
 - b. Lighting
 - c. Elevators
 - d. Barricades and Cones
 - e. Overhead and Pedestrian Doors
 - f. Cleanliness
 - g. Check time clocks and ticket dispensers for correct times and sufficient ticket supplies.

Weekly

1. Test-drive all vehicles for proper running conditions.
2. Perform and document regular lighting inspections and manage the repair of any lights improperly working.
3. Conduct spot audits on the cashier staff, assisted by the Cashier Lead.

PROJECT APPROACH

Semi-Monthly

1. Compile the time sheets and complete the appropriate paperwork.

Monthly

1. Perform and document maintenance inspections of all attended and unattended facilities.
2. Perform and document vehicle inspections.
3. Perform and document inspections of any power tools and heavy equipment.
4. Attend the scheduled staff meetings as required.

Quarterly

1. Attend the Quarterly Training Meeting.
2. Conduct employee quarterly evaluations.

Annually

1. Perform and compile a comprehensive Spring Maintenance Inspection for all attended and unattended facilities. Include an action plan documenting the time line for completion of items noted in the inspection.

Position: Office Manager

The Office Manager / Administrator is responsible and accountable for managing the administration of the parking system in a manner which complies with Central City Parking's S.O.P. Manual. This responsibility includes but is not limited to:

1. Compliance with any and all administrative S.O.P.'s;
2. Hiring, development and general supervision of the Administrative personnel.

- a. Accuracy and honesty of the personnel handling revenues and / or aspects of the revenue / access control system.

3. Hiring, development and general supervision of the Collections Department personnel.

- a. Accuracy and honesty of the personnel handling revenues and/or aspects of the revenue/access control system.

4. Adherence to the operating budgets required by the agreement in accordance with the S.O.P.'s.

5. Timely submittal of all required reports and records.

6. Coordination of Employee Benefits.

In order to efficiently manage and comply with the S.O.P. Manual, the responsibility of managing some components of the manual has been delegated to specific positions:

The following components are the responsibility of this position:

- Accounting
- Revenue Handling
- Monthly Billings
- Collections – Fines & Forfeits
 - Adjudication
- Payables
- Personnel
 - Employee Benefits
 - Human Resources

Schedule of Responsibilities:

General

1. Ensure the professional operation of the main office.

PROJECT APPROACH

2. Manage the functions and performance of the Assistant Office Manager, Customer Service and Money Counter staff.
3. Manage the reporting and auditing of revenues of all the front office, attended and unattended facilities.
4. Manage the distribution on monthly key cards and passes.
5. Manage the billings and reporting of monthly accounts.

Daily

1. Inventory items in the main safe.
2. Verify revenues from all attended and unattended facilities from previous day are in the safe.
3. Verify that all Shift Supervisor's keys are in the safe.
4. Audit the revenues of the main office and monthly billings.
5. Prepare daily cash deposits and ensure they are taken to the bank.
6. Download lockbox and process exceptions.
7. Input daily DCR's (Daily Cash Reports) into SCORE.
8. Code and process invoices from vendors.
9. Download, print and mail past due letters from ticket enforcement program.
10. Ensure that incoming mail has been open, posted and deposited.

Weekly

1. Update owner information from SOS.

Semi-Monthly

1. Audit time sheets and compute payroll hours. Ensure all hours have been

correctly added into the system and forward to the System Manager for approval.

Monthly

1. Process invoices for monthly parking accounts.
2. Forward all appropriate deposit and billing information to the Corporate Office.

Position: Enforcement Supervisor

The Enforcement Supervisor is responsible and accountable for managing the operation of the unattended, on-street and enforcement operations of the parking system in a manner that complies with Kalamazoo Parking Services S.O.P. Manual. The Enforcement Supervisor is also responsible for assisting the Assistant System Manager with managing the attended facilities and the Evening Supervisor with managing special events. This responsibility includes but is not limited to:

1. Compliance with any and all operational S.O.P.'s.
2. Development and general supervision of the field staff.
 - a. Accuracy and honesty of all applicable field staff handling revenues and / or aspects of the revenue control system.
 - b. Performance of the applicable field staff.
3. Adherence to the operating budgets required by the agreement in accordance with the S.O.P.'s.
4. Timely submittal of all reports and records.

PROJECT APPROACH

In order to efficiently manage and comply with the S.O.P. Manual, the responsibility of particular components has been delegated to specific positions. The following components are the responsibility of this position:

- Unattended Facilities
 - Honor Park
 - Electronic Pay Stations
- On Street Operations
 - Meter Enforcement
 - Meter bags
- Enforcement Operations
 - Adjudication
- Radio Equipment / Communication

Schedule of Responsibilities General

1. Ensure the professional operation of the unattended facilities, on-street parking, and enforcement areas of responsibility, in compliance with all standard operating procedures
2. Oversee the functions and performance of the Lead Enforcement Position and hourly enforcement positions in the absence of the Lead Enforcement Position
3. Manage the enforcement of local parking ordinances and control procedures
4. Oversee the functions and performance of the hourly cashiers in the absence of the Lead Cashier Position and/or the Assistant System Manager
5. Manage the enforcement of local parking ordinances

6. Manage the reporting of enforcement data
7. Manage the collection and reporting of revenues of the meters and unattended facilities
8. Manage any vehicle repairs/maintenance
9. Manage special service needs, such as:
 - a. Enforcement technology repairs
10. Report revenue control equipment repairs needs to the Assistant System Manager

Daily

1. Visually inspect all unattended facilities
2. Ensure all facility signage has been displayed for the day
3. Ensure that all staff levels are maintained
4. Manage the revenue collection of all unattended facilities by the Shift Supervisor
5. Complete the DCR's (Daily Cash Reports) of all unattended facilities
6. In the absence of the Lead Enforcement position, perform the supervisory duties of the Lead Enforcement position
7. In the absence of the Lead Cashier, perform the supervisory duties of the Lead Cashier
8. Provide necessary direction and guidance to enforcement staff
9. Interface electronic technology with office data base
10. Inventory and inspect electronic handheld ticket writers, including printers – Immediately report any damages, malfunctions or losses
11. Respond to parking complaints or ticket disputes

PROJECT APPROACH

12. Review and approve all voided tickets
13. Coordinate all meter bag reservations
14. Monitor vehicle inspection forms.
15. Complete tasks assigned by the Assistant System Manager or System Manager

Weekly

1. Test-drive and inspect all vehicles.
Complete applicable paperwork

Monthly

1. Attend scheduled staff meetings

Quarterly

1. Attend employee training meetings

Annually

1. Assist with completing performance evaluations

Seasonal

1. Coordinate street and parking closures for special events

Position: Evening and Events Supervisor

The Evening and Events Supervisor is responsible and accountable for managing the evening operation of the attended operations of the parking system and special events in a manner that complies with the Kalamazoo Parking Services' S.O.P. Manual. The Evening and Events Supervisor is also responsible for assisting the System Manager with auditing, the Assistant System Manager with managing the attended facilities, and the Enforcement Supervisor with managing unattended facilities. This responsibility includes but is not limited to:

1. Compliance with any and all operational S.O.P.'s.

2. Development and general supervision of the applicable field staff.
 - a. Accuracy and honesty of all applicable field staff handling revenues and / or aspects of the revenue control system.
 - b. Performance of the applicable field staff.
3. Adherence to the operating budgets required by the agreement in accordance with the S.O.P.'s.
4. Timely submittal of all reports and records.

In order to efficiently manage and comply with the S.O.P. Manual, the responsibility of particular components has been delegated to specific positions. The following components are the responsibility of this position:

- Special Events
- Ticket Inventory
- Cashier Ticket Audit
- DCR's
- Maintenance
- Attended Facilities
- Revenue Control Equipment
- Radio Equipment / Communication

Schedule of Responsibilities

General

1. Ensure the professional operation of all attended facilities.
2. Oversee the functions and performance of the 2nd shift cashiers, maintenance and on street enforcement staff.

PROJECT APPROACH

3. Supervise the collection of revenues of all attended and unattended facilities.
4. Supervise the reporting and auditing of revenues of all attended facilities.
5. Supervise the inventory and ordering of cleaning supplies.

Daily

1. Visually inspect all attended facilities.
2. Visually inspect the lighting in all attended and unattended facilities.
3. Ensure that all staff levels are maintained.
4. Collect revenues of all attended and unattended facilities.
5. Complete the DCR's (Daily Cash Reports) of all attended facilities and forward to the Office Manager.
6. Audit tickets and revenues for all attended facilities.
7. Oversee the daily performance of the 2nd and 3rd shift maintenance staff.
8. Provide necessary direction and guidance to the 2nd shift cashiers, maintenance and on street enforcement staff.
9. Supervise the cleaning of the main office.
10. Supervise the needs and safety of our patrons.
11. Ensure all attended facilities are supplied with a full stock of tickets.
12. Ensure all lot signs, cones and barricades are secured at the end of shift.
13. Check elevators and emergency phones in all facilities where applicable to ensure they are in proper working order.
14. Conduct hourly radio checks with the 2nd shift cashiers, maintenance and on street enforcement staff.

15. Complete tasks assigned by the Assistant System Manager or System Manager.

Weekly

1. Perform Safety Maintenance Check and fill out appropriate forms.

Semi-Monthly

1. Audit time sheets and compute payroll hours. Submit to Office Manager.

Position: Assistant Office Manager

The Assistant Office Manager / Administrative Assistant is responsible and accountable for assisting the Office Manager in managing the administration of the parking system in a manner which complies with the Kalamazoo Parking Services' S.O.P. Manual. This responsibility includes but is not limited to:

1. Compliance with any and all administrative S.O.P.'s;
2. Administering and invoicing for the validation stamps, early bird books, meter cards, part-time employee discount stamps and meter bags.
3. Entering all daily cash reports into the billing system.
4. Timely submittal of all required reports and records.
5. Assisting the front counter personnel.

In order to efficiently manage and comply with the S.O.P. Manual, the responsibility of managing some components of the manual has been delegated to specific positions. The following components are the responsibility of this position:

- Accounting
- Revenue Handling

PROJECT APPROACH

- Monthly Billings
- Customer Service

Schedule of Responsibilities:

General

1. Ensure the professional operation of the main office.
2. Assist in the management of the functions and performance of the Customer Service staff.
3. Enter the revenues of all the front office, attended and unattended facilities into the billing system.
4. Assist the front counter with phones and walk-in customers.

Daily

1. Enter Shift Reports and Daily Reports into the billing system.
2. Check main voice mail messages and forward to the appropriate staff person.
3. Check general e-mail account and forward to the appropriate staff person.
4. Print on-line weather report for the Evening Supervisor.
5. Assist front counter with customer service duties; answer phones, assist customers.
6. Assist employees with keys, gas cards, equipment needs from the secured area.
7. Maintain adequate inventory of meter cards, validation stamps, part-time employee discount stamps and early bird books.
8. Close the office at the end of the day. Lock all doors, shut off coffee pot, turn off lights, secure revenue in the safe and lock the safe.

9. Assist Office Manager.
10. Create employee ID badge as needed.
11. Replenish brochures in the front lobby.

Weekly

1. Mail to corporate.
2. Monitor cleanliness of the office and water the plants.
3. File invoice copies in vendor files.

Monthly

1. Monitor and order office supplies.
2. Enter complaint log into spreadsheet and forward to the System Manager.
3. Change signs in Lucite sign holders in the ramps.
4. Update employee phone number roster.
5. Update validator list.
6. Update tracking form for meter cards and part-time employee discount program.
7. Enter KVCC validations into spreadsheet and forward to KVCC and Office Manager.
8. Invoice for validations stamps.

Position: Examiner

The Examiner is responsible and accountable for managing the operation of the parking system in a manner which complies with the Kalamazoo Parking Services' audit procedures and obligations.

This position works with the Assistant System Manager and Office Manager positions and ultimately reports to the System Manager. This responsibility includes but is not limited to:

PROJECT APPROACH

1. Compliance with any and all audit procedures and responsibilities.
2. Assist in ensuring the accuracy and honesty of all operational staff handling revenues and / or aspects of the revenue control system.
3. Timely submittal of all reports and records.
4. Compilation of usage data of various areas to determine trends, needs for improvement, revenue control problems, etc.
5. Meeting with and routinely interviewing and monitoring employees on all shifts.
6. Working various shift of the day or week and any location within the system when and where appropriate.

Note: This position should be particularly careful to avoid overly friendly relations with subordinates in order to avoid the perception of favorable treatment.

In order to efficiently manage and comply with the S.O.P. Manual, the responsibility of particular components has been delegated to specific positions. The following components are the responsibility of this position:

- Revenue Handling
- Auditing
- Sarbanes-Oxley compliance
- Smart Drive Vehicle video surveillance technology

Schedule of Responsibilities:

General

1. Civil Infraction process audit.

2. Update of meter tracking book.
3. Programming meters as needed.
4. Facility Safety checks.
5. Audit procedures.

Daily

1. Assisting in the collection and recording of revenue from on-street meters.
2. Driving safety procedures and downloading and monitoring footage from the Smart Drive.
3. Review the Equipment Time Check log.
4. Review the Transient Income Record audit.
5. Review the Ticket Issuance audit.
6. Surveillance Equipment recording and locked.

Semi-Monthly

1. Employee absences following the Employee Handbook.
2. Ticket voids procedures and storage.

Monthly

1. Cashier recording, collecting and deposit procedures.
2. Honor Box recording, collecting and deposit procedures.
3. Parking Violation issuance procedures.
4. Hang Tags, Validation Stamps, Spitter Ticket inventory, documentation, billing and procedures.
5. Attended facilities ticket usage.
6. Front Counter cash handling procedures.
7. Count Room cash handling procedures.
8. Failed Meter report.
9. Key Card audit: Programmed –vs- Billing.

PROJECT APPROACH

10. Employee Key Card usage.
11. Timecard and Pay Check procedures.

Position: Cashier Lead / Cash Counter

The Cashier Lead / Cash Counter is responsible and accountable for ensuring proper cashiering levels at all locations and working closely with the Assistant System Manager on scheduling. This position is also responsible and accountable for the counting and depositing of daily cash receipts in a manner which complies with the Kalamazoo Parking Services' S.O.P. Manual.

Schedule of Responsibilities:

General

1. Ensure proper cashiering levels at all locations.
2. Ensure proper cashier training.
3. Ensure high level of employee moral. This will be accomplished by treating your employees with the respect and courtesy they deserve. You will at all times display a concern for their needs and provide them with the necessary tools to ensure their success.
4. Ensure that the auditor equipment is working properly and that the cashier staff is well trained in solving minor equipment problems. Any auditor problems or equipment problems hampering the cashiers from performing their duties will be your responsibility to correct.
5. Timely submittal of all required reports and records.

Daily

1. Meet with 1st and 2nd shift cashiers to hand out their cashier bags which consist of their starting bank and any applicable keys for their location.

2. Ensure that each cashier has counted their starting bank and verified that the correct amount is in the bag and all keys are accounted for.
3. Ensure that all cashiers have all necessary supplies for the day and go over any special instructions or changes to their daily duties.
4. Provide lunch breaks for all cashiers.
5. Count, verify and prepare deposits for the previous days cashier drops and pay stations/honor boxes, daily and monthly revenues received at the front counter and through the mail and the daily meter collections.
6. Take all deposits to the bank with the designated escort.
7. Issue and return meter keys and honor box keys to employees.
8. Ensure money is secure and safe is locked when leaving the secured room.

Position: Maintenance Lead

The Maintenance Lead is responsible and accountable for ensuring proper maintenance levels at all locations and working closely with the Assistant System Manager on maintenance needs.

Schedule of Responsibilities:

General

1. Ensure proper maintenance levels at all locations.
2. Ensure all facilities are clean at all times and equipment is in good working condition.
3. Ensure proper maintenance training.

PROJECT APPROACH

4. Ensure high level of employee moral.

Daily

1. Ensure that the litter is removed and that each facility is clean for the start of each day. This will be accomplished by inspecting each facility at the end of the working day to ensure that your staff accomplished the tasks set out for that day.
2. Ensure proper maintenance training. This will be accomplished by good hiring and training practices and on-going maintenance training. You will spend at a minimum a quarter of your time performing one on one training with your staff, and developing training material.
3. Ensure high level of employee moral. This will be accomplished by treating your employees with the respect and courtesy they deserve. You will at all times display a concern for their needs and provide them with the necessary tools to ensure their success.
4. Ensure that all serious maintenance items are immediately reported to the System Manager.
5. Transport Cashier Lead / Cash Counter to the bank with deposits.

Monthly

1. Responsible for providing a monthly maintenance report of tasks accomplished during the previous month. This report will be specifically related to our progress of completing maintenance items reported on the yearly spring report. This report will be due on the 5th business day of each month.
2. Proper snow removal after each snow event.

3. Ensure that ice melt logs are properly maintained at each facility and are turned in by the 5th business day of each month for the previous month.
4. Ensure that our snow removal contractor maintains snow removal logs detailing when, where, and what time they removed snow at each location and for them to turn this in when they invoice us for payment.
5. Maintain a daily log of weather reports for each day of the winter months to be compiled and turned in at the end of the winter season.

Position: Meter Technician

The Meter Technician is responsible for the daily collection of meter revenue as well as general maintenance of all meters. Ability to determine efficient route for collections, complete a daily collection schedule, learn city geography and meter location numbering system. Understand and execute verbal and written instructions, maintain records, learn and use safe working practices, work effectively with co-workers in a diverse workforce, respond appropriately to questions / concerns from the public. Skilled in completing simple routine reports, driving company vehicles, assessing electronic or single space lock operation.

Schedule of Responsibilities:

General

1. Determine efficient collection route.
2. Adheres to security and safety policies and procedures. Maintain security of collection cart, keys and company vehicle during daily collection and transport activities.

PROJECT APPROACH

3. Frequently interact with public while at collection sites, including explaining and demonstrating the meter functions.

Daily

1. Complete daily collection procedures.
2. Observe the operation of all meters, reporting problems directly to the Assistant System Manager.
3. General meter maintenance.
4. Operate the company's 2-way radio to report problems, check in hourly and coordinate work.
5. Perform related duties as assigned.
6. Assist with other parking system maintenance needs.

Position: Garage Maintenance

Perform a number of custodial functions as well as light mechanical maintenance.

Schedule of Responsibilities:

General

1. Regular site inspections for conditions which may need attention such as housekeeping and unsafe hazards.
2. Taking corrective action to satisfactorily address any situation that is not acceptable.
3. General maintenance responsibilities as directed.

Daily

1. Clean all parking facilities.
2. Empty trash cans in facilities.
3. Clean stairwells, elevators and other areas where debris may collect.
4. Responding immediately to any spills.

5. Changing light bulbs as appropriate.
6. Lawn care and weeding as needed.
7. Snow clearing as needed.
8. Planting as needed.
9. Painting of curbs as needed.

Weekly

1. Clean handrails in stair towers.
2. Clean window ledges in stair towers.
3. Clean office windows.

Position: Cashier

Generally responsible for cash transactions associated with parking customers.

Schedule of Responsibilities:

General

1. Cash handling of parking revenues.
2. Customer service.
3. Cleaning and caring for area in and around booth.

Daily

1. Matching customer's ticket to parking rate schedule.
2. Collecting money from customers.
3. Accounting accurately for daily transactions.
4. Providing correct change.
5. Performing customer courtesy functions.
6. Sweep in and around booth, wash windows of booth, care for plantings in general area of booth.

PROJECT APPROACH

7. Report any equipment malfunctions or customer service issues to the Assistant System Manager.
8. Other duties to ensure productive operations, quality service, client and customer satisfaction.

UNIFORMS

Employees of the parking facilities will likely be the first and / or last person a visitor to downtown will see. The first or last impression left with the customer can only be positive if the employee is neatly and properly attired.

Except for the System Manager and other administrative positions, who dress in appropriate business attire, all employees are required to wear a company provided uniform and name badge during working hours.

Below, please find pictures of the uniform and name badges we use in Kalamazoo.

Uniform



Name Badge



FRONT COUNTER CUSTOMER SERVICE

Our Front Counter Customer Service team has had extensive training to handle a wide variety of responsibilities that revolve around providing excellent customer service to our customers and employees.

The Customer Service team interacts daily with our customers in person, on the phone, through e-mail and mail. They assist with questions, concerns and payment processing in regards to parking violation notices, daily and monthly parking, meters and pay-by-cell. This team is also the direct link to our employees in the field through a 2-way radio system, conducting security checks and fielding questions and issues to other staff members.

The Customer Service team has a wide variety of general office duties that include, answering the phones, processing mail, posting payment, daily deposits, meter revenue reports, customer correspondence, equipment issuance; to name a few.

Front Counter Duties (General)

- Answer phone – Customer Service
- Monitor 2-way radio
- Hourly radio security checks
- License Plate Lookup
- Promise to Pay
- Alamo Validation M/E Report
- Order credit card machine tape
- Lot #2 & 13 variance report and SR
- Print on-line weather report for 2nd Shift Supervisor
- Meter Trax
- Meter Bags
- Civil Infractions
- Lot #1 revenue report
- Honor Park revenue report
- Meter revenue report
- After hours/weekend revenue report
- Parkmobile daily report
- Monthly Activity Report Book
- Water plants at least once a week
- SR/DR Backup
- Lockbox backup
- Parking 101 Books
- Sign out radios and equipment
- Customer correspondence
- Process mail and payments
- Make sure plenty of brochures are out in the front lobby area
- Stamp passes and put in envelopes for delivery
- Cash counter backup

RADIO SECURITY CHECKS

FIRST SHIFT

Meter Technician: Calls into the office using their 2-way radio every hour to report their location while on route. This information is logged on the Meter Check-In log.

Mobile Drivers: Calls into the office using their 2-way radio every hour to report their location. This information is logged on the Mobile Check-In log.

SECOND SHIFT

All Employees: One cashier is assigned the duty of calling out to all second shift employees once every hour. Once hearing this callout, all employees should report back to that cashier and the information is logged on the 2nd Shift Radio Check Log.

THIRD SHIFT

All Employees: The enforcement officer on duty calls out to the maintenance staff using their 2-way radio every hour to report their location. The maintenance staff calls out that they acknowledge the communication so that both parties know the other is safe. This information is logged on the 3rd Shift Radio Check Log by the Enforcement Officer.

If at any time an employee does not respond to the radio check after several attempts; a manager or another employee is to go check on them at their last reported location. If the employee is not found, standard emergency procedures should be followed.

All logs are to be turned into the local auditor at the end of each week.

Cashier

Generally responsible for cash transactions associated with parking customers.

Our cashiers are, in most cases, the first and last person our downtown customers see. With that in mind, we offer an extensive training program to assist them in providing the best customer service they can offer.

General duties include customer courtesy duties, collecting money, account for all transactions, keeping work area clean and safe; other tasks as assigned.

Revenue Handling Procedures

All Gross Receipts derived from the operation of the Parking System shall be held in trust for DKI by the Company while the funds are in its custody and control. Should any of such Gross Receipts be lost, stolen or otherwise unlawfully removed from the custody and control of the Company, the Company shall be responsible therefore and shall deposit in the bank designated by DKI a like sum of monies but only to the extent loss, liability or expense is caused by negligence, misconduct or other fault of the Company, its agent or employees. The Company will notify DKI of such a loss. Should said loss, theft, or unlawful removal be insured or otherwise secured by the Company, any payments made to DKI by such insurance company, bonding company, or other, when paid to DKI, shall be reimbursed to the Company to the extent of such deposit.

The term "Gross Revenue", as used herein, shall mean all parking fees and charges collected by the Company whether for cash or credit, resulting from the operations of the Parking System hereunder.

The Company shall collect, hold in trust for DKI, account for and deposit daily in the bank account designated by DKI, as evidence by notice in writing from the DKI, and in the name of DDA all Gross Revenue collected from the operation of the Parking System hereunder.

Collection and Deposit of Revenue

The Company shall collect, hold in trust for DKI, account for and deposit daily in the bank account designated by DKI, as evidence by notice in writing from the DKI Parking and Services Director, and in the name of DKI, all Gross Revenue derived from the operation of the parking system hereunder.

Attended Facilities Daily Transactions: Tickets are transacted by cashiers on the fee computers located in the cashier booths. Fees are collected and placed in the cash drawers of the computer. Periodic drops are made by calling a manager throughout the day. Each drop is immediately taken to the office and stored in the main safe located in the secured area until deposited. If after hours; these drops and all final drops are placed in the Diebold Night Deposit located in the Arcadia Ramp #4. All drops are verified and tabulated by a money counter (employee) in the morning. Individual deposits for each location are made and deposited. Shortages are reimbursed by the responsible party.

Unattended Facilities Daily Transactions: The honor boxes are checked by the enforcement team three times per day; twice during the day and the third time at 4:00pm. The Slot Box Card will be filled out each time the box is checked. At the time of collections, the Second Shift Manager will check for any revenue that were paid after the third enforcement inspection. The Second Shift Manager will then add any additional revenue to the Slot Box Card using a red ink pen.

A second employee must be present at all times during the honor box collection. The Second Shift Manager will collect the revenue from the honor boxes and mark the next day's Slot Box Card with the date and time that the honor boxes were emptied. The Second Shift Manager will fill out a cash drop slip for each location collected and place it in the deposit bag with the revenue.

The Second Shift Manager will fill out the Cash Log signing and dating it and the second employee will then sign and date the Cash Log as the witness.

Each deposit bag will be sealed using a secure non-reversible zip tie and then dropped into the night deposit box located in the Arcadia Ramp #4. The Second Shift Manager will turn in that day's Slot Box cards to the Office Manager who will match the amounts in the deposit bags to the amounts filled out on the slot box cards. Once confirmed, the Slot Box Cards will be stored with the Daily Cash reports.

Monthly Transactions: Invoices are processed and mailed to the contract parkers on or around the 18th of the month prior to the due date. Payments for the invoices are received in person, by mail, to the lockbox for direct deposit, or on-line web payments. Checks received in the office are immediately stamped "For Deposit Only" and cash (when possible) is exchanged for a receipt. Payments are recorded and individual deposits for each location are made. These deposits are banked on the day received (when possible). They are calculated by the Office Manager and transported to the bank by the money counter. After deposited, the receipts are verified with the computer reports. Lockbox and on-line web payments reports are pulled daily; recorded and posted to the billing system.

Enforcement: Payments for parking violation notices are received in person, by mail or on-line web payments. Payments received in person throughout the day are exchanged for a receipt (when possible), entered into the enforcement system and placed into the cash drawers of the computers. Payments received through the mail are entered into the enforcement system within 24 hours of receiving them and reported with the daily transactions. On-line web payments are pulled to the system every morning and reported at the end of the day.

At the end of the day, all revenues collected at the front counter from walk-in customers and through the mail are calculated, totaled and placed into the safe located in the secured room in the main office. The following morning, the drops are verified by the money counter and transported to the bank.

Meters: The handling of the meter coin must be secure for the safety of our employees and respect of the City. The following procedures are followed:

- Collection routes and maps are formalized to ensure every meter is collected, at a minimum, weekly. If necessary, specific meters may be collected more often.
- The technician/collector carries a two-way radio and is accompanied by another employee. Regularly scheduled contact is made and documented by the office front counter staff. If a "check-in" does not occur, staff is immediately contacted and available to appropriately respond.
- The technician/collector obtains meter keys from the Office Administrator, who has removed them from a secured safe.
- Upon accepting keys from the Office Administrator, the keys are immediately attached to the technician/collector's belt strap and not removed until the collection is complete.
- While on route, the technician/collector empties the coin cans into the secured canister while the assisting employee reads the meter with the electronic handheld unit.
- Upon completing the collection, the full collection canisters are transported to the office count room for counting and deposit and all meter keys are returned to the secured safe.
- Information from the electronic handheld unit is uploaded into the Meter Trax software program and cash/inventory control reports are generated for auditing purposes.
- The collector/technician immediately notifies the office if suspicious activity or individuals are recognized. Assistance is immediately dispatched to the collector's location.

Manager's Bag Procedures

1. At the beginning of the day, the Office Manager retrieves the Manager's Bag (MB) from the safe and confirms its contents. An adding machine tape will be signed and dated to include in the bag as verification of its contents.
2. The Office Manager removes the previous day's chain of possession log and places it in the auditor's box.
3. The Office Manager turns the bag over to the Lead Cashier starting a new Chain of Possession Log.
4. The Lead Cashier ensures it contains the correct amounts for each denomination. An adding machine tape will be signed and dated to include in the bag as verification of its contents.
5. The MB will be kept in the safe until signed out to a designated employee.
6. When the employee takes possession of the MB, all of the contents will be confirmed in the presence of the Lead Cashier or the Office Manager.
7. Once confirmed, both the employee and the Lead Cashier/Office Manager will sign the chain of possession log and return it to the MB.
8. When another employee assumes responsibility for the MB, the contents of the MB will be confirmed in the presence of both employees, they will then sign the chain of possession log and return it to the MB.
9. The 2nd Shift Supervisor will drop the MB in the night deposit box at the end of the night.

CASHIER BANKS/DROPS

FIRST SHIFT

Beginning of Shift:

- Upon arrival, all cashiers report to the main office break room to pick up starting bank and booth keys.
- Each cashier is responsible for counting their own starting bank to verify the correct amount.
- If change is needed, management will come to the cashier's booth within the hour to provide change.

During Shift:

- Cashier will prepare a drop envelope for every \$100 collected over their starting bank and radio the main office for a manager to collect the drop. The cashier will state that they need a "Pick Up".
- After the manager has picked up the drop, they will immediately bring it back to the main office and place it in the main safe located in the count room.

End of Shift:

- Cashiers bring daily receipts to the main office break room where a manager will be waiting to log them in.
- The manager on duty will then place all daily receipts in the main safe located in the count room.

SECOND SHIFT

Beginning of Shift:

- Upon arrival, all cashiers go directly to their work station to relieve the first shift cashier.
- Each cashier is responsible for counting their own starting bank to verify the correct amount.
- If change is needed, management will come to the cashier's booth within the hour to provide change.

During Shift:

- Cashier will prepare a drop envelope for every \$100 collected over their starting bank and radio the manager on duty to collect the drop. The cashier will state that they need a "Pick Up".
- After the manager has picked up the drop in a company vehicle, they will immediately bring it back to the main office and place it in the chute that drops down into the main safe located in the count room. A second employee should accompany the manager while making the drop. Do not make drops on foot; always use the company vehicle with the passenger making the drop from the vehicle.

11:00pm:

- If there are vehicles parked in the No Parking or Reserved spaces on the second level floor where the ramp safe drop chute is located, management is to call McDonald's towing to have the vehicles moved to another parking space in the ramp.
- The vehicle should be issued a parking violation notice and the plate number is to be reported to the Facilities Operation Manager for billing of the moving fee.

End of Shift:

- The manager on duty, with a second employee as a passenger, will drive to each cashier's location and pick up their starting banks, booth keys and daily receipts.
- When the above has been picked up from all cashiers on duty the manager will drive directly to the main office ramp safe drop chute where the passenger will unlock the chute without leaving the vehicle and drop all starting banks, keys, daily receipts and manager bag down to the main safe located in the count room. NOTE: Friday evening the Cashier bags are to be placed in the Supervisor's office safe after everything else has been dropped down the chute.
- On Friday and Saturday evenings and on Festival Event evenings, Public Safety should be called to escort our vehicle to the safe drop chute. The manager and employee passenger should remain in their vehicle until Public Safety arrives and then have the public safety officer follows behind them to make the drops.

SUPERVISOR SAFE CONTENTS

Monday – Thursday: Early Bird bag only.

Friday Evening: Early Bird bag, Cashier bags, Sunday ramp 4 bag and ramp 4 MB.

LOT #1 HAMILTON MACHINE

Monday – Friday: Second shift manager and second shift lead collects revenue at 4:00pm.

Saturday: First shift manager and maintenance collects revenue before cashiers arrive.

IMPORTANT PHONE NUMBERS

KDPS 269-337-8994
McDonalds Towing 269-342-0973

**CENTRAL CITY PARKING
DAILY METER DEPOSIT**

REVENUE DATE: _____

DEPOSIT DATE: _____

ON STREET

Collection Date: _____ ZONE #1 _____

Collection Date: _____ ZONE #1A _____

Collection Date: _____ ZONE #2 _____

LUKE PAY STATION _____

Collection Date: _____ ZONE #3 _____

Collection Date: _____ ZONE #3A _____

Collection Date: _____ ZONE #4 _____

Collection Date: _____ ParkMobile _____ Credit Card _____
PAYPAL _____
Wallet _____

**HONOR BOX
NON-ATTENDED LOTS**

Collection Date: _____ LOT #1 ENTRANCE _____ Credit Card _____
Cash _____
Coins _____

LOT #2 _____

Collection Date: _____ LOT #6 _____

LOT #13 _____

Collection Date: _____ LOT #19 _____

Collection Date: _____ LOT #21 _____

TOTAL LOTS _____

TOTAL METERS _____

GRAND TOTAL METER DEPOSIT _____

CENTRAL CITY PARKING
CASHIER DEPOSIT REPORT

REVENUE DATE _____
 DEPOSIT DATE _____

CASHIERS

RAMP # 3	CASH	CK	TOTAL	CRG	GRAND TOTAL
1ST				CRG:	
2ND				CRG:	
Pay Station/PTP				CRG:	
TOTAL RAMP # 3					

RAMP # 2	CASH	CK	TOTAL	CRG	GRAND TOTAL
1ST- South				CRG:	
1ST- Lovell				CRG:	
2ND- Lovell				CRG:	
2ND- South				CRG:	
Early Bird				CRG:	
Promise to Pay				CRG:	
TOTAL RAMP # 2					

RAMP # 4	CASH	CK	TOTAL	CRG	GRAND TOTAL
1ST				CRG:	
2ND				CRG:	
Promise to Pay				CRG:	
TOTAL RAMP # 4					

LOT #9	CASH	CK	TOTAL	CRG	GRAND TOTAL
1st Shift Tickets				CRG:	
2nd Shift Tickets				CRG:	
Envelopes ()				CRG:	
TOTAL LOT# 9					

TOTAL FOR ATTENDED LOTS

FINES	CASH	CK	TOTAL	CRG	GRAND TOTAL
Mail				CRG:	
				CRG:	
TOTAL FINES					

TOTAL DAILY DEPOSITS (2)

MONTHLY Amber	CASH	CK	
MONTHLY Bev	CASH	CK	
Monthly/Other		CRG:	

TOTAL DEPOSIT (3)

DAILY METER DEPOSIT (SEE PAGE #2)(1)

GRAND TOTAL (1, 2, &3)



Business Unit #

Date

DR #



DEPOSIT DETAIL							
Deposit #	1	2	3	4	5	6	Total
Cash							
Checks							
Total Bank Deposit							
Bank Bag #							
Credit Cards	Visa / MC						
	Amex						
	Discover						
	Diners Club						
	Credit Card Total						
	Batch Total						
	Batch #						
	Batch Date						
Total Revenue							

INVENTORY ADDITIONS			
Input New Ticket or Validation Shipment			
Ticket Inventory #	Start #	End #	Total

SHIFT REPORT SUMMARY					
Shift / Booth #	S R Total	Adjusted Total	SR Error	OCR Error	Adjusted By
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
/			<input type="checkbox"/>	<input type="checkbox"/>	
Manager's Report			<input type="checkbox"/>	<input type="checkbox"/>	
Manager's Report			<input type="checkbox"/>	<input type="checkbox"/>	
Manager's Report			<input type="checkbox"/>	<input type="checkbox"/>	
Total					

INVENTORY DELETIONS (SALES)			
Input Issued Tickets or Validation Sales			
Inventory #	Start #	End #	Total

Tickets Issued	
Tickets Collected	
Uncollected Tickets	
Over / (Short)	

AUDITS	
Supervisor Must Initial Below	
Tickets to Shift Report	
Tickets to System Report	

Approved By	
Entered By	



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558801

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to: -



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558802

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to: _____



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558806

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to:	-
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SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558813

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to:	-
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SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558819

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to: _____



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558821

	Cashier	
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/DY0040	Meter Box Revenue	0.0000	
	OS/D9015	Over/Short	0.0000	
			Total Dollars Collected	
			Tickets Collected	
Please FAX Report to:				



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558850

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to: _____



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558851

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to: -



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558852

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to: _____



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558853

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to: _____



Parking Services

SR Shift Report

As of Date: 8/18/2016

Print Date: 8/18/2016

Printed By: LEHO4697

Date	Lot #
	25558854

Cashier's Name

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Deposit Breakdown		
Cash	Check	Credit

Cashier		
Shift #	Start Time	End Time

IVR #	Booth #	Grace Period

Transaction Count		
Start #	End #	Totals

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0040	Meter Box Revenue	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
	OS/D9015	Over/Short	0.0000	
			Total Dollars Collected	
			Tickets Collected	

Please FAX Report to: _____



SR Shift Report

As of Date: 7/1/2016
 Print Date: 6/23/2016
 Printed By: LEHO4697

Date	Lot #
	25558824

	Cashier	
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/D0100	Daily 01:00	1.5000	
	DT/D0130	Daily 01:30	2.3500	
	DT/D0200	Daily 02:00	3.2000	
	DT/D0230	Daily 02:30	4.0500	
	DT/D0300	Daily 03:00	4.9000	
	DT/D0330	Daily 03:30	5.7500	
	DT/D0400	Daily 04:00	6.6000	
	DT/D0430	Daily 04:30	7.4500	
	DT/D0500	Daily 05:00	8.3000	
	DT/D0530	Daily 05:30	9.1500	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9011	Val Overtime	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9016	Daily Max	9.7500	



SR Shift Report

As of Date: 7/1/2016
 Print Date: 6/23/2016
 Printed By: LEHO4697

Date	Lot #
	25558824

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/D9020	Flat Rate	4.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9030	Discounted Daily	0.0000	
	DT/VA3001	Fully Validated Tixs	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				
Please FAX Report to:		-		



SR Shift Report

As of Date: 7/1/2016
 Print Date: 6/23/2016
 Printed By: LEHO4697

Date	Lot #
	25558825

	Cashier	
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/D0100	Daily 01:00	1.5000	
	DT/D0130	Daily 01:30	2.3500	
	DT/D0200	Daily 02:00	3.2000	
	DT/D0230	Daily 02:30	4.0500	
	DT/D0300	Daily 03:00	4.9000	
	DT/D0330	Daily 03:30	5.7500	
	DT/D0400	Daily 04:00	6.6000	
	DT/D0430	Daily 04:30	7.4500	
	DT/D0500	Daily 05:00	8.3000	
	DT/D0530	Daily 05:30	9.1500	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9009	Early Bird	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9011	Val Overtime	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	



SR Shift Report

As of Date: 7/1/2016
 Print Date: 6/23/2016
 Printed By: LEHO4697

Date	Lot #
	25558825

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/D9016	Daily Max	9.7500	
	DT/D9020	Flat Rate	4.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9030	Discounted Daily	0.0000	
	DT/VA3001	Fully Validated Tixs	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				
Please FAX Report to: _____				



SR Shift Report

As of Date: 7/1/2016
 Print Date: 6/23/2016
 Printed By: LEHO4697

Date	Lot #
	25558828

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/D0100	Daily 01:00	1.5000	
	DT/D0130	Daily 01:30	2.3500	
	DT/D0200	Daily 02:00	3.2000	
	DT/D0230	Daily 02:30	4.0500	
	DT/D0300	Daily 03:00	4.9000	
	DT/D0330	Daily 03:30	5.7500	
	DT/D0400	Daily 04:00	6.6000	
	DT/D0430	Daily 04:30	7.4500	
	DT/D0500	Daily 05:00	8.3000	
	DT/D0530	Daily 05:30	9.1500	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9009	Early Bird	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9011	Val Overtime	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	



SR Shift Report

As of Date: 7/1/2016
 Print Date: 6/23/2016
 Printed By: LEHO4697

Date	Lot #
	25558828

Cashier's Name

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Deposit Breakdown		
Cash	Check	Credit

Cashier		
Shift #	Start Time	End Time

IVR #	Booth #	Grace Period

Transaction Count		
Start #	End #	Totals

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/D9016	Daily Max	9.7500	
	DT/D9020	Flat Rate	4.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9030	Discounted Daily	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				
Please FAX Report to:		-		



SR Shift Report

As of Date: 7/1/2016
 Print Date: 6/23/2016
 Printed By: LEHO4697

Date	Lot #
	25558809

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/D0100	Daily 01:00	1.5000	
	DT/D0130	Daily 01:30	2.3500	
	DT/D0200	Daily 02:00	3.2000	
	DT/D0230	Daily 02:30	4.0500	
	DT/D0300	Daily 03:00	4.9000	
	DT/D0330	Daily 03:30	5.7500	
	DT/D0400	Daily 04:00	6.6000	
	DT/D0430	Daily 04:30	7.4500	
	DT/D0500	Daily 05:00	8.3000	
	DT/D0530	Daily 05:30	9.1500	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	5.0000	
	DT/D9011	Val Overtime	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9016	Daily Max	9.7500	



SR Shift Report

As of Date: 7/1/2016
 Print Date: 6/23/2016
 Printed By: LEHO4697

Date	Lot #
	25558809

Cashier		
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/D9020	Flat Rate	4.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9030	Discounted Daily	0.0000	
	DT/VA3001	Fully Validated Tixs	0.0000	
	OS/D9015	Over/Short	0.0000	
Total Dollars Collected				
Tickets Collected				
Please FAX Report to:		-		



SR Shift Report

As of Date: 8/18/2016
 Print Date: 8/18/2016
 Printed By: LEHO4697

Date	Lot #
	25558860

	Cashier	
Shift #	Start Time	End Time

Cashier's Name

IVR #	Booth #	Grace Period

Cashier's ID #									
Cashier's Signature									
<i>Cashiers are responsible for all tickets during their shift</i>									

Transaction Count		
Start #	End #	Totals

Deposit Breakdown		
Cash	Check	Credit

Register Information	
Register Number	Register \$ Total

Collected Tickets Detail				
Collected Tickets	Prod Code/Rt Code	Rate Description	Rate in \$	Extended
	DT/A0003	Disputed or Short Pay	0.0000	
	DT/DY0001	1 Day	0.0000	
	DT/D9001	Grace Period	0.0000	
	DT/D9008	Monthly Parker	0.0000	
	DT/D9010	Special Event	0.0000	
	DT/D9011	Val Overtime	0.0000	
	DT/D9012	Prior Day	0.0000	
	DT/D9013	Lost Ticket	0.0000	
	DT/D9014	Voids	0.0000	
	DT/D9020	Flat Rate	0.0000	
	DT/D9021	Promise to Pay	0.0000	
	DT/D9022	Violation	0.0000	
	DT/D9024	VIP Card	0.0000	
	DT/FNSF01	NSF Check	0.0000	
Total Dollars Collected				
Tickets Collected				

Please FAX Report to: _____

CASHIER RELIEF AUDIT

Anytime a cashier is being relieved for any reason such as a lunch break, all money must be audited before changing hands.

This audit must be documented on the Cashier/Relief Form. The cashier that is being relieved will count their tickets and cash while the cashier relieving them witnesses.

1. The cashier will first count their tickets and fill out the Processed Tickets fields.
2. The cashier will then add up all cash and fill out the Revenue fields.
3. Both the "Cash Sales" and "Revenue Sales" must match.
4. If they do not match; the cashier being relieved will be responsible for the shortage/overage.
5. Both cashiers will sign the form.
6. When the original cashier comes back, the relief cashier will fill out a new audit form for the transactions they completed.
7. The relief cashier will add up ONLY the tickets that they collected while filling in and write them on the Cashier Relief Form
8. The relief cashier will then add ALL cash and write the amounts on the Cashier Relief Form.
9. The ticket sales recorded on the original cashier's audit form and the relief cashier's audit form should mach the total cash.
10. If the original cashier totals were off when the relief cashier took over then the relief cashier should be off that exact same amount. If not, the relief cashier will be responsible for the difference.
11. Both cashiers will sign the form.
12. All Cashier Relied forms are to be turned into the Manager at the end of your shift.

All logs are to be turned into the local auditor at the end of each day.



Cashier Relief Form - Attended Lot

Location: LOT 9

Time and Date:

Auditor

Bank: \$107.00

Drop 1:

Cashier

Cashier

Processed Tickets

#	Rate	Amount
	Disputed or Short	
	1.10	
	2.20	
	3.30	
	4.40	
	5.50	
	6.60	
	7.70	
	Grace	
	Special Event	
	Val Overtime	
	Prior Day	
	Lost Ticket	
	Voids	
	Daily Max/8.80	
	Flat Rate	
	Promise to Pay	
TOTAL		
Cash Sales		

Processed Tickets

#	Rate	Amount
	Disputed or Short	
	1.10	
	2.20	
	3.30	
	4.40	
	5.50	
	6.60	
	7.70	
	Grace	
	Special Event	
	Val Overtime	
	Prior Day	
	Lost Ticket	
	Voids	
	Daily Max/8.80	
	Flat Rate	
	Promise to Pay	
TOTAL		
Cash Sales		

Cashier

Cashier

Relief Cashier

Relief Cashier



Cashier Relief Form - Front Counter

Cashier _____

Location: Front Desk

Time and Date: _____

Auditor _____

Bank: \$50.00

Processed Tickets

DKI	OCBD	rate	amount
		10.00	
		15.00	
		20.00	
		30.00	
		40.00	
		50.00	
		75.00	
		100.00	
		110.00	
		TOTAL	

Revenue

#	Currency	Amount
	\$0.05	
	\$0.10	
	\$0.25	
	\$1.00	
	\$5.00	
	\$10.00	
	\$20.00	
	\$50.00	
	\$100.00	
	Checks	
	Charges	
	Subtotal	
	Bank	(\$50.00)
	TOTAL	

Do all processed tickets contain amount charged? _____

Do all processed tickets contain receipt or PAID date stamp? _____

Cashier Signature _____

Relief Cashier Signature _____

HONOR PARK PROCEDURES

- Customer parks in numbered space
- Customer places money in honor box slot with the corresponding number to their parking space.
- The honor box has two sets of padlocks on them. The first set allows you to open the box and see all the slots and how much money is in each. The second set allows you into the money slots to empty them.
- Twice a day, our enforcement officers go through the lot to make sure all vehicles have paid. They first note which vehicles have monthly hang tags. They then go to the honor box and unlock the first set of padlocks which gives them access to see which slot has appropriate payment in it. If a vehicle is parked in a numbered space that has no corresponding payment in the honor box, a ticket is issued. The enforcement officer does not have a set of keys that gives you access to the money itself. They can only see the payments in each slot that is protected by a clear heavy plastic shield. A "Slot Box Card" is kept in each honor box for the officer to write down what payment is in each slot. When the officer is done documenting payments, they pull a lever that drops the money into a metal box and clears all slots of payments.
- At the end of the day, the 2nd shift manager and another employee empties all honor boxes. The 2nd shift manager notes on the "Slot Box Card" any money still in the slots. The 2nd shift manager then empties the honor box into a bag and places a zip tie lock on the bag. Both the manager and the witness sign a form that the honor box has been emptied and a witness was present. The bag is then dropped in the night safe and the "Slot Box Card" is placed in the Office Manager's mail box for audit the next day.
- The next day, the Facility Operations Manager balances the deposit to the "Slot Box Card" and notes any variances. If the variance is more than 10% and investigation must take place.
- If a customer calls to challenge a ticket, the Enforcement Manager first inquires what space the customer was parked in. He then goes to the "Slot Box Card" to see if there was a payment recorded in that space. If there was, the ticket is voided as an officer error. If there was no payment recorded in that particular slot, we look at whether or not an immediate surrounding slot had money in it (sometimes customers will put the money in a slot right next to theirs and we take that into consideration). If neither is the case, the ticket is upheld. If the ticket is upheld and the customer is adamant that they paid, we look at their history and if the customer has had no other voided tickets we will do a one time courtesy void.

UNATTENDED FACILITY / PAYMENT BOX CASH DROP PROCEDURES

Honor Boxes

- The honor boxes will be checked by the enforcement team 3 times per day. Twice during the day and the third time at 4:00 PM. The Slot Box Card will be filled out each time.
- At the time of collection, the 2nd Shift Supervisor will check for any monies that were paid after the third enforcement inspection. The 2nd Shift Supervisor will then add any addition monies to the Slot Box Card using a red ink pen.
- The 2nd Shift Supervisor will collect the monies from the honor boxes and mark the next day's Slot Box Card with the date and time that the honor boxes were emptied.
- A second employee must be present at all times during the honor box collection.
- The 2nd Shift Supervisor will fill out a cash drop slip for each location collected and place it in the deposit bag.
- The 2nd Shift Supervisor will fill out the Cash Log signing and dating it.
- The witness will sign and date the Cash Log after the 2nd Shift Supervisor has filled it out.
- Each deposit bag will be sealed using a secure non-reversible zip tie and then dropped into the night deposit box located near Ramp 4 Kalamazoo Avenue Entrance.
- The 2nd Shift Supervisor will turn in that day's Slot Box Cards to the Office Manager who will match the amounts in the deposit bags to the amounts filled out on the slot box cards.
- Once confirmed the Slot Box Cards will be stored with the Daily Cash Reports.

SLOT BOX CARD

DATE LAST EMPTIED _____	LOT # _____
----------------------------	-------------

1st CHECK	
TIME _____	BADGE _____
DATE _____	ENV. ISSUED _____

2nd CHECK	
TIME _____	BADGE _____
DATE _____	ENV. ISSUED _____

3rd CHECK	
TIME _____	BADGE _____
DATE _____	ENV. ISSUED _____

PROCEDURE

- Record the money deposited in each compartment; Write CK for checks.
 - Inspect the Lot:
 - If there is a Car and Money - Chalk the Tire
 - If there is a Car but no Money - Chalk the tire, write a ticket, mark an "E" on the card.
 - If there is Money and no Car - Circle the money amount on the card.
 - If there is no Car and no Money - Do Nothing
 - If there is a Permit - Mark a "P" on the card
 - If there is a Permit and Money - Circle the money amount and mark a "P" on the card.
 - If there is Chalk on the tire and Money in the box - Look at the previous check:
 - If they paid for all day - circle the money amount and mark a "/"
 - If they paid for an hour or two - Do nothing
 - If there is Chalk and no Money - Look at the previous check:
 - If they paid for all day - Mark a "/"
 - If they paid for an hour or two and are parked beyond their allotted time - Write an Overtime Ticket and mark an "E"
- Upon Completion - Indicate the the Time, Date, Badge and Env. Issued at the top of the card

	1st	2nd	3rd
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	1st	2nd	3rd
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Checks: _____

Checks: _____

UNATTENDED FACILITY / PAYMENT BOX CASH LOG

Location	Pick Up Time	Total Envelopes	Picked up By Signature	Witness Signature
Lot 1				
Lot 2				
Lot 13				
Lot 14				
LS2				
SS2				
Ramp 4				
Lot 9				

Deposit			
Currency	Coins	Checks	Total

_____ Date

_____ Date

_____ Signature

MONTHLY KEY CARD NOT WORKING OR MISSING

If a monthly key card is not working at the scanner or the customer has forgotten their key card, the following steps should take place.

- If you have a key card shut-off list due to non-payment, check to see if the customer is on that list. If they are on the list; have them sign and date their ticket as well as put their phone number on the ticket. Ringing them up as a “No Charge” let them out of the facility as a one-time courtesy and inform them that they need to contact the office to address the problem with their account. If they are not on the list; go to the next step.
- Complete the Monthly Key Car Problem Log Sheet making sure you include the key card number, customer name, customer phone number and the detail of the problem with their card.
- The customer needs to sign and date their ticket as well as put their phone number on the ticket. Ringing them up as a “No Charge” let them out of the facility and inform them that you will notify the office of their problem in order to get it resolved.
- At the end of your shift, turn in the Problem Log with the rest of your required paperwork.
- The problem log will be forwarded to the person in charge of billing for a resolution. This person will first check the account status and make sure it is valid and up-to-date.
- If there are no issues with the account the card will be re-programmed and considered a closed issue unless problem continues the next day.
- If there is an issue with the account the billing representative will contact the customer at the phone number listed on the log in an attempt to resolve the issue.

ENFORCEMENT

The primary objective of parking enforcement should be to change behavior, not generate revenue. Therefore, effective enforcement should lead to increased compliance and declining enforcement demand. The Kalamazoo Parking System strives to become less reliant upon citation revenue through user – friendly enforcement policies and strategic parking management.

Consistent, efficient and effective enforcement management will rely upon proper route management. Strategic routes for enforcement will be designed and allocated to the parking enforcement agents based on activity of the respective areas. A route with slower activity, i.e., storage parking, may be longer than a route with greater activity, i.e., short term, transient parking. Routes will also be rotated among the staff to avoid relaxed enforcement or inappropriate considerations.

All officers will be provided with the current photo capable hand-held enforcement technology as provided by Integrated parking Solutions, a proven provider of these systems within the parking industry.

All officers will be provided with a Nextel (or similar) 2-way radio in order to communicate to the office whenever necessary. Officers will be required to regularly report their status and location to the office on an hourly basis in order to ensure everyone's safety.

The 2-way radios will also enable officers to report suspicious activity, customers in need of assistance, missing traffic signs, damaged meters, etc.

All officers will be trained and required to appear in court, on time and prepared to testify on parking related cases in a professional manner.

HANDHELD EQUIPMENT PROCEDURES

Communication Equipment

All 2-way radios and cell phones are numbered and assigned to employees. The radios are kept on charging stations in the office. This equipment is handed out by a manager to the appropriate person at the beginning of their shift.

The manager must fill out the Radio Sign-Out Sheet that details the date, radio/cell number and who it is issued to.

At the end of the shift, the employee returns the radio/cell phone to a manager and the radio is logged back in on the Radio Sign-Out sheet and placed back onto the charging station.

Exception: First shift cashiers are to leave their radios in the booth for the second shift cashiers. The Second Shift Manager will deliver fresh batteries as needed.

Ticket Issuing Equipment

All handheld units and printers are numbered and kept on charging stations in the office. This equipment is handed out by a manager to the enforcement staff at the beginning of their shift.

The manager must fill out the Handheld Equipment Sign-Out Sheet that details the date, equipment number and who it is issued to.

At the end of the shift, the employee returns the equipment to a manager and the equipment is logged back in on the Handheld Equipment Sign-Out Sheet and placed back onto the charging station.

PARKING VIOLATION NOTICES

An average of 1,500 parking violation notices are issued downtown on a monthly basis with a 92% resolution rate.

The downtown enforcement team consisted of one team leader and three enforcement officers. The city is broken down into four zones with the enforcement officers rotating the zones they are covering on foot.

Consistent, efficient and effective enforcement management relies upon proper route management. Strategic routes for enforcement should be designed and allocated to the parking checkers based on activity of the respective areas. A route with slower activity, i.e., storage parking, may be longer than a route with greater activity, i.e., short term, transient parking. Routes should also be rotated among the staff to avoid relaxed enforcement or inappropriate considerations.

The enforcement officers are equipped with a Motorola MC9500-K mobile computer which allows bar code reading and photo attachment to the violation notices and Datamax-O'Neil microflash printer on a swivel belt and a Motorola 2-way radio.

At the end of each shift, the mobile computer is placed in an Ethernet cradle that uploads the violation notice information into the enforcement software (Integrator 2000).

Below is an outline of the procedures ABM Parking Services / Central City Parking follows to secure payments for parking violation notices.

Day 1: Parking violation notice is created by inputting pertinent information into our enforcement hand-held computer. A violation notice is issued from a wireless printer and placed under the windshield wiper of the vehicle. At the end of each shift the violation information collected on the handheld computer is downloaded into our Enforcement Management System.

Day 7: A past due letter is automatically generated from our Enforcement Management System for the unpaid notice and mailed out. The fine has increased by \$10.

Day 14: A second past due letter is automatically generated from our Enforcement Management System for the unpaid notice and mailed out. The fine has increased by another \$10.

Day 30: A third past due letter is automatically generated from our Enforcement Management System for the unpaid notice and mailed out. The fine has increased by another and final \$10.

Day 90: A civil infraction notice is automatically generated from our Enforcement Management System for the unpaid notice. This program creates two files; a PDF file and a Text file. These two files are sent to Public Safety for electronic approval who then forwards them to the 8th District Court for processing. The PDF file is used for historical reference and the text file is downloaded to the 8th District Court's system to automatically upload the civil infraction information. Central City Parking then prints a hard copy of the civil infractions along with mailing labels and delivers them to the 8th District Court for mailing.

Owner Information Research

Once per week a file of license plate numbers is generated and e-mailed to the Secretary of State to obtain owner information which includes full name, address, driver's license number and date of birth.

Once per month a file is created that contains those license plate numbers that we were unable to obtain complete owner information. Typically this occurs when the required information is not in the Secretary of State's data base or when a vehicle has an out of state plate numbers. This file is then e-mailed to Public Safety who in turn researches the owner information and provides us any additional information they are able to obtain.

The Central City Parking staff then manually keys the owner information into the Enforcement program and the collection procedure begins.

When Civil Infractions, mailed by the 8th District Court are returned due to incorrect address they are sent back to Central City Parking to research using the Secretary of State web site and the Kalamazoo County Court's remote access. Once an updated address is found, the information is updated in our Enforcement Software and the Civil Infraction is reprocessed and sent back to the 8th District Court to re-mail.

Incomplete Owner Information

A certain percentage of parking violation notices stay in the system for up to two years due to a lack of complete owner information. ABM has made many improvements to increase our collectability and continues to find new technology to reduce this percentage. On average, 2% of the notices generated fall into this category which is well below the national average.

In an effort to better obtain this small percentage that lacks complete information, ABM registered with both the state of Illinois and Indiana in an experiment to obtain their owner information. Unfortunately, the test results proved to be costly and lacked the complete information we are required to have by the 8th District Court. The 8th District court requires Driver's License, Date of Birth and Middle Name along with the owner's name and address in order to process. Many states other than Michigan do not provide this information through their Secretary of State.

We have been recently working with our software vendor, IPS on a program that will allow us access to license plate data in all 50 states and will continue to examine options that will reduce the number of violations in the system with incomplete information.

If the owner information is incomplete the notices cannot be turned into civil infractions and therefore stay in our system until they are (a) paid, (b) the complete owner information is obtained or (c) they become two years old and then must be voided out of our system and deemed uncollectable.

Enforcement Backup

ABM Parking Services staff appears in court when any ticket is contested as the issuing officer to defend the validity of the violation notice. Issuing officers who are no longer employed with ABM are subpoenaed and expected to appear in court. All employees are informed of the procedure upon hire.

PARKING FINE SCHEDULE EFFECTIVE 7-1-2016

CODE	DESCRIPTION	STATUTE	INITIAL	PENALTY	PENALTY	PENALTY
			FINE	AFTER 7 DAYS	AFTER 14 DAYS	AFTER 30 DAYS
1	EXPIRED METER	36-175(B)	15.00	30.00	40.00	50.00
2	OVERTIME	36-175(C)	15.00	30.00	40.00	50.00
3	LOADING ZONE	36-178(B)	20.00	40.00	50.00	60.00
4	15 FT OF A HYDRANT	36-163(A4)	30.00	60.00	70.00	80.00
5	PARKED IN ALLEY	36-172	20.00	40.00	50.00	60.00
6	CURB LAWN	36-173	20.00	40.00	50.00	60.00
7	OVER 1 FT FROM CURB	36-166(A)	20.00	40.00	50.00	60.00
8	PARKED AGAINST TRAFFIC	36-166(A22)	20.00	40.00	50.00	60.00
9	NO PARKING 11PM - 6AM	36-170	15.00	30.00	40.00	50.00
10	NO ADVANCED PAYMENT	36-175(H)	15.00	30.00	40.00	50.00
11	NO PARKING HERE TO CORNER	36-163(A6)	20.00	40.00	50.00	60.00
12	NO PARKING ANYTIME	36-163(A14)	20.00	40.00	50.00	60.00
13	PARKING BETWEEN DRIVES	36-163(A2)	20.00	40.00	50.00	60.00
14	NO PARKING 2AM - 6AM	36-170(A)	15.00	30.00	40.00	50.00
15	NO STOPPING OR STANDING	36-163(A14)	20.00	40.00	50.00	60.00
16	BUS STOP	36-180(180B)	20.00	40.00	50.00	60.00
17	TAXI ZONE	36-163(B)	20.00	40.00	50.00	60.00
18	DOUBLE PARKING	36-163(A12)	30.00	60.00	70.00	80.00
19	PARKED ON SIDEWALK	36-163(A1)	20.00	40.00	50.00	60.00
20	NO PERMIT CITY LOT	36-164(H)	15.00	30.00	40.00	50.00
21	BLOCKING DRIVE	36-163(A2)	20.00	40.00	50.00	60.00
22	OBSTRUCTING TRAFFIC	36-168	30.00	60.00	70.00	80.00
23	KEYS IN IGNITION	36-165	20.00	40.00	50.00	60.00
24	NOT PARKED WITHIN SPACE	36-175(G)	20.00	40.00	50.00	60.00
25	NO PARKING BETWEEN SIGNS	36-163(A14)	20.00	40.00	50.00	60.00
27	OBEDIENCE TO ANGLE	36-175	20.00	40.00	50.00	60.00
28	PARKED IN INTERSECTION	36-163(A3)	30.00	60.00	70.00	80.00
30	NO PARKING ___ TO ___	36-170	15.00	30.00	40.00	50.00
31	FIRE LANE	36-163(A14)	30.00	60.00	70.00	80.00
32	SIDE YARD	36-163(A23)	20.00	40.00	50.00	60.00
34	BLOCKING EMERGENCY EXIT	36-163(A17)	30.00	60.00	70.00	80.00
35	BLOCKING FIRE ESCAPE	36-163(A18)	30.00	60.00	70.00	80.00
39	TAKING TWO SPACES	36-175(G)	20.00	40.00	50.00	60.00
42	30 FT OF STOP SIGN	36-163(A7)	20.00	40.00	50.00	60.00
43	WITHIN 20 FT CROSSWALK	36-163(A6)	20.00	40.00	50.00	60.00
44	15FT OF INTERSECTION	36-163(A6)	20.00	40.00	50.00	60.00
45	ALTERNATE SIDE OF STREET	36-163(C)	15.00	30.00	40.00	50.00
47	CITY VEHICLES ONLY	36-163	20.00	40.00	50.00	60.00
48	RENTED METER BAG	36-175(E)	20.00	40.00	50.00	60.00
49	NO PARKING EXCEPT SUNDAY	36-170	20.00	40.00	50.00	60.00
50	FRONT YARD	36-186(A)	20.00	40.00	50.00	60.00
52	OTHER AS DESCRIBED	36-163	15.00	30.00	40.00	50.00
53	HANDICAPPED VEHICLES	36-163(A19)	75.00	100.00	125.00	150.00
54	PRKG TRAILERS, HOUSE CARS, ETC	36-174	20.00	40.00	50.00	60.00
99	OTHER AS DESCRIBED	163	15.00	30.00	40.00	50.00

Chapter 36: Traffic Code

Article V: Stopping, Standing and Parking**§ 36-163 General prohibitions.**

[Traffic Code § 23; amended 10-9-1978 by Ord. No. 1144; 11-29-1990 by Ord. No. 1482; 5-18-1992 by Ord. No. 1533; 1-14-2002 by Ord. No. 1729]

A. No person shall stop, stand or park a vehicle, except when necessary to avoid conflict with other traffic or in compliance with law or the directions of a police officer or traffic-control device, in any of the following places:

- (1) On a sidewalk.
- (2) In front of a public or private driveway.
- (3) Within an intersection.
- (4) Within 15 feet of a fire hydrant.
- (5) On a crosswalk.
- (6) Within 20 feet of a crosswalk or if none, then within 15 feet of the intersection of property lines at an intersection of highways.
- (7) Within 30 feet upon the approach to any flashing beacon, stop sign or traffic-control signal located at the side of a highway.
- (8) Between a safety zone and the adjacent curb or within 30 feet of points on the curb immediately opposite the ends of a safety zone unless a different length is indicated by signs or markings.
- (9) Within 50 feet of the nearest rail of a railroad crossing.
- (10) Within 20 feet of the driveway entrance to any fire station and, on the sides of a street opposite the entrance to any fire station, within 75 feet of such entrance when properly sign-posted.
- (11) Alongside or opposite any street excavation or obstruction when such stopping, standing or parking would obstruct traffic.
- (12) On the street side of any vehicle stopped or parked at the edge or curb of a street.
- (13) Upon any bridge or other elevated structure upon a highway or within a highway tunnel.
- (14) At a place when an official sign is erected which prohibits or restricts the stopping, standing or parking of vehicles.
- (15) Within 200 feet of an accident at which police officers are in attendance.
- (16) In front of any theater.
- (17) In any place or in any manner so as to block immediate egress from any emergency exit or exits, conspicuously marked as such, of buildings.
- (18) In any place or in any manner so as to block or hamper the immediate use of and immediate egress from any fire escape, conspicuously marked as such, providing an emergency means of egress from any building.
- (19) In a parking space reserved for a handicapped person unless the person parking the vehicle is a handicapped person as so defined or is parking the vehicle for the benefit of such a person. Absence of both the certificate of identification issued under MCLA § 257.675 as amended and the special registration plate issued under MCLA § 257.803d as amended shall be prima facie evidence of a violation of this subsection.
- (20) On a street or highway in such a way as to obstruct the delivery of mail to a rural mailbox by a carrier of the U.S. Postal Service.

- (21) In a place or in a manner which blocks the use of an alley.
 - (22) In any area which must be accessed by the driver of a vehicle driving upon or across a curb in violation of § 36-116.
 - (23) On any unimproved surface within a side yard of a residential lot in a residential zoning district. An unimproved surface is one which is not surfaced with concrete, asphalt, gravel or similar material. A side yard is that area consisting of an open space unoccupied and unobstructed from the ground upward between a building and the side lot line extending from the front yard or setback line to the rear yard or to the lot line when there is no front or rear yard.
 - (24) On any roadway or drive accessible to the general public at the Kalamazoo-Battle Creek International Airport where posted signs prohibit the parking of unattended vehicles, or where posted signs limit the amount of time where an attended vehicle may remain in a standing or parked position. Unattended vehicles that are found to be in violation of this subsection may be towed without warning to the driver and/or owner.
- B. Motor buses, for the purpose of taking on or discharging passengers, may be stopped at the places designated in Subsection A (2), (4) and (6) or on the highway side of a vehicle illegally parked in a legally designated bus loading zone.
- C. No person shall move a vehicle not lawfully under his control into any prohibited area designated in this section or away from a curb such distance as is unlawful.
- D. General prohibitions relating to commercial vehicles:
- (1) No person shall park any commercial vehicle, or any type of equipment, trailer or truck, having a gross vehicle weight in excess of 10,000 pounds, and/or having more than two axles, and/or exceeding nine feet in overall height measured from the ground, and/or exceeding 21 feet in length, in any residential zoning district.
 - (2) The definition of the term "commercial vehicle" shall be as stated in the Michigan Motor Code (MCLA § 257.7) and shall include, but not be limited to the following: semi-trucks, dump trucks, stake trucks, flatbed trucks, wreckers, and tank trucks.
 - (3) This prohibition applies to any and all areas within any residential zoning district, except that the parking of commercial vehicles or commercial equipment shall be allowed in any residential zoning district, where such parking is limited to vehicles or equipment engaged in the performance of a service on the adjacent or underlying property, for the period of time reasonably necessary to complete the service.
 - (4) In any proceeding for a violation of this section, proof that the particular vehicle described in the citation, complaint or warrant was involved in such violation, together with proof that the defendant named in the citation, complaint or warrant was, at the time of the violation, the registered owner of the vehicle, shall constitute in evidence a presumption that the registered owner of the vehicle was the driver of the vehicle at the time of the violation.

§ 36-164 (Reserved) ^[1]

- [1] *Editor's Note: Ord. No. 1568, adopted 2-21-1994, which amended §§ 36-4 and 36-175 of the Code of Ordinances pertaining to the duties and responsibilities of the Traffic Engineer, superseded and repealed the provisions of former § 36-164. Former § 36-164 pertained to the authority of the Traffic Engineer, with the consent of the City Commission, to place prohibitions or restrictions on specific streets and derived the former Traffic Code and Ord. No. 1110, § 1, adopted 3-28-1977.*

§ 36-165 Unattended vehicles.

[Traf. Code § 22e]

No person having control or charge of a motor vehicle shall allow such vehicle to stand unattended on any street, highway or parking lot, without first effectively setting the brakes thereon, stopping the motor, locking the ignition and removing the keys therefrom, and, when standing on any grade, without turning the front wheels of such vehicle to the curb or side of the street or highway.

§ 36-166 Parallel parking.

[Traf. Code §§ 22a, 22b]

A.

<http://code360.com/0608600?highlight=parking+parked+lines+fine+park>

7/22/2016

Except as otherwise specifically provided in this article, every vehicle parked upon a street shall be so parked with the wheels of such vehicle parallel to the roadway and within 12 inches of any existing right-hand curb.

- B. Vehicles may be parked with the left-hand wheels adjacent to and within 12 inches of the left-hand curb of properly signed one-way streets.

§ 36-167 Angle parking.

[Traf. Code §§ 22c, 83j]

- A. The Traffic Engineer shall determine the location of angle parking zones and shall erect and maintain appropriate signs or markings indicating the same and giving notice thereof, except that no such zones shall be established on state trunk line highways.
- B. Upon those streets which have been signed or marked by the Traffic Engineer for angle parking, no person shall park a vehicle other than at the angle to the curb or edge of the roadway indicated by such signs or markings.

§ 36-168 Parking not to obstruct traffic.

[Traf. Code § 22f]

No person shall park any vehicle upon a street in such a manner or under such conditions as to leave available insufficient width of the roadway for the free movement of vehicular traffic.

§ 36-169 Parking for certain purposes prohibited.

[Traf. Code § 25; amended 6-23-1975 by Ord. No. 1061]

- A. No person shall park a vehicle upon any street for the principal purpose of:
- (1) Greasing or repairing such vehicle, except repairs necessitated by an emergency.
 - (2) Selling merchandise from such vehicle, except in a duly established market place, or when so authorized or licensed under the ordinances of this City.

§ 36-170 Parking limited between 2:00 a.m. and 6:00 a.m.

[Traf. Code §§ 25, 83k; amended 2-18-1980 by Ord. No. 1187]

- A. It shall be unlawful for any person to park, allow to be parked, or allow to remain parked, any motor vehicle on any paved surface of any public street of the City between the hours of 2:00 a.m. and 6:00 a.m.
- B. The Traffic Engineer shall erect signs giving notice of the provisions of this section.
- C. Specific blocks of specific streets may be permitted as exceptions to the foregoing general provisions (in Subsection A), when so designated by the Traffic Engineer with the consent of the City Commission.
- D. Vehicles parked in violation of Subsection A shall be subject to immediate impoundment, in addition to being ticketed, if, in the opinion of the director of public works or his designee, the vehicle or vehicles are interfering or will interfere with the performance of necessary street maintenance service, including but not limited to street cleaning or snow plowing operations.

§ 36-171 Stopping or parking on pedestrian, special event or play street.

[Traf. Code § 83i]

It shall be unlawful for any person to stop or park any motor vehicle on any pedestrian, special event or play street established pursuant to § 36-16 in violation of the Traffic Engineer's order relating to such street.

§ 36-172 Parking or stopping in alleys.

[Traf. Code § 26]

No person shall park or stop a vehicle within any public court or alley, unless such parking is permitted or such stopping is required by other laws, posted signs or directions of a police officer, unless the same is a commercially licensed vehicle actually being loaded or unloaded, and then for a period not to exceed one hour; provided, however, that if the space remaining for the passage of other vehicles is eight feet or less, such period shall not exceed 10 minutes.

§ 36-173 Parking or standing between curb or drainage line and sidewalk or grassy parkway.

[Traf. Code § 23; amended 10-30-1995 by Ord. No. 1603]

No motor vehicle shall be parked or allowed to stand between the curb and sidewalks, between the curb and the right-of-way line, or on any grassy parkway of any curbed public street including driveway approaches within the public right-of-way. Unless otherwise prohibited, motor vehicles may be parked or allowed to stand between the drainage line and sidewalk, between the drainage line and the right-of-way line, or on a grassy parkway along uncurbed public streets provided the vehicles are parked parallel to the road edge no more than one vehicle deep and do not obstruct traffic. Any vehicle lawfully parked on a curblawn area overnight must be completely off of and not overhang the paved street surface. The Traffic Board may, in its discretion, prohibit parking adjacent to uncurbed streets. Any vehicle parked upon any curblawn area which is not equipped with proper and current registration or a proper and current license plate shall be subject to impoundment.

§ 36-174 Parking of trailers, house cars, etc.

[Traf. Code § 25]

No unattached trailer or semitrailer shall be parked at any time in or upon the public streets of the City, except when it is necessary for loading or unloading. No vehicle with a trailer, house car or mobile home attached thereto shall be parked on any public street where angle parking is allowed nor shall it be parked for a period of more than three hours on any public street in the City.

§ 36-175 Parking meters; on- and off-street parking facilities; pay-in-advance boxes.

[Traf. Code §§ 27, 83, 84; amended 6-4-1984 by Ord. No. 1324; 2-21-1994 by Ord. No. 1568; 8-21-1995 by Ord. No. 1595; 7-1-2002 by Ord. No. 1735]

- A. The Traffic Engineer is hereby authorized to determine and designate metered parking zones on City streets and in all parking facilities, owned, leased or managed by the City, to establish maximum lawful time limits of parking within those zones, and to install and maintain as many parking meters as necessary in such zones, where it is determined that the installation of parking meters shall be necessary to aid in the regulation, control and inspection of the parking of vehicles. The parking meters may be of whatever type is determined by the City Commission.
- B. When parking meters are erected adjacent to a space marked for parking, no person shall stop or park a vehicle in such space, or permit the same to remain thereon, unless the proper coin has been deposited in the meter and the meter shows that the allotted time has not expired, except on Sundays and legal holidays.
- C. Where maximum lawful time limits of parking are established within metered parking zones, no person shall park a vehicle or permit the same to remain within said zone for a time period in excess of the established lawful limit between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday, except legal holidays. Each additional expiration of the established lawful maximum time limit for a metered parking zone shall constitute a separate violation. Where maximum lawful, free, time-limited parking is established within parking zones, no person shall park a vehicle or permit the same to remain within said zone for a time period in excess of the established lawful limit between the hours of 6:00 a.m. and 6:00 p.m., except Sunday and legal holidays. Each additional expiration of the established lawful, free time-limited parking zone shall constitute a separate violation.
[Amended 1-3-2011 by Ord. No. 1877]
- D. Every vehicle shall be parked wholly within the metered parking space for which the meter shows parking privilege has been granted.
[Amended 1-3-2011 by Ord. No. 1877]
- E. No person shall place or maintain upon any street any parking meter bearing thereon any commercial advertising.
[Amended 1-3-2011 by Ord. No. 1877]

- F. In all on-and-off street parking facilities owned or leased by the City for public parking, a vehicle shall be parked entirely within a marked parking space, and shall not occupy more than one parking space. A violation of this subsection shall be subject to a fine in an amount equal to that charged for double parking in § 36-185 of this Code.
[Amended 1-3-2011 by Ord. No. 1877]
- G. The City of Kalamazoo may establish pay-in-advance boxes in parking areas, lots or facilities owned, leased, or managed by the City for public parking, for persons to pay for parking in a designated parking spot by depositing money in the slot for said designated parking spot in the pay-in-advance box. When pay-in-advance boxes are so established, no person shall stop or park a vehicle in such designated parking spot unless the proper amount of money has been deposited in the slot in the box for that designated parking spot. Where maximum lawful time limits of parking are established in pay-in-advance parking areas, lots or facilities, no person shall park a vehicle or permit the same to remain within said area, lot or facility for a time period in excess of the established lawful limit. Each additional expiration of the established lawful maximum time limit shall constitute a separate violation. The fines for a violation of this subsection shall be the same as set forth in the schedule of fines for an expired meter pursuant to § 36-185 of this Code, as amended.
[Amended 1-3-2011 by Ord. No. 1877]

§ 36-176 Breakdowns.

[Traf. Code § 22h]

In case of the breakdown of a vehicle, the driver shall immediately take all reasonable precautions to prevent accidents by warning other drivers thereof by means of flares, lights or other signals.

§ 36-177 Starting vehicle from parked position.

[Traf. Code § 22g]

- A. The operator of a vehicle starting from a parked position shall give moving vehicles the right-of-way and shall give a timely and visible warning signal before so starting.
- B. The operator of a vehicle parked at an angle to the curb and about to start shall give moving vehicles the right-of-way and shall not back such vehicle from the curb into the moving lane of traffic, unless such maneuver can be made in safety and without conflict with moving vehicles.

§ 36-178 Establishment and use of curb-loading zones.

[Traf. Code §§ 28, 831]

- A. The Traffic Engineer is hereby authorized to determine the location of passenger and freight curb-loading zones and shall place and maintain appropriate signs indicating the same and stating the hours during which such zones shall be restricted for loading purposes.
- B. No person shall stop, stand or park a vehicle for any purpose or period of time, except for the expeditious loading or unloading of passengers, in any place marked as a passenger curb loading zone during hours when the regulations applicable to such passenger curb loading zone are effective, and then only for a period not to exceed five minutes.
- C. No person shall stop, stand or park a vehicle for any purpose or length of time, other than for the expeditious unloading and delivery or pickup and loading of materials, in any place marked as a freight curb loading zone during hours when the provisions applicable to such zone are in effect; provided that, the driver of a vehicle may stop temporarily at a place marked as a freight curb loading zone, for the purpose of and while actually engaged in loading or unloading passengers, when such stopping does not interfere with any motor vehicle used for the transportation of materials which is waiting to enter or about to enter such zone.

§ 36-179 Loading and unloading at an angle to curb.

[Traf. Code § 22d]

No person shall stop, stand or park any vehicle at right angles to the curb, for the purpose of loading or unloading merchandise, unless signs permitting the same are posted at such place.

§ 36-180 Establishment and use of bus stops and taxicab stands.

[Traf. Code §§ 28, 83m]

- A. The Traffic Engineer is hereby authorized to establish bus stops, bus stands, taxicab stands and stands for other passenger common-carrier motor vehicles on such public streets, in such places and in such number as he shall determine to be of the greatest benefit and convenience to the public. Every such stop or stand shall be designated by appropriate signs, which the Traffic Engineer may cause to be erected by the carrier for whom it is designated, unless otherwise directed by the City Commission.
- B. No person shall stop, stand or park a vehicle, other than a bus in a bus stop, or other than a taxicab in a taxicab stand, when such stop or stand has been officially designated and appropriately signed, except that the driver of a passenger vehicle may temporarily stop therein for the purpose of and while actually engaged in the expeditious loading or unloading of passengers and when such stopping does not interfere with any bus or taxicab about to enter such zone; provided, however, that parking in a bus stop at any time, when buses are not scheduled upon the streets of this City, shall not be a violation of this subsection.

§ 36-181 Restriction on standing or parking of buses.

[Traf. Code § 28]

The operator of a bus shall not stand or park upon any street in any business district at any place other than a bus stop. This provision shall not prevent the operator of any bus from temporarily stopping, in accordance with general traffic regulations, for the purpose of loading or unloading passengers.

§ 36-182 Parking ticket or notice of violation.

[P.S. Code § PS750.5; Traf. Code § 86b; amended 9-17-1979 by Ord. No. 1174; 12-9-1985 by Ord. No. 1366]

- A. Whenever any motor vehicle without driver is found parked or stopped in violation of any of the provisions of this chapter or any order promulgated under this chapter, or in violation of state law, the police officer finding such vehicle shall take its registration number and may take any other information displayed on the vehicle which may identify its user, and shall conspicuously affix to such vehicle a parking ticket or notice of violation. The City Manager may delegate to other persons the power to issue and affix such tickets or notices for parking violations, but no other power normally exercised by a police officer or public safety officer in the exercise of his normal duties.
- B. The issuance of a parking ticket or notice of violation by a police officer or public safety officer or other authorized person shall be deemed an allegation of a parking violation. Such traffic ticket or notice of violation shall indicate the length of time in which the person to whom the same was issued must respond before the Parking Violations Bureau. It shall also indicate the address of the bureau, the hours during which the bureau is open, the amount of the penalty scheduled for the offense of the person to whom the ticket was issued and advise that a civil infraction citation will be sought if such person fails to respond within the prescribed time.

§ 36-183 Presumption as to responsibility for parking violation.

[Traf. Code § 29]

In any proceeding for violation of the parking provisions of this chapter, the registration of ownership of the plate displayed on such motor vehicle shall constitute, in evidence, a prima facie presumption that the owner of such motor vehicle was the person who parked or placed such motor vehicle at the point where such violation occurred. In case two or more persons are the registered owners, either may be presumed to be the person who parked or placed such motor vehicle as aforesaid. In case such motor vehicle is or has been rented or leased from a commercial leasing establishment or service, it shall be presumed, as prima facie evidence, that the person whose name appears as lessee on the lease agreement was the person who parked or placed such motor vehicle at the point where such violation occurred. In case two or more persons signed the lease agreement, as lessees, either may be presumed to be the person who parked or placed the motor vehicle as aforesaid.

§ 36-184 Parking Violations Bureau generally.

[P.S. Code §§ PS750.1—PS750.4; amended 9-17-1979 by Ord. No. 1174]

- A. [http://ecode360.com/9698690?highlight=parking parked fines fine park](http://ecode360.com/9698690?highlight=parking%20parked%20fines%20fine%20park)

Pursuant to § 8395 of the Revised Judicature Act, State of Michigan, as amended, being § 600.8395 of the Michigan Compiled Laws, a Parking Violations Bureau is hereby established for the purpose of handling alleged parking violations within the City and to collect and retain civil fines and costs prescribed in the ordinance. The Parking Violations Bureau shall be under the supervision and control of the City Manager.

- B. The City Manager shall, subject to the approval of the City Commission, establish a convenient location for the Parking Violations Bureau, and the City Manager shall appoint qualified City employees to administer the bureau and adopt rules and regulations for the operation thereof.
- C. No violation not scheduled in § 36-185 shall be disposed of by the Parking Violations Bureau. The fact that a particular violation is scheduled shall not entitle the alleged violator to disposition of the violation at the bureau, and in any case, the person in charge of such bureau may refuse to dispose of such violation, in which case any person having knowledge of the facts may make a sworn complaint before any court having jurisdiction of the offense as provided by law.
- D. No violation may be settled at the Parking Violations Bureau, except at the specific request of the alleged violator. No penalty for any violation shall be accepted from any person who denies having committed the offense, and in no case shall the person who is in charge of the bureau determine, or attempt to determine, the truth or falsity of any fact or matter relating to the alleged violation. No person shall be required to dispose of a parking violation at the Parking Violations Bureau and all persons shall be entitled to have any such violation processed before a court having jurisdiction thereof, if he so desires. The unwillingness of any person to dispose of any violation at the Parking Violations Bureau shall not prejudice him or in any way diminish the rights, privileges and protection accorded to him by law.

§ 36-185 Schedule of fines and late fees for parking violations.

[P.S. Code § PS750.6; amended 6-9-1975 by Ord. No. 1059; 6-23-1975 by Ord. No. 1060; 5-2-1977 by Ord. No. 1112; 12-26-1979 by Ord. No. 1181; 6-1-1987 by Ord. No. 1414; 2-24-1992 by Ord. No. 1524; 2-15-1999 by Ord. No. 1668; 3-30-2001 by Ord. No. 1717; 3-17-2003 by Ord. No. 1756; 6-16-2008 by Ord. No. 1841; 5-2-2016 by Ord. No. 1939]

The schedule of fines and late fees for parking violations shall be as follows, unless otherwise provided by ordinance:

Violation	Initial Fine	Penalty After 7 Days	Penalty After 14 Days	Penalty After 30 Days
Expired meter ¹	\$15.00	\$30.00	\$40.00	\$50.00
Overtime	\$15.00	\$30.00	\$40.00	\$50.00
Loading zone	\$20.00	\$40.00	\$50.00	\$60.00
15 feet of fire hydrant	\$30.00	\$60.00	\$70.00	\$80.00
Parked in alley	\$20.00	\$40.00	\$50.00	\$60.00
Curb lawn	\$20.00	\$40.00	\$50.00	\$60.00
Over 1 foot from curb	\$20.00	\$40.00	\$50.00	\$60.00
Parking against traffic	\$20.00	\$40.00	\$50.00	\$60.00
No parking here to corner	\$20.00	\$40.00	\$50.00	\$60.00
No parking anytime	\$20.00	\$40.00	\$50.00	\$60.00
No parking between drives	\$20.00	\$40.00	\$50.00	\$60.00
No parking 11:00 p.m. to 6:00 a.m.	\$15.00	\$30.00	\$40.00	\$50.00
No stopping or standing	\$20.00	\$40.00	\$50.00	\$60.00
Bus stop	\$20.00	\$40.00	\$50.00	\$60.00
Taxi zone	\$20.00	\$40.00	\$50.00	\$60.00
Double parking	\$30.00	\$60.00	\$70.00	\$80.00
Parked on sidewalk	\$20.00	\$40.00	\$50.00	\$60.00
No permit City lot	\$15.00	\$30.00	\$40.00	\$50.00
Blocking drive	\$20.00	\$40.00	\$50.00	\$60.00
Obstructing traffic	\$30.00	\$60.00	\$70.00	\$80.00
Keys in ignition	\$20.00	\$40.00	\$50.00	\$60.00
Not parked within space provided	\$20.00	\$40.00	\$50.00	\$60.00
No parking between signs	\$20.00	\$40.00	\$50.00	\$60.00
Obedience to angle parking signs	\$20.00	\$40.00	\$50.00	\$60.00

Violation	Initial Fine	Penalty After 7 Days	Penalty After 14 Days	Penalty After 30 Days
Parking within intersection	\$30.00	\$60.00	\$70.00	\$80.00
Fire lane	\$30.00	\$60.00	\$70.00	\$80.00
Side yard	\$20.00	\$40.00	\$50.00	\$60.00
Blocking emergency exit	\$30.00	\$60.00	\$70.00	\$80.00
Blocking fire escape	\$30.00	\$60.00	\$70.00	\$80.00
Taking two spaces	\$20.00	\$40.00	\$50.00	\$60.00
30 feet of stop sign	\$20.00	\$40.00	\$50.00	\$60.00
Within 20 feet of crosswalk	\$20.00	\$40.00	\$50.00	\$60.00
Within 15 feet of intersection	\$20.00	\$40.00	\$50.00	\$60.00
Alternate side of street parking	\$15.00	\$30.00	\$40.00	\$50.00
City vehicles only	\$20.00	\$40.00	\$50.00	\$60.00
Rented meter (bags)	\$20.00	\$40.00	\$50.00	\$60.00
No parking except Sunday	\$20.00	\$40.00	\$50.00	\$60.00
Front yard	\$20.00	\$40.00	\$50.00	\$60.00
Other, as described	\$15.00	\$30.00	\$40.00	\$50.00
Handicapped vehicles only	\$75.00	\$100.00	\$125.00	\$150.00
Parking trailers, mobile homes, etc.	\$20.00	\$40.00	\$50.00	\$60.00
Hotel and center vehicles only	\$10.00	\$20.00	\$30.00	\$40.00

NOTE:

Expired meter violations shall be voided upon request if the vehicle in question has not received an expired meter violation notice in the preceding six months.

§ 36-186 Parking or storage of motor vehicles at or adjacent to residential properties. ^(a)

[Added 11-16-1998 by Ord. No. 1662; amended 5-3-1999 by Ord. No. 1673; 8-5-2002 by Ord. No. 1742]

- A. For the purposes of protecting the public health, safety and general welfare, for the enhancement of the visual environment of the City and for the purpose of preserving residential neighborhoods, the parking, storage or leaving unattended of any motor vehicle on any surface other than an approved parking surface at any property used primarily or exclusively as a single-family residence, duplex, or multifamily dwelling, or at a vacant lot adjacent to any property used primarily or exclusively for residential purposes anywhere in the City is hereby declared to be a public nuisance and is hereby prohibited.
- B. For the purposes of this section, the term "approved parking surface" shall mean an area surfaced with concrete, asphalt, gravel, or similar material. Such surfacing shall have adequate coverage and barriers sufficient to confine the material. A driveway shall be surfaced with concrete, asphalt, gravel or similar material. Such surfacing also shall have adequate coverage and barriers sufficient to confine the material, as approved by the Building Official.
- C. For the purposes of this section, the term driveway shall mean an access roadway leading from an authorized curb cut to a garage, carport or required parking space, including turnaround and other vehicle maneuvering areas, and including circular driveways from an authorized curb cut to another authorized curb cut.
- D. Nothing in this section shall prohibit the parking of motor vehicles upon driveways.
- E. Nothing in this section shall be deemed to prohibit the City from taking action to abate any nuisance or blighting condition caused by the parking of vehicles in any residential district or at any property used primarily or exclusively as a single-family residence, duplex, or multifamily dwelling.
- F. The prohibitions in this section shall not apply to the following:
 - (1) Recreational vehicles parked at any single-family home or duplex, provided that they are stored in the side or back yard.
 - (2) Vehicles being used for governmental or utility purposes.
 - (3) Vehicles used for moving, construction, repair, cleaning, or similar activities at a single-family residence, duplex, or multifamily dwelling.

(4) Any other parking of vehicles expressly authorized by another section of this code, or by special permission of the Kalamazoo City Commission, or by the Chief of Public Safety or his or her designee.

G. Each day that any vehicle is parked, stored, or left unattended in violation of this section shall be deemed a separate violation. Any vehicle parked, stored, or left unattended in violation of this section may be issued a parking citation. Upon a finding of responsibility, the owner of the vehicle shall be assessed a fine of \$25 per vehicle. Upon a finding of responsibility for any violation occurring within two years of a previous finding of responsibility, the owner of the vehicle shall be assessed a fine of \$50 per vehicle. If any vehicle owned by a person found responsible for a violation of this section is again parked, stored or left unattended at the same property in violation of this section within two years of a finding of responsibility for a violation of this section, that vehicle may be impounded by the Kalamazoo Department of Public Safety at the owner's sole expense without prior notice to the owner.

H. In addition to parking citations issued to any vehicle parked, stored, or left unattended in violation of this section, the owner and/or occupant of any such property where a vehicle is stored or parked in violation of this section shall be guilty of a misdemeanor. Each day that a vehicle is parked, stored, or left unattended in violation of this section shall be deemed a separate violation. Upon conviction for a misdemeanor violation of this section, the owner and/or occupant of the property shall be assessed a fine of \$50 for each violation. Upon conviction for any misdemeanor violation of this section occurring within two years of a previous conviction, the owner and/or occupant of the property shall be assessed a fine of \$25. Upon a conviction for a violation of this section, the City may serve written notice by first class mail to the owner of the property and by posting at the property notice of its intent to remove and impound any vehicle parked, stored, or left unattended at the property in violation of this section.

[1] *Editor's Note: Ord. No. 1662, adopted 5-3-1999, repealed Ord. No. 1483, adopted 1-29-1990, which also regulated parking or storage of motor vehicles in required front yard in residential districts.*

§ 36-187 (Reserved)

§ 36-188 (Reserved)

§ 36-189 (Reserved)

§ 36-190 (Reserved)

§ 36-191 (Reserved)

§ 36-192 (Reserved)

§ 36-193 (Reserved)

§ 36-194 (Reserved)

§ 36-195 (Reserved)

§ 36-196 (Reserved)

PARKING NOTICE

KALAMAZOO, MICHIGAN

NOTICE # 16223909

License : MI

Exp Date : 04/2016

VIN :

Meter : 1848

Vehicle : RED CHRY 4D

Violation:

EXPIRED METER

01

Fine : \$ 15 . 00

Location :

200BLK West MICHIGAN AVE

CBD

Comments :

original ticket issued
5-20-2016 8.10am.

Officer : 9886


Date : 07/28/2016 Time : 02:57 PM

CENTRAL CITY PARKING

320 N. ROSE STREET

KALAMAZOO, MI 49007

269-342-6383



Central City Parking
320 N. Rose St.
Kalamazoo, MI 49007
(269) 342-6383

NAME
&
Address

TICKET NUMBER: XXXX
PLATE NUMBER: XXXX
AMOUNT DUE: \$20.00

NOTICE OF DEBT

Creditor: Downtown Development Authority/City of Kalamazoo

AMOUNT OF \$20.00

To the Registered Owner of the Vehicle listed:

The purpose of this correspondence is to collect the above debt.

Please remit payment within 14 days of the ticket issuance to avoid further fine increase. You may contact the Central City Parking office at 269-342-6383 for detailed information on the fine penalty schedule.

Payments may be made in person or by mail (include this notice with your check or money order, please do not mail cash) to the Central City Parking office. Your check or money order should be made payable to Central City Parking. You may also pay electronically at <https://citation.centralcityparking.com/>.

Failure to pay within 90 days of the ticket issuance will result in this debt being sent to 8th District Court for collection which may result in further added fees.

If you dispute the validity of the debt you must contact our office at 269-342-6383 for further instruction.

To assure proper credit, this notice should accompany payment.

This notice only refers to the specific ticket listed. To verify there are no other outstanding tickets for this plate number; you can check the website listed above and also check with the 8th District Court.

PLEASE RETURN THIS PART WITH PAYMENT

TICKET NUMBER:	XXXX	AMOUNT DUE:	\$ 20.00	
NOTICE NUMBER:	XXXX	NOTICE DATE:	5/23/2016	NOTICE COUNT: 1
ISSUED ON:	5/12/2016 10:33AM	LOCATION:	200BLK ELEANOR ST	
PLATE NUMBER:	XXXX	VIOLATION:	01 EXPIRED METER	

Central City Parking
320 N. Rose St.
Kalamazoo, MI 49007
(269) 342-6383

TICKET NUMBER: XXXX
PLATE NUMBER: XXXX
AMOUNT DUE: \$30.00

Name
&
Address

NOTICE OF DEBT

Creditor: Downtown Development Authority/City of Kalamazoo

AMOUNT OF \$30.00

To the Registered Owner of the Vehicle listed:

This is our second attempt to collect the above debt.

Please remit payment within 30 days of the ticket issuance to avoid further fine increase. You may contact the Central City Parking office at 269-342-6383 for detailed information on the fine penalty schedule.

Payments may be made in person or by mail (include this notice with your check or money order, please do not mail cash) to the Central City Parking office. Your check or money order should be made payable to Central City Parking. You may also pay electronically at <https://citation.centralcityparking.com/>.

Failure to pay within 90 days of the ticket issuance will result in this debt being sent to 8th District Court for collection which may result in further added fees.

If you dispute the validity of the debt you must contact our office at 269-342-6383 for further instruction.

To assure proper credit, this notice should accompany payment.

This notice only refers to the specific ticket listed. To verify there are no other outstanding tickets for this plate number; you can check the website listed above and also check with the 8th District Court.

PLEASE RETURN THIS PART WITH PAYMENT

TICKET NUMBER:	XXXX	AMOUNT DUE:	\$ 30.00		
NOTICE NUMBER:	XXXX	NOTICE DATE:	5/18/2016	NOTICE COUNT:	2
SUED ON:	4/29/2016 8:25AM	LOCATION:	200BLK ELEANOR ST		
PLATE NUMBER:	XXXX	VIOLATION:	01 EXPIRED METER		

Central City Parking
320 N. Rose St.
Kalamazoo, MI 49007
(269) 342-6383

Name
&
Address

TICKET NUMBER: XXXX
PLATE NUMBER: XXXX
AMOUNT DUE: \$40.00

NOTICE OF DEBT

Creditor: Downtown Development Authority/City of Kalamazoo

AMOUNT OF \$40.00

To the Registered Owner of the Vehicle listed:

This is our third attempt to collect the above debt.

Payments may be made in person or by mail (include this notice with your check or money order, please do not mail cash) to the Central City Parking office. Your check or money order should be made payable to Central City Parking. You may also pay electronically at <https://citation.centralcityparking.com/>.

Failure to pay within 90 days of the ticket issuance will result in this debt being sent to 8th District Court for collection which may result in further added fees.

After the debt has been sent to 8th District court, you will need to contact the court for payment information.

If you dispute the validity of the debt you must contact our office at 269-342-6383 for further instruction.

To assure proper credit, this notice should accompany payment.

This notice only refers to the specific ticket listed. To verify there are no other outstanding tickets for this plate number; you can check the website listed above and also check with the 8th District Court.

PLEASE RETURN THIS PART WITH PAYMENT

TICKET NUMBER: XXXX AMOUNT DUE: \$ 40.00
NOTICE NUMBER: XXXX NOTICE DATE: 5/2/2016 NOTICE COUNT: 3
ISSUED ON: 3/24/2016 8:59AM LOCATION: 300BLK WATER ST
PLATE NUMBER: XXXX VIOLATION: 01 EXPIRED METER



320 N. Rose St.
Kalamazoo, MI 49007
(269) 342-6383
Fax: (269) 342-6387
Email: parking@centralityparking.com

Contesting Parking Notice Agreement

By signing below I agree that:

- I wish to contest parking notice # _____.
- A copy will be made of my driver's license.
- The address on my driver's license is correct, or this is my current address: _____.
- I have received a copy of "Things to Know When Contesting a Parking Notice".
- My parking notice will become a civil infraction.
- I will contact the 8th District Court (384-8020) within ten days when I receive my copy of the civil infraction.
- Once my parking notice becomes a civil infraction I have to contact the 8th District Court for all questions or payments.
- I understand that processing may take up to six weeks.

Name: _____

Signature: _____

Date: _____

Office Use Only RP# _____ Processed: _____
--



320 N. Rose St.
Kalamazoo, MI 49007
269) 342-6383
Fax: (269) 342-6387
Email: parking@centralcityparking.com

Things to Know When Contesting a Parking Notice in Court:

- A copy of your driver's license will be necessary.
- The parking notice will be changed to a civil infraction.
- It may take up to 4 to 6 weeks to process the civil infraction.
- A copy of the civil infraction will be sent to the 8th District Court of Michigan once it has been issued.
- You will be mailed a copy of the civil infraction once it has been issued.
- You must contact the 8th District Court of Michigan to schedule a court date within 10 days of receiving your copy of the civil infraction.
- Once the civil infraction has been issued, all questions regarding this matter must be directed to the 8th District Court of Michigan at (269) 384-8020.

STATE OF MICHIGAN }
COUNTY OF KALAMAZOO } SS.

PROOF OF SERVICE

I, _____, of the County of Kalamazoo,
State of Michigan, being a person of suitable age and discretion to serve process certify that on
the _____ day of _____,
at _____
in the _____ of _____, Michigan.

I personally delivered to said witness a copy of said subpoena in this action.

Signed: _____ Title: _____

NOTARIZE ONLY IF SERVED BY SOMEONE OTHER THAN A PEACE OFFICER.

Subscribed and sworn to before me this _____ day of _____,

Notary Public

Kalamazoo County, Michigan. My commission Expires: _____

February 24, 2016

Former Employee
320 N Rose Street
Kalamazoo, MI 49009

Dear Former Employee,

Enclosed please find documents from the 8th District Court in Kalamazoo requesting you to appear in court Tuesday, March 1, 2016 at 9:30am for a contested parking violation that you issued while employed with Central City Parking.

This is a subpoena and you are required to respond and appear on the date(s) shown.

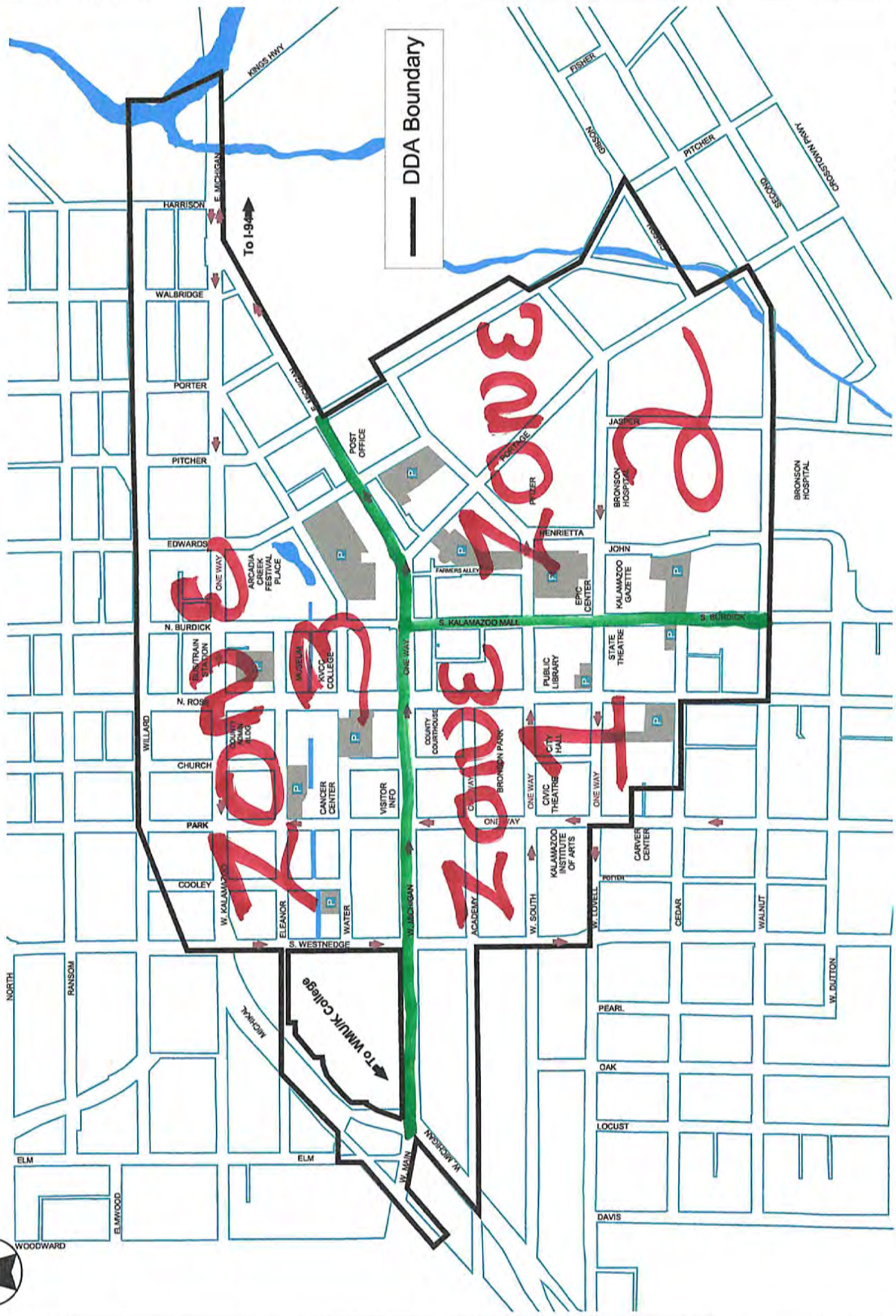
Please sign and date the top copy of each subpoena and mail back to us in the stamped envelope provided in this package.

Please feel free to contact us with any questions or concerns. We will be happy to assist you in any way we can.

Sincerely,

Leslie A. Hoffmann
System Manager

Downtown Kalamazoo



300 0 300 600 Feet

MAINTENANCE

ABM Parking Services currently maintains three parking garages, eleven surface lots, the Downtown Mall and the Arcadia Festival Place.

Our Maintenance team is responsible for cleaning all facilities on a daily basis to keep the facilities free of trash, spills and general debris. Responsibilities also include lawn care, snow clearing light bulb replacement, planting, painting, customer service and general maintenance; just to name a few.

One dedicated team member cares for the Downtown Mall and Arcadia Festival Place.

All maintenance staff will be provided with a Nextel (or similar) 2-way radio in order to communicate with each other, the cashiers and office whenever necessary.

The maintenance staff is equipped with a Truck with snow blade, Gator, Sweeper, leaf blowers, snow blower, salt spreaders and an assortment of other tools.

Maintenance Log - All Shifts

Tasks to complete daily

Start End
Time Time

- _____ _____ Sweep all entrances and exits
- _____ _____ Sweep each stair tower, wash handrails, wash window ledges, wash walls
- _____ _____ Empty trash containers $\frac{3}{4}$ or more full
- _____ _____ Thoroughly clean, mop break rooms
- _____ _____ Sweep and pick up debris from each ramp and/or lot
- _____ _____ Clean each elevator, all facilities
- _____ _____ Change out bulbs in each ramp
- _____ _____ Clean all storage areas
- _____ _____ Wash windows
- _____ _____ Clean landscaping around each facility
- _____ _____ Clean drains in each ramp

Comments: _____

Signature

Date

EXTRA SERVICES

At many of our locations we provide extra customer services within our facilities such as battery jump starts and lockout service.

Before providing any customer service function that requires you to come in contact with a customer's vehicle, a Customer Declaration and Waiver form **MUST** be filled out and signed by you and the customer (see example form).

At the end of your shift all Customer Declaration and Waiver forms are to be turned into your supervisor with the rest of your paperwork.

The completed forms will be handed into the appropriate office staff who will compile them into a summary report that will be turned into the Operations Manager at the end of each month (see example form). All forms will then be filed and kept in records storage.



WALKER
PARKING CONSULTANTS

10-YEAR MAINTENANCE/REPAIR
FORECAST

PARKING STRUCTURES
#2, #3 AND #4
KALAMAZOO, MICHIGAN

Prepared for:
DOWNTOWN KALAMAZOO, INC.

NOVEMBER, 2015

WALKER PROJECT #20-1634.00





Walker Parking Consultants
2121 Hudson Avenue
Kalamazoo, MI 49008

Voice: 269.381.6080
Fax: 269.343.5811
www.walkerparking.com

November 16, 2015

Mr. Steven R. Deisler, AICP, CAE
President
DOWNTOWN KALAMAZOO, INC.
141 E. Michigan Ave., Suite 501
Kalamazoo, MI 49007

Re: Parking Structure 10-Year Maintenance and Repair Plan Update
Ramps #2, #3 and #4

Dear Steve:

In accordance with our proposal dated October 27, 2015, we are attaching the updated 10-year Maintenance and Repair Forecasts for Ramps #2, #3 and #4. Also included is a historical table for Ramps #2 and #4 that shows the past repairs performed. Sealer application on the helix is the only major work performed at structure #3; therefore, that plan does not have a historical table at this time.

The primary focus of the 10-year plan is on maintenance of the waterproofing systems and completion of any necessary concrete repairs in a timely fashion.

Concrete and waterproofing repairs were performed in Ramp #2 in 2002, 2007, 2008, 2011, 2013 and 2014. Concrete and waterproofing repairs were performed in Ramp #4 in 2007, 2008, 2009, 2011 and 2014. The majority of waterproofing repairs (sealer application, traffic topping recoat and joint sealant replacement) recommended in Ramp #2 for 2013 and 2014 have been deferred. Waterproofing repairs (traffic topping recoat and sealer application) recommended in Ramp #3 for 2012 have been deferred. Waterproofing repairs (sealer application and joint sealant replacement), along with painting steel framing and railings recommended in Ramp #4 for 2013 and 2014, have been deferred. The majority of the repairs performed in 2013 and 2014 on Ramps #2 and #4 were structural concrete repairs. Minimal traffic topping recoat and joint sealant replacement was performed in Ramp #2. The following work for Ramps #2, #3 and #4 is recommended for 2016.

Ramp #2

- Pedestrian bridge steel pan repair
- Concrete floor and ceiling repairs
- Sealer application (roof level)
- Rout and seal floor cracks
- Joint sealant repair
- Repair drain piping
- Clean and paint drain piping
- Door replacement
- Miscellaneous architectural repairs

Ramp #3

- Recoat traffic topping on Level 4 above the theater, strips over joints, and an area adjacent to the helix ramp
- Apply penetrating sealer to floors
- Cove sealant repair
- Clean and paint/repair bridge to Epic ramp framing
- Miscellaneous architectural repairs



Ramp #4

- Repair floor spalls and delaminations
- Repair beam, column, wall and ceiling delaminations
- Clean and paint floor drain piping
- Repair floor drain piping
- Traffic topping recoat

Overall, Ramp #2 is in fair condition, Ramp #3 is newer and in very good condition, and Ramp #4 is in good condition. Almost half of the planned repairs in the 10-year forecast are focused on maintenance of the waterproofing systems throughout all three structures. Concrete repairs are scheduled on a regular basis.

Cores from the roof level precast members of structures #2 and #4 that exhibited signs of alligator cracking were tested in 2007. The testing confirmed the presence of alkali silica reaction (ASR). Columns and shear walls on the roof of Ramp #4, and most roof walls and columns on the Ramp #2 addition were coated in 2011. We recently observed similar cracking patterns on Ramp #3 and are recommending testing this year to determine if ASR is present.

The following table summarizes the recommended budgets in year 2015 dollars and costs per space per year for the ramps over the ten-year period of 2016 – 2025. The recommended waterproofing maintenance dollars are approximately 33% of the total budgeted dollars and are broken out for your information. The large increase in Ramp #2 is primarily due to the elevator costs.

Structure	Total Recommended Budget - 10 Years	Waterproofing Maintenance	Number of Spaces	Cost per space per year
Ramp # 2	\$1,376,000	\$378,500	764	\$180
Ramp # 3	\$450,000	\$247,500	503	\$81
Ramp # 4	\$586,000	\$188,000	608	\$96

A total of \$338,200 of the \$1,376,000 budget is for Ramp #2 elevator upgrades scheduled over the next five (5) years.

Recommended concrete and waterproofing repairs on all three ramps were not performed in 2015. This deferred work is recommended for 2016. Concrete repairs on Ramp #2 are scheduled every two years and ramp #4 every three to four years. Concrete repairs to Ramp #3 are not anticipated until year 2019 or beyond.

Waterproofing repairs have a five year warranty. Waterproofing repairs on all three ramps are scheduled every six to seven years.

Floor drain repairs, painting of floor drain piping, and painting of steel framing and stair railings in Ramps #2 and #4 are scheduled on an as needed basis.

The following is a summary of our findings and each structure's ten-year plan.

PARKING STRUCTURE #2

No repairs were performed on Ramp #2 in 2015. There is a potential safety issue with a corroded steel pan in the pedestrian bridge that should be repaired or shored immediately.



Concrete repairs are recommended for 2016 and every other year in the future. In addition to isolated concrete floor and overhead repairs, traffic topping recoat, concrete sealer application, joint sealant repair and replacement, floor drain cleaning and painting, and door replacements are recommended at timely intervals over the next ten years.

The majority of concrete floor repairs are located on the two roof levels that are exposed to the elements. A sealer is recommended for these floor slabs in 2016. While sealers provide a protection from water and salts penetrating the concrete surface, they do not bridge cracks. Salt laden water is still allowed to penetrate the floor surface causing any embedded reinforcement to corrode and spall the concrete. A traffic bearing membrane also provides protection from water and salts penetrating the concrete surface and will bridge any cracks in the floor surface. At the end of the sealer's useful life (approximately six years), it is recommended that a traffic topping membrane be installed on the exposed roof levels.

We have also included work on the elevators as requested by Central City Parking. This includes replacing both west cars over a five-year period.

As you know, maintenance and upkeep of the waterproofing systems is also extremely important to the long-term durability of the structure. Properly maintaining the waterproofing systems will help minimize active water leaking, which leads to eventual corrosion of embedded reinforcement and concrete deterioration. The long-term forecast includes repair/replacement of expansion joints, a systematic replacement of tee-to-tee joint sealant, application of penetrating sealer, installation of a traffic topping membrane and repair/recoating of the existing traffic topping.

PARKING STRUCTURE #3

Concrete deterioration was not observed at Ramp #3. The 10-year plan focuses on maintaining the existing traffic bearing waterproofing membrane and expansion joints. Application of a penetrating sealer is recommended for the floor slab in 2016. Recoating traffic topping on Level 4 above the theater, on the roof level, and strips over construction joints is also recommended for 2016. The sealer application and traffic topping recoating was originally recommended in 2012 but has been deferred. Again, we have included elevator rust proofing as requested by Central City Parking in 2016.

PARKING STRUCTURE #4

Isolated concrete deterioration was observed and is scheduled for repair in 2016. An area on the roof level adjacent to the southeast stair tower has been previously coated. The underlying floor slab concrete is spalling along the tee joints and rust is present on the coating surface. It is recommended that the floor slab be repaired and the area recoated in 2016. Concrete repairs are anticipated every three to four years.

The steel columns and beams outside the stair towers, along with handrails, were cleaned and painted in 2007. Rust is present on the steel beams, columns and the railings in both stair towers. Repainting of the steel and handrails is recommended for 2017.

The long-term forecast for Ramp #4 includes periodic concrete repairs, repair/replacement of expansion joints, a systematic replacement of tee-to-tee joint sealant, application of penetrating sealer, and repair/recoating of the existing traffic topping.

HISTORIC TABLES

The enclosed historic tables are based on our knowledge of the structures. It is our strong recommendation that The City continue to make a yearly commitment of performing repairs based on the enclosed 10-year plan to ensure the long-term serviceability of the parking structures.

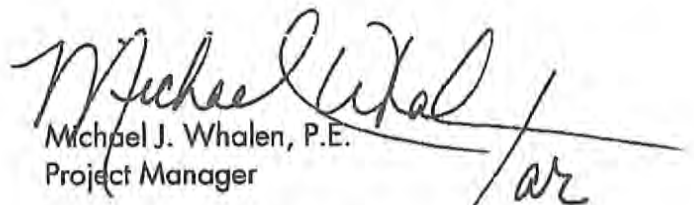
The above information and attached tables should provide you with the information and planning that you need for the next two to three years. Please feel free to call with any questions.

Sincerely,

WALKER PARKING CONSULTANTS



Donald Crampton
Assistant Project Manager



Michael J. Whalen, P.E.
Project Manager

Enclosure



City of Kalamazoo Municipal Parking Structures
Maintenance / Repair Forecast - Ramp #2

Project # 20-1634.00 November 2015

Work description	2016		2017		2018		2019		2020		2021		2022		2023		2024		2025			
	Total Cost	#2	Total Cost	#2	Total Cost	#2	Total Cost	#2	Total Cost	#2	Total Cost	#2	Total Cost	#2	Total Cost	#2	Total Cost	#2	Total Cost	#2		
Work description																						
Mobilization, 6%	\$ 49,800	\$ 8,700	\$ 14,000	\$ 3,700	\$ 10,700	\$ 10,700	\$ 9,400	\$ 9,400	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 8,600	\$ 8,600	\$ 4,400	\$ 4,400	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 4,100	\$ 4,100
Floors																						
1.1 Floors	\$ 54,000	\$ 14,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
1.2 Beams, Columns, Walls, Ceilings	\$ 56,000	\$ 16,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
Cracks																						
2.1 Cracks	\$ 6,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 2,000	\$ 2,000
2.2 Expansion Joint	\$ 15,000				\$ 15,000	\$ 15,000																
2.3 Traffic Topping Re-coat	\$ 35,000		\$ 35,000	\$ 35,000																		
2.4 New Roof Level Traffic Coating	\$ 100,000												\$ 100,000	\$ 100,000								
2.4 Concrete Sealers	\$ 125,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000
2.5 Tee, Cove, and Joint Sealant Repair	\$ 17,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500
2.6 Tee, Cove, and Joint Sealant Replacement	\$ 60,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000
Stair Floors/Steps/Re-Coating																						
3.1 Stair Floors/Steps/Re-Coating	\$ 15,000						\$ 15,000	\$ 15,000														
3.2 Misc. Concrete Repairs	\$ 9,000		\$ 9,000	\$ 9,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000
3.2 Door Replacement	\$ 11,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
3.4 Hand Rails Repairs	\$ 6,000		\$ 6,000	\$ 6,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000
3.5 Pedestrian Bridge Steel Repair	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
Elevator Upgrades																						
4.1 Elevator Upgrades	\$ 338,200	\$ 53,200	\$ 53,200	\$ 53,200	\$ 65,000	\$ 65,000	\$ 78,000	\$ 78,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000
Repair Drains and Piping																						
5.1 Repair Drains and Piping	\$ 25,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
5.2 Electrical Allowance	\$ 5,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
Re-Stripping																						
6.1 Re-Stripping	\$ 20,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 2,000	\$ 2,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 7,000	\$ 7,000	\$ 2,000	\$ 2,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 2,000	\$ 2,000
6.2 Masonry Repairs	\$ 20,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
6.3 Miscellaneous/Architectural	\$ 50,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
6.4 Paint Drain Piping	\$ 40,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000
Estimated Construction Cost	\$ 1,083,000	\$ 152,900	\$ 152,900	\$ 152,900	\$ 188,700	\$ 188,700	\$ 203,000	\$ 203,000	\$ 165,400	\$ 165,400	\$ 165,400	\$ 165,400	\$ 155,800	\$ 155,800	\$ 78,400	\$ 78,400	\$ 187,000	\$ 187,000	\$ 187,000	\$ 187,000	\$ 99,600	\$ 99,600
Design Fee	\$ 129,900	\$ 18,300	\$ 18,300	\$ 18,300	\$ 22,600	\$ 22,600	\$ 24,400	\$ 24,400	\$ 18,800	\$ 18,800	\$ 18,800	\$ 18,800	\$ 18,700	\$ 18,700	\$ 9,400	\$ 9,400	\$ 9,400	\$ 9,400	\$ 9,400	\$ 9,400	\$ 8,800	\$ 8,800
Contingency & Testing (15%)	\$ 162,600	\$ 22,900	\$ 22,900	\$ 22,900	\$ 28,300	\$ 28,300	\$ 30,500	\$ 30,500	\$ 24,800	\$ 24,800	\$ 24,800	\$ 24,800	\$ 23,400	\$ 23,400	\$ 11,600	\$ 11,600	\$ 11,600	\$ 11,600	\$ 11,600	\$ 11,600	\$ 11,000	\$ 11,000
Probable Annual Cost	\$ 1,375,500	\$ 184,100	\$ 184,100	\$ 184,100	\$ 239,600	\$ 239,600	\$ 257,900	\$ 257,900	\$ 210,000	\$ 210,000	\$ 210,000	\$ 210,000	\$ 197,900	\$ 197,900	\$ 99,600	\$ 99,600	\$ 210,000	\$ 210,000	\$ 210,000	\$ 210,000	\$ 110,000	\$ 110,000
Probable Total Cost	\$ 1,375,500																					

Note: Costs shown are in 2015 dollars and are not factored for inflation.

**City of Kalamazoo Municipal Parking Structures
Maintenance / Repair Forecast - Ramp #3**



Work description	Total Cost	November 2015											
		2016	2017	2018	2019	2020	2021	2022	2023	2024	2025		
	#3	#3	#3	#3	#3	#3	#3	#3	#3	#3	#3	#3	#3
Work description													
Mobilization, 6%	\$ 19,600	\$ 7,700		\$ 3,650				\$ 2,000	\$ 4,600				\$ 800
Electrical Repairs													
1.1 Floors	\$ 4,000			\$ 2,000					\$ 2,000				
1.2 Beams, Columns, Walls, Ceilings	\$ 4,000			\$ 2,000					\$ 2,000				
Painting													
2.1 Cracks	\$ 1,000			\$ 500					\$ 500				
2.2 Expansion Joint Repair	\$ 8,000			\$ 3,000					\$ 3,000				
2.3 Traffic Topping Re-coat	\$ 120,000	\$ 60,000							\$ 60,000				
2.4 Concrete Sealers - Floor	\$ 90,000	\$ 45,000						\$ 45,000					
25 Concrete Sealers - Helix	\$ 25,000			\$ 12,500					\$ 12,500				\$ 12,500
2.6 Cove and Joint Sealants	\$ 5,500	\$ 1,500		\$ 2,000					\$ 2,000				
Roof & Stair Floor/Steps													
3.1 Stair Floor/Steps	\$ 5,000			\$ 5,000									
3.2 Ceilings	\$ 2,500			\$ 2,500									
3.3 Hand Rails - Repaint	\$ 15,000			\$ 15,000									
Structures													
4.1 Rust Proofing	\$ 4,150	\$ 4,150											
Mechanical/Electrical													
5.1 Mechanical Allowance	\$ 6,000	\$ 1,000		\$ 2,500					\$ 2,500				
5.2 Electrical Allowance	\$ 6,000	\$ 1,000		\$ 2,500					\$ 2,500				
Miscellaneous Architectural													
6.1 Re-Stripping	\$ 13,000	\$ 5,000		\$ 1,000				\$ 4,000	\$ 2,000				\$ 1,000
6.2 Clean and Paint Window Frames	\$ 10,000			\$ 10,000									
Clean and Paint Bridge to Epic													
6.3 Ramp Framing	\$ 10,000	\$ 10,000											
6.4 Miscellaneous/Architectural	\$ 15,000	\$ 5,000		\$ 5,000					\$ 5,000				
Estimated Construction Cost	\$ 361,750	\$ 140,350		\$ 89,100			\$ 51,800	\$ 88,100	\$ -	\$ -	\$ -	\$ 14,300	
Design Fee	\$ 39,300	\$ 15,300		\$ 7,300			\$ 5,800	\$ 9,200	\$ -	\$ -	\$ -	\$ 1,600	
Contingency & Teething (15%)	\$ 48,100	\$ 19,100		\$ 9,100			\$ 7,400	\$ 11,500	\$ -	\$ -	\$ -	\$ 2,000	
Probable Annual Cost	\$ 449,150	\$ 174,800		\$ 85,500			\$ 65,200	\$ 108,800	\$ -	\$ -	\$ -	\$ 17,900	
Probable Total Cost	\$ 450,000												

Note: Costs shown are in 2015 dollars and are not factored for inflation.



City of Kalamazoo Municipal Parking Structures
Maintenance / Repair Forecast - Ramp #4

November 2015

Project # 20-1634.00

Work description	2016		2017		2018		2019		2020		2021		2022		2023		2024		2025		
	#4	\$	#4	\$	#4	\$	#4	\$	#4	\$	#4	\$	#4	\$	#4	\$	#4	\$	#4	\$	
Total Cost																					
Work description																					
Mobilization, 6%																					
1.1 Floors		\$ 19,550		\$ 50		\$ 5,100		\$ -		\$ 6,300		\$ 3,800		\$ -		\$ 4,400		\$ -		\$ -	
1.2 Beams, Columns, Walls, Ceilings		\$ 10,500		\$ 4,500		\$ -		\$ -		\$ 3,000		\$ -		\$ 3,000		\$ -		\$ 3,000		\$ -	
2. Miscellaneous Repairs																					
2.1 Crack and Tee Joint Repairs		\$ 2,000		\$ -		\$ 2,000		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	
2.2 Expansion Joint		\$ 1,000		\$ 1,000		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	
2.3 Traffic Topping Re-coat		\$ 43,000		\$ 3,000		\$ 20,000		\$ -		\$ -		\$ 20,000		\$ -		\$ -		\$ -		\$ -	
2.4 Concrete Sealers		\$ 70,000		\$ -		\$ -		\$ 35,000		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	\$ 35,000
2.5 Tee, Cove, and Joint Sealants		\$ 60,000		\$ -		\$ -		\$ 60,000		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	\$ -
2.6 Vertical Sealant At Columns		\$ 9,000		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	\$ 9,000
2.7 Waterproof ASR Concrete		\$ 3,000		\$ -		\$ -		\$ -		\$ 3,000		\$ -		\$ -		\$ -		\$ -		\$ -	\$ -
3. Stair Floors/Steps																					
3.1 Stair Floors/Steps		\$ 3,000		\$ -		\$ 1,000		\$ -		\$ 1,000		\$ -		\$ -		\$ 1,000		\$ -		\$ -	\$ 1,000
3.2 Callings		\$ 4,500		\$ -		\$ 1,500		\$ -		\$ 1,500		\$ -		\$ -		\$ 1,500		\$ -		\$ -	\$ 1,500
3.3 Clean & Paint Hand Rails and Structural Steel		\$ 40,000		\$ -		\$ 20,000		\$ -		\$ -		\$ -		\$ -		\$ 20,000		\$ -		\$ -	\$ 20,000
4. Unlatching Device																					
4.1 Unlatching Device		\$ 810		\$ -		\$ 10		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	\$ -
5. Miscellaneous Allowance																					
5.1 Mechanical Allowance		\$ 4,500		\$ -		\$ 1,500		\$ -		\$ 1,500		\$ -		\$ -		\$ 1,500		\$ -		\$ -	\$ 1,500
5.2 Drain and Piping Repair		\$ 40,000		\$ 10,000		\$ -		\$ 10,000		\$ -		\$ 10,000		\$ -		\$ 10,000		\$ -		\$ -	\$ 10,000
5.3 Clean and Paint Drain Risers		\$ 60,000		\$ 20,000		\$ -		\$ -		\$ 20,000		\$ -		\$ -		\$ 20,000		\$ -		\$ -	\$ 20,000
5.4 Electric Allowance		\$ 4,500		\$ -		\$ 1,500		\$ -		\$ 1,500		\$ -		\$ -		\$ 1,500		\$ -		\$ -	\$ 1,500
6. Stair Fronts/Steps/Re-Coating																					
6.1 Stair Fronts/Steps/Re-Coating		\$ 15,000		\$ -		\$ 15,000		\$ -		\$ 15,000		\$ -		\$ -		\$ -		\$ -		\$ -	\$ -
6.2 Masonry Repairs		\$ 1,500		\$ -		\$ 1,500		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	\$ -
6.3 Miscellaneous/Architectural		\$ 40,000		\$ -		\$ 20,000		\$ -		\$ 20,000		\$ -		\$ -		\$ 20,000		\$ -		\$ -	\$ 20,000
6.4 Replace Middle Stair Enclosure on the Roof Level		\$ 15,000		\$ -		\$ 15,000		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	\$ -
Estimated Construction Cost		\$ 453,460		\$ 43,860		\$ 80,100		\$ -		\$ 111,300		\$ 66,800		\$ -		\$ 10,000		\$ 78,400		\$ -	\$ 65,000
Design Fee		\$ 53,600		\$ 5,300		\$ 10,200		\$ -		\$ 12,600		\$ 7,600		\$ -		\$ 1,200		\$ 8,800		\$ -	\$ 7,800
Contingency & Testing (15%)		\$ 67,100		\$ 6,600		\$ 12,600		\$ -		\$ 15,600		\$ 9,500		\$ -		\$ 1,500		\$ 11,100		\$ -	\$ 9,800
Probable Annual Cost		\$ -		\$ 55,800		\$ 113,100		\$ -		\$ 139,700		\$ 83,900		\$ -		\$ 12,700		\$ 88,400		\$ -	\$ 82,800
Probable Total Cost		\$ 596,000		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	\$ -

(Note: Costs shown are in 2015 dollars and are not factored for inflation.)

**City of Kalamazoo Municipal Parking Structures
Maintenance / Repair Forecast - Ramps #2, #3 & #4
Total Cost per Year**



Project # 20-1634.00		Nov									
		Total Cost	2016	2017	2018	2019	2020	2021	2022	2023	2024
1	Ramp 2										
	Probable Annual Cost	\$ 1,376,000	\$ 194,100	\$ 83,500	\$ 239,600	\$ 257,900	\$ 210,000	\$ -	\$ 197,900	\$ -	\$ 99,600
2	Ramp 3										
	Probable Annual Cost	\$ 450,000	\$ 174,800	\$ -	\$ 85,500	\$ -	\$ -	\$ -	\$ 65,200	\$ 106,800	\$ -
3	Ramp 4										
	Probable Annual Cost	\$ 686,000	\$ 55,800	\$ 113,100	\$ -	\$ 130,700	\$ 83,900	\$ -	\$ 12,700	\$ 98,400	\$ -
	Probable Annual Cost										
	Probable Total Cost	\$ 2,412,000									

Notes: Costs shown are in 2015 dollars and are not factored for inflation.



**PARKING SYSTEM
MAINTENANCE CONDITIONS
REPORT**

SPRING 2016

Submitted by:

ABM Parking Services

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2016 Parking System Maintenance Conditions Report

Overview

This report will provide for more effective use of capital funds toward maintenance repairs and improvements of the parking system. Non-technical and non-engineering inspections were performed that allowed for prioritizing and rationalizing our investment in order to achieve maximum return. Those inspections accompany this report as an attachment.

Surface Lots

The parking system currently has ten surface lots. Five lots are privately owned under separate agreements. Five lots are owned by the City.

LOT 1

Located on the corner of South and Edwards, this lot primarily serves Okun Brothers and the neighboring Michigan Ave business and residential properties.

Maintenance

- Edwards Street curb lawn damage from snow plowing and salt
- Sidewalk damage along Bates Alley needs to be repaired
- Curbing along Bates Alley Needs repairing
- Re-paint all stanchions and light post base.
- Re-paint the yellow curbing
- Sweep out debris from around and under the wheel stops
- Weed and mulch in the bedding at the west side of lot
- Sweep and clean entire lot
- Crackfill lot
- Replace three wheel stops
- Stripe entrance, arrows, and ADA symbols. Lot could be striped also
- Prune trees
- Fence at west end of the lot needs repairing in two spots (not our property)
- Base of paystation is rusting
- Replace 2 handicap signs on Bates Alley
- Replace one missing reserved spot sign
- Trim bushes on South St.
- Turn stanchions back in to place on South St.
- Turn handicap sign on corner of Edwards and South St.
- Drain repair needed (SE corner)
- Remove tree stakes



Curblawn damage



New letters needed



Paystation bottom rusting



Patch work needed



Asphalt repair



New sign needed



Curb damage



Sidewalk in need of repair



Restripe handicap emblems



New sign needed



New sign needed



Fence repair



Fence repair



New arrows needed



Trim bushes



Move stanchions



Turn sign



New wheelstops needed



Drain repair



Remove tree stakes

LOT 2

Located on Rose Street between Cedar and Lovell, this lot formerly serviced the Public Safety building. Public Safety has since moved to Crosstown Parkway leaving the building empty. This lot now primarily serves employees from local businesses with the majority of them from AT&T.

Maintenance

- Major repairs needed throughout the lot, several pot holes throughout the lot
- The lot needs to be milled, resurfaced and striped.
- Curb lawn needs repairing at Cedar St.
- Sidewalk repairs needed near Church, possibly repoured
- Sweep entire lot.
- Put Monthly sign next to Spot 20, currently unmarked.
- Drain at Cedar Street entrance is sinking down.
- Straighten monthly signs in SW area of lot by the back of Church.
- Four new wheel stops needed.
- Sweep around wheel stops.



Potholes throughout lot



Asphalt repairs



Curblawn damage



Check drain for damage



Add monthly sign



Sweep and clean lot



Fix signs



Fix signs



Sidewalk repair needed



Sidewalk repair needed

LOT 5

Located on Portage road, this lot services the surrounding businesses and has recently been renovated.

Maintenance

- Plant bushes in tree beds where needed.
- Crackfill as needed.
- Sweep sticks and debris along fence line and sidewalk.
- Sweep and clean drain in NW corner of lot.
- Repaint sign bases.
- Repair/remove fence in old dumpster area.
- Clean entrance signs (powerwash).
- Straighten sign.
- Fence needs repairing.
- Remove dead tree mid lot.
- Stripe lot.



Clean and repair fence



Straighten signs



Asphalt repairs



Crackfill



Remove dead tree



Repair fence

LOT 6

Maintenance

- Two decorative sleeves need to be aligned.



Straighten pole sleeve

LOT 9

Located on the corner of Water and Edwards streets, this lot services the surrounding businesses.

Maintenance

- Crack fill as needed
- Repaint the yellow/black bases to the light posts
- Plant flowers in tree beds and planters
- Power wash dumpster area
- Water Street curb lawn damage
- Sweep around and under all wheels tops and throughout lot
- Prune trees
- Weed and mulch
- 2 electrical covers on lampposts need to be replaced
- Move EV sign closer to EV spot
- One dumpster wall is pushed out and needs repair
- Move monthly signs upright and cement in ground
- Take down posts that are protecting trees
- Remove tape and touch up equipment at back entrance

- Fix gatearms on monthly and main exits
- Clean equipment
- Clean map on Water St.
- Minor repairs needed to booth, paint chipping and minor damage



Curblawn damage



Missing electrical covers



Move stanchion



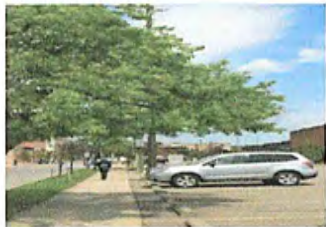
Fix dumpster wall



Paint curbing



Cement in signs



Trim trees



Remove tree stakes



Plant more flowers



Crackfill



Clean and touch up paint



Fix gatearms



Broken gatearm



Clean map sign



Minor damage to booth



Booth damage



Chipping paint

LOT 13

Owned by the Kalamazoo Public Library and located on the corner of Lovell and Rose streets, this lot does not provide Central City Parking with any structural maintenance responsibilities including striping.

Maintenance

- Sweep lot and around wheelstops and lightposts.
- Pavement repair needed.
- Touch up paint on honor boxes.
- Lamp post cover missing at South end of lot.
- Crackfill lot



Honor boxes need touch up paint



Cover needs to be replaced



Crackfill



Sweep lot

LOT 17

This lot is owned by DTI and located on the northeast corner of Water and Cooley Street. A new agreement was signed for this lot in May 2008. That agreement requires Central City Parking to pay for all repairs excluding resurfacing and sidewalk repairs.

Maintenance

- Sweep around wheel stops.
- Sweep and clean lot.
- Stripe lot.
- Asphalt repairs needed.



Asphalt repairs



Restripe lot

LOT 18

This lot is owned by DTI and located north of Water Street running from Cooley to Westnedge. Approximately fifty percent of this lot remains undeveloped with the eastern side of this facility paved and striped. A new agreement was signed for this lot in May 2008. That agreement requires Central City Parking to pay for all repairs excluding resurfacing and sidewalk repairs.

Maintenance

- Crack fill as needed.
- Sweep the lot.
- Concrete crumbling at entrance on Water Street.
- Sidewalk repair needed on Water Street.



Curblawn damage



Concrete in need of repair



Sidewalk repair needed

Lot 19

One of the smaller lots of the system, this facility is located at the corner of Cedar and South Burdick next to Park Lane Florist. This lot accommodates patrons of the south Burdick street businesses.

Maintenance

- Repair guard rail.
- Sweep lot where needed.
- Asphalt repairs needed.
- Two wheelstops needed.



Asphalt repair



Repair guardrail



Replace wheelstop

Lot 20

Located on Rose Street between Cedar and Lovell, this lot formerly serviced the Public Safety training building. Public Safety has since moved leaving the building empty. This lot is owned by The City of Kalamazoo Brownfield Redevelopment Authority. All revenues and repairs for this lot are split 50/50 between the owner and the parking system.

Maintenance

- Sweep and clean lot. Sweep sidewalk also.
- Curb repair needed at entrance.
- Drain needs asphalt fill.
- Straighten signs.
- Clean back treeline and corner of lot.
- Stripe lot.
- Crackfill lot.



Curb damage



Straighten signs



Crackfill needed



Drain needs repairing



Clean and sweep lot



Clean debris

Lot 30

Located at the southwest corner of Park and Kalamazoo Ave., this lot formerly serviced the Cole Gilmore building. Cole Gilmore has since closed leaving the building empty. This lot is owned by Western Michigan University who has since taken down the buildings and funded it to create a parking lot. All revenue for this lot go directly to WMU until the parking system's half of the repairs are paid in full. After than, all revenues and repairs for this lot are split 50/50 between the owner and the parking system.

Maintenance

- Bent posts need to be straightened and/or replaced.
- Sweep sidewalks surrounding lot.
- Prune trees.



Bent post



Sweep sidewalks

Ramp 2

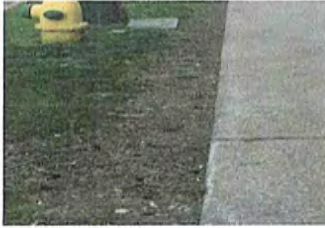
The Lovell and South streets parking ramp is known as the Epic Center Ramp. The following are our recommendations for improvement.

Maintenance

- Repaint all curbing
- Lawn damage South, Lovell, and John St
- Clean and repaint yellow pylons as needed
- Clean all bollards and equipment
- Clean out barrier wall near generator

- Wash map sign
- Powerwash ramp
- Several birds nests throughout ramp that need to be removed.
- Plant daylilies at South St. entrance
- Concrete damage at South St. flowerbed
- Wash all trashcans
- Clean domes in courtyard
- Lawn damage from Consumers on South St.
- New label needed for bike locker on Lovell
- Paint Do Not Enter letters above South St. entrance
- Replace parking banners
- Clean all joints
- Replace 4 grates in reserved area
- Shred files in storage area
- Remove wooden pallets from reserved area
- Need to dispose of old booths in reserved area.
- Bright white paint needs touch up throughout ramp
- Insulation hanging from ceiling in reserved area
- Three concrete supports cracked in reserved area
- Rope hanging down by spot 43
- Clean all drains on east side
- Joint repair needed at Lovell St. entrance
- Hole in ground at South St. exit needs attention
- Crosswalk to Ramp3 rusted and needs repair
- Concrete and brick damage outside east stair door
- Replace reserved signs 31 and 43
- Chunk of concrete broke off
- Ceiling damage on Level 2 and 3 at crossover
- New doors needed on Level 2 and rooftop
- Floor damage on level 2 east side and rooftop
- Seams need caulking on level 2 east going up
- Metal plate over south rooftop wall warped
- Perfect circle on roof, east side
- Concrete damage level 2 rooftop
- Scrape off black paint on fence posts at rooftop, west
- Several rusting pipes need to be painted
- Clean and sweep courtyard
- Mulch tree beds in courtyard
- Loose bricks on west door
- Concrete damage level 2, going down
- Concrete damage NW corner in drive area
- Concrete damage level 5 NW column
- Level 3 west wall, signs down
- Standing water, level 4 west
- Ceiling cracks and loosed concrete east and west walls
- Damage at level 6, east wall

- Trim level 6 needs to be secured
- Center stair towel, bent trim on door
- Curb damage level 6 center stairs
- Concrete damage level 6
- Level 7 rooftop repairs needed
- Brick wall repair at level 7, east
- Black rail damaged level 7, ne
- Caulk needed on level 7, ne corner
- Concrete damage level 6W
- Center drive ceiling damage level 6
- Level 5, crack in concrete
- Secure fence level 5
- Red caution/walkway sign needed level 5
- Concrete damage level 5 west
- Rust on beams of crosswalk to ramp 3
- Flashing needed level 2 w
- Clean gravel area between two levels.
- Touch up paint on wall by Epic Bistro
- Clean maintenance room
- Electrical box in maintenance room buzzing
- Lovell St. exit signs not working
- Hash off parking space level 2e
- Rusting pipes level 2 center stairs
- Caulk needed on rooftop
- Paint walls in west stairs level 2, 3, and 6
- Straighten grates in both elevators
- Canopy in west stairs dirty
- Level 2 in front of east elevator, trip hazard
- Paint walls in West stairs
- Clean window ledges
- Handrail needs painting west stairs
- Straighten handicap sign west stairs, level 6
- Clean drain east stairs, main floor
- Concrete damage east stairs by main door
- Graffiti on level 6 center stairs
- Level 4 door, center stairs does not shut all the way
- Crack in center stairs by level 3 and 4
- Level 3 sign in center stairs missing
- New door needed level 3 center stairs
- Serious water issue on ground level, center stairs



Curb damage



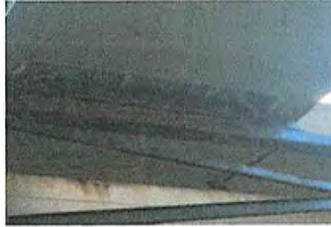
Lawn damage



Lawn damage



Paint letters



Panel needs to be replaced



Bricks coming apart



Brick damage



Replace sticker



Insulation falling



Crack in column



Dispose wooden pallets



Clean ropes



Replace signs



Seam repair



Ceiling damage



Ceiling damage



Concrete damage



Peeling paint



Gouge in concrete



Ledge needs repair



Gouge in concrete



Rusting door



Clean gravel area



Perfect hole in ledge



Concrete damage



Fence in need of repair



Repair needed



Concrete damage



Missing signs



Repair needed



Clean drains



Rusting



Standing water issue



Ceiling repair



Concrete damage



Standing water issue



Repair needed



Repair needed



Concrete damage



Bent moulding



Paint wall



Clean area



Buzzing sound



Fix grates



Clean canopy



Missing sign holder



Clean drains



East stair door



Paint wall



Crack in stairs



Crack in stairs



Rusted door



Standing water issue



Standing water issue

RAMP 3

The Portage Street parking ramp is known as the Kalamazoo Mall Ramp. The following are our recommendations for improvement.

- Floor damage in booth
- Concrete damage outside the Portage St. elevator on corner
- Plant flowers in tree bed and pot on Portage St.
- Repaint yellow stanchions
- Powerwash entire ramp (including service court)
- Stripe Portage St. entrance and EV area
- Touch up paint on equipment
- Drains throughout ramp backup and cause flooding
- Rusted drain pipe on ground level by office
- Paint handrails at the Portage St entrance toward office
- Clean under helix
- Missing height bar on ground level at entrance
- Put up No Smoking signs in dumpster area
- Put a lock on the water turn on/off in courtyard
- Sweep, wash, wax all floors in Office area
- Fence and concrete damage on North side of sidewalk heading to Portage St.
- Clean all floor drains
- Fill hole at exit by the tree bed in street
- Treat helix for warranty validation
- Salt formations hanging from ceiling in helix
- Small chip in helix wall,
- Replace barrier on level 2 at helix
- Two new bollards needed for the top of helix Levels 4 and 5
- Clean out expansion joints Level 4 and 5
- Broken conduit, level 4 center
- Missing 3 hour parking sign, level 4 midway
- Two lights on Level 4, South side have sagging conduit
- Compact car space safety issue
- New traffic topping needed on Levels 4, 5, and 6
- Loose concrete plugs at railings on Levels 2, 4, and 5
- Signs of leaking mid ceiling area, Level 5
- Possible joint repair needed Level 5
- Damage to column in helix, Level 6
- Concrete damage to wall facing Farmers Alley, Level 6
- Crack in short beam outside South St. stairs
- Caulking needed Level 6
- Restripe Farmers Alley and Portage St stairs
- Exit sign not working on Level 6 outside Portage St. stairs
- Level 5 Farmers Alley stairs is chipping

- Level 5 wall Farmers Alley stairs has crack
- Touch up paint on crosswalk to City Centre
- Rusting underneath crosswalk
- Salt buildup on outer wall of Farmers Alley stairs
- Farmers Alley window frames rusting
- New door lettering needed at level 3 Farmers Alley stairs
- Clean windows in South St, leaking and rusting
- Paint wall by Level 2 stairs South St.
- Hole and crack in crosswalk window to Ramp 2
- South St. stair walls need painting
- New bike parking lettering needed at South St. tower window
- Rusting underneath stairs Portage St. Level 2
- Rail next to egress needs painting Level 2 and 3 Portage St. stairs
- Crack in steps all the way down Portage St. stairs



Booth floor issue



Equipment needs painting



Rusting pipe



Concrete damage



Hole in asphalt



Concrete damage



Salt crystals



Concrete damage



Rusting under crosswalk



Salt formations Farmers Alley



Concrete plugs



Rusting crosswalk



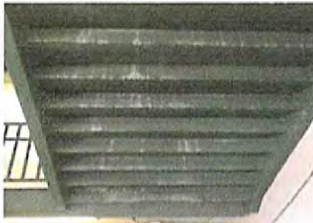
Replace barrier



Add stanchion



Rusting rails



Rusting under stairs Portage



Crack down steps/repaint stripes



Crosswalk rust



Broken conduit



Caulking needed rooftop



Concrete damage



Crack in beam



Elevator door



Small car issue



Rusting in Farmers Alley



More rusting



Farmers Alley wall crack



Farmers Alley wall



Hole and crack in crosswalk



Leak in ceiling



Lettering needed



Missing sign



Lettering needed



Fencing quote



Rusting on South Street



Sagging Conduit



South St. rusting



South St. wall



Traffic topping damage



Traffic topping damage

RAMP 4

This parking ramp is located on Eleanor Street and is known as the Arcadia Ramp. The following are our recommendations for improvement.

Maintenance

- Standing water problem in Rose St. stairs level 3
- Clean inside grates around trees on Eleanor Street
- There is still a drainage problem at the Eleanor Street entrance that needs to be looked into more
- Equipment rusted and peeling in gated area on Rose St.
- Concrete damage Eleanor St. sidewalk and entrance
- Sensor glue needs to be removed at Kalamazoo Ave. entrance
- Replace broken bricks in sidewalk on Rose St.

- Turn bench around on Rose St.
- Rusting pipes level 2 and 3 west
- Cracks at walkway and drive off Kalamazoo Ave.
- New signs needed in sign holders
- Clean window ledges around Supervisor office
- Paint courtesy sign at entrance
- Paint all handrails in ramp
- Paint outside Supervisor office
- Eleanor St. handrail concrete damage
- Crack in brick along Supervisor office
- Graffiti 3W ceiling
- Both signs at exit not working
- West and Center overhead signs at entrance on Eleanor not working
- Clean out joint at Kalamazoo entrance
- Touch up paint on yellow pylons
- Crack in column at level 2 around elevator
- Clean all garbage cans
- Check ramp for all bird's nests and remove when appropriate
- Wash banners at both entrances. Banners could be replaced with something new
- Clean all access control equipment. Spot paint where needed
- Paint all curbing
- Power wash the entire ramp.
- Leak at column by elevator on level 2 and 3 west
- Clean and straighten grates under canopy
- Stripe center lane of ramp
- Clean grates at Kalamazoo entrance
- Pain walls where signs have been removed
- Brick pillar at Kalamazoo needs recaulked
- Leaking marks in reserved area
- Doorjam and area going into stairs off Rose rusting and loos
- Caulking needed at Rose St. stair entrance
- Panel on Rose St. level 2 and 3 rusted
- Wash down hand rails and window ledges in all stair towers
- Wash down map sign at the Eleanor Street entrance.
- Severe rusting on drain pipe 3W
- White paint peeling from drain pipe 2E
- Sweep under stairs
- Touch up paint on turn brackets
- Crack in column on end post L3, W
- Missing cap center of rooftop level
- Rusting handrails in both stair towers. L 2 and 3 are worst
- Hole above reserved spot 77
- Sidewalk repair needed on Rose St.
- Sidewalk repair needed on Eleanor and back alley
- Remove "lot full" signs
- Insulation falling in various areas throughout ramp

- Repairs need at brick diamonds around ramp
- Concrete damage at Kalamazoo entrance
- Moisture problems in back hallway
- Rusting around the door on rooftop, E
- Several gouges in concrete – Level 3 East side rounding down to Level 2 and Level 2 East side rounding down to Level 1.
- Rooftop level in the middle has several areas of concrete breaking away
- Paint lamp post on rooftop
- Concrete damage on rooftop, center wall
- Panel on stair tower middle rooftop is rusted and bowing out
- Rooftop, East side top ledge mortar gone
- Area outside East stairs needs repairing
- Concrete damage on rooftop
- Weld has broken away, East stairs level 2 and 3
- Need to recaulk west side on rooftop and east wall
- Metal plate rooftop level West side needs resecuring
- Fence area inside level 5 on roof
- Entire level 5 stairs rusted
- Long groove in floor, rooftop
- Caulk east side rooftop along south wall
- Crack in stop west stairs
- Replace dead tree on Eleanor



Concrete damage



More damage



Concrete damage



Concrete damage



Moisture problem back hallway



Rusting equipment



Walls rusted



Caulking needed



Concrete damage



Doorjam loose



Caulking needed



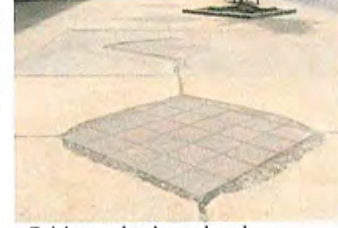
Fix grates



Concrete damage



Concrete damage



Bricks need to be replaced



Concrete damage



Concrete damage



Remove glue



Paint fencing



Paint walls



Rusting and need paint



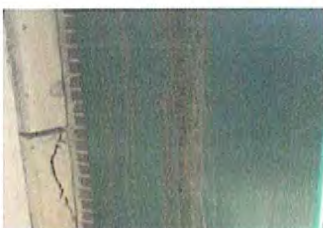
Crack in brick wall



Needs restriped



Joint repair needed



Rusting



Rusting



Graffiti



Rusting



Needs resealing



Rusting



Rusting pipe



Concrete damage



Fencing broken



Topping damage



Water problem



Piece missing



Concrete damage

Surface Lots and Ramp Lighting

The purpose of this report is to review the current lighting conditions of our surface lots and parking ramps in Downtown Kalamazoo. The primary purpose of adequate lighting in parking structures and parking lots is to permit the safe movement of vehicles and pedestrians. Lighting is universally considered to be the most important security feature in a parking facility. Improved parking lot lighting can help minimize the liability from possible parking lot crimes or accidents. Good lighting will produce a more secure atmosphere for the people who use the parking facilities (customers, employees, etc).

It is our intent to provide this information to the best of our knowledge. Much of the information in this report is based on findings of the Illuminating Engineering Society of North America (IESNA). The meter used to measure the light levels in all surface lots and parking ramps is a Triple Range Light Meter by GE Lighting, model 217. The light levels from this study are subject to a +/- 20% margin for error (15% meter and 5% user). As we do not profess to be experts in the field of lighting, we recommend consulting a qualified lighting specialist before making decisions solely based on the findings contained in this report.

A few basic principles on how lighting design relates to security are illuminance, uniformity and glare.

Illuminance is the intensity of light falling on a surface, measured in footcandles. A footcandle is the international unit of illumination. A unit of illuminance on a surface that is everywhere 1 foot from a point source.

Uniformity is critical. Passing from light to dark areas creates problems for drivers because of the eye's inability to adjust rapidly. It is also imperative to get light into the edges of parking stalls rather than just into driving aisles.

Glare is another important lighting consideration. Glare reduces the contrast of an object against its background, making it difficult for the eye to perceive depth accurately. Glare is a potential hazard for all drivers but is particularly dangerous for senior citizens and other individuals with weak or impaired vision.

The recommended practice of parking area lighting is established by the IESNA. Over the years, some inconsistencies were apparent and some of the recommendations have changed.

In 1960 a Recommended Practice of Parking Area Lighting was prepared by an IESNA Committee. This document specified using 1 Foot Candle as a basic value for average lighting maintained. Doubling this value was recommended at parking area entrances and exits.

In 1984, a new IESNA Recommended Practice, Lighting for Parking Facilities was published. This document contained separate recommendations for lots and garages. Values were based on average illuminance for vehicle-use only areas of lots plus all areas of garages. For general parking and pedestrian areas of lots, the recommendations were based on minimum illuminance values of 0.2 to 1 Foot Candle with a maximum value of 0.8 – 4 Foot Candles.

In 1992, the Institute of Transportation Engineers (ITE) published its fourth Edition of the Traffic Engineering Handbook. Average illuminance values of 1 – 2 Foot Candles were identified for parking lots.

The latest IESNA Recommended Practice, Lighting for Parking Facilities was published. The new recommendations from this document are a 5 Foot Candle average for general parking and pedestrian areas, with higher levels on ramps, in entrance areas and on stairways.

In addition to the IESNA's recommendations, in 1987 the National Parking Association specified 6.5 Foot Candles for an average in an open parking structure and 3.3 – 5.4 Foot Candles for an average in garage parking areas.

The IESNA acknowledges that a need exists to update and reach a consensus among the varying recommendations of different organizations. The primary purpose of this practice is to serve as a guideline for design of fixed lighting for parking facilities. It's purpose is to provide recommended practices for designing new lighting systems for parking facilities and is not intended to be applied to existing lighting systems until such systems are redesigned.

There are many things to take into consideration when analyzing effective lighting.

1. The lighting should be evenly distributed to eliminate contrasting light and dark areas that can cause someone to be temporarily blinded.
2. The lights should show people's faces rather than just the tops of their heads.
3. Can the lights be easily turned off by cutting cables or unscrewing light bulbs? If it is easy for you to do this, it is easy for criminals.
4. The lighting should be vandal-proof. Covering the fixtures with metal screens protects the bulbs from damage. However, metal screens may likely decrease the level of light output.
5. Does the lighting illuminate the sky or point into nearby residential areas? If so, you risk annoying the neighbors.
6. There should be adequate lighting in critical areas such as alleys and fire escapes.
7. There should be sufficient lighting in areas used by pedestrians and customers.
8. There should be enough light around outside utility areas such as storage sheds and garbage dumpsters.
9. Lights should be routinely checked at night to make sure they are still working properly.
10. Burned out lights should be replaced promptly.

There are also ways to enhance the lighting in our parking facilities with strategic painting. Painting or staining concrete is a cost-effective method of increasing general brightness and creating a sense of well-being. White paint on the exterior of the lobbies will increase the general brightness while white paint on ceilings and beams reflects light, thereby increasing uniformity. Depending on the circumstances, painting ceilings and beams white may improve the lighting level of a particular design by as much as one level of service.

A primary example of how white paint can enhance the lighting is the test area in the Epic Center Ramp at the South Street entrance.

Central City Parking recently conducted a study of the lighting in our surface lots and parking ramps in Downtown Kalamazoo. The light levels were randomly checked in various areas of the parking facilities which included but not limited to driving and parking areas, surrounding streets and walkways, stairwells and elevators.

We have also identified the various types of lighting equipment used in the surface lots and parking ramps in an effort to compare the differences in stronger lit parking facilities to weaker lit parking facilities. Although certain lighting fixtures may be considered acceptable, customers may still perceive a lighting deficiency due to the fixture's design. For example, a white metal halide light appears brighter than a yellow High Pressure Sodium light.

In the beginning of 2012, the lighting in all three ramps was converted to 32 watt, 4 ft fluorescent lights that will meet and/or exceed the current light levels with a 50% reduction in energy used.

The following pages detail the current lighting equipment and light levels based on foot candles for each of the parking facilities. For each ramp we have outlined the foot candles before the conversion and after the conversion. We have also noted areas that we feel could be improved along with some general comments.

Ramp 2 - Epic Center

General Lights - 32 watt, 2 bulb 4ft. Fluorescent
 Elevator / Stairway Lights - 32 watt 4ft. Fluorescent
 Rooftop Pole Lights - 80 watt compact Fluorescent

Location	Before	After	Comments
	Foot Candles	Foot Candles	
South Street Entrance	32.2	32	Directly under light
South Street Entrance	19.3	29.7	In between lights
South Street Exit	2.5	7.5	
South Street Exit	7.1	10	Near cashier booth
Lovell Street Entrance/Exit	13.8	26 - 33	
Level 2E, Parking Area	.6	3.45	
Level 2E, Parking Area	-	17.26	Directly under light
Level 2E, Driving Area	.8	3.5	
Level 3W, Parking Area	3.3	5.44	
Level 3W, Parking Area	-	15.55	Directly under light
Level 3W, Driving Area	2.2	6.04	Between lights
Level 3W, Driving Area	5.7	9.88	Directly under light
Level 4W, Parking Area	8.6	6.5	Between lights
Level 4W, Parking Area	19.2	28	Directly under light
Level 4W, Driving Area	4.5	6.10	Between lights
Level 4W, Driving Area	8.4	10.33	Directly under light
Reserved Parking Parking Area	2.3	4.0	
Reserved Parking Parking Area	6.8	19.9	
Reserved Parking Parking Area	7.8	17.5	
Reserved Parking Driving Area	.5	3.8	
Reserved Parking Driving Area	1.1	2.9	
Reserved Parking Driving Area	1.2	3.0	
Rooftop Parking Area	1.0	1.35	
Rooftop Driving Area	1.7	.65	
Rooftop Driving Area	7.8	1.5	Directly under light
West Stairwell, Level 3	10	25	
South Street Stairwell, Level 1	30.2	n/a	Already T8, did not change.
South Street Stairwell, Level 2	8.2	n/a	
Center Stairwell	12.8	39	
South Street Courtyard Area	12	n/a	
South Street Courtyard Area	28.7	n/a	Directly under light

Ramp 3 - Kalamazoo Mall

- General Lights - 32 watt, 2 bulb 4ft. Fluorescent
 Elevator / Stairway Lights - 60 watt 4ft. Fluorescent and incandescent
 Rooftop Pole Lights - 80 watt compact Fluorescent

Location	Before	After	Comments
	Foot Candles	Foot Candles	
Portage Street Entrance	17.4	26.3	
Portage Street Entrance	22.7	35.7	
Portage Street Entrance	28	32.7	
Level 2, Driving Area	10.1	32 & 14.5	
Level 2, Parking Area	8.6	29.7 & 8.32	
Level 3, Driving Area	14.8	34	3 Lights
Level 3, Driving Area	23.5	31.6	3 Lights
Level 3, Parking Area	13.2	14	3 Lights
Level 3, Parking Area	15.5	20	3 Lights
Level 4, Driving Area	4.3	5.3	
Level 4, Driving Area	5.8	6.5	
Level 4, Driving Area	8.1	6.4	
Level 4, Parking Area	6.9	8.28	
Level 4, Parking Area	13.6	18.56	Directly under light
Level 5, Driving Area	7.6	5.14	
Level 5, Driving Area	6.3	6.89	
Level 5, Driving Area	17.5	21.8	Near helix where there are extra lights
Level 5, Driving Area	10.9	14.6	Near helix where there are extra lights
Level 5, Driving Area	13.3	21.8	Near helix where there are extra lights
Level 5, Parking Area	6.2	9.02	Under light
Level 5, Parking Area	5.3	5.8	
Level 6, Driving Area	1.2	1.5	Rooftop
Level 6, Parking Area	2.9	1.5	Rooftop
Level 6, Parking Area	.9	.9	Rooftop
Helix Levels 2 - 5	25.2	26	
Helix Levels 2 - 5	26	32.9	
Helix Levels 2 - 5	28	38	
Helix Levels 2 - 5	31.6	44	
Helix Level 5 6	-	3	
South Street Stair Tower 4th Level	39.2	n/a	
South Street Stair Tower 5th Level	42.8	n/a	
Farmer's Alley Stair Tower 5th Level	45.3	n/a	
Portage Street Stair Tower 5th Level	41.4	n/a	
South Street Cross Walk	22.1	n/a	
South Street Cross Walk	32	n/a	
City Centre Cross Walk	2.1	n/a	Should add box light to this area

Ramp 4 - Arcadia
Approx. 3 Foot from the Ground

General Lights - 32 watt, 2 bulb 4ft. Fluorescent
 Elevator / Stairway Lights - 32 watt 4ft. Fluorescent
 Rooftop Pole Lights - 80 watt compact Fluorescent

RAMP 4 Location	Before	After	Comments
	Foot Candles	Foot Candles	
Kalamazoo Ave Entrance	7.5	24	
Night Drop Box	1.8	2	
Surrounding Elevator Area, 2st Level	26.1	27.6	
Surrounding Elevator Area, 3rd Level	17.5	25.6	
Surrounding Elevator Area, 4th Level	14.2	22	
Stairwell, 2nd Level East	12.1	35.1	
Stairwell, 4th Level East	7.3	22	
Stairwell, 4th Level West	8.3	18.6	
Driving Area 2nd Level	4.5	3.3	In between 2 lights
Driving Area 2nd Level	12.7	61.4	Directly under one of three lights
Driving Area 2nd Level	14.5	28	In between 3 lights
Driving Area 3rd Level	6.8	3.5	Outside row of 2 lights
Driving Area 3rd Level	2.6	5	Inside row of 2 lights
Driving Area 3rd Level	3.7	3.5	Inside row of 2 lights
Driving Area 4th Level	2.4	3.3	In between 2 lights
Driving Area 4th Level	5.6	5	In between 2 lights
Parking Area 2nd Level	2.5	4.7	No light directly over space
Parking Area 2nd Level	17.6	40.4	Light directly over space
Rooftop	?	2.31	Directly under light - recorded the "before" incorrectly
Rooftop	?	1.8	In between lights - recorded the "before" incorrectly

Lot 1 - Okun Brothers

Lighting: 400 watt HPS lamps - 25' pole lights

Location	Foot Candles	Comments
South End of Lot	1 - 2	
North & West End of Lot	2 - 4	
Parking Spaces	5	
Alley Side of Lot	1 - 2	
South Street Sidewalk	1 - 2	
Edwards Street Sidewalk	1 - 2	

Lot 2 - Public Safety

Lighting: **Consumers Energy Lights

Location	Foot Candles	Comments
Driving Area	1 - 2	
Parking Area	1	
Cedar Street Sidewalk	2	
Rose Street Sidewalk	1/2	

Lot 5 - Washington Square

Lighting: **Consumers Energy Lights

Location	Foot Candles	Comments
Driving Area	8	
Parking Area	2	
Stockbridge Street Sidewalk	1/2	

** Consumers Energy uses mostly HPS Cobra Head lights although some are Mercury Vapor. The watts vary from 100, 150, 200, 250 and 400.

Lot 9 - Water Street

Lighting: 1000 watt HPS lamps - 50' pole lights and 400 watt HPS

Location	Foot Candles	Comments
Water Street Entrance	2 - 3	
Mid Lot - Daily Side (W)	4 - 5	
Mid Lot - Monthly Side (E)	1 - 2	
Edwards Street Entrance	1/2	
Water Street Sidewalk	2	
Edwards Street Sidewalk	1	

Lot 13 - Library

Lighting: **Consumers Energy Lights

Location	Foot Candles	Comments
Driving Area	2	
Parking Area	2	
Lovell Street Sidewalk	1 - 2	
Rose Street Sidewalk	1 - 2	

Lot 17 - Cooley

Lighting: 400 watt HPS lamps - 25' pole lights

Location	Foot Candles	Comments
Directly Under Lights	4	
Driving Area	2	
Parking Area	2	
Water Street Sidewalk	1	
Cooley Street Sidewalk	2	

Lot 18 - West Water Street

Lighting: 400 watt HPS lamps - 25' pole lights

Location	Foot Candles	Comments
Driving Area	5 - 8	
Parking Area	5	
Water Street Sidewalk	1 - 2	
Cooley Street Sidewalk	1 - 2	

** Consumers Energy uses mostly HPS Cobra Head lights although some are Mercury Vapor. The watts vary from 100, 150, 200, 250 and 400.

Lot 19 - Peoples Food Co-op

Lighting: **Consumers Energy Lights

Location	Foot Candles	Comments
Driving Area	2	
Parking Area	1	
Cedar Street Sidewalk	2	
Burdick Street Sidewalk	2	

Lot 20

Lighting:

Location	Foot Candles	Comments
Directly Under Lights	0	
Driving Area	0	
Parking Area	0	
Rose Street Sidewalk	0	

Lot 30 - Arcadia Lot (WMU)

Lighting: 400watt Metal Halide

Location	Foot Candles	Comments
Directly Under Lights	2	
Driving Area	2	
Parking Area	2	
Cooley Street Sidewalk	1	
Park Street Sidewalk	2	
Kalamazoo Ave Sidewalk	2	
Eleanor Street Sidewalk	1	

** Consumers Energy uses mostly HPS Cobra Head lights although some are Mercury Vapor. The watts vary from 100, 150, 200, 250 and 400.

Surveillance Equipment

The purpose of this report is to review the current surveillance equipment of all our facilities in Downtown Kalamazoo. Currently, the main office with the attached Arcadia ramp and the Kalamazoo Mall ramp are the only facilities with surveillance equipment.

There are three cameras throughout the main office. One camera is located in the collections department. This camera views a portion of the collections department and the entire front lobby including the front door. Another camera is located at the end of the back hallway and views the entire hallway including the back door. The last camera is located in the count room and views the entire room which includes the safe.

There is one camera, tied into the office system, in the Arcadia ramp. This camera directly views the night deposit door.

This system has the capability of storing up to 30 days history depending on the settings and usage of the system. Many factors come into play when setting up the system that effect the history storage capabilities such as how many frames per minute captured, whether or not you use the audio function and whether or not you set the camera to record at all times or only when it senses motion. With the current settings on our system, we are able to store five days history.

Two features we have elected not to utilize are the motion detection and the audio features. After experimenting with the unit, we found the motion detection to be unreliable. Although there were times it did detect motion when at this setting, there were as many times that it did not. Although this feature would allow us to store more history, we do not feel that it is worth risking important footage. The audio feature of this system would be a nice feature to use but of all the features this system has to offer, this one uses the most memory and would reduce our history to less than the current five days.

In summary, we have been very satisfied with the current surveillance equipment in the main office. If we were to replace the system in the future, we would want to look at a system that would allow us to use all the features while also allowing us to have greater history storage.

There are sixteen (16) cameras in the Epic Center Ramp #2. The cameras are positioned to capture every entry/exit that a vehicle or pedestrian can enter the ramp from outside the facility.

There are eleven (11) cameras throughout the Kalamazoo Mall Ramp #3. The cameras are positioned to capture every entry/exit that a vehicle or pedestrian can enter the ramp from outside the facility as well as the EV charging stations and the back dumpster area.

There are ten (10) cameras in the Arcadia Ramp #4. The cameras are positioned to capture every entry/exit that a vehicle or pedestrian can enter the ramp from outside the facility.

Many factors come into play when setting up the system that effect the history storage capabilities such as how many frames per minute captured, whether or not you use the audio function and whether or not you set the camera to record at all times or only when it senses motion. With the current settings on our system, we are able to store thirty days history. These systems are also equipped with a tape drive so backup tapes can be created for archiving older video data.

All ramp systems have the capabilities to be viewed off-site by Central City Parking staff and Public Safety with the appropriate settings and access.

Surveillance Equipment

Office

Equipment	Comments
ProVideo, Model DVR-1/4 Digital Video Recorder with Monitor	
(1) Adjustable Camera / Collections	
(1) Digital Camera / Rear Hallway	
(1) Digital Camera / Count Room	

Ramp 2 - Epic Center

Equipment	Comments
Texas Instruments G4-16RTA-D1-WO	
(2) 19" LCD Monitor (one swivel)	
(16) Intellicam ISC-P540X Cameras	

Ramp 3 - Kalamazoo Mall

Equipment	Comments
HP ProLiant ML310 G4 Server	
(1) 19" LCD Swivel Monitor	
(11) IQ Invision 511 Security Cameras	

Ramp 4 - Arcadia

Equipment	Comments
(1) Digital Outdoor Dome Camera	New camera in 2008
Texas Instruments G4-16RTA-D1-WO	
(2) 19" LCD Monitor (one swivel)	
(10) Intellicam ISC-P540X Cameras	

Lot 1 - Okun Brothers

Equipment	Comments
None	

Lot 2 - Public Safety

Equipment	Comments
None	

Surveillance Equipment

Lot 5 - Washington Square

Equipment	Comments
None	

Lot 9 - Water Street

Equipment	Comments
None	

Lot 13 - Library

Equipment	Comments
None	

Lot 17 - Water and Cooley

Equipment	Comments
None	

Lot 18 - West Water Street

Equipment	Comments
None	

Lot 19 - Peoples Food Co-op

Equipment	Comments
None	

Lot 20 - West Cedar and Rose

Equipment	Comments
None	

Lot 30 - West Eleanor and Park

Equipment	Comments
None	

Access Control Equipment

The purpose of this report is to review the access control equipment in all our facilities in Downtown Kalamazoo.

The Arcadia, Epic Center and Kalamazoo Mall ramps are equipped with 3M access control equipment. The Scan Net software for this equipment is located and controlled in the main office. All activity and programming can be managed through the Scan Net software. In the last year, 3M has discontinued producing and supporting parking revenue control equipment. As part of the 5-year plan, we are analyzing new equipment.

The Arcadia ramp is equipped with three ticket spitters, five key card readers, five gate arms and has credit card capability. There are no current problems with the equipment or communications to the Scan Net software.

The Epic Center ramp is equipped with three ticket spitters, seven key card readers, seven gate arms and has credit card capability. There are no current problems with the equipment or communications to the Scan Net software.

The Kalamazoo Mall ramp is equipped with two ticket spitters, four AVI readers, four gate arms and has credit card capability. This ramp is also equipped with a pay-in-lane device. There are no current problems with the equipment or communications to the Scan Net software.

Lot #9 is equipped with two ticket spitters, four key card readers, four gate arms and has credit card capability. There are no current problems with communications to the Scan Net software. There is damage to one ticket spitter, one card reader and the booth due to vehicles that is in the process of being repaired.

Lot 1 is equipped with one Hamilton pay station with two gate arms at the entrance which is used all day Monday – Saturday. There are no current problems with the equipment in this lot.

In the 100S block of Edwards Street, on the east side of the street we installed a Luke multi-spaced meter. This equipment was installed to replace the thirteen meters on that side of the street to accommodate room on the sidewalk for two outside cafes of Monaco Bay and The Wild Bull. There are no current problems with this equipment.

Access Control Equipment

Office

Equipment	Equip Date	Upgrade Needed	Comments
Scan Net System Version 6.0.1		Yes	Although the system is PCI compliant, there are flaws that can be resolved with the upgrade. The upgrade is not compatible with our older equipment and therefore cannot be done until the equipment in Ramp 2 & 4 is upgraded.

Ramp 2 - Epic Center

Equipment	Equip Date	Upgrade Needed	Comments
(1) Credit Card magnetic swipe package	2013	No	
(1) TD 249 Ticket Splitter - Lovell Street	2000	Yes	
(2) TD 249 Ticket Splitters - South Street	2000	Yes	
(3) Passport Plus Card Readers - Lovell Street	2000	Yes	
(4) Passport Plus Card Readers - South Street	2000	Yes	1 = 2012
(1) Auditor 3 Power Pad Fee Computer - Lovell Street	2000	Yes	New CPU 2011
(1) Auditor 3 Power Pad Fee Computer - South Street	2000	Yes	New CPU 2011
(3) 3M G90 CD Barrier Gates - Lovell Street	2000	Yes	1 = 2010 and 1 = 3/15/2012
(4) 3M CG90 Barrier Gates - South Street	2000	Yes	
(1) Full Sign	2000	Yes	

Ramp 3 - Kalamazoo Mall

Equipment	Equip Date	Upgrade Needed	Comments
(2) 3M MG 1000 Magnetic Stripe Ticket Dispenser	Jan-06	No	
(4) 3M 360 controllers with Tag Master AVI read heads	Jan-06	No	
(1) SST Auditor PowerPad	Jan-06	No	
(1) Pay-In-Lane Device, Credit Card	Jan-06	No	
(1) Scan Net additional console - Office	Jan-06	No	
(4) 3M G90 CD Barrier Gates	Jan-06	No	
(2) 3M LED Full Signs	Jan-06	No	

Ramp 4 - Arcadia

Equipment	Equip Date	Upgrade Needed	Comments
(1) Credit Card magnetic swipe package	2013	No	
(1) 3M TC 249 Ticket Splitter - Kalamazoo Avenue	1995	Yes	
(1) 3M TC 249 Ticket Splitter - Eleanor Street	2000	Yes	
(1) 3M POD Bar Code Ticket Splitter - Eleanor Street	1/3/2013	No	
(1) 3M Passport Plus proximity format card reader - KZ Ave	1995	Yes	
(4) 3M Passport Plus proximity format card reader - Eleanor	1995	Yes	
(1) Auditor 3 Power Pad Fee Computer - Eleanor Street	1995	Yes	New CPU 2014
(1) 3M CG90 Barrier Gate - Kalamazoo Avenue	1995	Yes	
(4) 3M CG90 Barrier Gate - Eleanor Street	1995	Yes	
(3) 3M Passport Plus door readers	1995	Yes	
(1) 3M Full Sign	1995	Yes	

Lot 1 - Okun Brothers

Equipment	Equip Date	Upgrade Needed	Comments
(1) Hamilton Auto Cashier	Oct-07	Yes	
(1) DoorKing 1520 Card reader	Oct-07	Yes	
(2) 3M G-90 CD Barrier Gates	Oct-07	Yes	

Lot 9 - Water Street

Equipment	Equip Date	Upgrade Needed	Comments
(1) Credit Card magnetic swipe package	Oct-13	No	In the process of installing a second exit on Water St.
(1) 3M POD bar code ticket splitter - Back entrance	Oct-13	No	
(1) 3M POD bar code ticket splitter - Water Street	Oct-13	No	
(1) 3M 360 proximity format card reader - Back entrance	Oct-13	No	
(3) 3M 360 proximity format card readers - Water Street	Oct-13	No	
(1) 3M Auditor 4 Power bar code Pad fee computer - Water St	Oct-13	No	
(1) #M Fee Display	Oct-13	No	
(1) Smart Port	Oct-13	No	
(1) 3M G-90 CD Barrier Gate - Back entrance	Oct-13	No	
(3) 3M G-90 CD Barrier Gate - Water Street	Oct-13	No	

Liability Hazards and Safety Concerns Form

Date: 5/5/16

Location Name: Lot 1

Lot Number: 8801

Branch District Number: 8715

Physical Address: 400 Edwards Street

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. Sidewalk repairs needed along Bates Alley
2. Curbing along Bates Alley needs repairing
3. Lot needs to be milled and resurfaced
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/8/16

Location Name: Lot 2

Lot Number: 8802

Branch District Number: 8715

Physical Address: 400 South Rose

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. Lot needs to be milled and resurfaced
2. Major repairs needed to pot holes
3. Sidewalk repairs needed at Cedar Street entrance
4. Drain near Cedar Street sinking in
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/2/16

Location Name: Lot 5

Lot Number: 8805

Branch District Number: 8715

Physical Address: 1330 Portage Road

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. None
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/8/16

Location Name: Lot 6

Lot Number: 8806

Branch District Number: 8715

Physical Address: 400 Edwards Street

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. None
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/5/2016

Location Name: Lot 9

Lot Number: 8809

Branch District Number: 8715

Physical Address: 201 East Water Street

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. None
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/8/16

Location Name: Lot 13

Lot Number: 8813

Branch District Number: 8715

Physical Address: 300 S. Rose Street

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. None
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/5/16

Location Name: Lot 17

Lot Number: 8817

Branch District Number: 8715

Physical Address: Water Street

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. None
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/6/16

Location Name: Lot 18

Lot Number: 8818

Branch District Number: 8715

Physical Address: 203 Cooley Street

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. Sidewalk repairs needed along Water Street
2. Concrete crumbling really bad at the Water St. entrance
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/6/16

Location Name: Lot 19

Lot Number: 8819

Branch District Number: 8715

Physical Address: 100 West Cedar

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. Pot Holes
2. Lot needs to be milled and resurfaced
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/6/16

Location Name: Lot 20

Lot Number: 8820

Branch District Number: 8715

Physical Address: 400 South Rose

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. None
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/6/16

Location Name: Lot 30

Lot Number: 8830

Branch District Number: 8715

Physical Address: 411 W Kalamazoo Ave

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Sonja VanderVeen

List of liability hazards and safety concerns:

1. None
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/13/16

Location Name: Epic Center Ramp #2

Lot Number: 8825

Branch District Number: 8715

Physical Address: 136 East South

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Leslie Hoffmann and Sonja VanderVeen

List of liability hazards and safety concerns:

1. Hole in ground by the South St exit
2. Hash off parking space on level 2E by center stair tower
- 3.

Liability Hazards and Safety Concerns Form

Date: 5/12/16

Location Name: Kalamazoo Mall Ramp #3

Lot Number: 8824

Branch District Number: 8715

Physical Address: 126 Portage Street

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Leslie Hoffmann and Scott Hanks

List of liability hazards and safety concerns:

1. Two new bollards needed for the top of helix, level 4 and 5
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Liability Hazards and Safety Concerns Form

Date: 5/6/16

Location Name: Arcadia Ramp #4

Lot Number: 8828

Branch District Number: 8715

Physical Address: 300 North Rose Street

Primary Contact Person: Mark Nordin

Location Facility Manager: Leslie Hoffmann

Inspection Conducted By: Leslie Hoffmann and Sonja VanderVeen

List of liability hazards and safety concerns:

1. Trip hazard on Eleanor Street sidewalk
2. Stripe center lane of the entire ramp
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

2016 Annual Maintenance Inspection

As part of our effort to provide the system with quality loss prevention, the following inspections were performed for all Central City Parking facilities. These inspections were conducted to better provide a review of potential liability hazards.

The table below illustrates the abbreviations used to categorize the concerns:

1. Accident / Safety (A/S)
2. Structural (S)
3. Structural – Monitor (SM)
4. Housekeeping (H)

The Duty to Notify Summary identifies issues that obligate us to notify the owners of the respective facility and request their attention or involvement.

With many concerns noted in the attached inspection, we believe that the potential for an occurrence does exist. These concerns should be reviewed between DKI and Central City Parking to determine the most appropriate action required in addressing the concerns.

2016
DUTY TO NOTIFY
SUMMARY

Facility	Description	A/S	S	SM	H
1	Edwards street curb lawn damage (Maintenance Masters)				x
	Sidewalk along Bates Alley needs repairing	x			
	Curbing along Bates Alley needs repairing	x			
	Re-paint all stanchions and light post bases				x
	Re-paint the yellow curbing				x
	Sweep out debris from around and under the wheel stops				x
	Crack fill entire lot and possibly Seal Coat	x			
	Sweep and clean entire lot				x
	Replace wheel stops (three)				x
	Stripe entrance and arrows, ADA symbols. Black out old lines coming through.				x
	Prune trees				x
	Fence at west end of the lot needs repairing in 2 spots(not our property)				x
	Paystation bottom is rusting				x
	Replace handicap sign on Bates alley and one in reserved area				x
	Reserved space #5 is missing				x
	Trim bushes on South St.				x
	Turn stanchions on South St back into place				x
	Turn handicap sign on Edwards back into place				x
	Drain repair needed in SE corner	x			
	Remove tree stakes				x
2	The lot needs to be milled, resurfaced and striped	x			
	Major repairs needed throughout, several deep pot holes	x			
	Curb lawn need repairing at Cedar St. (Property Solutions)				x
	Drain at Cedar Street entrance is sinking down		x		
	Straighten monthly signs in sw area of lot				x
	Sidewalk repair needed along Church	x			
	Sweep entire lot and wheelstops				x
	Put monthly sign next to spot 20, currently unmarked				x
	Four new wheelstops needed				x
5	Plant bushes in tree beds where needed				x
	Crack fill needed	x			
	Sweep sticks and debris along fence line and sidewalk				x
	Clear branches and debris from flower beds				x
	Paint bases on signs				x
	Sweep and clean drain in the nw corner of lot				x
	Repair/remove fence in old dumpster area				x
	Chainlink Fence needs repairing				x
	Stripe lot				x
	Straighten signs				x
	Remove dead tree				x
	Clean entrance signs (powerwash)				x
6	Two decorative sleeves need to be aligned				x
9	Crack fill needed - mostly on the monthly side ne end	x			
	Re-paint the yellow/black bases to the light posts - only what's already been painted				x
	Plant flowers in tree beds and planters				x
	Power wash dumpster area				x
	Water Street curb lawn damage (Hadaway)				x
	Sweep around and under all wheel stops and throughout lot				x
	Weed and mulch all bedding				x
	Dumpster enclosure wall has been pushed out and needs repair		x		
	Prune trees				x
	2 missing electrical covers on lamp post nearest KVCC on daily side				x
	Move EV sign stanchion closer to spot				x
	Upright Monthly signs and cement in ground				x

2016
DUTY TO NOTIFY
SUMMARY

Facility	Description	A/S	S	SM	H
	Remove tree stakes				x
	Remove tape and touch up paint on equipment at back entrance				x
	Fix gatearms at monthly and main exits				x
	Clean equipment				x
	Clean map on Water St.				x
	Minor repairs to booth where paint is chipping and has been hit				x
13	Sweep lot where needed (around wheelstops also)				x
	Pavement repair needed	x			
	Lamp post cover missing at south end of lot				x
	Touch up paint on honor box at Rose Street entrance				x
17	Straighten and sweep around wheelstops				x
	Sweep and clean lot				x
	Crackfill lot	x			
	Stripe lot				x
18	Crack fill needed				x
	Sidewalk repairs needed along Water Street	x			
	Sweep the lot				x
	Concrete crumbling at entrance on Water Street - This is really bad!!!	x			
19	Repair Guard Rail				x
	Two new wheel stop needed				x
	Sweep lot where needed				x
	Pot holes in asphalts needs repairing	x			
20	Sweep and clean lot				x
	Back drain needs asphalt fill			x	
	Curb repair needed at the entrance		x		
	Straighten signs				x
	Clean back treeline and corner of lot				x
	Stripe lot				x
	Crackfill lot	x			
30	Bent posts need to be straightened and/or replaced				x
	Prune trees				x
	Sweep sidewalks surrounding lot				x
					x
	Total for Lots	15	3	1	68

Ramps:

R2	Repaint all curbing				x
	Curb lawn damage South Street, Lovell, and Henrietta Street				x
	Clean and repaint yellow pylons				x
	Clean and/or paint all equipment and booths as needed				x
	Clean out barrier wall behind the generator and air condition unit at the South St entrance				x
	Wash Map sign				x
	Power wash entire ramp				x
	Several birds' nests need to be removed				x
	Plant more Day Lillies in the South St entrance bedding				x
	Wash all trash cans				x
	Concrete damage at South St entrance flower bed			x	
	Clean domes in Courtyard				x
	Lawn damage from Consumers on South Street between entrance and exit (still active)				x
	New label needed for bike locker on Lovell Street				x
	Paint the Do Not Enter letters above the South Street exit				x
	Replace Parking banners				x
	Clean all joints			x	
	E - Replace 4 grates at the South St entrance to the reserved area & in resvd area		x		
	E - Shred older files in storage area				x
	E - Remove wooden pallets from reserved area				x

2016
DUTY TO NOTIFY
SUMMARY

Facility	Description	A/S	S	SM	H
	E -Need to dispose of old booths in reserved area				x
	E -Bright white paint needs touch up in several areas on the ceiling				x
	E - Insulation hanging from the ceiling in the reserved area				x
	E - Three concrete supports cracked in rsvd area, sw corner and ne corner		x		
	E - Rope haning down by reserved space 43				x
	E - Clean all drains on east side			x	
	E - Joint repair needed at the Lovell St entrance			x	
	E - Hole in ground at the South St exit that needs filling in. West side of drive	x			
	E - Crosswalk to Ramp 3 rusted and in need of repairs (Building Restorations/Walker)		x		
	E - Concrete and brick damage outside east stair tower, main floor		x		
	E - Replace reserved signs 31 and 43				x
	E - Chunk of concrete broke off on level 2 north wall		x		
	E - Ceiling damage on level 2 and 3, sw at crossover		x		
	E - New doors needed on level 2 and rooftop		x		
	E - Floor damage on level 2 east side and rooftop center		x		
	E - Seams need caulking on level 2 east side going up and several on the rooftop		x		
	E - Metal plate over south rooftop wall warped and bent (Hadaway)		x		
	E - Perfect circle on rooftop, east side		x		
	E - Concrete damage level 3 rooftop going down on pillar at crossover		x		
	E - Scrape off black paint on fence posts at rooftop west side				x
	E - Pegeon droppings on level 2 at west wall				x
	E - Several rusting pipes need to be sanded and repainted			x	
	W -Clean and sweep courtyard and tree grates				x
	W - Mulch tree bed and trim bushes in courtyard				x
	W - Brick columns at courtyard entrance are in need of repair; increasingly worse		x		
	W - Loose bricks on west side of door			x	
	W - Concrete damage level 2 going down , 7 spaces from booth on east wall		x		
	W - Level 3 nw corner concrete damage @ column in drive area (going up)			x	
	W - Concrete damage level 5 nw column (center area)			x	
	W - Level 3 west wall, 3 Hour Parking signs down 1st & 3rd from door south				x
	W - Level 3 west wall, 3 Hour Parking sign down 5th and 10th from door north				x
	W - Standing water on level 4 west wall going up		x		
	W - ceiling cracks and loose concrete at east and west wall, going up		x		
	W - Damage at level 6 east wall right after ceiling ends, going up		x		
	W - Trim at level 6 at the center stair tower needs to be secured on wall (metal) going up			x	
	W - Center stair tower, level 6 going up has bent trim on door				x
	W - Curb damage at level 6 center stair tower			x	
	W - Concrete damage level 6 south wall			x	
	W - Level 7 rooftop floor repairs and caulk needed throughout		x		
	W - Brick wall punched in at level 7 east wall going down (Ram to fix this)		x		
	W - Damage to black rail on level 7 ne corner going down		x		
	W - Caulk needed on level 7 ne corner		x		
	W - Caulk repair on level 7 north		x		
	W - level 7 se wall curb damage		x		
	W - Concrete damage in two areas on level 6W going down			x	
	W - Center drive ceiling damage on level 6 going down		x		
	W - Level 5 going down, south end crack in concrete where major repair was done			x	
	W - Secure fence on level 5 going down on south wall			x	
	W - Red Caution/Walkway sign needed level 5 going down				x
	W - Concrete damage level 5W down at center crossover			x	
	W - Rust on beams of crosswalk to Ramp 3			x	
	W - Concrete damage level 2 going down at the nw corner, previously repaired @ crossover			x	
	W - Level 2 going down, add flashing/curb and caulk at railing to stop leak in office space			x	
	W - Clean gravel area between east and west side				x
	W - Clean joint on Ground floor		x		

2016
DUTY TO NOTIFY
SUMMARY

Facility	Description	A/S	S	SM	H
	W - Touch up bright white on wall by the Epic Bistro wood storage unit				x
	W - Clean maintenance room				x
	W - Electrical control box in maintenance room buzzing			x	
	W - Lovell Street exit signs to revenue control equipment do not work				x
	W - Hash off parking space on level 2E by the center stair tower, sticks out into lane	x			
	W - Rusting conduit/pipes all in the level 2 area around center stair tower			x	
	W - Caulk needed at rooftop east (many areas)		x		
	W - Paint the walls in the west stair tower, levels 2, 3, 6				x
W Stair	Straighten grates in both elevator ceiling				x
W Stair	Canopy in west stair tower, level 3 is extremely dirty (not ours)				x
W Stair	Level 2 in front of east elevator door has a small knob on the ground, trip hazard		x		
W Stair	Paint walls on several levels where peeling				x
W Stair	Clean window ledges				x
W Stair	Handrail needs painting on ground level and level 2				x
W Stair	Straighten handicap signs on level 6 west going down by stair tower door				x
E Stair	Clean drain out on main level				x
E Stair	Concrete damage on main floor by door to outside			x	
E Stair	Stair tower painting in progress				x
C Stair	Graffiti on level 6 sign and wall				x
C Stair	Level 4 door does not shut all the way				x
C Stair	Crack in step between level 3 and 4			x	
C Stair	Stair tower painting in progress				x
C Stair	Level 3 sign in the center stair tower missing				x
C Stair	New door needed on level 3	x			x
C Stair	Serious water issue on ground floor				
R3	Floor damage in the booth			x	
	Concrete damage outside the Portage St elevator on the corner			x	
	Plant flowers in tree bed & pots on Portage Street				x
	Re-paint all yellow stanchions				x
	Power wash entire ramp (including service court)				x
	Stripe Portage Street entrance area and EV area				x
	Touch up paint on equipment and clean				x
	Drains throughout ramp backup and cause flooding during heavy rains (Portage St)		x		
	Rusted drain pipe on ground level by the office			x	
	Paint handrails at the Portage Street entrance toward office - in progress				x
	Clean under helix				x
	Missing height bar on ground level at helix entrance			x	
	Put up No Smoking signs in the dumpster area				x
	Put a lock on the ground cover for the water turn on/off located in the courtyard			x	
	Sweep, wash, wax (tile) all floors in all rooms				x
	Remove salt spreader from office area hallway and put in storage				x
	Dumpster area in back of ramp is a mess.				x
	Sweep and weed courtyard area				x
	Fence and concrete damage on north side of sidewalk heading to Portage Street			x	
	Clean all floor drains			x	
	Fill hole at exit by the tree bed just in the street area		x		
	Treat helix for warranty validation (2015/2016)		x		
	Some type of salt formations hanging from ceiling in helix			x	
	Small chip in helix wall, south side between level 1 and 2			x	
	Replace small, thin yellow bollard on level 2 just before entering the helix				x
	Two new bollards needed for the top of helix level 4 and 5	x			
	Clean out expansion joints level 4 & 5				x
	Broken conduit, level 4 center, right across from helix		x		
	Missing 3 hour parking sign on level 4 mid-way				x
	Two lights on level 4, south side, have conduit that is sagging			x	

2016
DUTY TO NOTIFY
SUMMARY

Facility	Description	A/S	S	SM	H
	Issue with large vehicles parking in small car space by Portage Street stair tower			x	
	New traffic topping needed on level 4, 5 and 6; some spots are in bad shape		x		
	Loose concrete plugs at all railings on level 2, 4 and 5			x	
	Signs of leaking mid ceiling area, center across from rsvd space #70 level 5			x	
	Clean light fixture on level 5 in front of space 51				x
	Possible joint repair needed on level 5, west side of joint			x	
	Damage to column in helix, level 6			x	
	Concrete damage to wall facing Farmer's Alley on level 6			x	
	Crack in short beam outside the South Street stair tower			x	
	Caulking needed in several places on level 6		x		
	Re-stripe Farmer's Alley & Portage Street stairs with yellow where needed				x
	Exit Sign not working on level 6 outside the Portage Street stair tower	x			
	Look at space next to 19/May need to eliminate	x			
FA	Level 5 walls in Farmer's Alley stair tower is chipping, has salt spots and rust			x	
FA	Level 5 wall in Farmer's Alley stair tower has a crack			x	
FA	Touch up paint on crosswalk to City Centre, some rust				x
FA	Rusting underneath crosswalk to City Centre			x	
FA	Salt buildup on outer wall of stair tower, possibly from draining from crosswalk			x	
FA	Window frames rusting			x	
FA	New door lettering needed at level 3 crosswalk to City Centre				x
SS	Clean windows in South Street stair tower, possible leaking & rusting on throughout			x	
SS	Paint wall by level 2 elevators in South Street stair tower				x
SS	Clean entrance door handles to crosswalk to Ramp #2 on level 4				x
SS	Small hole and crack in the window of the crosswalk to R2 on west side		x		
SS	Several walls in the South Street stair tower needs painting due to graffiti				x
SS	New Bike Parking lettering needed at the South Street stair tower window				x
P	Rusting underneath stairs Level 2		x		
P	Rail next to ramp egress needs painting Level 2 and 3		x		
P	Crack in steps in all the Portage St. stairs		x		
R4	Standing water problem in Rose Street stair tower, level 3		x		
	Clean grates around trees on Eleanor				x
	Equipment rusted and peeling in gated area			x	
	Clean gated area				x
	Concrete damage / trip hazard west Eleanor Street sidewalk	x			
	Concrete damage / trip hazard west Eleanor Street entrance	x			
	Sensar glue needs to be removed at Kalamazoo Ave entrance				x
	Replace broken bricks in sidewalk on Rose St.		x		
	Turn bench around on Rose Street				x
	Rusting pipes level 2 and 3 west			x	
	Cracks at walkway and drive off Kalamazoo Ave.- lrg piece falling off			x	x
	New signs needed in sign holders				x
	Clean window ledges around Supervisor office				x
	Paint courtesy sign at entrance				x
	Paint all handrails in ramp - rusting is bad			x	
	Paint outside Supervisor's office				x
	Eleanor Street handrail concrete damage			x	
	Crack in brick along Supervisor's Office above storage room			x	
	Graffiti 3W ceiling in center				x
	Both signs at exit not working			x	
	West and Center overhead signs at entrance on Eleanor not working			x	
	Clean out joint at Kalamazoo Ave entrance area		x		
	Joint repair needed at the Kalamazoo Ave entrance area				
	Touch up paint on all the yellow pylons				x
	Crack in column at level 2 around the elevator			x	
	Clean all garbage cans				x

2016
DUTY TO NOTIFY
SUMMARY

Facility	Description	A/S	S	SM	H
	Check ramp for all bird's nests and remove when appropriate				x
	Wash banners at both entrances				x
	Leak at column by the elevator on level 2 and 3 west side			x	
	Clean all access control equipment. Spot paint where needed				x
	Paint all curbing				x
	Power wash the entire ramp				x
	Clean and straighten grates under canopy on Rose and Eleanor as needed				x
	Stripe Center lane of entire ramp	x			
	Clean grates at the Kalamazoo St entrance				x
	Paint the walls white where signs have been changed or taken down				x
	Brick pillar at Kalamazoo Ave. needs recaulked		x		
	Leaking marks down wall in reserved area North Wall			x	
	Doorjam and area going into stair area off Rose St rusting & loose / north door slams		x		
	Caulking needed at the Rose Street stair tower entrance		x		
	Paint where various signs have been removed				x
	Panel on Rose St. Level 2 and 3's stairwell has rusted away from the wall		x		x
	Wash all window ledges in both stair towers				x
	Wash down map sign at the Eleanor Street entrance				x
	Severe rusting on drain pipe 3W			x	
	Bright white paint peeling from drain pipe, L2E				x
	Wash hand rails in all stair towers				x
	Sweep under all stair towers				x
	Touch up paint on yellow protection brackets at turns				x
	Crack in column on end post L3, west side		x		
	Missing cap center on rooftop level				x
	Rusting handrails in both stair towers. Level 2 and 3 are really bad		x		
	Hole above reserved spot 77				x
	Sidewalk repair needed on Rose Street				x
	Sidewalk repair needed on Eleanor Street and back alleyway				x
	Remove old "lot full" signs				x
	Insulation falling in various areas throughout ramp				x
	Repairs needed at brick diamonds on sidewalk at Rose (6), Eleanor (16), alley (1)			x	
	Concrete damage at the Kalamazoo Street entrance (city property)		x		
	Moisture problems in back entrance			x	
	Rusting around the doors on rooftop, east side		x		
	Several gouges in concrete - level 3 east side rounding down to level 2			x	
	Several gouges in concrete - level 2 east side rounding down to level 1			x	
	rooftop level in the middle has several areas of concrete breaking away		x		
	Paint lampost on rooftop				x
	Concrete damage on rooftop, center wall		x		
	Panel on stair tower middle rooftop is rusted and bowing out		x		
	Rooftop, East side, top ledge mortar gone		x		
	Area outside of East stair tower, rooftop, needs repairing		x		
	Concrete damage in east area floor surface (approx. 20 + spots)		x		
	Concrete damage in middle area floor surface (approx. 15 spots)		x		
	Concrete damage in west area floor surface (approx. 4 spots)		x		
	Concrete cracking on pillar at Rose St. going up from ground floor, North side		x		
	In East stair tower, weld has broken away on Level 2 and 3		x		
	Need to recaulk West side on rooftop & failure on east side wall (2 spots)		x		
	Metal strip at 3W stair tower needs to be better secured		x		
	End pillar at 3W, cracks around the pillar all the way up. Some could be just paint			x	
	Chunk gone from wall by level 5 stair tower			x	
	Fence repair needed at level 5 stair tower				x
	Standing water in elevator area, rooftop. Missing weather striping		x		
	Floor concrete damage at rooftop elevator doors		x		

**2016
DUTY TO NOTIFY
SUMMARY**

Facility	Description	A/S	S	SM	H
	Metal plate broke at end (minor) at rooftop elevator door entrance			x	
	Fence area inside level 5 stair tower to keep people out	x			
	Entire level 5 stair tower badly rusted		x		
	Long groove in floor of rooftop, center area			x	
	Caulk entire area on east side rooftop, along the south wall (leaked below during winter)		x		
	Crack in 2nd step from top in the west stair tower		x		
	Replace dead tree on Eleanor near Rose St.				x
	Total for Ramps	10	65	65	108

2015
DUTY TO NOTIFY
SUMMARY

C = Complete
I = In Progress
O = Open
W = Walker
Structural
Steve Review

Facility	Description	C	I	O	W
Lots:					
1	South street curb lawn needs repairing	x			
	Edwards street curb lawn damage	x			
	Entrance curb lawn needs repaired	x			
	Sidewalk along Bates Alley needs repairing			x	
	Curbing along Bates Alley needs repairing			x	
	Re-paint all stanchions and light post bases	x			
	Re-paint the yellow curbing	x			
	Sweep out debris from around and under the wheel stops	x			
	Crack fill entire lot and possibly Seal Coat	x			
	Sweep and clean entire lot	x			
	Replace wheel stops (two)	x			
	Straighten and move wheel stops as needed	x			
	Stripe entrance and arrows, ADA symbols. Black out old lines coming through.	x			
	Paint revenue controll equipment	x			
	Electrical box on concrete at the exit is unsecured	x			
	Paint white posts and bollards yellow	x			
	Weed and mulch all bedding	x			
	Prune trees	x			
	Fence at west end of the lot needs repairing (not our property)			x	
2	The lot needs to be milled, resurfaced and striped			x	
	Major repairs needed throughout, several deep pot holes	x			
	Curb lawn need repairing at Lovell St. (Property Solutions)	x			
	Graffiti on two electrical boxes on Cooley side in grass area	x			
	Sidewalk repairs at the Cedar Street entrance (farthest west)			x	
	Re-do all handicap spaces	x			
	Drain at Cedar Street entrance is sinking down			x	
	Straighten monthly signs in sw area of lot	x			
	Fix two monthly signs in the sw side of lot by the back of the church	x			
	Stripe north side of lot	x			
	Reinstall #21 sign and post	x			
	Remove Rave envelope box post	x			
	Need new honor box sign	x			
	Two large perfectly round holes in lot - fill with asphalt (intentional)	x			
	Tighten/replace bolts on sign at Cedar Street entrance	x			
	Clean up dead branches on ground	x			
	One new wheel stops needed	x			
	Sweep lot where needed (around wheelstops also)	x			
5	Plant bushes in tree beds where needed - take from R3 Courtyard	x			
	Crack fill needed	x			
	Sweep sticks and debris along fence line and sidewalk	x			
	Weed and mulch	x			
	Clear branches and debris from flower beds	x			
	Paint bases on signs	x			
	Sweep and clean drain in the nw corner of lot	x			
	Repair seam in pavement down the center at the north end - this has gotten bad	x			
	Two wheel stops need to be replaced	x			
	Repair/remove fence in old dumpster area			x	
	Clean entrance signs (powerwash)			x	
6	Two decorative sleeves need to be aligned	x			
9	Crack fill needed - mostly on the monthly side ne end	x			
	Re-paint the yellow/black bases to the light posts - only what's already been painted	x			
	Plant flowers in tree beds and planters	x			
	Power wash dumpster area	x			
	Water Street curb lawn damage (Hadaway)	x			
	Sweep around and under all wheel stops and throughout lot	x			
	Edwards street curb lawn damage (Hadaway)	x			
	Concrete damage at tree bed on the daily side (Hadaway)	x			
	Water Street exit lane post & concrete in need of repair	x			
	Weed and mulch all bedding	x			
	Dumpster enclosure walls (2) have been pushed out and are in need of repair	x			
	Prune trees	x			
13	Sweep lot where needed (around wheelstops also)	x			

2015
DUTY TO NOTIFY
SUMMARY

C = Complete
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Structural
Steve Review

Facility	Description	C	I	O	W
Lots:					
	Space numbers need to be repainted on pavement	x			
	Pavement repair needed	x			
	Straighten wheel stops	x			
IC	Lamp post cover missing at south end of lot		x		
	Touch up paint on honor box at Rose Street entrance	x			
17	Straighten and sweep around wheelstops	x			
	Remove dead tree on Cooley at the corner by Water Street - Not Dead	x			
	Sweep and clean lot	x			
Ace	Stripe lot - Ace did 18 in error instead of 17		x		
	Curb lawn damage on Cooley (Property Solutions)	x			
	Clean along back fence line by creek	x			
18	Crack fill needed	x			
	Sidewalk repairs needed along Water Street			x	
	Sweep the lot	x			
	Trim tree at Water Street Entrance	x			
	Concrete crumbling at entrance on Water Street - This is really bad! Stewart & Clark Semi			x	
	Check on possible dead tree on Cooley at the corner by Water Street - Not Dead	x			
19	Repair Guard Rail	x			
	Two new wheel stop needed	x			
	Meter head needs replacing	x			
	Stripe lot	x			
	Sweep lot where needed	x			
	Straighten wheel stops	x			
	Pot holes in asphalts needs repairing	x			
20	Sweep and clean lot	x			
	Back drain needs asphalt fill	x			
	Curb repair needed at the entrance	x			
	Several dips in lot need repairing	x			
30	Post and chain repair/replace through lot	x			
	Bent posts need to be straightened and/or replaced	x			
	Prune trees	x			
	Sweep sidewalks surrounding lot	x			
Ramps:					
R2	Repaint all curbing	x			
	Lawn damage due to salt around ramp (Hadaway) and last Fall's construction projects	x			
	Curb lawn damage South Street, Lovell, and Henrietta Street	x			
	Clean and repaint yellow pylons	x			
	Clean and/or paint all equipment and booths	x			
	Clean out barrier wall behind the generator and air condition unit at the South St entrance	x			
	Wash Map sign	x			
	Power wash entire ramp	x			
	Several birds' nests need to be removed	x			
	Plant more Day Lillies in the South St entrance bedding	x			
	Wash all trash cans	x			
	Concrete damage on South St at the street just across from Farmer's Alley	x			
	Concrete damage at South St entrance flower bed			x	
	Touch up paint on light at South St entrance	x			
	Replace South St clearance bar (west)	x			
	South St entrance equipment rusted (not ours)			x	
	Fence bent and needs securing at the South St entrance, east side	x			
	Scrape loose paint from ceiling all along level 2 as you enter from South St.	x			
	Bent Do Not Enter sign at level 3 crossover mid way up	x			
	Do Not Enter sign needed level 3W going up	x			
	Level 3 nw corner concrete damage @ column in drive area (going up)				x
	Concrete damage level 5 nw column (center area)				x
	Corroded electric box on level 4/5W (up) and 3W (down)	x			
	Several rusting pipes need to be sanded and repainted				x
	Remove Early Bird booth	x			
	Wires hanging from light right by the Early Bird booth	x			
	Trim at level 6 at the center stair tower needs to be caulked	x			
	Down spout @ level 6 center stair tower needs replacing or repairing	x			

2015
DUTY TO NOTIFY
SUMMARY

C = Complete
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Structural
Steve Review

Facility	Description	C	I	O	W
Lots:	Curb damage at level 6 center stair tower				X
	Stairs sign needed at center stairs level 6 going up	X			
	Concrete damage level 6 south wall				X
	Brick wall punched in at level 7 east wall going down (Ram to fix this)				X
	Damage to black rail on level 7 ne corner going down				X
	Caulk needed on level 7 ne corner				X
	Caulk repair on level 7 north				X
	Concrete damage in two areas on level 6W going down				X
	Level 5 going down, south end crack in concrete where major repair was done				X
	Level 5 weather stripping on center stair tower door coming off	X			
	Level 3 east wall missing No Parking sign (going down)	X			
	Red Caution/Walkway sign needed level 5 going down		X		
	Concrete damage level 5W across from center stair tower at nw corner				X
	Level 3 east wall missing No Parking sign (going down)	X			
	Concrete cracking on level 3 going down by the crosswalk				X
	Rust on beams of crosswalk to Ramp 3				X
	Concrete damage level 2 going down at the nw corner				X
	Clean gravel area between east and west side	X			
Paint	Touch up bright white on wall by the Epic Bistro wood storage unit			X	
	Clean maintenance room	X			
	Lovell Street exit signs to revenue control equipment do not work				X
	Replace Parking banners				X
	Touch up paint on bike rack at Lovell St entrance	X			
	Clean all drains on east side	X			
	Possible joint repair needed at the Lovell St entrance				X
	Clean all joints	X			
	Hole in ground at the South St exit that needs filling in. West side of drive	X			
	Not all Exit signs are lit and should be lit at all times - inventory these	X			
	Hole in ceiling on level 2 just south of the booth (east ramp, going up)				X
	Concrete damage to floor on level 2E going up; several				X
	Caulk hanging on level 2 south wall	X			
Ace	Hash off parking space on level 2E by the center stair tower; sticks out into lane			X	
	Rusting conduit/pipes all in the level 2 area around center stair tower				X
	Broken electrical box at the level 2 center stair tower/rust	X			
	Concrete damage on floor at level 3 by crosswalk (going up)				X
	Caulk needed at rooftop east (many areas)				X
	Electric box needs replacing on rooftop east (Hadaway)	X			
	Broken down spout at east stair tower, level 3	X			
	Out/Park sign scratched 3E at crosswalk to Ramp 3	X			
	Stair/Elevator sign needs replacing at the east stair tower, level 3	X			
	East set of elevator doors need upgrading on the closure			X	
	Concrete floor damage, several spots level 3E going down on west side (this is bad)				X
CL	Replace grate at the South St entrance to the reserved area			X	
	Shred older files in storage area			X	
	Remove wooden pallets from reserved area	X			
	Need to dispose of old booths in reserved area			X	
	Clean and sweep courtyard and tree grates	X			
	Mulch tree bed and trim bushes	X			
	Brick columns at courtyard entrance are in need of repair; increasingly worse				X
	Graffiti on columns at courtyard entrance did not completely come off	X			
	Loose bricks on west side of door - Courtyard		X		
	Courtyard door slams shut (east door) (West)	X			
Paint	Paint the walls in the west stair tower, levels 2, 3, 6 (West)		X		
	West stair tower missing signs on level 2, 4, 6, 7 (West)	X			
	Canopy in west stair tower, level 3 is extremely dirty (not ours) (West)	X			
	Level 2 door missing handle and not closing all the way (West)	X			
	Level 2 in front of east elevator door has a small knob on the ground, trip hazard (West)				X
	Stair tower doors do not close all the way on levels 2, 3, 5 and 6 (West)	X			
	Sticker on door at level 7 (West)	X			
	Clean window ledges (West)	X			
	Graffiti on wall at level 3 west wall way at the top (West)	X			
Paint	Handrail needs painting on ground level and level 2 (West)		X		

2015
DUTY TO NOTIFY
SUMMARY

C = Complete
I = In Progress
O = Open
W = Walker
Structural
Steve Review

Facility	Description	C	I	O	W
Lots:	Skirting on the bottom of doorr, level 3 is dragging. Door does not shut (East)	x			
Paint	Paint in east stair tower, level 3 and over level 2 door (East)		x		
	Level 3 sign in the center stair tower missing (Center)	x			
	Level 2 west door in the center stair tower does not close all the way (Center)	x			
	Level 3 East, replace door (Center)				x
Paint	Level 2 and Level 3, doors need painting (East)		x		
Paint	Paint walls on Level 2, going up to 3 (East)		x		
	Clean window ledges and bird droppings in stairwell (Center)	x			
Paint	Wall needs painting on level 5 and level 1 (Center)		x		
Paint	Wall needs painting on Level 2 around door (East)		x		
R3	Paint Map post at Portage Street entrance	x			
	Concrete damage outside the Portage St elevator on the corner				x
	Plant flowers in tree bed & pots on Portage Street	x			
	Clean the outside of cashier booth walls	x			
	Re-paint all yellow stanchions	x			
	Power wash entire ramp (including service court)	x			
	Stripe Portage Street entrance area and EV area, Lvl 4 and helix	x			
	Touch up paint on equipment and clean	x			
	Wash sandwich board and replace sign	x			
	Caps missing to overhead bars at entrance to ramp and helix (2 - 3)	x			
Paint	Paint handrails at the Portage Street entrance toward office		x		
	Clean under helix	x			
	Clean out office, removing any unused equipment and placing in storage	x			
	Clean bathroom thoroughly	x			
	Wash down all doors in office/break room area	x			
	Sweep, wash, wax (tile) all floors in all rooms	x			
	Remove salt from office area hallway and put in storage	x			
	Dumpster area in back of ramp is a mess. Contact users to clean up	x			
	Remove smoking area bench, can and all in the dumpster area	x			
	Sweep, weed and mulch courtyard area	x			
	Bushes need to be replaced in courtyard (3 tall)	x			
	Fence and concrete damage on north side of sidewalk heading to Portage Street			x	
	Clean all floor drains	x			
	Clean out & secure green outlet cover in nw corner of courtyard, in bedding	x			
	Some type of salt formations hanging from ceiling in helix				x
	Replace sign #00	x			
	Exit sign not lit at the Farmer's Alley stair tower, level 3	x			
Concrete	Two new bollards needed for the top of helix level 4 and 5			x	
	Clean out expansion joints level 4 & 5	x			
	Broken conduit, level 4 center, right across from helix				x
	Loose railing on level 4, Farmer's Alley side mid way				x
	Two lights on level 4, south side, have conduit that is sagging				x
	Rsvd space #43 has added a sign "porsche parking only" MCW	x			
	New traffic topping needed on level 4 and 6				x
	Loose concrete plugs at all railings on level 4 and 5				x
	Add height bar at the level 5 entrance to the helix	x			
	Clean light fixture on level 5 in front of space 51	x			
	Damage to column in helix, level 6				x
	Concrete damage to wall facing Farmer's Alley on level 6, caulk needed in one spot				x
	Possible joint repair needed on level 5, west side of joint				x
	Remove graffiti South St level 6 stair tower in and out need to sandblast			x	
	Replace exit sign at South Street stair tower, level 6	x			
	Caulking needs on level 6 near the Portage Street stair tower				x
	Re-stripe Farmer's Alley & Portage Street stairs with yellow where needed	x			
	Level 5 walls in Farmer's Alley stair tower is chipping, has salt spots and rust				x
	Level 5 wall in Farmer's Alley stair tower has a crack				x
Paint	Touch up paint on crosswalk to City Centre, some rust		x		
	Rusting underneath crosswalk to City Centre				x
	Graffiti on railing on ground floor right outside of Farmer's Alley stair tower	x			
	Graffiti on ground floor of South Street stair tower, inside right above bike rack	x			
	Clean windows in South Street stair tower	x			
	Possible leaking & rusting on throughout South Street stair tower windows				x

2015
DUTY TO NOTIFY
SUMMARY

C = Complete
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Structural
Steve Review

Facility	Description	C	I	O	W
Paint	Paint wall by level 2 elevators in South Street stair tower		x		
	Clean posts and railings in crosswalk to Ramp #2 on level 4	x			
	Crosswalk to ramp 2, sw door hits metal floor plate and sticks	x			
	Several walls in the South Street stair tower needs painting due to graffiti	x			
	One electrical box in tree bed on South Street needs to be repaired	x			
	Cover missing on decorative light post at South Street elevator	x			
	Crack in steps in all the Portage St stairs				x
	Wash (power?) and paint wall on main floor at the Portage Street elevators	x			
R4	Standing water problem in Rose Street stair tower, level 3				x
	Clean grates around trees on Eleanor	x			
	Replace broken bricks in sidewalk on Rose St.				x
	Replace several signs throughout ramp	x			
Paint	Rusting around the doors on rooftop			x	
	Several gouges in concrete - level 3 east side rounding down to level 2				x
	Several gouges in concrete - level 2 east side rounding down to level 1				x
	Metal plate rooftop level West side needs resealing	x			
	Rusting pipes level 2 and 3 west				x
	Straighten and clean all signs	x			
	Cracks at walkway and drive off Kalamazoo Ave.				x
	Touch up paint on all the yellow pylons	x			
	Crack in column at level 2 around the elevator				x
	Clean all garbage cans	x			
	Check ramp for all bird's nests and remove when appropriate	x			
	Wash banners at both entrances	x			
	Leak at column by the elevator on level 2 and 3 west side				x
	Clean all access control equipment. Spot paint where needed	x			
	Paint all curbing	x			
	Power wash the entire ramp	x			
	Brick pillar at Kalamazoo Ave. needs recaulked				x
Paint	Paint where various signs have been removed		x		
	Panel on Rose St. Level 2 and 3's stairwell has rusted away from the wall				x
	Wash all window ledges in both stair towers	x			
	Wash down map sign at the Eleanor Street entrance	x			
	Severe rusting on drain pipe 3W				x
Paint	Bright white paint peeling from drain pipe, L2E		x		
	Wash hand rails in all stair towers	x			
	Sweep under all stair towers	x			
	Repaint all yellow protection brackets at turns	x			
	Crack in column on end post L3, west side				x
	Missing cap center on rooftop level				x
	Rusting handrails in both stair towers. Level 2 and 3 are really bad				x
	Hole above reserved spot 77 has been stuffed with something/remove	x			
	Sidewalk repair needed on Rose Street				x
	Sidewalk repair needed on Eleanor Street and back alleyway				x
	Remove old "lot full" signs			x	
	Electrical box Level 3, west side needs replacing	x			
	Insulation falling in various areas throughout ramp	x			
	Replace level signs in Rose Street stair tower, levels 2, 3 and 4	x			
	Repairs needed at brick diamonds on sidewalk at Rose (6), Eleanor (8), alley (1)				x
	Concrete damage at the Kalamazoo Street entrance (city property) -we fix every year	x			
	Moisture problems in back entrance				x
	Rooftop level in the middle has several areas of concrete breaking away				x
	Paint lamppost on rooftop	x			
	Concrete damage on rooftop, center wall				x
	"Stair" and "Elevator" signs need new letters	x			
	Panel on stair tower middle rooftop is rusted and bowing out				x
	Rooftop, East side, top ledge mortar gone				x
	Area outside of East stair tower, rooftop, needs repairing				x
	Concrete damage in middle area, rooftop, looking up				x
	Exit signs out on Level 3 and 5, East side	x			
	Leaking marks down wall in reserved area North Wall				x
	Doorjam and area going into stair area off Rose St rusting				x

2015
DUTY TO NOTIFY
SUMMARY

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Structural
Steve Review

Facility	Description	C	I	O	W
Lots:					
	Concrete cracking on pillar at Rose St. going up from ground floor, North side				x
	In East stair tower, weld has broken away on Level 2 and 3				x
	Clean window ledges around Supervisor office	x			
	Paint booths	x			
	Paint green poles at Eleanor entrance yellow	x			
	Paint courtesy sign at entrance	x			
L & B	Both signs at exit not working			x	
L & B	All 3 overhead signs at entrance on Eleanor not working			x	
	Electrical plate missing at exit on Eleanor St.	x			
	Clean grates under canopy on Rose and Eleanor	x			
	One treebed needs new railroad tie	x			
	Handicapped spaces could be restriped	x			
	Need to recaulk West side on rooftop				x
	Stripe Center lane of entire ramp	x			
	Clean grates at the Kalamazoo St entrance	x			
		210	16	25	72

**WINTER ACTION PLAN
KALAMAZOO, MI
2016/2017**

Snow Plow Contract

We will be initiating a contract with Hadaway Facility Maintenance and Property Solutions where they will be splitting our facilities. All information has been sent to Mark Nordin.

Ice Melt

Hadaway Facility Maintenance and Property Solutions are both providing all ice melting agents as stated in their contract. Hadaway Facility Maintenance will keep our on site storage unit well stocked for our maintenance staff. Currently, we have 1 skid of ice melt in our onsite storage unit.

Miscellaneous

1. Snow Plow Procedures: Hadaway Facility Maintenance and Property Solutions will monitor the weather conditions. Anything less than 1 inch, they will salt only. Anything more than 1 inch, they will plow and salt. Our Second Shift Supervisor will stay in constant contact with the Hadaway and Property Solutions' crew as well.
2. Proper handling of ice melt: See attached
3. Equipment:
 - a. Review the condition of all equipment and replace or repair.
 - Trucks – Maintained daily.
 - Plows – Will install plow on the truck in early November. The tractor plow and brush are in good working condition.
 - Salt Spreaders – We have 4 in good working condition.
 - Snow Blower – In good working condition.
4. Emergency procedures and phone numbers: See attached
5. Weather reports: The front counter personnel prints the weather reports daily and maintains a file on them. The 2nd Shift Supervisor also receives a copy of the weather report for coordinating with snow plow vendor.
6. Uniforms: All employees will be provided proper winter uniforms by November 4, 2016.
7. Water Pipes: The water pipes are scheduled to be drained and blown dry at the beginning of October by C.L. Mahoney.
8. Heaters: All heaters are in working order.

Special Instructions
2016 / 2017

Lot 1 (Okuns)

- ✓ Do not push snow up against the building in the southwest corner of the lot.
- ✓ Keep all three sidewalks clear (South Street, Edwards and Bates Alley).
- ✓ Keep all drive areas clear in lot.
- ✓ Snow and ice removal should take place seven days per week as needed.
- ✓ No snow to be pushed south on public walks.

Lot 2 (Public Safety)

- ✓ Clear sidewalk in the northwest portion of the lot along side the church.
- ✓ Clear sidewalk along Rose and Cedar streets.
- ✓ Do not push snow up against the fence by the church.
- ✓ Snow and ice removal should take place seven days per week as needed.

Lot 5 (Howard's)

- ✓ Clear sidewalk along buildings on the east side of the lot and on the north west end of the lot
- ✓ Snow and ice removal should take place seven days per week as needed.

Lot 9 (Water Street)

- ✓ Clear sidewalk along Edwards and Water streets
- ✓ Snow and ice removal should take place seven days per week as needed.

Lot 13 (Library)

- ✓ Due to such a small lot, watch for excessive snow and move to Cooley Street when necessary.
- ✓ Snow and ice removal should take place seven days per week as needed.
- ✓ Place snow in SE corner.

Lot 17 (Cooley & Water)

- ✓ Clear sidewalk along Water and Cooley streets.
- ✓ No snow and ice removal needed on Sunday only.

Lot 18 (Cooley Street)

- ✓ Clear sidewalk along Water and Cooley streets.
- ✓ Clear sidewalk along Westnedge all the way to the creek.
- ✓ No snow and ice removal needed on Sunday only.

Lot 19 (Blue Dolphin)

- ✓ Clear sidewalk along Burdick and Cedar streets.
- ✓ No snow and ice removal needed on Sunday only.

Lot 20 (AT&T Lot)

- ✓ No snow and ice removal needed on Sunday only.
- ✓ Clear sidewalk on Rose Street.

Lot 30 (Cole Gilmore Lot)

- ✓ No snow and ice removal needed on Sunday only.
- ✓ Clear sidewalks surrounding entire lot on all four sides.

Ramp 2 (Epic Center)

- ✓ This is a highly used ramp, try to keep every space open for parking
- ✓ **Use extra care on the traffic topping located on level 3 east at the crosswalk**
- ✓ **Do not push snow against the north wall on level 6 west**
- ✓ **Do not push snow against the north wall on level 3 east**
- ✓ Clear snow away from all stair tower entrances and salt
- ✓ Clear snow and salt at the crosswalk to the Kalamazoo Mall Ramp on level 3 west
- ✓ Clear and salt pedestrian entrances on South and Lovell streets
- ✓ Clear sidewalk along South, Henrietta and Lovell streets
- ✓ Snow and ice removal should take place seven days per week as needed.

Ramp 3 (Kalamazoo Mall)

- ✓ Do not pile snow on the traffic topping located by the Portage Street stair tower.
- ✓ Do not pile snow along the edges of the helix (5th & 6th floor), this must be removed from the helix.
- ✓ The helix must be kept clear of snow and ice at all times.
- ✓ **The crosswalks to the City Centre must be kept clear of snow and ice at all times, level 3 Farmer's Alley stair tower.**
- ✓ We are responsible for the garden area located outside the ramp on Farmer's Alley. Need to use less salt in this area, there was a lot of damage to plants and grass in 2012/2013.
- ✓ Snow and ice removal should take place seven days per week as needed.

Ramp 4 (Arcadia)

- ✓ Clear sidewalk along Eleanor, Rose and Kalamazoo Ave.
- ✓ Snow and ice removal should take place seven days per week as needed.

ALL SPRING REPAIRS MUST BE COMPLETED AS OUTLINED IN THE CONTRACT (by the end of May) OR DEPOSIT WILL NOT BE RETURNED.

**EMERGENCY CALL LIST – KALAMAZOO
(Confidential)**

H=Home / C=Cell / P=Pager / O=Office / A=Alternate

=====

LESLIE HOFFMANN	SYSTEM MANAGER	C – 269-720-3390 O – 269-342-6383 A – 269-207-2359
SONJA VANDERVEEN	FACILITY OPERATIONS MGR	C – 269-250-0384 O – 269-342-6383 A – 269-873-1391
LISA RINEHART	OFFICE MANAGER	C – 269-929-8202 O – 269-342-6383
KRIS DIXON	2 ND SHIFT SUPERVISOR	C – 269-425-2048 O – 269-342-6383

CLIENT

STEVE DEISLER	DOWNTOWN KALAMAZOO, INC.	H – 269-372-2410 C – 269-377-8535 O – 269-344-0795
PATRICK HALPIN	DOWNTOWN KALAMAZOO, INC	C – 269-491-1745 O – 269-344-0795
JIM RITSEMA	CITY MANAGER	O – 269-337-8047



HADAWAY
FACILITY MAINTENANCE

CENTRAL CITY PARKING SNOW
PLOWING CALL LIST

Lots 1, 6, 9, 30 and Ramps 2, 3, and 4

- | | |
|--------------------------|----------------------------|
| 1. DOUG HADAWAY | CELL (269) 207-1364 |
| 2. MIKE SANDERS | CELL (269) 685-7323 |
| 3. HADAWAY OFFICE | (269) 375-7522 |

3303 Mindi Ln. Kalamazoo, MI 49001
(269)375-7522 (269)375-4792 FAX

PROPERTY SOLUTIONS CALL LIST – 2016/2017

Lots 2, 5, 13, 17, 18, 19, and 20

Rich Fargo – Owner	269-760-9973
Craig Fargo – General Manager	269-270-7101
Mike Oisten – Supervisor	269-806-0599
Brandy Moran – Office Manager	269-998-2887

Kissner Salts & Chemicals

M.S.D.S.

ROBO-MELT Ice Melter

SECTION 1: PRODUCT INFORMATION

T.D.G. Classification	Not regulated
UN Number	Not applicable
Packing Group	Not applicable
Product Name	Robo-Melt Ice Melter
WHIMIS Classification	Not applicable
Chemical Formula	not applicable
Chemical Family	Not regulated
Product Use	Ice melting
CAS #	Not applicable
Supplier	Kissner Salts & Chemicals
.....	32 Cherry Blossom Rd Cambridge, On N3H 4R7 (519) 650-9998
Available Packaging	50lb bag

SECTION 2: HAZARDOUS INGREDIENTS

Hazardous Ingredients	No hazardous substances present in reportable amounts
Percentage	Not applicable
LD/50, Route, Specie	Not applicable
LC/50, Route, Specie	Not applicable

SECTION 3: PHYSICAL DATA

Physical State	Solid
Appearance & Odour	Green Pellets/Granules
Vapour Pressure (mm Hg at 20°C)	Not applicable
Vapour Density (Air = 1.0)	Not applicable
Bulk Density	Not applicable
Solubility in Water	Water Soluble
Specific Gravity (gm/cc, Water = 1.0)	Not applicable
% Volatile by Volume	Non volatile
Boiling Range (Deg. Celsius)	Not applicable
Melting/Freezing Point (Deg. Celsius)	-5°F
Coefficient of Water/Oil Distribution	Not applicable
pH	10 (1% solution @ 20 degrees C)

SECTION 4: FIRE AND EXPLOSION DATA

Flash Point	Not applicable
Autoignition Temperature (Deg., Celsius)	Not auto-ignitable
Flammability Limits in Air (%) LEL	Product is non-flammable. Not considered a fire hazard
Flammability Limits in Air (%) UEL	Not applicable
Fire Extinguishing Media	Not applicable
Fire Fighting Procedures	Not applicable
Other Fire or Explosion Hazards	Not applicable
Sensitivity to Mechanical Impact	Not sensitive
Rate of Burning	Not applicable
Explosive Power	None
Sensitivity to Static Discharge	None
Hazardous Combustion products	None

SECTION 5: REACTIVITY DATA

Chemical Stability	
Under Normal Conditions	Stable under normal conditions
Under Fire Conditions	Not applicable
Hazardous Polymerization	Will not occur
Conditions to Avoid	None
Materials to Avoid	strong oxidizers
Hazardous Decomposition	hydrogen chloride

SECTION 6: TOXICOLOGICAL PROPERTIES

Route of entry into the body	Eye, skin, inhalation and ingestion.
Effects of acute exposure to product	Eye: can cause mild to moderate temporary infection

Kissner Salts & Chemicals

M.S.D.S.

ROBO-MELT Ice Melter

.....	Skin: contact with abraded skin may cause mild irritation or rash
.....	Inhalation of dust: may cause nose throat and respiratory tract irritation and coughing
Effects of chronic exposure to product.....	Not known at this time
Exposure limits.....	Not applicable
Irritancy of product.....	None hazardous by WHIMIS criteria
Sensitization of product.....	Not available
Carcinogenicity of product.....	None hazardous by WHIMIS criteria
Reproductive toxicity.....	Not available
Teratogenicity.....	Not available
Mutagenicity.....	Insufficient data available
Synergistic effects.....	Not available

SECTION 7: PREVENTIVE MEASURES

Specific Engineering controls required	Local exhaust for dust
Procedures to be followed in case of spill/leak	Small spills: May be flushed away with water or sweep up. Large spills: Sweep or scoop up for reuse or disposal.
Waste Disposal.....	Small spills: May be sewerred. Large spills: Should be disposed of in landfill according to regulations.
Protective Equipment to be used	While this product is considered non-hazardous, good industrial practice suggests the use of proper eye protection and the use of gloves.
Storage Needs.....	Store away from strong oxidizing agents.
Handling procedures and equipment.....	Store in dry area. Keep container closed.
Special shipping information.....	Not applicable

SECTION 8: FIRST AID MEASURES

EYE CONTACT:	Flush eyes with flowing water. If irritation or redness are severe or persist, consult physician.
SKIN CONTACT	Flush skin with running water.
INGESTION	Drink liquids to dilute and consult physician.
INHALATION	Move victim to fresh air.

SECTION 9: PREPARATION INFORMATION

Prepared by.....	J. Browes
Emergency Phone No.....	(613) 996-6666 (Canutec)
Date	August 2009

The information is, to the best of our knowledge and belief, accurate and reliable as of the date compiled. However, no representation, warranty or guarantee is made to its accuracy, reliability or completeness. It is the user's responsibility to review this information, satisfy themselves as to its suitability and completeness and pass on the information to its employees or customers. Kissner Salt & Chemicals does not accept responsibility for any loss or damage, which may occur from the use of this information.

PROPERTY SOLUTIONS

Central City parking snow removal bid sheet 2016-2017

<i>Lot 1</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW 0-4	SW 4-8
		150	110	125	135	155	35	45
<i>Lot 2</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		150	130	145	155	165	45	55
<i>Lot 5</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		65	95	100	105	115	30	incl.
<i>Lot 9</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		185	185	195	225	250	40	50
<i>Lot 13</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		35	30	40	50	60	25	30
<i>Lot 17</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		30	35	40	45	55	25	incl.
<i>Lot 18</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		40	35	49	55	65	45	incl.
<i>Lot 19</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		35	37	42	45	55	25	incl.
<i>Lot 20</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		35	49	58	65	75	25	incl.
<i>Lot 30</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		165	150	150	160	170	45	55
<i>Ramp 2</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		225	225	235	245	255	125	135
<i>Ramp 3</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		190	185	225	235	245	125	135
<i>Ramp 4</i>		<i>Lot salt</i>	0-4	4-8	8-12	12+	SW	
		125	140	145	155	165	65	80

Special Equipment Rates

Loader	170 pr hr
Bob cat	75 pr hr
Dump truck	85 pr hr
General man hr labor	\$35

Salt product & cost for SW

Calcium chloride peli-dow
 14.45 per bag
 parking lot salt price is per
 application.



CONTRACT

2500 Millcork Suite B
Kalamazoo MI 49001

DATE	CONTRACT #
9/22/2016	207186

Central City Parking
320 N. Rose St.
Kalamazoo MI 49007

PURCHASE ORDER #	CUSTOMER FAX	TERMS:	ESTIMATED BY:	CUSTOMER PHONE
	269-342-6387	Due on receipt	JDH	269-342-6383
DESCRIPTION			QTY	TOTAL
* Lot 1			1	80.00
Snow Removal Service 0" - 4"			1	112.00
Snow Removal Service 5" - 8"			1	156.00
Snow Removal Service 9" - 12"			1	219.00
Snow Removal Service Over 12"			1	
Sidewalk Snow Removal & Labor to Spread Ice Melter 0"-4"			1	26.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5"-8"			1	37.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9"-12"			1	51.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	72.00
Salting of parking lot			1	190.00
Lot 2			1	160.00
Snow Removal Service 0" - 4"			1	224.00
Snow Removal Service 5" - 8"			1	313.00
Snow Removal Service 9" - 12"			1	439.00
Snow Removal Service Over 12"			1	
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	35.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	49.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"			1	69.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	96.00
Salting parking lot			1	205.00
CONTRACT PERIOD:	2016-2017 Season			

FOR YOUR CONVENIENCE,
WE ACCEPT THE
FOLLOWING CREDIT CARDS:

** An additional fee of the lesser of \$100.00 or 40% of the per occurrence price level, will be charged per plow for services performed on Thanksgiving, Christmas Eve, Christmas Day, New Years Eve and New Years Day. Customers will be called prior to service, for approval.



CONTRACT

2500 Millcork Suite B
Kalamazoo MI 49001

DATE	CONTRACT #
9/22/2016	207186

Central City Parking
320 N. Rose St.
Kalamazoo MI 49007

PURCHASE ORDER #	CUSTOMER FAX	TERMS:	ESTIMATED BY:	CUSTOMER PHONE
	269-342-6387	Due on receipt	JDH	269-342-6383
DESCRIPTION			QTY	TOTAL
* Ramp 2			1	120.00
Snow Removal Service 0" - 4"			1	168.00
Snow Removal Service 5" - 8"			1	235.00
Snow Removal Service 9" - 12"			1	329.00
Snow Removal Service Over 12"				
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	70.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	98.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"			1	137.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	192.00
Salt Parking Lot (Labor Only)			1	70.00
* Ramp 3			1	160.00
Snow Removal Service 0" - 4"			1	224.00
Snow Removal Service 5" - 8"			1	313.00
Snow Removal Service 9" - 12"			1	439.00
Snow Removal Service Over 12"				
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	105.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	147.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"			1	205.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	288.00
Salt Parking Lot (Labor Only)			1	70.00

CONTRACT PERIOD:	2016-2017 Season
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FOR YOUR CONVENIENCE,
WE ACCEPT THE
FOLLOWING CREDIT CARDS:

** An additional fee of the lesser of \$100.00 or 40% of the per occurrence price level, will be charged per plow for services performed on Thanksgiving, Christmas Eve, Christmas Day, New Years Eve and New Years Day. Customers will be called prior to service, for approval.



CONTRACT

2500 Millcork Suite B
Kalamazoo MI 49001

DATE	CONTRACT #
9/22/2016	207186

Central City Parking
320 N. Rose St.
Kalamazoo MI 49007

PURCHASE ORDER #	CUSTOMER FAX	TERMS:	ESTIMATED BY:	CUSTOMER PHONE
	269-342-6387	Due on receipt	JDH	269-342-6383
DESCRIPTION			QTY	TOTAL
* Arcadia Creek Lot 6			1	40.00
Snow Removal Service 0" - 4"			1	56.00
Snow Removal Service 5" - 8"			1	79.00
Snow Removal Service 9" - 12"			1	110.00
Snow Removal Service Over 12"				
Salt Parking Lot			1	52.00
* Ramp 4			1	80.00
Snow Removal Service 0" - 4"			1	112.00
Snow Removal Service 5" - 8"			1	157.00
Snow Removal Service 9" - 12"			1	219.00
Snow Removal Service Over 12"				
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	70.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	98.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"			1	137.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	219.00
Salt Parking Lot (Labor Only)			1	70.00
Lot 5			1	60.00
Snow Removal Service 0" - 4"			1	78.00
Snow Removal Service 5" - 8"			1	101.00
Snow Removal Service 9" - 12"			1	131.00
Snow Removal Service Over 12"				

CONTRACT PERIOD:	2016-2017 Season
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PURCHASE ORDER #	CUSTOMER FAX	TERMS:	ESTIMATED BY:	CUSTOMER PHONE
	269-342-6387	Due on receipt	JDH	269-342-6383
DESCRIPTION			QTY	TOTAL
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	35.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	49.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"			1	69.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	96.00
Salt Parking Lot			1	103.00
Lot 9			1	200.00
Snow Removal Service 0" - 4"			1	280.00
Snow Removal Service 5" - 8"			1	392.00
Snow Removal Service 9" - 12"			1	548.00
Snow Removal Service Over 12"			1	
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	35.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	49.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"			1	69.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	96.00
Salt Parking Lot			1	359.00
Lot 13			1	40.00
Snow Removal Service 0" - 4"			1	56.00
Snow Removal Service 5" - 8"			1	78.00
Snow Removal Service 9" - 12"			1	109.00
Snow Removal Service Over 12"			1	
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	17.00

CONTRACT PERIOD:	2016-2017 Season
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Kalamazoo MI 49001

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320 N. Rose St.
Kalamazoo MI 49007

PURCHASE ORDER #	CUSTOMER FAX	TERMS:	ESTIMATED BY:	CUSTOMER PHONE
	269-342-6387	Due on receipt	JDH	269-342-6383
DESCRIPTION		QTY	TOTAL	
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"		1	25.00	
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"		1	34.00	
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over		1	48.00	
Salt Parking Lot		1	52.00	
Lot 17		1	20.00	
Snow Removal Service 0" - 4"		1	28.00	
Snow Removal Service 5" - 8"		1	39.00	
Snow Removal Service 9" - 12"		1	55.00	
Snow Removal Service Over 12"		1		
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"		1	15.00	
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"		1	21.00	
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"		1	29.00	
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over		1	40.00	
Salt Parking Lot		1	52.00	
Lot 18		1	20.00	
Snow Removal Service 0" - 4"		1	28.00	
Snow Removal Service 5" - 8"		1	39.00	
Snow Removal Service 9" - 12"		1	55.00	
Snow Removal Service Over 12"		1		
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"		1	15.00	

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PURCHASE ORDER #	CUSTOMER FAX	TERMS:	ESTIMATED BY:	CUSTOMER PHONE
	269-342-6387	Due on receipt	JDH	269-342-6383
DESCRIPTION			QTY	TOTAL
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	21.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"			1	29.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	40.00
Salt Parking Lot			1	52.00
Lot 19			1	20.00
Snow Removal Service 0" - 4"				
Snow Removal Service 5" - 8"			1	28.00
Snow Removal Service 9" - 12"			1	39.00
Snow Removal Service Over 12"			1	55.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	17.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	25.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"			1	34.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over			1	48.00
Salt Parking Lot			1	52.00
Lot 20 : AT & T / Fire Department Lot			1	40.00
Snow Removal Service 0" - 4"				
Snow Removal Service 5" - 8"			1	56.00
Snow Removal Service 9" - 12"			1	78.00
Snow Removal Service Over 12"			1	109.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"			1	9.00
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"			1	12.00

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CONTRACT

2500 Millcark Suite B
Kalamazoo MI 49001

DATE	CONTRACT #
9/22/2016	207186

Central City Parking
320 N. Rose St.
Kalamazoo MI 49007

PURCHASE ORDER #	CUSTOMER FAX	TERMS:	ESTIMATED BY:	CUSTOMER PHONE
	269-342-6387	Due on receipt	JDH	269-342-6383
DESCRIPTION		QTY	TOTAL	
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"		1	17.00	
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over		1	24.00	
Salt Parking Lot		1	52.00	
Lot 30 : Cole Gilmore Dirt Parking Lot		1	180.00	
Snow Removal Service 0" - 4"		1	215.00	
Snow Removal Service 5" - 8"		1	301.00	
Snow Removal Service 9" - 12"		1	421.00	
Snow Plowing Service Over 12"		1		
Sidewalk Snow Removal & Labor to Spread Ice Melter 0" - 4"		1	35.00	
Sidewalk Snow Removal & Labor to Spread Ice Melter 5" - 8"		1	45.50	
Sidewalk Snow Removal & Labor to Spread Ice Melter 9" - 12"		1	59.25	
Sidewalk Snow Removal & Labor to Spread Ice Melter 12" & Over		1	77.00	
Salt Parking Lot		1	230.00	
Loader Work 5 yd Bucket per Hour		1	110.00	
Loader Work 2 yd Bucket per Hour		1	95.00	
Loader Work 1 yd Bucket per Hour		1	75.00	
Snow Hauling: Hourly Rate		1	95.00	
1 Pallet of Ice Melter (Possibly Colored)		1	454.45	
1 Pallet of Ice Melter (Transparent or White) *** Likely Not Even Available ***		1	550.00	

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All material is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alteration or deviation from above specifications involving extra cost will be executed only upon written orders, and will become an extra charge over and above the contract total. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado, and other necessary insurance. Our workers are fully covered by workers compensation insurance. This contract is binding and shall not be broken without substantial cause unresolvable by both parties.

PARKING METER MAINTENANCE AND COIN COLLECTION

ABM Parking Services currently manages over 900 Duncan model parking meters in Downtown Kalamazoo.

Preventative maintenance is the most important aspect of meter management. Our plan works as follows:

A stock of replacement mechanisms is locally maintained for use when needed to replace malfunctioning meters. Our trained meter technician inspects, performs preventative maintenance and repairs any broken meters. Included in our preventative maintenance schedule is the following:

Enforcement and collection personnel observe the parking meters daily to monitor any failure and notify the office of any problems.

We:

- Check for accuracy of indicated time upon inserting coins of each denomination accepted by the meter.
- Make any and all minor adjustments or repairs as needed.
- Remove and replace any mechanisms requiring more than a minor adjustment.
- Replace batteries annually.

All reports of malfunctioning meters are processed expeditiously in order to prevent further complaints and promptly respond to the customers.

Failed Meter Reports:

Information is collected and recorded on a pre-printed form. The form is then forwarded to the technician for investigation. Upon completing the investigation, the technician records his/her findings and returns the form to the office for follow-up with the customer.

Meter Labels

For improving customer service and efficiency, we have developed meter labels that notify the customer of:

1. Phone number to call with questions or comments.
2. Meter number that is easily identifiable.
3. Rates and Free Parking.
4. Hours of Enforcement.

Meter Payment Methods

- Coins
- Pre-paid Meter Card
- Pay by cell
- Monthly Pre-Paid Hang Tag for 10 Hour Meters

Reservation Policy

Most spaces in the downtown area can be reserved for special events or constructions purposes at a discounted rate by contacting our office for approval. Pre-payment is required in most cases.

Payments

ABM Parking Services provides several different methods in which a customer can pay their parking violation notice:

- On-line payment with a credit/debit card.
- Mail payment in yellow envelope provided with violation notice.
- Make payment in person at our local downtown office.
- Put payment in yellow envelope and place in drop-box provided at the exit in each facility.

Reporting

ABM Parking Services monitors the following reports daily/weekly/monthly:

- Individual enforcement officer violation notice issuance.
- Violation notices issued.
- Violation notices paid.
- Unpaid violation notices still in the system.
- Violation notices voided from the system.
- Violation notices with incomplete owner information still open in the system.
- Issuance –vs- Collections
- Customer complaint log.
- Results of contested violation notices.
- Top 10 Ticketing Locations
- Performance Analysis

Auditing

The following audits are performed at least once per month by our Internal Auditor:

- Civil Infractions.
- Front Counter cash handling procedures.
- Count Room cash handling procedures
- Parking Violation issuance procedures.
- Parking Violation voids procedures and storage.
- Contested Tickets/Court File

**ABM PARKING SERVICES
KALAMAZOO, MI**

METER COLLECTION PROCEDURES

I. PURPOSE

The purpose of this document is to outline operational issues regarding collection and deposit of parking meter revenue by ABM Parking Services staff.

II. GENERAL

ABM Parking Services is responsible for the collection, deposit and auditing of approximately 950 parking meters located in Downtown Kalamazoo.

The software used for this procedure is Meter Trax.

III. PROCEDURES

Collection of money from parking meters will be performed on a weekly or as-needed basis. Personnel adjustments will ensure collections are completed regardless of vacation or sick leave absences.

The meters are sectioned off into five zones. The Meter Technician along with another ABM employee collects revenue from one zone per day. Employees are rotated daily to assist the meter technician; with our Internal Auditor assisting once per week.

Before going on the meter collection route the Meter Technician will be issued the keys for the meter housings from the Money Counter. All meter related keys are stored in the main safe located in the secured count room of the office. The Money Counter will pull the keys out of the safe and hold the keys and a sign that states what the keys are for up in front of the security camera. She/he will then hand the keys to the Meter Technician who will sign them out on a log with the Money Counter signing as a witness.

The Meter Technician performs the revenue collection with the use of a security collection cart while the assistant uses the handheld unit to electronically read the meter mechanism. The reading of the meter mechanism will report how much money should be in the coin can as well as all the programming details of the meter such as; address, time limit, serial number, etc.

The keys for the security collection cart are stored in the main safe located in the secured count room of the office. The Meter Technician will retrieve the keys from the Money Counter in the same manner as above in order to set up and secure the collection cart. Once secure, the keys will be placed back in the safe using the same signage and logging procedure as above.

When the collection of money from parking meters has been completed, the collection cart is to be taken to the Money Counter in the Secured Count Room. The meter housing keys will be turned back in the same manner as they were handed out using the signage in front of the camera and the log. With the assistance of the Money Counter, the collection cart will be opened and all coin poured into the coin counter machine.

The Money Counter will use the coin counter machine to count, bag and wrap the change from the meters. The Money Counter will prepare the daily deposit which is then verified and initialed by the Office Manager or Assistant Office Manager.

The Money Counter is then escorted to Huntington Bank by an ABM employee in the company vehicle for deposit.

Upon completion of the meter collection the handheld unit is turned over to the Administrative Assistant to download into the computer that stores the Meter Trax software. The Administrative Assistant will then run three reports.

The first report lists each meter in the collected route and how much revenue should have been in each meter with total revenues for the route at the end of the report. This report will be compared to the deposit slip and the variance will be noted in a monthly spreadsheet. The variance should not be more than 1%.

The second report lists any meter in the collected route that did not get audited that day. This information is investigated to see if the meter is missing from the ground, information about this meter is incorrect in the Meter Trax software or if it was overlooked on the route.

The third report lists any exceptions between the meter mechanisms and the Meter Trax software such as an incorrect serial number which is to be investigated and corrected.

The information from all three reports is submitted to the Operations Manager for management.

IV. Auditing

On an annual basis an outside auditing firm will audit all meters against the Meter Trax software.

Auditing will consist of:

- Collection of all meters and balancing the information from the handheld unit to the actual coin deposited.

- Verifying that all information stored in the mechanism is correct and matches what is stored in the Meter Trax software such as correct time limits, correct serial numbers, correct hourly rate, etc.
- Verifying that all parts are secure and working properly such as door locks, coin cans, posts etc.
- Supplying management with a report stating any concerns to be addressed.



map is not to scale, meter locations are approximate

updated 05/10/2016 Scarlet Murdock

All Meters By Number

Updated 7/26/16

Zone	Meter #	Location
1	S	1001 300 W Cedar, South Side
1	D	1002 300 W Cedar, South Side
1	D	1003 300 W Cedar, South Side
1	S	1004 300 W Cedar, South Side
1	D	1005 200 W Cedar, South Side
1	D	1006 200 W Cedar, South Side
1	D	1009 200 W Lovell, South Side
1	D	1010 200 W Lovell, South Side
1	D	1011 200 W Lovell, South Side
1	D	1012 200 W Lovell, South Side
1	D	1013 200 W Lovell, South Side
1	D	1014 200 W Lovell, South Side
1	D	1015 200 W Lovell, South Side
1	D	1016 200 W Lovell, South Side
1	S	1017 200 W Lovell, South Side
1	D	1018 300 W Lovell, South Side
1	D	1019 300 W Lovell, South Side
1	D	1020 300 W Lovell, South Side
1	D	1021 300 W Lovell, South Side
1	S	1023 300 W Lovell, South Side
1	S	1024 400 W Lovell, South Side
1	S	1025 400 W Lovell, South Side
1	D	1027 400 W Lovell, South Side
1	D	1028 400 W Lovell, South Side
1	D	1029 200 W Lovell, North Side
1	D	1030 200 W Lovell, North Side
1	D	1031 200 W Lovell, North Side
1	D	1032 200 W Lovell, North Side
1	D	1033 400 W Lovell, North Side
1	D	1034 400 W Lovell, North Side
1	D	1035 400 W Lovell, North Side
1	D	1036 400 W Lovell, North Side
1	D	1037 400 W Lovell, North Side
1	D	1038 400 W Lovell, North Side
1	S	1039 400 W Lovell, North Side
1	D	1040 400 W Lovell, North Side
1	D	1041 400 W Lovell, North Side
1	S	1042 400 W Lovell, North Side
1	D	1043 400 W Lovell, North Side
1	D	1044 400 W Lovell, North Side
1	S	1045 400 W Lovell, North Side
1	D	1046 400 W South, South Side
1	D	1047 400 W South, South Side
1	D	1048 400 W South, South Side
1	D	1049 400 W South, South Side
1	D	1050 400 W South, South Side
1	D	1051 400 W South, South Side
1	S	1052 400 W South, South Side
1	D	1053 400 W South, South Side
1	D	1054 400 W South, South Side
1	D	1055 400 W South, South Side

1/2 Hour
1 Hour
2 Hour
3 Hour
5 Hour
10 Hour

1	D	1056	400 W South, South Side
1	S	1057	400 W South, South Side
1	D	1058	400 W South, South Side
1	D	1059	400 W South, South Side
1	D	1060	400 W South, South Side
1	D	1061	400 W South, South Side
1	D	1099	400 W South, North Side
1	D	1100	400 W South, North Side
1	D	1101	400 W South, North Side
1	D	1102	400 W South, North Side
1	S	1103	400 W South, North Side
1	D	1104	400 W South, North Side
1	D	1105	400 W South, North Side
1	D	1106	400 W South, North Side
1	D	1107	400 W South, North Side
1	S	1108	400 Academy, South Side
1	D	1109	400 Academy, South Side
1	D	1110	400 Academy, South Side
1	S	1111	400 Academy, South Side
1	S	1112	400 Academy, South Side
1	D	1113	400 Academy, South Side
1	D	1114	400 Academy, South Side
1	D	1115	400 Academy, South Side
1	D	1116	400 Academy, South Side
1	S	1117	400 Academy, South Side
1	D	1118	400 Academy, South Side
1	D	1119	400 Academy, South Side
1	D	1120	400 Academy, South Side
1	D	1121	400 Academy, South Side
1	D	1200	400 Academy, North Side
1	D	1201	400 Academy, North Side
1	D	1202	400 Academy, North Side
1	D	1203	400 Academy, North Side
1	D	1204	400 Academy, North Side
1	D	1205	400 Academy, North Side
1	D	1206	400 Academy, North Side
1	D	1207	400 Academy, North Side
1	D	1208	400 Academy, North Side
1	D	1209	400 Academy, North Side
1	D	1210	400 Academy, North Side
1	D	1211	400 Academy, North Side
1	S	1212	400 Academy, North Side
1	D	1213	400 Academy, North Side
1	D	1214	400 Academy, North Side
1	D	1215	400 W Michigan, South Side
1	D	1216	400 W Michigan, South Side
1	D	1217	400 W Michigan, South Side
1	D	1218	400 W Michigan, South Side
1	D	1219	400 W Michigan, South Side
1	D	1220	400 W Michigan, South Side
1	D	1221	400 W Michigan, South Side
1	D	1222	400 W Michigan, South Side
1	D	1223	400 W Michigan, South Side
1	D	1224	400 W Michigan, South Side
1	S	1225	400 W Michigan, South Side
1	D	1234	300 S Park, West Side
1	D	1235	300 S Park, West Side
1	D	1236	300 S Park, West Side

1	D	1237	300 S Park, West Side
1	D	1238	300 S Park, West Side
1	D	1239	300 S Park, West Side
1	D	1240	300 S Park, West Side
1	D	1241	300 S Park, West Side
1	D	1242	300 S Park, West Side
1	D	1243	300 S Park, West Side
1	S	1244	300 S Park, West Side
1	D	1245	200 S Park, West Side
1	D	1246	200 S Park, West Side
1	S	1247	200 S Park, West Side
1	S	1248	200 S Park, West Side
1	D	1249	200 S Park, West Side
1	D	1250	200 S Park, West Side
1	S	1251	200 S Park, West Side
1	D	1252	200 S Park, West Side
1	D	1253	200 S Park, West Side
1	D	1254	100 S Park, West Side
1	D	1255	100 S Park, West Side
1	D	1256	100 S Park, West Side
1	D	1257	100 S Park, West Side
1	D	1258	100 S Park, West Side
1	D	1259	100 S Park, West Side
1	D	1260	100 S Park, West Side
1	D	1261	100 S Park, West Side
1	S	1262	100 S Park, West Side
1	D	1288	200 S Rose, West Side
1	D	1289	200 S Rose, West Side
1	D	1290	200 S Rose, West Side
1	D	1291	200 S Rose, West Side
1	D	1292	200 S Rose, West Side
1	D	1293	200 S Rose, West Side
1	D	1294	200 S Rose, West Side
1	D	1295	200 S Rose, West Side
1	S	1296	200 S Rose, West Side
1	S	1298	300 S Rose, West Side
1	S	1299	300 S Rose, West Side
1	D	1300	300 S Rose, West Side
1	D	1301	300 S Rose, West Side
1	D	1302	300 S Rose, West Side
1	D	1303	300 S Rose, West Side
1	D	1311	500 S Rose, West Side
1	D	1312	500 S Rose, West Side
1	S	1313	500 S Rose, West Side
1	D	1856	100 S Rose, West Side
1	D	1857	100 S Rose, West Side
1	D	1858	100 S Rose, West Side
1	D	1859	100 S Rose, West Side
1a	D	1062	300 W South, South Side
1a	D	1063	300 W South, South Side
1a	D	1064	300 W South, South Side
1a	D	1065	300 W South, South Side
1a	D	1066	300 W South, South Side
1a	D	1067	300 W South, South Side
1a	D	1068	300 W South, South Side
1a	D	1069	300 W South, South Side
1a	S	1070	300 W South, South Side
1a	D	1075	200 W South, South Side

1a	D	1076	200 W South, South Side
1a	S	1077	200 W South, South Side
1a	D	1078	200 W South, South Side
1a	D	1079	200 W South, South Side
1a	D	1080	200 W South, North Side
1a	D	1081	200 W South, North Side
1a	D	1082	200 W South, North Side
1a	D	1083	200 W South, North Side
1a	D	1084	200 W South, North Side
1a	D	1085	200 W South, North Side
1a	D	1086	200 W South, North Side
1a	D	1087	200 W South, North Side
1a	D	1088	200 W South, North Side
1a	D	1089	200 W South, North Side
1a	D	1090	300 W South, North Side
1a	D	1091	300 W South, North Side
1a	D	1092	300 W South, North Side
1a	D	1094	300 W South, North Side
1a	D	1095	300 W South, North Side
1a	D	1096	300 W South, North Side
1a	D	1097	300 W South, North Side
1a	D	1098	300 W South, North Side
1a	D	1122	300 Academy, South Side
1a	D	1123	300 Academy, South Side
1a	D	1124	300 Academy, South Side
1a	D	1125	300 Academy, South Side
1a	D	1126	300 Academy, South Side
1a	D	1127	300 Academy, South Side
1a	D	1128	300 Academy, South Side
1a	D	1129	300 Academy, South Side
1a	D	1130	300 Academy, South Side
1a	D	1131	300 Academy, South Side
1a	D	1132	300 Academy, South Side
1a	D	1133	300 Academy, South Side
1a	D	1134	300 Academy, South Side
1a	D	1135	300 Academy, South Side
1a	D	1136	300 Academy, South Side
1a	D	1137	300 Academy, South Side
1a	D	1138	300 Academy, South Side
1a	D	1139	300 Academy, South Side
1a	D	1140	300 Academy, South Side
1a	D	1141	300 Academy, South Side
1a	D	1142	300 Academy, South Side
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1a	D	1144	300 Academy, South Side
1a	D	1145	300 Academy, South Side
1a	S	1146	300 Academy, South Side
1a	D	1147	200 Academy, South Side
1a	D	1148	200 Academy, South Side
1a	D	1149	200 Academy, South Side
1a	D	1150	200 Academy, South Side
1a	D	1151	200 Academy, South Side
1a	D	1152	200 Academy, South Side
1a	D	1153	200 Academy, South Side
1a	D	1154	200 Academy, South Side
1a	D	1155	200 Academy, South Side
1a	D	1156	200 Academy, South Side
1a	D	1157	200 Academy, South Side

1a	D	1158	200 Academy, South Side
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1a	D	1160	200 Academy, South Side
1a	D	1161	200 Academy, South Side
1a	D	1162	200 Academy, South Side
1a	D	1163	200 Academy, South Side
1a	D	1164	200 Academy, South Side
1a	D	1165	200 Academy, South Side
1a	D	1166	200 Academy, South Side
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1a	D	1168	200 Academy, South Side
1a	D	1169	200 Academy, South Side
1a	D	1170	200 Academy, South Side
1a	S	1172	200 Academy, North Side
1a	D	1173	200 Academy, North Side
1a	D	1174	200 Academy, North Side
1a	D	1175	200 Academy, North Side
1a	D	1176	200 Academy, North Side
1a	D	1177	200 Academy, North Side
1a	D	1178	200 Academy, North Side
1a	D	1179	200 Academy, North Side
1a	D	1180	200 Academy, North Side
1a	D	1181	200 Academy, North Side
1a	D	1182	200 Academy, North Side
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1a	D	1185	200 Academy, North Side
1a	D	1186	200 Academy, North Side
1a	D	1187	200 Academy, North Side
1a	D	1188	200 Academy, North Side
1a	S	1189	300 Academy, North Side
1a	D	1190	300 Academy, North Side
1a	D	1191	300 Academy, North Side
1a	D	1192	300 Academy, North Side
1a	D	1193	300 Academy, North Side
1a	D	1194	300 Academy, North Side
1a	D	1195	300 Academy, North Side
1a	D	1196	300 Academy, North Side
1a	D	1197	300 Academy, North Side
1a	D	1198	300 Academy, North Side
1a	D	1199	300 Academy, North Side
1a	D	1226	300 W Michigan, South Side
1a	D	1227	300 W Michigan, South Side
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1a	D	1230	300 W Michigan, South Side
1a	D	1231	300 W Michigan, South Side
1a	D	1232	300 W Michigan, South Side
1a	D	1233	300 W Michigan, South Side
1a	S	1263	100 S Church, West Side
1a	D	1264	100 S Church, West Side
1a	D	1265	100 S Church, West Side
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1a	D	1277	100 S Church, West Side
1a	D	1278	100 S Church, East Side
1a	D	1279	100 S Church, East Side
1a	D	1280	100 S Church, East Side
1a	D	1281	100 S Church, East Side
1a	D	1282	100 S Church, East Side
1a	D	1283	100 S Church, East Side
1a	D	1284	100 S Church, East Side
1a	D	1285	100 S Church, East Side
1a	D	1286	100 S Church, East Side
1a	D	1287	100 S Church, East Side
1a	D	1315	St Johns, West Side
1a	D	1316	St Johns, West Side
1a	D	1317	St Johns, West Side
1a	D	1318	St Johns, West Side
1a	D	1319	St Johns, West Side
1a	D	1320	St Johns, West Side
1a	D	1321	St Johns, West Side
1a	D	1322	St Johns, West Side
1a	D	1323	St Johns, West Side
1a	D	1324	St Johns, West Side
1a	D	1325	St Johns, West Side
1a	D	1326	St Johns, West Side
1a	D	1327	St Johns, West Side
1a	D	1328	St Johns, West Side
1a	S	1329	St Johns, West Side
1a	S	1330	St Johns, East Side
1a	D	1331	St Johns, East Side
1a	D	1332	St Johns, East Side
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1a	D	1334	St Johns, East Side
1a	D	1335	St Johns, East Side
1a	D	1336	St Johns, East Side
1a	D	1337	St Johns, East Side
1a	D	1338	St Johns, East Side
1a	S	1339	St Johns, East Side
1a	D	1340	St Johns, East Side
1a	D	1341	St Johns, East Side
1a	D	1342	St Johns, East Side
1a	D	1343	St Johns, East Side
1a	D	1344	St Johns, East Side
1a	D	1345	St Johns, East Side
1a	D	1346	St Johns, East Side
1a	D	1347	St Johns, East Side
1a	S	1844	200 W Michigan, South Side
1a	D	1845	200 W Michigan, South Side
1a	D	1846	200 W Michigan, South Side
1a	D	1847	200 W Michigan, South Side
1a	D	1848	200 W Michigan, South Side
1a	D	1849	200 W Michigan, South Side
1a	D	1850	200 W Michigan, South Side
1a	S	1851	200 W Michigan, South Side
1a	D	1093A	300 W South, North Side

H/C

1a	D	1093B	300 W South, North Side
1a	S	1171A	200 Academy, South Side
1a	S	1171B	200 Academy, North Side
2	D	1353	200 E Walnut, South Side
2	D	1354	200 E Walnut, South Side
2	D	1355	200 E Walnut, South Side
2	D	1356	200 E Walnut, South Side
2	D	1357	200 E Walnut, South Side
2	D	1358	200 E Walnut, South Side
2	D	1361	300 E Walnut, South Side
2	D	1362	300 E Walnut, South Side
2	D	1363	300 E Walnut, South Side
2	D	1364	300 E Walnut, South Side
2	D	1365	300 E Walnut, South Side
2	D	1366	300 E Walnut, South Side
2	D	1371	300 E Walnut, South Side
2	D	1372	300 E Walnut, South Side
2	S	1373	300 E Walnut, North Side
2	D	1380	300 E Walnut, North Side
2	D	1381	300 E Walnut, North Side
2	D	1382	300 E Walnut, North Side
2	D	1383	300 E Walnut, North Side
2	S	1384	300 E Walnut, North Side
2	D	1385	300 E Walnut, North Side
2	D	1386	300 E Walnut, North Side
2	S	1387	200 E Walnut, North Side
2	D	1388	200 E Walnut, North Side
2	D	1389	200 E Walnut, North Side
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2	D	1391	200 E Walnut, North Side
2	D	1392	200 E Walnut, North Side
2	D	1393	200 E Walnut, North Side
2	D	1395	200 E Walnut, North Side
2	D	1396	200 E Walnut, North Side
2	D	1397	200 E Walnut, North Side
2	D	1398	200 E Walnut, North Side
2	D	1403	200 E Lovell, South Side
2	D	1404	200 E Lovell, South Side
2	D	1405	200 E Lovell, South Side
2	D	1406	200 E Lovell, South Side
2	S	1407	200 E Lovell, South Side
2	D	1408	300 E Lovell, South Side
2	D	1409	300 E Lovell, South Side
2	D	1410	300 E Lovell, South Side
2	D	1411	300 E Lovell, South Side
2	D	1415	200 E Lovell, North Side
2	D	1416	200 E Lovell, North Side
2	D	1417	200 E Lovell, North Side
2	D	1418	200 E Lovell, North Side
2	D	1419	200 E Lovell, North Side
2	D	1420	200 E Lovell, North Side
2	D	1421	200 E Lovell, North Side
2	D	1422	200 E Lovell, North Side
2	D	1423	200 E Lovell, North Side
2	D	1424	200 E Lovell, North Side
2	D	1425	200 E Lovell, North Side
2	D	1426	200 E Lovell, North Side
2	D	1428	200 E Lovell, North Side

2	D	1429	200 E Lovell, North Side
2	S	1430	500 S Rose, East Side
2	D	1431	500 S Rose, East Side
2	D	1432	500 S Rose, East Side
2	D	1435	400 S Burdick, East Side
2	D	1436	400 S Burdick, East Side
2	D	1437	400 S Jasper, West Side
2	D	1438	400 S Jasper, West Side
2	D	1439	400 S Jasper, West Side
2	D	1440	400 S Jasper, West Side
2	D	1441	400 S Jasper, West Side
2	D	1442	400 S Jasper, West Side
2	D	1443	400 S Jasper, West Side
2	D	1444	400 S Jasper, West Side
2	D	1445	300 Portage, East Side
2	D	1446	300 Portage, East Side
2	D	1447	300 Portage, East Side
2	D	1448	300 Portage, East Side
2	D	1449	300 Portage, East Side
2	D	1450	300 Portage, East Side
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2	D	1452	300 Portage, East Side
2	D	1453	300 Portage, East Side
2	D	1454	300 Portage, East Side
2	D	1455	300 Portage, East Side
2	D	1456	300 Portage, East Side
2	D	1457	300 Portage, East Side
2	D	1458	300 Portage, East Side
2	S	1466	300 Portage, West Side
2	D	1467	300 Portage, West Side
2	D	1468	300 Portage, West Side
2	D	1469	300 Portage, West Side
2	D	1470	300 Portage, West Side
2	D	1472	400 E South, North Side
2	D	1473	400 E South, North Side
2	D	1474	400 E South, North Side
2	D	1475	400 E South, North Side
2	S	1489	100 S Edwards, West Side
2	S	1490	100 S Edwards, West Side
2	D	1491	100 S Edwards, West Side
2	D	1492	100 S Edwards, West Side
2	D	1493	100 S Edwards, West Side
2	D	1494	100 S Edwards, West Side
2	D	1793	100 W Cedar, South Side
2	D	1794	100 W Cedar, South Side
2	D	1795	100 W Cedar, South Side
2	D	1796	100 W Cedar, South Side
2	S	1797	100 W Cedar, South Side
2	S	1798	100 W Cedar, South Side
2	D	1799	100 W Cedar, South Side
2	D	1800	100 W Cedar, South Side
2	D	1801	100 W Cedar, South Side
2	D	1802	100 W Cedar, South Side
2	S	1803	100 W Cedar, North Side
2	D	1804	100 W Cedar, North Side
2	D	1805	100 W Cedar, North Side
2	S	1810	100 S Rose, East Side
2	S	1811	100 S Rose, East Side

2	D	1812	100 S Rose, East Side
2	D	1813	100 S Rose, East Side
2	D	1814	100 S Rose, East Side
2	D	1815	100 S Rose, East Side
2	S	1860	200 E Lovell, North Side
2	D	1861	200 E Lovell, North Side
2	D	1862	200 E Lovell, North Side
2	D	1863	200 E Lovell, South Side
2	D	1864	200 E Lovell, South Side
2	S	1865	200 E Lovell, South Side
2	D	1866	200 E Lovell, South Side
2	D	1867	200 E Lovell, South Side
2	S	1872	200 E South, South Side
2	S	1873	200 E South, South Side
2	D	1874	200 E South, South Side
2	D	1875	200 E South, South Side
2	S	1876	300 John, West Side
2	D	1877	300 John, West Side
2	D	1878	300 John, West Side
2	D	1879	300 John, West Side
2	D	1880	300 John, West Side
2	D	1881	300 John, West Side
2	D	1882	300 John, West Side
2	D	1883	300 John, West Side
2	D	1884	300 John, West Side
2	D	1885	300 John, West Side
2	D	1886	300 John, West Side
2	D	1887	300 E Lovell, North Side
2	D	1888	300 E Lovell, North Side
2	S	1889	300 E Lovell, North Side
2	D	1890	300 E Lovell, North Side
2	D	1891	300 E Lovell, North Side
2	D	1892	300 E Lovell, North Side
2	D	1893	300 E Lovell, North Side
2	D	1894	300 E Lovell, North Side
2	D	1895	300 E Lovell, North Side
2	D	1896	300 E Lovell, North Side
2	D	1897	300 E Lovell, North Side
2	S	1936	Exchange Place, South Side
2	S	1937	Exchange Place, South Side
2	S	1938	Exchange Place, South Side
2	S	1939	Exchange Place, South Side
2	S	1940	Exchange Place, South Side
2	S	1941	Exchange Place, South Side
2	S	1942	Exchange Place, South Side
2	S	1943	500 John St, East Side
2	D	1944	500 John St, East Side
2	D	1945	500 John St, East Side
2	D	1946	500 John St, East Side
2	D	1947	500 John St, East Side
2	D	1948	500 John St, East Side
2	D	1949	500 John St, East Side
2	D	1950	500 John St, East Side
2	D	1951	500 John St, East Side
2	D	1952	500 John St, East Side
2	D	1953	500 John St, East Side
2	D	1954	500 John St, East Side

2	D	1955	500 John St, East Side
2	D	1956	400 John St, East Side
2	D	1957	400 John St, East Side
2	D	1958	400 John St, East Side
2	D	1959	400 John St, East Side
2	D	1960	400 John St, East Side
2	D	1961	400 John St, East Side
2	S	1972	400 E South, North Side
2	D	2000	300 Portage, West Side
2	D	2001	300 Portage, West Side
2	D	2002	300 Portage, West Side
2	D	2003	300 Portage, West Side
2	D	2004	300 Portage, West Side
2	D	2005	300 Portage, West Side
2	S	2006	300 Portage, East Side
2	D	2007	300 Portage, East Side
2	D	2008	300 Portage, East Side
3	D	1500	300 W Kalamazoo, North Side
3	D	1501	300 W Kalamazoo, North Side
3	D	1502	300 W Kalamazoo, North Side
3	D	1503	300 W Kalamazoo, North Side
3	D	1504	300 W Kalamazoo, North Side
3	D	1505	300 W Kalamazoo, North Side
3	D	1506	300 W Kalamazoo, North Side
3	D	1507	300 W Kalamazoo, North Side
3	D	1508	300 W Kalamazoo, North Side
3	D	1509	300 W Kalamazoo, North Side
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3	D	1511	400 W Kalamazoo, South Side
3	D	1512	400 W Kalamazoo, South Side
3	D	1513	400 W Kalamazoo, South Side
3	S	1514	400 W Kalamazoo, South Side
3	D	1515	400 W Eleanor, South Side
3	D	1516	300 W Kalamazoo, South Side
3	D	1517	300 W Kalamazoo, South Side
3	S	1518	300 W Kalamazoo, South Side
3	D	1519	300 W Kalamazoo, South Side
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3	D	1555	300 W Eleanor, North Side
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3	D	1558	300 W Eleanor, North Side
3	D	1559	300 W Eleanor, North Side
3	D	1560	300 W Eleanor, North Side
3	S	1561	300 W Eleanor, North Side
3	S	1562	300 W Eleanor, North Side
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3	S	1565	400 W Eleanor, North Side
3	D	1566	400 W Eleanor, North Side
3	D	1567	400 W Eleanor, North Side
3	D	1568	400 W Eleanor, South Side
3	D	1569	400 W Eleanor, South Side
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3	S	1571	400 W Eleanor, South Side
3	S	1572	400 W Eleanor, South Side

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3	D	1578	400 W Eleanor, South Side
3	D	1579	300 W Eleanor, South Side
3	D	1580	300 W Eleanor, South Side
3	D	1581	300 W Eleanor, South Side
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3	S	1583	300 W Eleanor, South Side
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3	D	1585	300 W Eleanor, South Side
3	D	1586	300 W Eleanor, South Side
3	D	1587	300 W Eleanor, South Side
3	D	1588	200 W Eleanor, South Side
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3	D	1591	200 W Eleanor, South Side
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3	D	1594	200 W Eleanor, South Side
3	D	1595	200 W Eleanor, South Side
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3	D	1631	200 W Water, North Side
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3	D	1635	300 W Water, North Side
3	D	1636	300 W Water, North Side
3	S	1637	400 W Water, South Side
3	D	1638	400 W Water, South Side
3	D	1639	400 W Water, South Side
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3	D	1646	300 W Water, South Side
3	S	1647	300 W Water, South Side
3	S	1648	300 W Water, South Side
3	D	1668	400 W Michigan, North Side
3	D	1669	400 W Michigan, North Side
3	D	1670	400 W Michigan, North Side
3	D	1671	400 W Michigan, North Side
3	S	1672	400 W Michigan, North Side
3	D	1673	400 W Michigan, North Side
3	D	1674	400 W Michigan, North Side
3	D	1675	400 W Michigan, North Side
3	D	1676	400 W Michigan, North Side
3	S	1680	200 N Cooley, East Side
3	S	1681	200 N Cooley, East Side
3	S	1682	200 N Cooley, East Side
3	D	1683	200 N Cooley, East Side
3	D	1684	200 N Cooley, East Side

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3	D	1686	200 N Cooley, West Side
3	D	1687	200 N Cooley, West Side
3	S	1688	200 N Cooley, West Side
3	S	1705	300 N Church, West Side
3	D	1706	300 N Church, West Side
3	D	1707	300 N Church, West Side
3	D	1708	300 N Church, West Side
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3	D	1727	100 N Park, East Side
3	D	1728	100 N Park, East Side
3	D	1729	100 N Park, East Side
3	D	1730	100 N Park, East Side
3	D	1731	100 N Park, East Side
3	S	1732	100 N Park, East Side
3	D	1825	100 N Rose, West Side
3	D	1826	100 N Rose, West Side
3	S	1839	200 W Water, South Side
3	D	1840	200 W Water, South Side
3	D	1841	200 W Water, South Side
3	D	1842	200 W Water, South Side
3	D	1843	200 W Water, South Side
3a	D	1495	100 E Kalamazoo, North Side
3a	D	1496	100 E Kalamazoo, North Side
3a	D	1523	200 W Kalamazoo, South Side
3a	D	1524	200 W Kalamazoo, South Side
3a	D	1525	200 W Kalamazoo, South Side
3a	D	1526	200 W Kalamazoo, South Side
3a	D	1527	200 W Kalamazoo, South Side
3a	D	1528	200 W Kalamazoo, South Side
3a	D	1529	200 W Kalamazoo, South Side
3a	D	1530	200 W Kalamazoo, South Side
3a	D	1537	100 E Kalamazoo, South Side
3a	D	1538	100 E Kalamazoo, South Side
3a	S	1539	100 E Kalamazoo, South Side
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3a	D	1544	100 E Kalamazoo, South Side
3a	D	1545	100 E Kalamazoo, South Side
3a	S	1546	100 E Kalamazoo, South Side
3a	D	1547	100 E Eleanor, North Side
3a	D	1548	100 E Eleanor, North Side
3a	S	1549	100 E Eleanor, North Side
3a	D	1550	200 W Eleanor, North Side

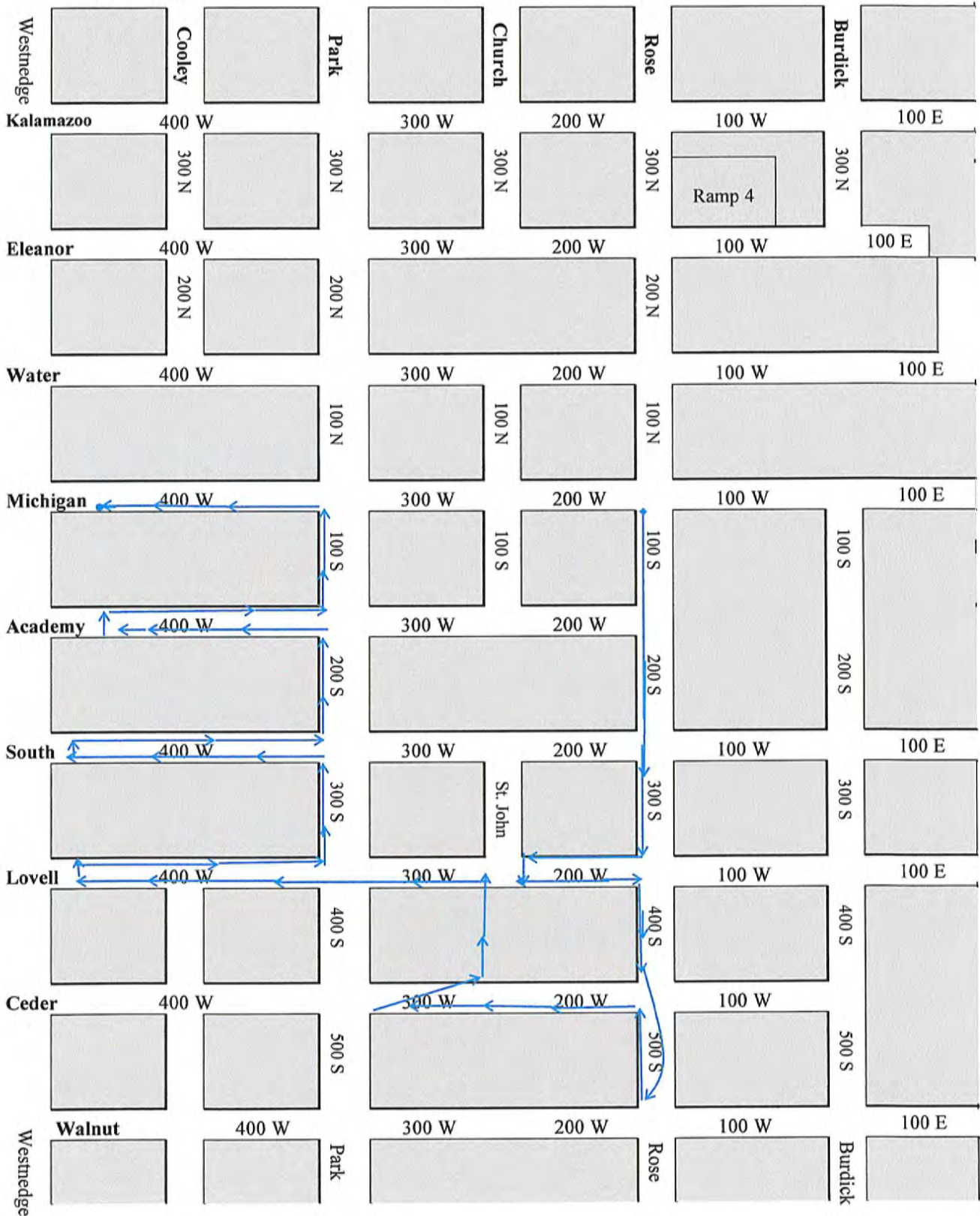
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3a	D	1596	100 W Eleanor, South Side
3a	D	1597	100 W Eleanor, South Side
3a	D	1598	100 W Eleanor, South Side
3a	D	1599	100 W Eleanor, South Side
3a	D	1600	100 W Eleanor, South Side
3a	D	1601	100 W Eleanor, South Side
3a	S	1602	100 W Eleanor, South Side
3a	D	1603	100 E Eleanor, South Side
3a	D	1604	100 E Eleanor, South Side
3a	D	1605	100 E Eleanor, South Side
3a	D	1606	100 E Eleanor, South Side
3a	D	1607	200 E Water, North Side
3a	D	1608	200 E Water, North Side
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3a	D	1620	100 E Water, North Side
3a	D	1621	100 E Water, North Side
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3a	D	1651	100 E Water, South Side
3a	D	1652	100 E Water, South Side
3a	D	1653	100 E Water, South Side
3a	D	1654	100 E Water, South Side
3a	S	1655	100 E Water, South Side
3a	D	1656	100 E Water, South Side
3a	D	1657	100 E Water, South Side
3a	D	1658	100 E Water, South Side
3a	D	1659	100 E Water, South Side
3a	D	1660	100 E Water, South Side
3a	D	1661	100 E Water, South Side
3a	D	1662	100 E Water, South Side
3a	D	1663	100 E Water, South Side
3a	S	1664	200 E Water, South Side
3a	D	1665	200 E Water, South Side
3a	D	1666	200 E Water, South Side
3a	S	1667	200 E Water, South Side
3a	D	1689	300 N Church, East Side
3a	D	1690	300 N Church, East Side
3a	D	1691	300 N Church, East Side
3a	D	1692	300 N Church, East Side

3a	S	1693	300 N Church, East Side
3a	D	1745	300 N Rose, West Side
3a	D	1746	300 N Rose, West Side
3a	D	1747	300 N Rose, West Side
3a	D	1748	300 N Rose, West Side
3a	S	1749	300 N Rose, West Side
3a	S	1750	300 N Rose, East Side
3a	D	1751	300 N Rose, East Side
3a	D	1752	300 N Rose, East Side
3a	D	1753	300 N Rose, East Side
3a	D	1754	300 N Rose, East Side
3a	D	1755	300 N Rose, East Side
3a	D	1756	300 N Rose, East Side
3a	D	1757	300 N Rose, East Side
3a	D	1758	300 N Rose, East Side
3a	D	1769	300 N Burdick, East Side
3a	D	1770	300 N Burdick, East Side
3a	S	1771	300 N Burdick, East Side
3a	D	1772	300 N Burdick, East Side
3a	D	1773	300 N Burdick, East Side
3a	D	1784	300 N Burdick, West Side
3a	D	1785	300 N Burdick, West Side
3a	D	1786	300 N Burdick, West Side
3a	D	1787	300 N Burdick, West Side
3a	D	1788	300 N Burdick, West Side
3a	D	1789	300 N Burdick, West Side
3a	D	1790	300 N Burdick, West Side
3a	D	1791	300 N Burdick, West Side
3a	S	1816	200 E Water, North Side
3a	D	1827	100 W Water, South Side
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3a	D	1829	100 W Water, South Side
3a	D	1830	100 W Water, South Side
3a	D	1831	100 W Water, South Side
3a	D	1832	100 W Water, South Side
3a	D	1835	100 E Water, South Side
3a	D	1836	100 E Water, South Side
3a	D	1898	100 W Kalamazoo, North Side
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3a	D	1900	100 W Kalamazoo, North Side
3a	D	1901	100 W Kalamazoo, North Side
3a	D	1902	100 W Kalamazoo, North Side
3a	D	1903	100 W Kalamazoo, North Side
3a	D	1904	100 W Kalamazoo, North Side
3a	D	1905	100 W Kalamazoo, North Side
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3a	D	1907	200 W Kalamazoo, North Side
3a	D	1962	300 N Edwards, East Side
3a	D	1963	300 N Edwards, East Side
3a	D	1964	300 N Edwards, East Side
3a	D	1965	300 N Edwards, East Side
3a	D	1966	300 N Edwards, East Side
3a	D	1967	300 N Edwards, East Side
3a	D	1968	300 N Edwards, East Side
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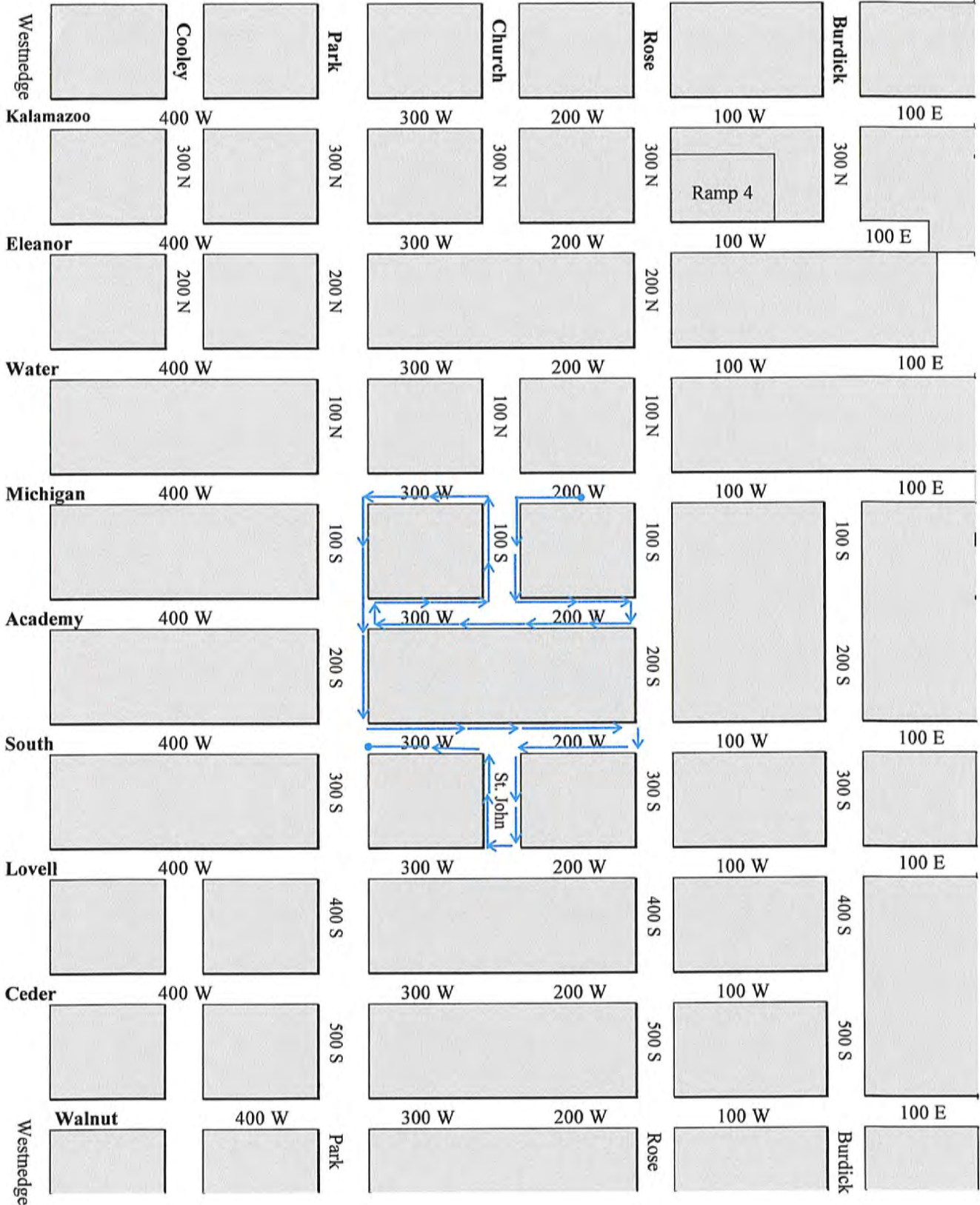
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4	S	412	400 N Church, West Side
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4	D	416	400 N Rose, West Side
4	S	417	400 N Rose, West Side
4	S	418	400 N Rose, West Side
4	D	419	500 N Rose, West Side
4	D	420	500 N Rose, West Side
4	D	421	500 N Rose, West Side
4	D	422	500 N Rose, West Side
4	D	423	500 N Rose, West Side
4	D	424	500 N Rose, West Side
4	S	425	500 N Rose, West Side
4	D	426	500 N Rose, East Side
4	D	427	500 N Rose, East Side
4	D	428	500 N Rose, East Side
4	D	429	500 N Rose, East Side
4	D	430	400 N Burdick, East Side
4	D	431	400 N Burdick, East Side
4	D	432	400 N Burdick, East Side
4	D	433	400 N Burdick, East Side
4	D	434	400 N Burdick, East Side
4	D	435	400 N Burdick, East Side
4	D	436	400 N Burdick, East Side
4	D	437	400 N Burdick, East Side
4	D	438	400 N Edwards, West Side
4	D	439	400 N Edwards, West Side
4	D	440	400 N Edwards, West Side
4	D	441	400 N Edwards, West Side
4	S	442	400 N Edwards, West Side
4	S	443	400 N Edwards, West Side
4	S	444	400 N Edwards, West Side
4	D	445	400 N Edwards, West Side
4	D	446	400 N Edwards, West Side
4	D	447	400 N Edwards, East Side
4	D	448	400 N Edwards, East Side
4	D	449	400 N Edwards, East Side
4	D	450	400 N Edwards, East Side
4	D	451	400 N Edwards, East Side
4	D	452	400 N Edwards, East Side
4	D	453	400 N Edwards, East Side
4	D	454	400 N Edwards, East Side
4	D	455	400 N Edwards, East Side
4	D	456	400 N Edwards, East Side
4	D	457	400 N Edwards, East Side
4	D	458	400 N Edwards, East Side
4	S	1534	100 E Kalamazoo, North Side
4	D	1535	100 E Kalamazoo, North Side
4	D	1536	100 E Kalamazoo, North Side
Lot 6	D	L6-10	North Lot 6, West Side
Lot 6	D	L6-11	North Lot 6, East Side
Lot 6	D	L6-12	North Lot 6, East Side
Lot 6	D	L6-13	North Lot 6, East Side
Lot 6	D	L6-14	North Lot 6, East Side
Lot 6	D	L6-15	North Lot 6, East Side
Lot 6	D	L6-16	North Lot 6, East Side

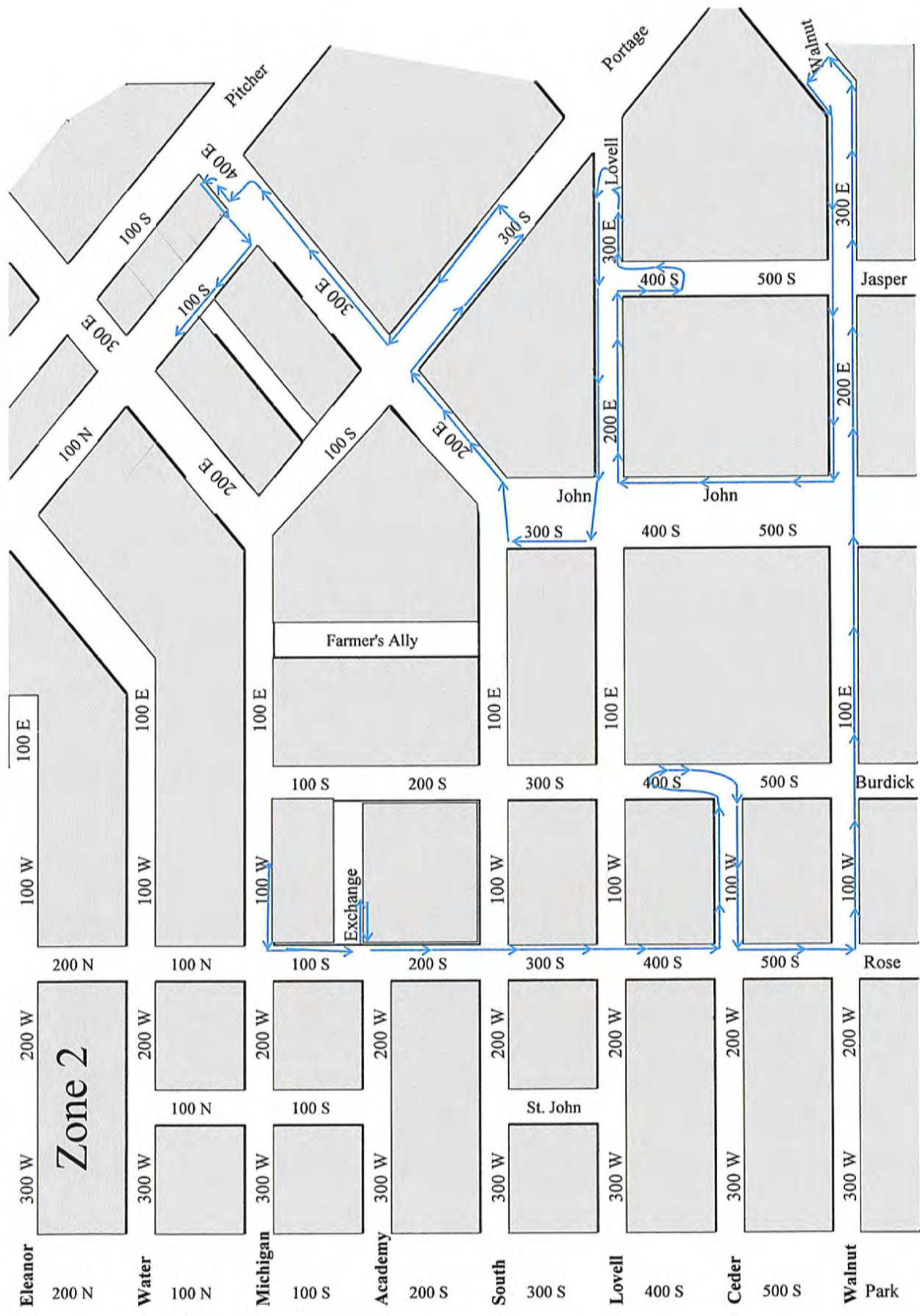
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Lot 6	S	L6-20	South Lot 6, East Side
Lot 6	S	L6-21	South Lot 6, East Side
Lot 6	D	L6-22	South Lot 6, East Side
Lot 6	D	L6-23	South Lot 6, East Side
Lot 6	S	L6-24	South Lot 6, East Side
Lot 6	D	L6-3	North Lot 6, West Side
Lot 6		L6-4	North Lot 6, West Side
Lot 6	S	L6-5	North Lot 6, West Side
Lot 6	D	L6-7	North Lot 6, West Side
Lot 6	D	L6-8	North Lot 6, West Side
Lot 6	D	L6-9	North Lot 6, West Side
Lot 19	S	L19-01	Lot 19, North Side
Lot 19	D	L19-02	Lot 19, North Side
Lot 19	D	L19-03	Lot 19, North Side
Lot 19	D	L19-04	Lot 19, North Side
Lot 19	D	L19-05	Lot 19, North Side
Lot 19	D	L19-06	Lot 19, North Side
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Lot 19	D	L19-08	Lot 19, North Side
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Lot 19	D	L19-10	Lot 19, North Side
Lot 19	D	L19-11	Lot 19, North Side
Lot 19	S	L19-12	Lot 19, North Side
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Lot 19	D	L19-14	Lot 19, South Side
Lot 19	D	L19-15	Lot 19, South Side
Lot 19	D	L19-16	Lot 19, South Side
Lot 19	D	L19-17	Lot 19, South Side
Lot 19	D	L19-18	Lot 19, South Side
Lot 19	S	L19-19	Lot 19, South Side
Lot 19	D	L19-20	Lot 19, South Side
Lot 19	D	L19-21	Lot 19, South Side
Lot 19	D	L19-22	Lot 19, South Side
Lot 19	D	L19-23	Lot 19, South Side
Lot 21	S	1908	Lot 21, South Side
Lot 21	D	1909	Lot 21, South Side
Lot 21	D	1910	Lot 21, South Side
Lot 21	D	1911	Lot 21, South Side
Lot 21	D	1912	Lot 21, South Side
Lot 21	D	1913	Lot 21, South Side
Lot 21	D	1914	Lot 21, South Side
Lot 21	D	1915	Lot 21, North Side
Lot 21	D	1916	Lot 21, North Side
Lot 21	D	1917	Lot 21, North Side
Lot 21	D	1918	Lot 21, North Side
Lot 21	D	1919	Lot 21, North Side
Lot 21	D	1920	Lot 21, North Side
Lot 21	D	1921	Lot 21, North Side
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Lot 21	D	1923	Lot 21, South Side
Lot 21	D	1924	Lot 21, South Side

ZONE 1

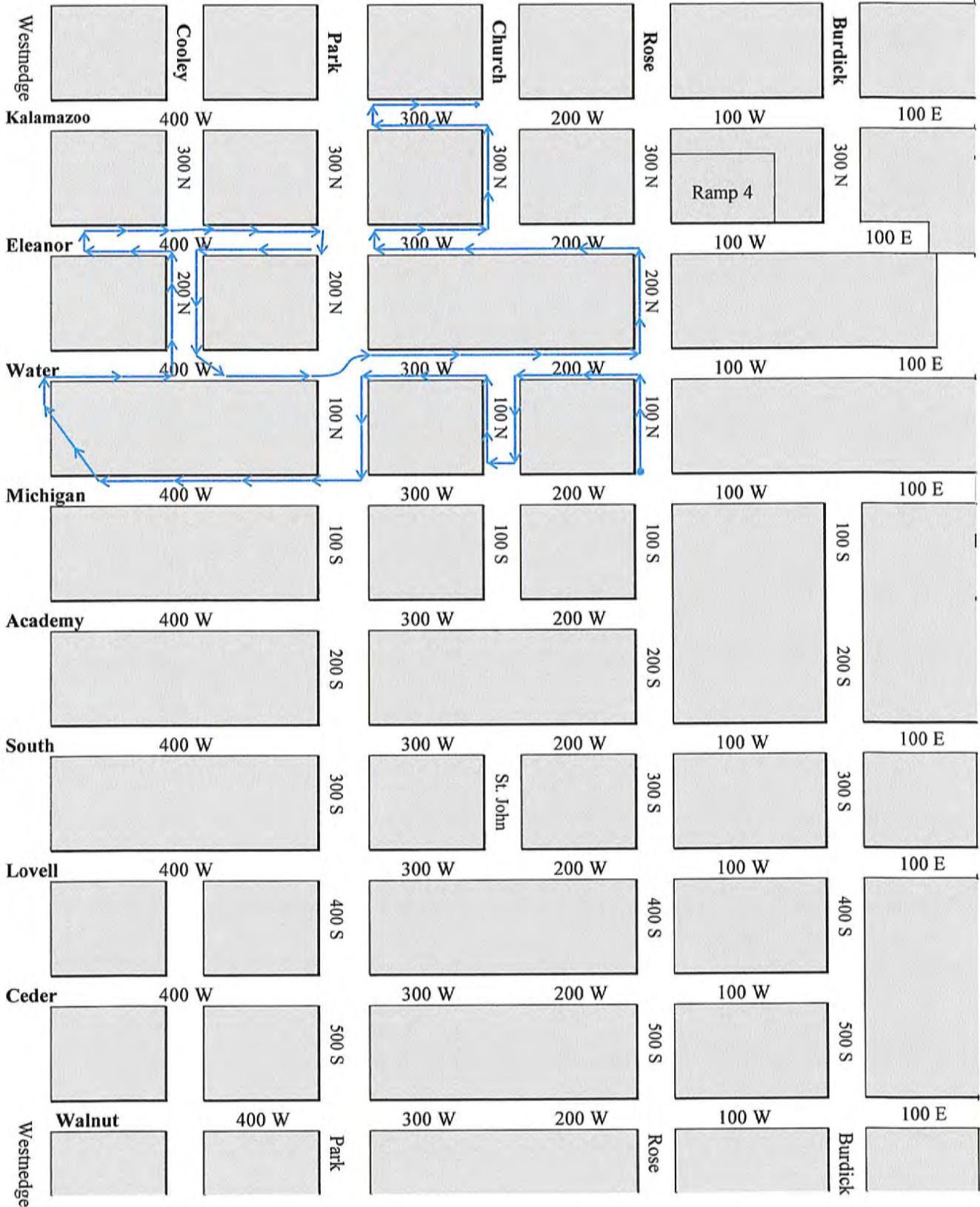


ZONE 1A

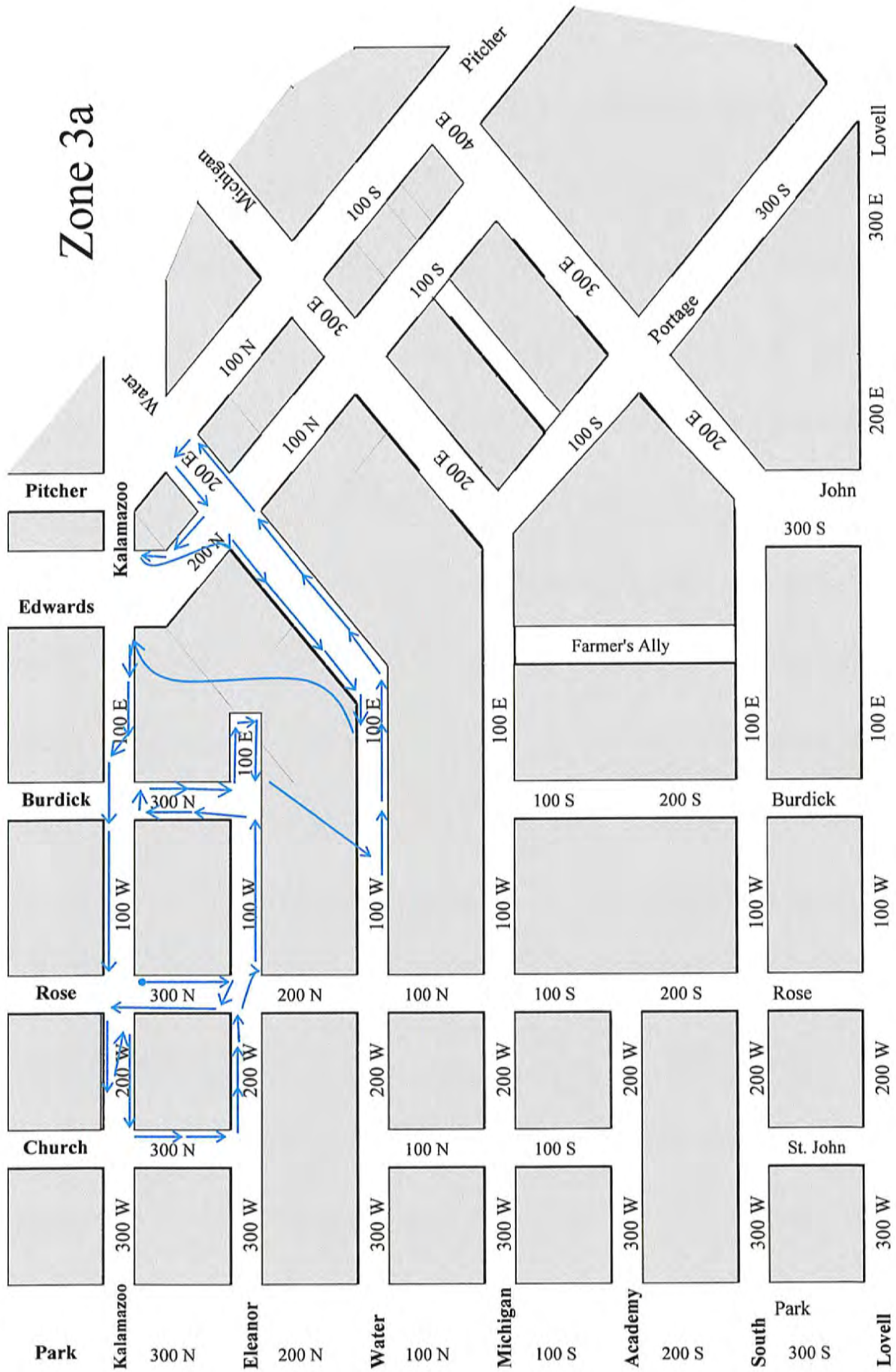




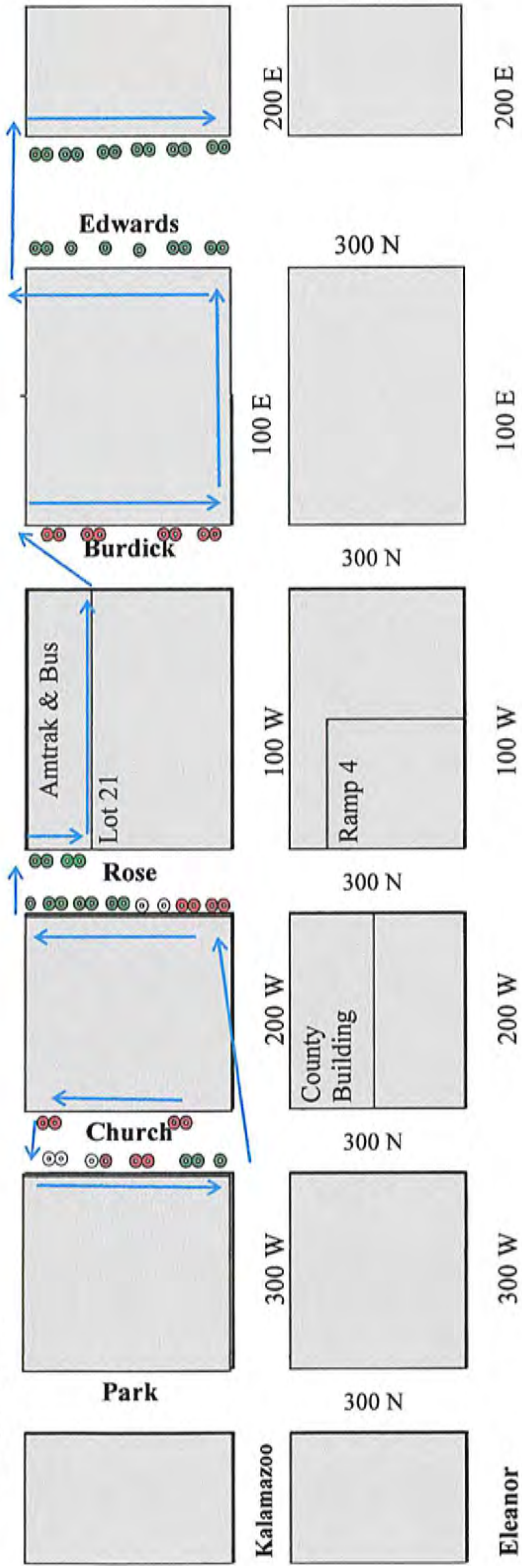
ZONE 3



Zone 3a



Zone 4



- 1/2 Hour
- 1 Hour
- 2 Hour
- 3 Hour
- 5 Hour
- 10 Hour



On-Street Parking Reservation Policy Description

The intent of the On-Street Parking Reservation Policy is to:

- Promote and enhance economic development within the community activities by working with the downtown community and non-profit groups to assist in holding their events.
- Co-ordinate efforts with the city to control the use of on-street spaces while maintaining a fair balance within the downtown community.
- Compensate for management of these reserved spaces and loss of revenue.

The use of on-street parking reservation is subject to approval by management of Central City Parking.

Examples of qualifying events are:

- Construction
- Movers
- School Bus
- Wedding
- Funeral
- Festival

Meter Bag Requests

Meter bag requests can be called into Central City Parking at (269)342-6383 or can be requested in person at our office located at 320 North Rose Street, Kalamazoo, MI 49001.

Payments

Payments for meter bag rentals must be made in advance. Payments can be mailed in or delivered in person to the office of Central City Parking.

Meter bag rental rates are as follows:

Private Sector/General Public		Non-Profit	
Daily	\$ 10.00	Daily	\$ 5.00
Monthly	\$ 90.00	Monthly	\$ 45.00
Quarterly	\$240.00	Quarterly	\$120.00
Semi-Annual	\$420.00	Semi-Annual	\$210.00
Annual	\$720.00	Annual	\$360.00

CENTRAL CITY PARKING METER BAG ORDER FORM

Bag Information

Dates Reserved: _____

Spaces Needed: _____ Bags Needed: _____

Location Assigned: _____

Vehicle Type: _____

Organization/Party Name: _____

Event Type:

Construction Wedding
 Field Trip Funeral Festival Other: _____

Contact Person: _____ Phone: _____

Notes: _____

Order Taken By: _____ Date: _____ Bags Made By: _____

System Manager approval required for more than 2 spaces: _____

Mailing Information:

Invoice ; _____

PHONE: (269) 342-6383 FAX REQUEST TO: (269) 342-6387

Cost

For Office Use by Central City Parking Only Below this Line

Days of the Week:	Mon.	Tues.	Weds.	Thurs.	Fri.	Sat.	Sun
Rate:	<u>Private Sector/General :</u>			<u>Non-Profit :</u>			
	Daily \$10.00			Daily \$5.00			
Number of Days Billed:				Spaces Used:			
Notes:	_____						
Logged By:	_____					TOTAL DUE:	



ABOUT CENTRAL CITY PARKING'S PAY-BY-CELL PROGRAM

Central City Parking has introduced a new Pay by Phone parking program, a cashless payment option, at approximately 920 on-street metered spaces located downtown Kalamazoo. The meters have green stickers that indicate they accept pay by phone payment.

The program is administered by Parkmobile USA, Inc. First time users need to set up a FREE account. You can do this by registering online at parkmobile.com, downloading the mobile app for free or by calling 1-800-280-4146. To register for the program, drivers need to provide their cell phone number, license plate and method of payment (credit card or PayPal).

Pay by phone parking is convenient, easy and safe. Here's how it works:

1. Parkmobile app, Call 1-800-280-4146 or online
2. Enter Zone # (posted on parking meters)
3. Enter Number of Minutes

There is no cost to register with Parkmobile or to download the mobile app. There is a \$0.35 Parkmobile convenience fee when you initiate a parking session in addition to the regularly charged parking fees for your area. Your credit card number is encrypted when you sign up and is never entered, displayed, or spoken during a transaction. When you pay for your parking by phone, your license plate and parking time are automatically displayed on a handheld device used by the parking enforcement officer.

A history of transactions is viewable any time the user logs into their account. When paying by phone, motorists may also select the option to receive a text message reminder minutes before their time expires and can also call back to add additional parking time remotely from any phone, provided they won't exceed the parking time limit. That feature greatly reduces the chance of a parking violation.

Zone Number Information and Range:

Zone numbers are a critical part of your transaction and must be recorded correctly in order for your parking session to be identified correctly by the parking enforcement officers. Zone numbers vary by meter. You MUST identify your Parkmobile zone number from the green Parkmobile signage located on your meter. (Do NOT enter the meter number from the meter sticker - only enter the zone number as shown on the green Parkmobile stickers).

In the parking areas in downtown Kalamazoo, MI zone numbers range from 8301 to 83104.

Area Specific Parkmobile Phone Number:

The Parkmobile toll-free phone number to reach the automated system to register and/or start or extend your parking sessions is: 1-800-280-4146. If you are parking in the parking areas in downtown Kalamazoo, MI and call any other Parkmobile phone number you will be at risk parking in a zone in the wrong geographical area and the parking officers in your area wouldn't see your parking payment in that case.

OTHER PARKMOBILE OPTIONS

Parkmobile Wallet:

Parkmobile Wallet is a way for you to load an account balance with Parkmobile so that your future parking transactions are deducted from that balance instead of getting individually charged to your credit card. When your Parkmobile Wallet balance reaches \$0 your primary credit card on file will be charged the amount you chose as your load amount to replenish the balance.

To sign up for the Parkmobile Wallet, just access your account via your Personal Pages or mobile app and choose the Parkmobile Wallet as your payment method. Complete the required fields, select your load amount, and confirm. The next time you start a parking transaction, Parkmobile will charge your credit card on file the load amount you selected and your parking transactions will be deducted from that balance going forward.

By choosing Parkmobile Wallet as your primary payment method, your individual parking transactions are deducted from your Parkmobile Wallet balance rather than charging against your credit or debit card each time. Because of this, your credit card processing costs are reduced and your transaction fee is lowered and the Parkmobile convenience fee is reduced to \$0.30 per session.

PAY-BY-CELL FREQUENTLY ASKED QUESTIONS

Benefits of Pay by Phone Parking Meters

- No need for cash or credit cards at the meter
- Parkmobile provides a mobile payment service, including help support
- Pay for parking via a smart phone app, toll free number, or the web
- Extend parking time remotely from any phone to avoid tickets
- No need to display anything on your dashboard
- Save money by only paying for the exact time you park
- Pay for parking from the comfort and safety of your vehicle
- Parkmobile can send reminders by text message so you can extend your parking time without returning to your car.
- View and print parking receipts online

How do I pay for parking?

When you set up your account, you elect to pay by credit card or PayPal. Payments are usually posted the same day, so you can login to your Parkmobile account and see your parking transactions on your Parkmobile page.

What Credit Cards are Accepted?

The credit cards accepted in your area are: Visa and MasterCard. PayPal is also an accepted method of payment.

How does parking with Parkmobile work?

- Download the app or call the toll-free number on the green Parkmobile sign to register for a Parkmobile account; you will need your license plate number and a method of payment (credit card or PayPal).
- When you park in a space, use the Parkmobile smartphone app to access your account, or call the toll-free number on the sign.
- Key in your zone number located on the sign (this number is different for every parking meter and can be saved in your account).
- Opt-in to have Parkmobile send a text 15 minutes prior to the expiration of your parking transaction; you can either add time or get back to your car on time.

I don't have a smartphone. How can I start a parking transaction?

Call the toll-free number posted on the green Parkmobile sign. The toll free number for Parkmobile parking downtown Kalamazoo is 1-800-280-4146.

Where can I park and use pay-by-cell?

At all on-street parking meters in downtown Kalamazoo.

Can I reserve a space or pre-pay for parking using Parkmobile?

No. All transactions are real-time. You should be parked in the space before you begin your parking transaction.

How long can I park in the Parkmobile zone?

It depends on the parking restrictions for the meter. Each meter displays a maximum time limit; your parking transaction will continue until you have reached the maximum time limit for which you have paid.

Can transactions in zones in this area be stopped? Extended? Why or why not?

You cannot stop a session once started. You must select the amount of time you want in advance and pay for that time with your credit card. If you chose more time than you needed, you will not be able to stop the session or get a refund.

These parking sessions can't be extended. If you need additional time beyond what is available when you start the session, you can create a new session once the initial one ends.

Can I move from zone to zone?

No. Your parking transaction is for a specific Parkmobile zone. If you move to another zone, you will have to pay again.

Do I need to enter the meter number?

No. You will need to enter the Parkmobile zone number specific to that meter.

Do I have to pay for the metered space evenings and/or weekends?

No. Meters are in operation Monday through Friday from 8:00am until 5:00pm.

How does the parking officer know I've paid?

Parkmobile payments do not integrate with the meters in this area. While your payment will not show on the meter, the officer will use your license plate number and zone number to view your Parkmobile payment on a handheld device. As such, please make sure to add any additional license plate numbers to your account before creating a parking session in order to make sure your parking transactions are correctly created.

When you use the mobile app or call to start the parking session, you key in a zone number. Parkmobile's system recognizes your cell phone number, connects it to your license plate number and activates your parking in that specific zone. The Central City Parking's officer verifies your parking session by matching the license plate to the zone number.

What happens if I get a parking violation notice?

For questions regarding a Parking Violation Notice, please contact Central City Parking at 269-342-6383. Parkmobile does not own, operate, manage or enforce the parking areas. They don't issue tickets and they can't remove them for you.

How much does it cost to pay for parking by phone?

Hourly rates vary by meter, but all transactions are charged a \$0.35 Parkmobile convenience fee.

Can I purchase less than one hour?

Yes. You may purchase the exact amount of time you need.

How much does it cost to receive a reminder text?

There is no additional charge for the service (unless your cell provider charges for text messages); however, you will be charged a \$0.35 Parkmobile convenience fee if you choose to pay to extend your parking transaction.

Do I get a receipt?

You can go online to your Parkmobile personal page anytime to make changes to your account, review parking charges, print parking transactions and receipts, or export data to another format.

What happens if I don't agree with the amount that I've been charged, what can I do?

Contact Parkmobile right away. Give them the details and they will help you resolve the problem. Central City Parking cannot resolve charge disputes.

Can I get a refund?

Parkmobile does not issue refunds for parking transactions. Central City Parking cannot issue refunds for Parkmobile transactions.

How secure is the mobile payment system?

The Parkmobile system is PCI DSS level 1 compliant and your Parkmobile personal page is SSI 256 encrypted.

Is there a cost to sign up for the Parkmobile Wallet?

No. You are not charged to sign up for the Wallet. After you select the Wallet, you will see a balance of \$0.00. When you start a parking transaction in a parking area that accepts the Wallet, we'll charge your credit card on file the load amount you selected and your parking transactions will be deducted from that balance going forward.

Is there a cost saving for using the Wallet?

Yes. By choosing Parkmobile Wallet as your primary payment method, your individual parking transactions are deducted from your Parkmobile Wallet balance rather than charging against your credit or debit card each time. Because of this, your credit card processing costs are reduced and your transaction fee is lowered and the Parkmobile convenience fee is reduced to \$0.30 per session.

Can I cancel the Parkmobile Wallet?

Yes. You can cancel the Parkmobile Wallet at any time. In the event that your Wallet account is closed for any reason, the unused balance will be returned (refunded) to your primary credit card associated to the account, or your PayPal account associated to the Parkmobile account, or check only if neither of the first two refund methods is possible. A check refund may take up to twenty (20) business days to be processed and delivered to you. Please note that accounts with a negative balance will not be refunded.

Where do funds go after my Parkmobile Wallet is loaded?

Your Wallet funds are deposited in an Escrow account and linked to your Parkmobile account. The Parkmobile Wallet is FDIC insured. You will not receive interest or other earnings on the funds in your Wallet account.

How much will I need to load on the Parkmobile Wallet?

The available load increments for individual accounts are \$25, \$50, and \$75. For Corporate accounts, the available load increments are \$100, \$250, and \$500.

After I've signed up for Parkmobile Wallet, will I use a different process to create parking sessions?

No. You will use the same process to create parking sessions. The system will automatically deduct the parking fees from your Wallet balance.

PARKMOBILE CUSTOMER SERVICE PROCEDURES

As with any program there will be customer questions and issues. Below are some examples of issues we may run across and how the issues should be handled.

Issue: Customer enters incorrect zone number when paying for metered parking and receives a parking violation notice.

Policy: Take the customer's information (name, phone number, license plate number) and let them know you will look into it and call them back. The required information is not available until the following day that the violation notice was issued. Follow these steps to verify payment:

- Login to the Parkmobile system
- Select the Cashless Parking Report
- Enter the date that the customer received their parking violation notice
- Select the CSV format
- Select "Generate Report"
- Click on report at upper right corner (next to the green check mark). If it asks you to Open or Save; select Open and it will show on your screen
- Look for the customer's license plate as paid and if it is on the report:
 1. If it shows to the correct zone and timeframe: Call the customer and apologize for our system error and void the violation notice.
 2. If it shows to an incorrect zone but the correct timeframe: Call the customer and let them know that we will give them a one-time courtesy void because they put in the wrong zone number. In the future, we will not be able to void violation notices if the zone number does not match the zone they were parked in and issued a violation notice for.
 3. If it shows that there is not payment during the timeframe they received their parking violation notice; payment was not made at the time they were parked and we are unable to void their parking violation notice.
- If the parking violation notice it to be voided; print the report for backup and attached to the void request.

Issue: Customer did not get their phone alert in a timely manner and their time expired before they were alerted therefore they received a parking violation notice.

Policy: This is an issue with their phone service and not a meter or Parkmobile issue. We are unable to void this parking violation notice.

Issue: Customer has \$1.00 available in their account. They put \$1.00 parking time on meter but are charged \$1.35 (parking time and convenience fee). The customer gets charged an overdraft fee from their credit card company/bank.

Policy: Parkmobile and Central City Parking have clearly stated in all documentation that there is a \$0.35 convenience fee. We are unable to refund this amount to the customer. This issue is between the customer and their credit card company/bank.

Issue: Due to the fault of our cell phone service, Parkmobile or our enforcement officer, the enforcement handheld unit will not refresh for the officer when they are enforcing a meter zone.

Policy: The enforcement officer is to issue a parking violation notice to any vehicle parked at a meter with no time registered on it. Any customer that calls in stating they paid for parking through Parkmobile but received a parking violation notice will be researched and the notice will be voided if payment is found.

CASHLESS PARKING REPORT:

GoToMeeting Viewer | Zoom: 99% | Now viewing Brent Paxton's screen

Cashless%20Parking_SID146083_20140327[1] - Microsoft Excel

File View Help | Webcam | Share My Webcam | Audio | Telephone | Mic & Speakers | Dial: + | Access Code: 7 | You are online | Talking: Brent Paxton | Attendees: 3 out of 26 | BRENT | NAMES - A | Brent Paxton | BEV | Lhoffmann (Me) | Chat | [Type message here] | All - Entire Audience | Parkmobile Kalamazoo Meeting ID: 7 | GoTo

Supplier	Date	Amount	Txd	Zone	TimeZone	Lpn	StartTime	EndTime	PaymentDate	Extension	SpaceNumber
1	Kalamazoo	3/26/2014	0.2	24162526	8301 Eastern Standard Time	CJJ9932, MI	3/26/2014 8:44	3/26/2014 9:44	3/26/2014 8:44		
2	Kalamazoo	3/26/2014	0.4	24188416	8301 Eastern Standard Time	CJJ9932, MI	3/26/2014 15:34	3/26/2014 17:34	3/26/2014 15:34		

Microsoft Office Ribbon: Home, Insert, Page Layout, Formulas, Data, Review, View. Font: Calibri, 11. Font color: A. Paragraph: Bold, Italic, Underline, Bullets, Numbering, Indentation, Alignment, Styles. Cells: Autosum, Fill, Sort & Filter, Find & Select. Conditional Formatting, Format as Table, Styles, Insert, Delete, Format, Cell, Format, Merge & Center, Wrap Text, Wipe Text, General.

Windows Taskbar: Ready, 2:09 PM, 3/27/2014, 100% zoom, 99% battery. Taskbar icons: Citrix Online - W..., Deleted Items - L..., GoToMeeting In..., Microsoft Excel, Desktop - Citr..., GoToMeeting, My Documents.

PAYMENT METHODS:

GoToMeeting Viewer [Zoom: 85%] Now viewing Brent Pastore's screen

Payment%20Methods_SID146083_20140301_thru_20140327(1) - Microsoft Excel

A1	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	SupplierName	PaymentDate	Location	TransCount	PaymentAmount	ParkingAmount	Tax	TransFee	VisaCount	YisaAmount	MCCCount	AMEXCount	AMEXAmount	DiscCount	DiscAmount	JCBCour
2	Kalamazoo	3/26/2014		2	\$1.30	\$0.60	\$0.00	\$0.70	0	\$0.00	2	\$1.30	0	\$0.00	0	\$0.00
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Count: 2

Ready | Payment%20Methods_SID146083_2014 | 2:16 PM 3/27/2014

citrix

Talking: Brent Pastore

My Documents

2:14 PM 3/27/2014

Feedback for GoToMeeting?

TRANSACTION DETAILS WITH LOCATION APPROVED ONLY:

GoToMeeting Viewer
 Now viewing Brent Patton's screen
 Transaction%20Details%20With%20Location%20Approved%20Only_3D146983_20140331_0hu_2014032711 - Microsoft Excel

TimeZone	Orderid	PaymentMethod	Clientid	ClientPhone	PaymentAmount	InsertDate	PaymentDate	Approved	ParkAtAmount	TransFee
(GMT-05:00) Eastern Time (US & Canada)	24509276	MASTERCARD	6369	9892456718	\$0.55	3/26/2014 8:44	3/26/2014 8:44	Approved	\$0.20	\$0.35
(GMT-05:00) Eastern Time (US & Canada)	24531750	MASTERCARD	6369	9892456718	\$0.75	3/26/2014 15:34	3/26/2014 15:34	Approved	\$0.40	\$0.35

Average: 244965725 Count: 6 Sum: 9780629 100% 2:22 PM 3/27/2014

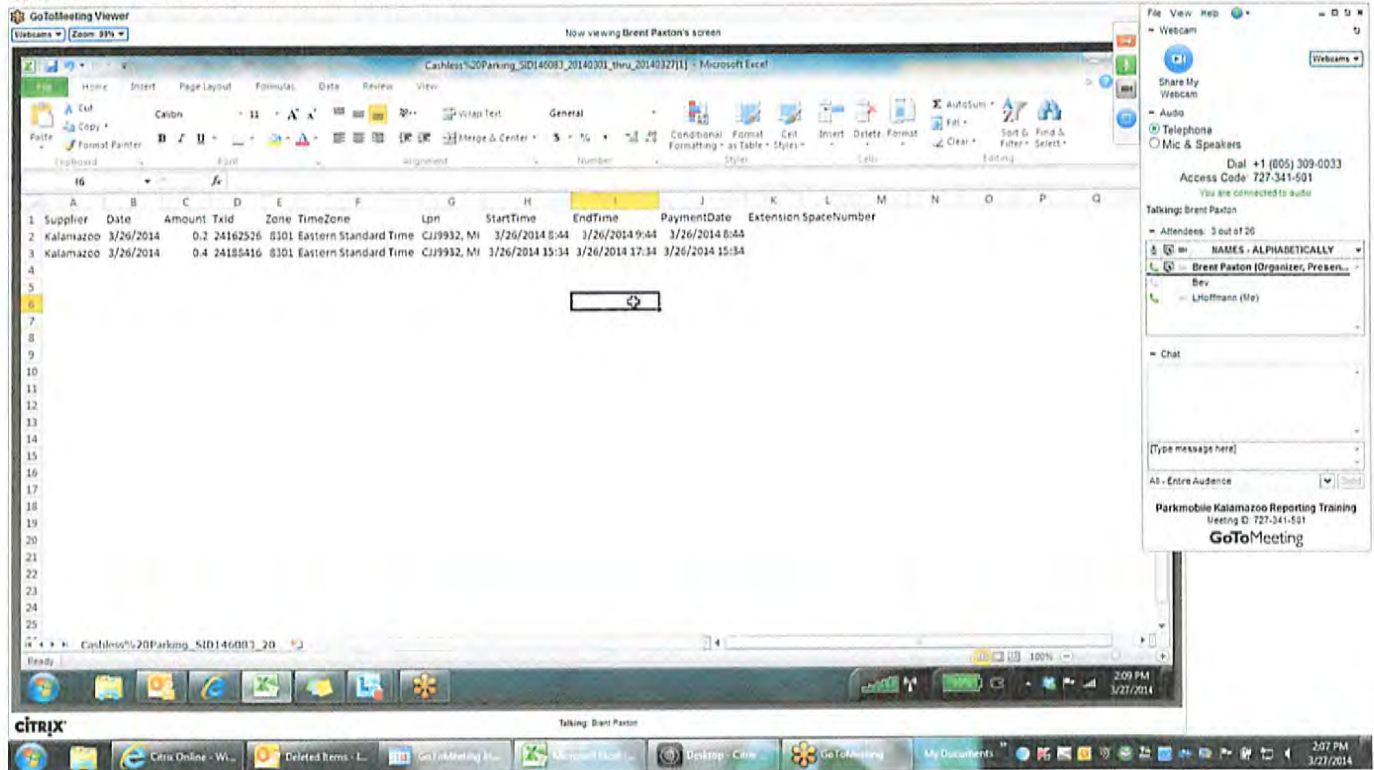
Microsoft Excel
 Citrix Online
 Citrix
 2:20 PM 3/27/2014

Feedback for GoToMeeting?

CASHLESS PARKING REPORT SELECTION SCREEN:



CASHLESS PARKING REPORT EXAMPLE:



The Payment Methods report will provide information on how many transactions and how much revenue per day within the date range selected. There will be one line per day consolidating all information for that day. This report can be used to analyze the daily usage and revenue. This report is to be printed daily, recorded and posted in the daily deposit log/SR/DR.

PAYMENT METHODS:

The screenshot shows a GoToMeeting window titled "Now viewing Brent Paxton's screen". Inside the window is a Microsoft Excel spreadsheet titled "Payment%20Methods_SID146083_20140301_thru_20140327[1]". The spreadsheet has the following columns: SupplierName, PaymentDate, Location, TransCount, PaymentAmount, ParkingAmount, Tax, TransFee, VisaCount, VisaAmount, MCCCount, MCAmount, AMEXCount, AMEXAmount, DiscCount, DiscAmount, and JCBCount. The first row of data is as follows:

SupplierName	PaymentDate	Location	TransCount	PaymentAmount	ParkingAmount	Tax	TransFee	VisaCount	VisaAmount	MCCCount	MCAmount	AMEXCount	AMEXAmount	DiscCount	DiscAmount	JCBCount
Kalamazoo	3/26/2014		2	\$1.30	\$0.60	\$0.00	\$0.70	0	\$0.00	2	\$1.30	0	\$0.00	0	\$0.00	

The spreadsheet is displayed in a GoToMeeting window with a Citrix Online toolbar at the bottom. The taskbar shows various applications including Citrix Online, Deleted Item, GoToMeetin..., Microsoft Ex..., Desktop - Cit..., goToMeeting, Document1..., and My Documents. The system clock shows 2:16 PM on 3/27/2014.

The Transaction Details report will provide real-time, individual, approved transactions within the date range selected. This report is to be printed monthly and provided to DKI as backup for parking payments received from Parkmobile and the convenience fee from PayPal payments due to Parkmobile.

TRANSACTION DETAILS WITH LOCATION APPROVED ONLY:

The screenshot displays a Citrix desktop environment. At the top, a GoToMeeting window is visible, showing 'Now viewing Brent Paxton's screen'. Below it, a Microsoft Excel spreadsheet is open, displaying transaction details. The spreadsheet has the following columns: OrderId, PaymentId, ClientId, ClientPhone, PaymentAmount, InsertDate, PaymentDate, Approved, ParkingAmount, ParkVatAmount, and TransFee. The data is as follows:

OrderId	PaymentId	ClientId	ClientPhone	PaymentAmount	InsertDate	PaymentDate	Approved	ParkingAmount	ParkVatAmount	TransFee
24505276	24461749	6369	9892456718	\$0.55	3/26/2014 8:44	3/26/2014 8:44	Approved	\$0.20	\$0.00	\$0.35
24531750	24487854	6369	9892456718	\$0.75	3/26/2014 15:34	3/26/2014 15:34	Approved	\$0.40	\$0.00	\$0.35

The Excel spreadsheet also shows a status bar at the bottom with 'Average: 24496657.25', 'Count: 6', and 'Sum: 97996629'. The Citrix taskbar at the bottom shows various applications including Citrix Online, Deleted Item, GoToMeeting, Microsoft Excel, and others. The system clock indicates 2:22 PM on 3/27/2014.

PM Zone Number	Address	Street	Block	Side	Latitude	Longitude	Space Count	Collection Method	Hourly Rate	Max Duration (Mins)	Increments (Mins)	Rate Days	Start Time	Stop Time
8301	200 Academy	Academy	200	N	42.290689	-85.585462	13	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83105	200 Academy	Academy	200	N	42.290689	-85.585462	1	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83106	200 Academy	Academy	200	N	42.290689	-85.585462	2	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
83107	200 Academy	Academy	200	N	42.290689	-85.585462	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8302	200 Academy	Academy	200	S	42.290650	-85.585553	24	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83108	200 Academy	Academy	200	S	42.290650	-85.585553	1	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8303	300 Academy	Academy	300	N	42.290675	-85.586605	11	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8304	300 Academy	Academy	300	S	42.290622	-85.586699	12	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83109	300 Academy	Academy	300	S	42.290622	-85.586699	12	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
83110	300 Academy	Academy	300	S	42.290622	-85.586699	1	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8305	400 Academy	Academy	400	N	42.290648	-85.588447	15	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8306	400 Academy	Academy	400	S	42.290564	-85.588319	12	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83111	400 Academy	Academy	400	S	42.290564	-85.588319	3	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8307	Lot 19	Cedar	100	N	42.287651	-85.583432	23	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8308	100 E Eleanor	E Eleanor	100	N	42.293615	-85.582942	3	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8309	100 E Eleanor	E Eleanor	100	S	42.293587	-85.583008	4	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8310	100 E Kalamazoo	E Kalamazoo	100	N	42.294592	-85.582997	2	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8311	100 E Kalamazoo	E Kalamazoo	100	S	42.294485	-85.582434	7	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83112	100 E Kalamazoo	E Kalamazoo	100	S	42.294485	-85.582434	3	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83142	200 E Kalamazoo	E Kalamazoo	200	N	42.294582	-85.581377	3	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8312	200 E Lovell	E Lovell	200	N	42.288743	-85.581281	17	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8313	200 E Lovell	E Lovell	200	S	42.288705	-85.581176	10	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8314	300 E Lovell	E Lovell	300	S	42.288786	-85.579762	11	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8315	300 E Lovell	E Lovell	300	S	42.288687	-85.579634	4	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83113	200 E South	E South	200	S	42.289977	-85.580964	7	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8316	400 E South	E South	400	N	42.291626	-85.578967	5	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8317	200 E Walnut	E Walnut	200	N	42.286235	-85.580959	7	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83114	200 E Walnut	E Walnut	200	N	42.286235	-85.580959	4	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8318	200 E Walnut	E Walnut	200	S	42.286147	-85.580798	6	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8319	300 E Walnut	E Walnut	300	N	42.286223	-85.579762	12	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8320	300 E Walnut	E Walnut	300	S	42.286139	-85.579709	12	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8321	100 E Water	E Water	100	N	42.292685	-85.582654	11	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83115	100 E Water	E Water	100	N	42.292685	-85.582654	4	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8322	100 E Water	E Water	100	S	42.292659	-85.582565	8	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
83116	100 E Water	E Water	100	S	42.292659	-85.582565	9	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8323	100 E Water	E Water	100	S	42.292659	-85.582565	6	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8324	200 E Water	E Water	200	N	42.293155	-85.581616	7	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8325	200 E Water	E Water	200	S	42.293142	-85.581506	4	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8326	Exchange Place	Exchange Place	100	S	42.291200	-85.584373	7	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8327	300 John St	John	300	W	42.289064	-85.581661	11	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8328	400 John St	John	400	E	42.288128	-85.581597	6	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8329	500 John St	John	500	E	42.287120	-85.581318	13	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8330	Lot 6	Koopsen's Alley	100	E			14	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8331	100 N Church	N Church	100	E			8	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8332	100 N Church	N Church	100	E	42.292096	-85.586007	2	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
83118	100 N Church	N Church	100	W	42.292060	-85.586114	5	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
8333	300 N Church	N Church	300	W	42.292060	-85.586114	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8334	300 N Church	N Church	300	E	42.293949	-85.586076	4	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8334	300 N Church	N Church	300	W	42.293854	-85.586189	5	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
83140	300 N Church	N Church	300	W	42.293854	-85.586189	2	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8335	400 N Church	N Church	400	W	42.294751	-85.586200	3	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8336	200 N Cooley	N Cooley	200	E	42.292878	-85.588464	4	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8337	200 N Cooley	N Cooley	200	W	42.292854	-85.588587	4	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00

8338	200 N Edwards	N Edwards	200	E	42.294159	-85.581490	10	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8339	400 N Edwards	N Edwards	400	E	42.295072	-85.581511	12	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8340	400 N Edwards	N Edwards	400	W	42.295143	-85.581855	9	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8341	100 N Park	N Park	100	E	42.291977	-85.587192	7	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8342	100 N Rose	N Rose	100	W	42.292052	-85.584843	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8343	300 N Rose	N Rose	300	E	42.294001	-85.584784	7	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83119	300 N Rose	N Rose	300	E	42.294001	-85.584784	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8344	300 N Rose	N Rose	300	W	42.293929	-85.584902	5	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8345	400 N Rose	N Rose	400	W	42.294727	-85.584918	4	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83120	400 N Rose	N Rose	400	W	42.294727	-85.584918	2	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8346	400 N Rose	N Rose	400	E	42.295512	-85.584816	4	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8347	400 N Rose	N Rose	400	W	42.295465	-85.584918	7	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8348	300 N Burdick	N Burdick	300	E	42.294112	-85.583244	5	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8349	300 N Burdick	N Burdick	300	W	42.294032	-85.583357	6	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83121	300 N Burdick	N Burdick	300	W	42.294032	-85.583357	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8350	400 N Burdick	N Burdick	400	E	42.294870	-85.583265	8	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8351	300 Portage	Portage	300	E	42.289981	-85.579349	14	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8352	300 Portage	Portage	300	W	42.289759	-85.579199	12	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83143	300 Portage	Portage	300	W	42.289759	-85.579199	11	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8353	Lot 21	Rose	400	N			17	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8354	100 S Church	S Church	100	E	42.291130	-85.585976	10	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8355	100 S Church	S Church	100	W	42.291040	-85.586119	15	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
8356	100 S Edwards	S Edwards	100	W	42.291937	-85.579977	6	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8357	400 S Jasper	S Jasper	400	W	42.288171	-85.579065	8	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8358	100 S Park	S Park	100	W	42.291056	-85.587358	9	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8359	200 S Park	S Park	200	W	42.290108	-85.587305	9	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8360	300 S Park	S Park	300	W	42.289227	-85.587283	6	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83141	300 S Park	S Park	300	W	42.289227	-85.587283	5	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8361	100 S Rose	S Rose	100	E	42.291064	-85.584676	6	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8362	100 S Rose	S Rose	100	W	42.291120	-85.584816	4	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83123	200 S Rose	S Rose	200	W	42.289925	-85.584757	6	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8363	300 S Rose	S Rose	300	W	42.289219	-85.584741	6	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8364	500 S Rose	S Rose	500	E	42.286797	-85.584600	3	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8365	500 S Rose	S Rose	500	W	42.286697	-85.584739	3	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8366	400 S Burdick	S Burdick	400	E	42.288267	-85.582997	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8367	200 St Johns	St. Johns	200	E			14	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83124	200 St Johns	St. Johns	200	E			2	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83125	200 St Johns	St. Johns	200	E			2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8368	300 St Johns	St. Johns	300	W			15	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
8369	100 W Cedar	W Cedar	100	N	42.287489	-85.583721	3	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8370	100 W Cedar	W Cedar	100	S	42.287409	-85.584011	10	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8371	200 W Cedar	W Cedar	200	S	42.287350	-85.585245	2	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
8372	300 W Cedar	W Cedar	300	S	42.287390	-85.586296	4	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
8373	100 W Eleanor	W Eleanor	100	S	42.293505	-85.584124	7	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
8374	200 W Eleanor	W Eleanor	200	N	42.293584	-85.585572	4	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83126	200 W Eleanor	W Eleanor	200	N	42.293584	-85.585572	1	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8375	200 W Eleanor	W Eleanor	200	S	42.293497	-85.585454	8	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
83127	200 W Eleanor	W Eleanor	200	S	42.293497	-85.585454	1	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8376	300 W Eleanor	W Eleanor	300	N	42.293576	-85.586699	6	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
83128	300 W Eleanor	W Eleanor	300	N	42.293576	-85.586699	2	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8377	300 W Eleanor	W Eleanor	300	S	42.293453	-85.586843	9	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8378	400 W Eleanor	W Eleanor	400	N	42.293548	-85.588265	5	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8379	400 W Eleanor	W Eleanor	400	S	42.293433	-85.588120	10	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
83129	400 W Eleanor	W Eleanor	400	S	42.293433	-85.588120	2	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00

8380	100 W Kalamazoo	W Kalamazoo	100	N	42.294592	-85.583920	8	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8381	200 W Kalamazoo	W Kalamazoo	200	N	42.294536	-85.585529	2	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8382	200 W Kalamazoo	W Kalamazoo	200	S	42.294401	-85.585561	6	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
83130	200 W Kalamazoo	W Kalamazoo	200	S	42.294401	-85.585561	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8383	300 W Kalamazoo	W Kalamazoo	300	N	42.294536	-85.586752	10	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8384	300 W Kalamazoo	W Kalamazoo	300	S	42.294378	-85.586774	7	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
83131	400 W Kalamazoo	W Kalamazoo	400	S			5	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8385	200 W Lovell	W Lovell	200	N	42.288786	-85.585213	4	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8386	200 W Lovell	W Lovell	200	S	42.288699	-85.585336	4	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
83132	200 W Lovell	W Lovell	200	S	42.288699	-85.585336	2	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83133	200 W Lovell	W Lovell	200	S	42.288699	-85.585336	3	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
8387	300 W Lovell	W Lovell	300	S	42.288703	-85.586602	2	Coin Meter	\$1.50	60	2	Mon-Fri	8:00	17:00
83134	300 W Lovell	W Lovell	300	S	42.288703	-85.586602	3	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8388	400 W Lovell	W Lovell	400	N	42.288818	-85.588421	6	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83135	400 W Lovell	W Lovell	400	N	42.288818	-85.588421	7	Coin Meter	\$0.20	600	60	Mon-Fri	8:00	17:00
8389	400 W Lovell	W Lovell	400	S	42.288711	-85.587734	4	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8390	200 W Michigan	W Michigan	200	S	42.291560	-85.585390	8	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8391	300 W Michigan	W Michigan	300	S	42.291548	-85.586650	8	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
8392	400 W Michigan	W Michigan	400	N	42.291648	-85.588319	9	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8393	400 W Michigan	W Michigan	400	S	42.291513	-85.588496	11	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8394	200 W South	W South	200	N	42.289810	-85.585245	10	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8395	200 W South	W South	200	S	42.289711	-85.585352	5	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
8396	300 W South	W South	300	N	42.289782	-85.586522	10	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
8397	300 W South	W South	300	S	42.289691	-85.586618	7	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83136	300 W South	W South	300	S	42.289691	-85.586618	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
8398	400 W South	W South	400	N	42.289759	-85.588185	9	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
8399	400 W South	W South	400	S	42.289671	-85.587922	7	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83137	400 W South	W South	400	S	42.289671	-85.587922	5	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
83138	400 W South	W South	400	S	42.289671	-85.587922	2	Coin Meter	\$1.50	180	2	Mon-Fri	8:00	17:00
83139	400 W South	W South	400	S	42.289671	-85.587922	2	Coin Meter	\$1.50	30	2	Mon-Fri	8:00	17:00
83100	200 W Water	W Water	200	N	42.292616	-85.585341	5	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
83101	200 W Water	W Water	200	S	42.292521	-85.585433	5	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00
83102	300 W Water	W Water	300	N	42.292608	-85.586672	4	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83103	300 W Water	W Water	300	S	42.292505	-85.586779	4	Coin Meter	\$1.50	120	2	Mon-Fri	8:00	17:00
83104	400 W Water	W Water	400	S	42.292469	-85.588072	8	Coin Meter	\$0.50	300	6	Mon-Fri	8:00	17:00

Inactive



PARKING SERVICES AGREEMENT

THIS PARKING SERVICES AGREEMENT (this "Agreement") is made and entered into as of this 1st day of October, 2013 (the "Effective Date"), by and among **PARKMOBILE USA, INC.**, a Georgia corporation f/k/a Parkmobile North America, Inc. ("Parkmobile"), and Downtown Kalamazoo Incorporated ("Client"), and as an additional party for the limited purpose of Section 1.9 of this Agreement, **PARKMOBILE GROUP B.V.**, a company organized under the laws of the Netherlands ("PMG").

RECITALS:

WHEREAS, Parkmobile is engaged in the business of providing integrated solutions for the management of all parking-related matters, including providing a system for the payment of street parking by mobile telephone; and

WHEREAS, Parkmobile and Client desire to enter into a mutually beneficial arrangement, pursuant to which Parkmobile will provide mobile parking services to Client, upon the terms and subject to the conditions contained herein.

NOW, THEREFORE, in consideration of the terms, conditions, covenants and agreements contained herein, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged by the parties hereto, and in order to effectuate the above arrangement, the parties hereto agree as follows:

ARTICLE 1 SERVICES

1.1 Services Provided by Parkmobile. During the Term (as defined herein), Parkmobile shall direct its personnel to perform the services for Client as described on Schedule 1 hereof (as amended, modified or supplemented from time to time upon the mutual written agreement of the parties, the "Services"). Parkmobile shall render the Services faithfully and to the best of its ability and in compliance with all applicable law, regulation, legal or regulatory process or government agency, rules or regulations (collectively, "Law"), devoting such time as is reasonably necessary to provide the Services. The precise times and manner of the performance of Services shall be as reasonably requested by Client, consistent with a schedule to be reasonably agreed upon from time to time by Parkmobile and Client. In connection with Parkmobile's performance of the Services, Parkmobile shall be subject to, and agrees to abide by, such policies, procedures, directions and restrictions as Client may reasonably establish from time to time.

If Client requires additional work that is not included in this Agreement, Parkmobile and Client shall negotiate the additional work, mutually agree on the amount of additional compensation, and memorialize the terms in either a separate written contract or an amendment to this Agreement.

1.2 Help and Support. Parkmobile agrees to use its reasonable efforts to assist Client with any technical support that Client may reasonably require in relation to using the Services. In furtherance of the foregoing, Parkmobile agrees to provide Client with preventative maintenance, corrective maintenance, adaptive maintenance and online, on-site and telephone support with respect to the Services. Each of Parkmobile and Client shall promptly notify the other of any errors or interruptions that arise during Client's use of Parkmobile's software or the Services hereunder.

1.3 Error Corrections. In the event of any errors or interruptions in the Services, Parkmobile's sole and exclusive obligation shall be to use reasonable efforts to repair or restore that portion of the Services

as promptly as possible. Repair may take the form, at the option of Parkmobile, as the case may be, of: (i) corrected software applicable to the Services; (ii) corrected materials in hard copy or electronic form describing the use and operation of the software applicable to the Services, including any manuals and programming tools; (iii) instructions or procedures to bypass the problem until a more permanent correction can be implemented; or (iv) correction/clarification of the functional definition of the Services.

1.4 No Performance Warranty. The Services are provided to Client "AS IS" with no warranty of any kind. Notwithstanding the foregoing, Parkmobile shall provide the Services in accordance with this Agreement and the service levels set forth on Schedule 2, as the same may be amended from time to time.

1.5 Reservation of Rights. All rights not expressly granted to Client herein are reserved to Parkmobile. All intellectual property rights related to the Services, as well as any additional services, software, technology or systems developed by Parkmobile, belong to Parkmobile.

1.6 Publicity of Services. All brochures and promotional materials to be distributed by Client in connection with the Services shall be in a form mutually agreed upon by the parties.

1.7 Cooperation. Each party shall reasonably cooperate with the other party to permit such party to perform its duties and obligations under this Agreement in a timely manner.

1.8 Authority of the Parties. Each party acknowledges and agrees that it has no authority to act on behalf of the other party other than as set forth in this Agreement or to enter into any contract or to incur any liability on behalf of the other party, except with prior written consent of an authorized officer of such party. Each party covenants that it shall not at any time represent, either orally or in writing, that it has any right, power or authority with respect to the other party not expressly granted to the other party by such party.

1.9 Technology Sublicense. PMG hereby grants Client the nonexclusive, non-transferable, non-sub-licensable, revocable right and sublicense to use the proprietary technology that PMG licenses but does not own and relates to the Services (the "Technology") in connection with the Services. Client shall not use the Technology for any use other than in connection with the Services. Client acknowledges and agrees that (a) PMG shall be its exclusive source of the Technology for the Term; and all Services obtained by Client shall use the Technology as necessary. Client has no interest in or right to use the Technology or any improvements thereto or modifications thereof except as set forth herein. In all instances, Client's use of the Technology shall inure to PMG's benefit. During the Term or at any time thereafter, Client shall not commit, or cause any third party to commit, any act challenging, contesting or impairing or attempting to impair PMG's right, title and interest in and to the Technology or the validity thereof.

ARTICLE 2 FEES; EXPENSES

2.1 Fees. The fees (the "Fees") applicable to the Services, are set forth on Schedule 3. Schedule 3 may be updated from time to time in writing upon the mutual agreement of the parties to reflect any changes or modifications in the Fees payable hereunder.

2.2 Payment. Payment is due not later than forty five (45) days after invoice. After notice and a reasonable opportunity to cure, late payment interest of ten percent (10%) per annum may be assessed by Parkmobile on any payment past due, in which case such interest shall accrue from the payment due date to the date payment is received.

2.3 Taxes. Parkmobile's prices do not include sales, use, revenue or excise taxes, and accordingly, in addition to the price specified herein, the amount of any sales, use, excise or other similar tax applicable to the Services provided hereunder shall be paid by Client, or, in lieu thereof, Client shall provide Parkmobile with a tax exemption certificate issued by the appropriate taxing authority.

2.4 **Billing Disputes.** Client shall not be entitled to suspend payment of any disputed invoices. Any disputes must be submitted to Parkmobile in writing and with an explanation of the reason for the dispute. In the event that any payment dispute is resolved in favor of Client, Parkmobile shall credit Client on the immediately subsequent invoice issued to Client.

2.5 **Expenses.** Except as otherwise provided herein, Parkmobile shall not charge Client any costs for the integration of its system(s) or for the management of the project and the Services. Parkmobile shall charge Client for ordinary, necessary and reasonable third party costs only on direct cost basis and only after the prior approval of Client.

ARTICLE 3 TERM; TERMINATION

3.1 **Term.** The initial term of this Agreement shall commence as of the Effective Date and terminate on September 30, 2014 (the "Initial Term"). Following the Initial Term, the Agreement shall be automatically extended for two (2) consecutive two (2) year renewal terms (each a "Renewal Term"), provided that neither party gives written notice to the other of its intent not to renew this Agreement at least sixty (60) days prior with written notice. The date on which this Agreement is terminated or expires as provided herein is called the "Termination Date," and the period from the Effective Date through the Termination Date is herein called the "Term."

3.2 **Termination for Cause.**

(a) Either party may terminate this Agreement and the rights granted herein if the other party breaches any of the provisions of this Agreement and (i) fails to remedy such breach within forty-five (45) days after receiving written notice thereof, or (ii) provided the breach does not relate to a monetary obligation, fails to (A) commence a good faith action to remedy such breach within five (5) days after receiving written notice thereof, and (B) diligently pursue such action to conclusion.

(b) Should either party (i) make a general assignment for the benefit of creditors; (ii) institute liquidation proceedings or proceedings to be adjudicated as voluntarily bankrupt; (iii) consent to the filing of a petition of bankruptcy against it; (iv) be adjudicated by a court of competent jurisdiction as being bankrupt or insolvent; (v) seek reorganization under any bankruptcy act; (vi) consent to the filing of a petition seeking such reorganization; or (vii) have a decree entered against it by a court of competent jurisdiction appointing a receiver, liquidator, trustee, or assignee in bankruptcy or in an insolvency covering all or substantially all of such party's property or providing for the liquidation or dissolution of such party's property or business affairs; then, in any such event, the other party, at its option and without prior notice, may terminate this Agreement effective immediately.

(c) Client may, at its election, either terminate this Agreement or assign this Agreement to the Downtown Kalamazoo Incorporated ("DKI") upon termination for any reason of Client's contract with the DKI. In the event Client terminates this Agreement without cause during the Initial Term, Parkmobile shall be entitled to any and all unamortized costs incurred on Client's behalf during the Initial Term not to exceed Two Thousand Dollars (\$2,000.00).

3.3 **Effect of Termination.**

(a) Upon termination or expiration of this Agreement, (i) Client or The City of Kalamazoo shall pay to Parkmobile any portion of the Fees then accrued and properly payable under this Agreement; (ii) Client shall promptly return to Parkmobile all materials in its possession provided by Parkmobile or otherwise created or produced by Parkmobile in connection with the performance of the Services hereunder; and (iii) Client shall discontinue all use of the Technology and intellectual property of Parkmobile and PMG.

(b) Notwithstanding the exercise by any party of its rights under this Article 3, no termination of this Agreement shall relieve either party of its liability for the payment or performance of any obligation accrued prior to the Termination Date (including any indemnification obligation arising hereunder, whether or not notice of such indemnification claim has been given before such termination, or of any rights or obligations under any other provisions, which, by their meaning or content, are intended to survive the termination hereof).

ARTICLE 4 ADDITIONAL COVENANTS OF THE PARTIES

4.1 Confidentiality.

(a) Each party acknowledges that all information and trade secrets relating to any of the other party's products and the services hereunder, including, without limitation, pricing, software, business and financial information, marketing and promotion plans, any changes or improvements therein, including any cost savings measures, is the confidential and proprietary information of such other party ("Confidential Information"). Except as otherwise set out herein, neither party shall disclose any Confidential Information of the other party to any third party or use it for its own benefit or the benefit of a third party, and each party shall take all commercially reasonable measures to protect the confidentiality of Confidential Information of the other party and prevent its disclosure to others.

(b) Each party may disclose the Confidential Information of the disclosing party to its affiliates and their respective employees and agents who are directly involved in the performance of this Agreement, who have a need to know and who are obligated to honor the restrictions on disclosure and use of such Confidential Information set forth in this Agreement (the persons to whom such disclosure is permissible being collectively known as "Representatives"). Each party shall be responsible for any breach of this Section 4.1 by its Representatives. The parties shall not disclose, without the prior written consent of the disclosing party, any of such disclosing party's Confidential Information that it has learned either during the course of this Agreement or in discussions and proposals leading up to this Agreement, except as may be required by Law or in accordance with this Agreement. The parties shall not use the Confidential Information of a disclosing party for any purpose other than that for which it was disclosed. The receiving party may disclose Confidential Information pursuant to obligations imposed by, subpoena, regulatory agencies, government agencies or courts of competent jurisdiction, subject to section 4.1 (d) hereof.

(c) All Confidential Information of Parkmobile and Client shall remain the property of each respective party. Upon any termination or expiration of this Agreement, each party shall return to the other party the other party's original version of all Confidential Information of such other party in document form, including any electronic media version, such as CD-ROM or computer disk, and shall confirm to such other party in writing that all such documents and things have been so provided and that all copies thereof have been destroyed subject to compliance with applicable Law. The foregoing shall not apply to any Confidential Information that is in the public domain without breach of this Agreement, Confidential Information that a party can demonstrate was known prior to receipt from the other party or Confidential Information that was subsequently received from a third party without any obligation of confidentiality to the other party.

(d) To the extent any party determines it necessary or advisable to file or provide a copy of this Agreement with a governmental agency, including the United States Securities and Exchange Commission, or otherwise in accordance with Law, that party shall provide prompt written notice so that the non-disclosing party may intervene to protect its Confidential information.

(e) Each party agrees that irreparable damage would occur, and that monetary damages would be an insufficient remedy at law, in the event that any of the provisions of this Section 4.1 were not

performed by the other party in accordance with the terms hereof and that the each party shall be entitled to specific performance of the terms hereof, in addition to any other remedy at law or equity.

(f) Each party's obligation with respect to the Confidential Information of a disclosing party shall expire three (3) years after the termination or expiration of this Agreement; provided, however, that each party's obligations with respect to the trade secrets of a disclosing party shall remain in effect throughout the Term and at all times thereafter, but only for so long as such information remains a trade secret and also provided that each party continues to maintain Confidential Information as confidential to the extent required by applicable law and PCI DSS and other PCI requirements.

4.2 Information. Subject to Section 4.1 and any applicable Laws and privileges, each party covenants and shall provide the other party with all information regarding itself and the transactions under this Agreement that the other party reasonably believes is required to comply with all applicable Law and to satisfy the requesting party's obligations hereunder. Any information owned by one party that is provided to any other party pursuant to this Agreement shall remain the property of the providing party. Unless specifically set forth herein, nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise in any such information.

4.3 Records. Each party shall maintain and retain records related to the provision of the Services under this Agreement consistent with such party's policies regarding retention of records. As needed from time to time during the period in which Services are provided, and upon termination of the provision of any Service, unless otherwise prohibited by applicable Law, the parties shall provide each other with records related to the provision of the Services under this Agreement to the extent that (a) such records exist in the ordinary course of business, and (b) such records are reasonably necessary for the requesting party to comply with its obligations under this Agreement or applicable Law.

4.4 Status Meetings. On periodic basis, but not less than quarterly, an appropriate representative of each party shall conduct a joint meeting to discuss the status of the Services, as well as to answer questions, gather information and resolve disputes that may occur from time to time. It is the expectation of the parties that the representatives of the parties shall communicate directly with one another and work directly with one another to ensure that all Services provided hereunder are completed on a timely and complete basis. All meetings pursuant to this Section 4.4 may be face to face, video or telephonic meetings as may be agreed upon by the parties. Each party shall bear its own costs of attending or participating in such meetings.

4.5 Privacy. The parties agree (a) to comply with all applicable Law; (b) not to use the information provided to or by Parkmobile about identifiable individuals ("PI") to market goods or services to those individuals or others; (c) that it will use reasonable security measures to safeguard the PI; and (d) not to disclose to others the PI.

4.6 Insurance. Parkmobile shall keep all of its insurable properties adequately insured against losses, damages and hazards as are customarily insured against by businesses engaging in similar activities or owning similar properties and at least the minimum amount required by applicable Law and any other agreement to which Parkmobile is a party or pursuant to which Parkmobile provides any services, including liability, property and business interruption insurance, as applicable.

ARTICLE 5 REPRESENTATIONS AND WARRANTIES; INDEMNIFICATION

5.1 Representations and Warranties. Each of Parkmobile and Client hereby represents, warrants and covenants to the other party hereto as follows:

(a) It is duly organized and validly existing under the laws of the state of its incorporation and has full power and authority to carry on its business as it is now being conducted and to own and operate its properties and assets;

(b) The execution, delivery and performance of this Agreement by such party has been duly authorized by all requisite corporate or limited liability company action, as applicable;

(c) It has the power and authority to execute and deliver this Agreement and to perform its obligations hereunder; and

(d) The execution, delivery and performance by it of this Agreement and its compliance with the terms and provisions hereof do not and will not conflict with or result in a breach of any of the terms or provisions of or constitute a default under the provisions of its charter documents or bylaws, or any order, writ, injunction or decree of any court or governmental authority entered against it or by which any of its property is bound.

5.2 Disclaimer of Warranties.

Disclaimer of Warranties. THE SERVICES ARE PROVIDED "AS IS" AND WITH ALL FAULTS. CLIENT ACKNOWLEDGES AND AGREES THAT PARKMOBILE SHALL NOT BE LIABLE FOR ANY ERROR, OMISSION, DEFECT, DEFICIENCY OR NONCONFORMITY IN THE TRIAL PROGRAM OR SERVICES. WITHOUT LIMITING THE FOREGOING, CLIENT ASSUMES ALL RISKS ASSOCIATED WITH THE SERVICES. OTHER THAN AS SPECIFICALLY SET FORTH HEREIN, NEITHER OF THE PARTIES MAKES ANY REPRESENTATIONS, WARRANTIES OR GUARANTEES, EXPRESS OR IMPLIED, DIRECTLY OR INDIRECTLY, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF CONDITION, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE, WITH RESPECT TO, ARISING OUT OF OR IN CONNECTION WITH THE SERVICES TO BE PERFORMED HEREUNDER BY SUCH PARTY OR THE RESULTS OBTAINED THEREBY.

5.3 Indemnification.

(a) Indemnification by Parkmobile. Parkmobile shall indemnify, defend and hold harmless Client, DKI their affiliates, The City of Kalamazoo, Downtown Development Authority, their respective successors and assigns, and their respective officers, directors, employees, consultants, agents and representatives from any liability, damage, diminution in value, loss, cost, claim or expense, including reasonable attorneys' fees and expenses that result from or arise out of: (i) the breach or inaccuracy of any of Parkmobile's representations or warranties in this Agreement; (ii) the breach of any of Parkmobile's covenants or agreements in this Agreement; or (iii) any violations of Law by Parkmobile in performing its obligations in connection with this Agreement.

(b) Indemnification by Client. Client shall indemnify, defend and hold harmless Parkmobile, its affiliates, their respective successors and assigns, and their respective officers, directors, employees, consultants, agents and representatives from any liability, damage, diminution in value, loss, cost, claim or expense, including reasonable attorneys' fees and expenses that result from or arise out of: (i) the breach or inaccuracy of any of Client's representations or warranties in this Agreement; (ii) the breach of any of Client's covenants or agreements in this Agreement; or (iii) any violations of Law or governmental rules or regulations by Client in performing its obligations in connection with this Agreement.

5.4 Limitation of Liability. TO THE FULLEST EXTENT PERMITTED BY LAW, THE AGGREGATE LIABILITY OF PARKMOBILE AND PMG FOR ANY AND ALL LOSSES AND DAMAGES ARISING OUT OF ANY CAUSE WHATSOEVER (WHETHER SUCH CAUSE BE BASED IN CONTRACT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE) UNDER THIS AGREEMENT SHALL IN NO EVENT EXCEED AN AMOUNT EQUAL TO THE TOTAL AMOUNT

PAID FOR THE SERVICES PURCHASED HEREUNDER; PROVIDED, HOWEVER, THAT THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY IN THE EVENT THAT THE DAMAGES ARISE (A) FROM A DATA SECURITY BREACH OF PARKMOBILE'S SYSTEM; (B) FRAUD OR WILFUL MISCONDUCT FROM PMG AND PARKMOBILE OR THEIR EMPLOYEES, REPRESENTATIVES, AND AGENTS, (C) INTELLECTUAL PROPERTY INFRINGEMENTS OR (D) VIOLATION OF THE CONFIDENTIALITY PROVISIONS OF THIS AGREEMENT. EACH PARTY HERETO AGREES THAT EACH OTHER PARTY SHALL NOT BE LIABLE TO SUCH PARTY OR ANYONE ACTING THROUGH SUCH PARTY UNDER ANY LEGAL THEORY (INCLUDING, WITHOUT LIMITATION, BREACH OF CONTRACT, STRICT LIABILITY, NEGLIGENCE OR ANY OTHER LEGAL THEORY) FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL OR EXEMPLARY DAMAGES, ARISING OUT OF OR RELATING TO THIS AGREEMENT.

ARTICLE 6 MISCELLANEOUS

6.1 Force Majeure. Neither party shall be liable for failure or delay in performance of its obligations under this Agreement to the extent such failure or delay is caused by an act of God, act of a public enemy, war or national emergency, rebellion, insurrection, riot, epidemic, quarantine restriction, fire, flood, explosion, storm, earthquake, interruption in the supply of electricity, power or energy, terrorist attack, labor dispute or disruption, or other event beyond the reasonable control of such party and without the fault of or negligence by such party (each, a "Force Majeure Event"). If a party's performance under this Agreement is affected by a Force Majeure Event, such party shall give prompt written notice of such event to the other party, stating the date and extent of such suspension and the cause thereof, and shall at all times use commercially reasonable efforts to mitigate the impact of the Force Majeure Event on its performance under this Agreement; provided, that such party shall take measures to overcome the condition that are consistent in all material respects with the measures taken in connection with such party's business. The parties shall promptly confer, in good faith, on what action may be taken to minimize the impact, on both parties, of such condition. In the event of a Force Majeure Event that affects either or both parties' ability to perform under this Agreement, the parties agree to cooperate in good faith to resume the affected services as soon as commercially possible to the extent commercially reasonable.

6.2 Notices. All notices, requests, claims, demands and other communications hereunder shall be in writing and shall be deemed to have been duly given when delivered (a) in person; (b) by any national overnight courier or other service providing evidence of delivery, or by registered or certified mail (postage prepaid, return receipt requested); or (c) by facsimile with a copy delivered the next business day by any overnight courier or other service providing evidence of delivery, to the respective parties at the following addresses:

To Parkmobile: Parkmobile USA, Inc.
3200 Galleria Parkway, Suite 100
Atlanta, Georgia 30339
Attention: Cherie Fuzzell
Telephone: (404) 818-9036
Facsimile: (770) 818-9039
Email: Cherie.fuzzell@parkmobileglobal.com

To Client: Central City Parking
320 N. Rose Street
Kalamazoo, MI 49007
Attention: Leslie Hoffmann
Telephone: 269-342-6383
email: lhoffmann@centralcityparking.com

Fax: 269-342-
6387

or to such other address (or fax number, if applicable) as the party to whom notice is given may have previously furnished to the others in writing in the manner set forth above (provided that notice of any change of address or fax number shall be effective only upon receipt thereof).

6.3 Independent Contractors. The parties are independent contractors under this Agreement, which shall not be construed to create any employment relationship, partnership, joint venture, franchisor-franchisee or agency relationship that did not already exist prior to the Effective Date, or to authorize any party to enter into any commitment or agreement binding on the other party except as expressly stated herein. The parties have no authority to make statements, warranties, or representations or to create any liabilities on behalf of the other.

6.4 Entire Agreement. This Agreement and the documents and schedules referred to herein contain the complete agreement between the parties hereto with respect to the subject matter herein and supersede any prior understandings, agreements or representations by or between the parties, written or oral, which may have related to the subject matter hereof in any way; provided, however, that this provision is not intended to abrogate any other written agreement between the parties executed with or after this Agreement.

6.5 Amendment and Waiver. The parties hereto may not amend or modify this Agreement except as may be agreed upon by a written instrument executed by the parties hereto. No waiver of any provision hereunder or any breach or default thereof shall extend to or affect in any way any other provision or prior or subsequent breach or default.

6.6 Successors and Assigns. This Agreement and all of the provisions hereof shall be binding upon and inure to the benefit of the parties and their respective successors and permitted assigns, except that neither this Agreement nor any of the rights, interests or obligations hereunder may be assigned or delegated by either party without the prior written consent of the other party; provided that Parkmobile may assign its rights, interests or obligations under this Agreement without the consent of Client to (i) any affiliate of Parkmobile so long as Parkmobile remains the primary obligor under this Agreement or (ii) any lender to Parkmobile or its affiliates as security for borrowings and provided that Client may assign this assign this Agreement in accordance with section 3.2(c).

6.7 Third-Party Beneficiaries. The parties to this Agreement do not intend this Agreement to benefit or create any right or cause of action in or on behalf of any person or entity other than Parkmobile and Client.

6.8 Severability. Whenever possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid under applicable Law, but if any provision of this Agreement is held to be prohibited by or invalid under applicable Law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions of this Agreement.

6.9 Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Michigan, without giving effect to any choice or conflict of law provision or rule that would cause the application of the laws of any other jurisdiction.

6.10 Arbitration. Should there be any ambiguity, contradiction or inconsistency in this Agreement, or should any disagreement or dispute arise between the parties in connection with this Agreement, the component representatives of the parties shall first attempt in good faith amicably to settle the matter by mutual negotiations. If such negotiations are unsuccessful, any controversy, dispute or claim arising out of, or in connection with, this Agreement may be settled by final and binding arbitration to be held

exclusively in the State of Michigan in accordance with the Commercial Arbitration Rules, as amended and in effect from time to time, of the American Arbitration Association (the "Rules"). The procedures and law applicable during the arbitration of any controversy, dispute or claim shall be both the Rules and the internal laws of the State of Michigan excluding, and without regard to, its or any other jurisdiction's rules concerning any conflict of laws. The arbitrator shall have the power to order injunctive relief or provide further equitable remedies. All fees and expenses relating to the work performed by the arbitrator(s) shall be shared equally between the parties. Nothing in this paragraph shall prevent a party from seeking injunctive relief from any the state or federal courts located in the State of Michigan. The parties consent to the exclusive jurisdiction and venue of such courts with respect to any matter not within the arbitrator's jurisdiction. Any award of the arbitrator may be enforced in any court of competent jurisdiction.

6.11 No Strict Construction; Headings. The language used in this Agreement shall be deemed to be the language chosen by the parties hereto to express their mutual intent, and no rule of strict construction shall be applied against any party. The headings used in this Agreement are for reference purposes only and shall not affect in any way the meaning or interpretation of this Agreement.

6.12 Counterparts; Delivery. This Agreement may be executed in any number of counterparts, each of which shall be deemed an original, but all of which together shall constitute but one and the same instrument. The parties agree that this Agreement may be executed and delivered by facsimile or other electronic transmission.

(Signatures begin on following page)

IN WITNESS WHEREOF, this Parking Services Agreement has been executed as of the day and year first above written.

"PARKMOBILE":

PARKMOBILE USA, INC.

By: Cherie Fuzzell
Name: Cherie Fuzzell
Title: CEO

"CLIENT":

DOWNTOWN KALAMAZOO, INC.

By: [Signature]
Name: President
Title: John DeSena

Acknowledged and agreed to solely for purposes of Section 1.9 of the Agreement:

"PMG":

PARKMOBILE GROUP B.V.

By: Cherie Fuzzell
Name: Cherie Fuzzell
Title: Authorized Signer

SCHEDULE 1

SERVICES

Parkmobile offers a service to Client's parking customers ("End Users") that facilitates the activation and payment of parking transactions using mobile technology ("Mobile Parking"). For use of the Mobile Parking service, an End User Fee per transaction as reflected in Schedule 3 is charged.

Parkmobile accepts several electronic payment methods from customers:

- a. Traditional credit card payments are accepted with Visa, MasterCard, Discover, & AMEX ("Traditional Payments")
- b. Emerging Payments ("Emerging Payments"). Emerging payments represent the numerous alternative payment methods that have begun to hit the marketplace today. Mostly, these innovations involve the use of virtual account-based membership profiles that a customer can utilize to transact purchases based upon the member's individual payment preferences. Examples of emerging payments include PayPal, Parkmobile's Stored Value Wallet, the Google Wallet, ACH, MasterCard's globalVCard, the ISIS Wallet, and Visa's V.me.

End Users who are registered with Parkmobile can begin and, if applicable, end a parking transaction in a variety of ways: visiting the website of Parkmobile - www.parkmobile.com; calling an Intelligent Voice Response (IVR) 1-800 Number, or using Parkmobile's mobile application. In order to register and begin a parking event, End Users simply provide the required information to create an account including credit card data and license plate number which is stored in a secure, PCI Level 1 compliant environment. Thereafter, subsequent parking visits only require the End User to enter or select the applicable parking duration options available for the location.

The tariff code of the parking area is indicated on parking signs or on parking meters. Enforcers of the Client check the validity of parking status real time against the Parkmobile database via a web service offering, free of charge to the Client, to determine if a valid parking right exists. This service can be accessed by using a handheld terminal or PDA.

The supply of handheld terminals (or PDA's) for enforcement and GSM cards for communication between the handheld terminals and the database and back-office systems are outside the scope of the Services.

End Users will receive parking alert services via SMS, mobile app push notification or email. The End User will be notified, for example, when parked for an extended period of time or when the maximum parking time nears expiration.

End Users can use Mobile Parking anywhere the Parkmobile mobile payment service is available.

All parking charges are automatically charged to the credit card of the End User. End Users have real time access to an online account-based personal page accessible from www.parkmobile.com to check and print their parking history, receipts, and statements.

SCHEDULE 2

SERVICE LEVELS

1. Operation, Management and Maintenance of the System

(a) Parkmobile shall use its best efforts not to perform maintenance during business hours. In emergency cases, adjustments to the system may also take place during hours for paid parking. If necessary, Parkmobile may perform maintenance of the system during business hours, provided Parkmobile provides Client with at least twenty-four (24) hours advance notice before the start of the work.

(b) Parkmobile makes a daily backup of data in the (local) database, which data are retained for three (3) months.

2. Errors and Interruptions

(a) When an error or interruption occurs in the Services, Client shall inform Parkmobile as soon as possible. Parkmobile shall confirm its receipt of such notification in writing. If any error or interruption cannot be repaired by Parkmobile within five (5) business days from the date when the error or interruption is reported to Parkmobile, then Parkmobile may issue a credit for the Services during such downtime. Time spent by Parkmobile to restore and support to interruptions and errors caused by Client and not attributable to Parkmobile shall be charged at the hourly rate of \$180.

(b) In the event that Client and Parkmobile disagree about whether an error or interruption has been resolved, Client and Parkmobile shall discuss in good faith and reach a mutual resolution regarding whether such error or interruption has occurred or been adequately resolved. If the parties agree that the problem was in fact an error or interruption, then Client shall not be entitled to a credit for the Software during the downtime.

3. Security and Authorization

Parkmobile shall protect and authenticate a limited number of representatives that shall have access to the system and confidential information. The parties shall respect and utilize security access codes.

4. Reports

Parkmobile shall provide Client access to reports related to the Services via an Internet or other digital means in relation to parking history, active users and parking revenues. Parkmobile also shall provide Client with monthly reports through an Internet or other digital means regarding parking revenues.

SCHEDULE 3

FEES

Parkmobile shall charge the Client or End User an end user fee of \$0.35 cents per transaction ("End User Fee").

Traditional Payment Credit Card Fees/Merchant Processing/Other Third Party Fees:

Parkmobile has been certified and can pass real time authorized debit/credit card transactions to the Client using one of Parkmobile's fully integrated processing partners to fund all collections directly into Client's account. Should Client elect to pursue an alternative Merchant Service Provider, Parkmobile shall pass real time transactions via a gateway solution at an additional cost of \$.05 per authorized transaction. In either scenario, the Client acts as the merchant of record (MOR) in the arrangement, covering all credit card processing costs. Parkmobile invoices the Client monthly to seek reimbursement from the Client for its End User Fee assessed on each Mobile Parking transaction.

Emerging Payments Fees

Parkmobile shall collect parking revenues for each Emerging Payment transaction and pass the Emerging Parking Revenue to the Client in accordance with Parkmobile's standard settlement procedures. Transaction processing fees for Emerging Payments only are \$.15 plus 3% of the parking fee ("Transaction Processing Fee") for each Emerging Payment. No other merchant processing or gateway fee will be charged to an Emerging Payment transaction. As used herein, Emerging Revenue shall mean parking revenue generated by End Users less End User Fees charged by Parkmobile, Transaction Processing Fees and other third party fees if applicable.

Other Terms and Conditions

Parkmobile's End User Fee does not cover any merchant processing or other third party fees associated with the acceptance of Traditional Payments or Emerging Payments.

Parkmobile reserves the right to pass through increases in third party transaction processing and related fees.

The use of mobile devices for enforcement as well as data plans are not part of this agreement.

Cost for initial standard signage shall be borne exclusively by Parkmobile. Client will be responsible for all signage installation.

Cost of marketing shall be borne exclusively by Parkmobile based on Parkmobile's standard marketing program.

Parkmobile reserves the right to increase End User Fees and additional service fees upon sixty (60) days written notice to Client.

Other development activities and additional services (listed below) for a fee at the request of and after written approval by Client as described below.

Additional Services:

1. Non-Integrated Gateway Service
2. Additional Marketing/Advertising
3. Customized Reporting
4. Custom Integration to 3rd parties
5. Citation/Enforcement support
6. Replacement Signage/Stickers

7. Additional Training
8. Zone & Rate structure changes after implementation
9. Event Override Solution
10. Self-Administration Service

Audit Listing—Scarlet's OfficeTop Shelf**

Attendance Record

- Time cards—Amber's office**
- Call in slips—Amber's office**
- Vacation/Time off requests(cashiers)—Amber's office**

Early Bird Audit

- Early bird books—(small supply Barbette's office)**
- Early bird books—(main supply) Sonja's office**
- Early bird Log—(white books/pink tickets from Barbette)**
- Ticket Issuance Audit—(pink tickets) Scarlet's office black 4 drawer cabinet**

Employee Access Audit

- Key cards- Ramps 2,3 & 4—Amber's office**

Equipment Audit

- Power tools—Maintainence garage**
- Lawn mowers, edgers, blowers —Maintainence garage**
- Meter heads, poles, locks & hardware—Maintainence garage**
- Radios—Front office**
- Radios—All others—Supervisor's office**

Front Desk Audit

- Paid citations w/receipts—in file room by date/LD**
- Unpaid citations to be rang in Duncan—in cashiers' possession**
- Cashiers report—Front office-black cabinet**
- Summary report—Front office-black cabinet**

Hang Tag Audit

- Hang tags (main supply)—Sonja's office black cabinet**
- Hang tags—current month unpaid—Lisa's desk**
- Hang tag—add/cancel report—Amber's office**

Honor Park Audit

- Honor box cards—unused—mail room**
- Honor box cards—collected revenue—Amber's office**
- Cash drop log—front office—Scarlet's office black 2 drawer cabinet**

Key Card Audit

- Key cards—Ramp 2,3 & 4—Amber's office**
- Monthly Parker report—Scarlet's office black cabinet**
- Key card listing—programmed cards—Scarlet's office**
- Key card—add/cancel clip board—Amber's office**

Audit Listing—Scarlet's OfficeTop Shelf**

Special Audit

- Ramp 2,3 & 4 Transient Devuene report—Scarlet's office**
- Parking Fee report—Scarlet's office**
- Reconciliation of # of Transactions to Cashier Report—Scarlet's office**

Audit Listing—Scarlet's OfficeTop Shelf**

Surprise Cashier Audit

- Cashier register ID list—Scarlet's office**
- Processed tickets—boxed by month—current—Supervisor's office**
- Processed tickets—boxed by month—past months—Storage room @ Ramp 3**
- Cash drop log—Scarlet's office black 2 drawer cabinet**

Time Card Audit

- Stamped time cards—Amber's office**
- Hourly time sheets—Amber's office**

Transient Income Audit

- Transient income audit report—Scarlet's office black 4 drawer cabinet**
- Ticket issuance audit report—Scarlet's office black 4 drawer cabinet**
- Reconciliation of Parking Tickets to Cashier Reports—Scarlet's office binder**
- Reconciliation of # of Transactions to Cashier Report—Scarlet's office binder**
- Transient Revenue Reporting audit—Scarlet's office binder**
- Parking Fee audit—Scarlet's office—black file cabinet**
- Ticket information Audit—tickets bagged/filed by month current—Supervisor's office**
- Void Ticket Audit—voided tickets—filed by date in file room**

Validation Stamp Audit

- Validated parking tickets—filed with reg tickets by date/month—current—Svpr's office**
- Validation Sales Log—Barbette's office**
- Validation Log—Master—Sonja's office**
- Validation Books—(small supply Barbette's office)**
- Validation Books—(main supply Sonja's office)**

Void Audit

- Void tickets—Tickets to be voided—Front office**
- Voided tickets—done by Scott Hanks—filed by date in file room**

ASK LIST

Position : Auditor

DONE TASK

June-16

FREQUENCY THINGS LOOKED AT

Attendance Audit	Bi-MONTHLY	Comparison of records for 1 day each pay period
Cashier Void Audit	MONTHLY	Check 1 DR per week for voids made by cashiers and verify they are documenting
Civil Infractions	MONTHLY	
Generate Monthly Reports		
Verify Monthly Revenue Sent		
Contested Tickets/Court File	Quarterly	Review contested file
DR Audit	MONTHLY	Check Deposit vs. DR vs. Meter TraX from daily packets
DR Audit/Daily Pkt	MONTHLY	Check 1 week of daily packets verify all signatures and totals accurate
Early Bird Book Audit	MONTHLY	Books sold vs. book remaining
Employee Access Audit	MONTHLY	One day previous month, all employees--ScanNet
Employee Keycard Listing	MONTHLY	One day previous month, all employees--ScanNet
Employee License Plate Audit	Quarterly	Audit any tickets received by employees, especially voids
Employee Uniform Audit	MONTHLY	Make sure employees are in uniform at all times
Equipment Audit	Quarterly	Power tools and big ticket items
Equipment Time-Check Log	MONTHLY	Generate a monthly report, time check done 2X daily
Failed Meter Report	MONTHLY	All failed meter complaints/reports previous month
Front Desk Audit	MONTHLY	All paperwork, one day of previous month
HangTag Audit	MONTHLY	Hangtags sold vs. hangtags remaining
Help Front Desk	DAILY	Keep to a minimum
Honor Box/Monthly Pmts Audit	MONTHLY	Manually verify drop boxes are being emptied
Honor Park Audit	MONTHLY	Audit honor box paid vs. deposit
Keycard Audit	MONTHLY	Keycards active vs. billed
Master Key Audit	MONTHLY	All keys locked in cash office by location and compare to sign out sheet/Master Log sheet
Meter Route	1X Weekly	Audit meters while route is collected
Prepaid Validation Audit	MONTHLY	Validations sold vs. validations remaining vs. billed
Radio Codes/Radio Audit	Quarterly	Physically verifying all radios accounted for/signed out to proper employees
Rubber Stamp Audit	MONTHLY	Pull 1 MV stamp compare to billing vs. cashier validation sheet 1 location
Skimmer Audit	MONTHLY	Audit all credit card swipers in ramps to ensure skimming is not taking place
SmartDrive	Every 3 Days	Assign SmartDrive log-ins, flag videos to be reviewed, follow up on coaching
Surprise Cashier Audit	MONTHLY	Audit 5 cashiers randomly each month
Ticket Usage Audit	MONTHLY	Keep track of tickets used in Ramps
Transient Income Audit	MONTHLY	Angie-done monthly bring up when issues
Update Meter Book	As Needed	Audit meters/maintenance/locations/issues
Validation Stamp Audit	Every 6 Mo.	1 MV; 1 day of month and manually verify tally vs. billing for all locations
Void Audit	Bi-MONTHLY	All voids, two days previous month
Validation Sticker Audit	Quarterly	Check Y-Stamp logs vs. booklets vs. invoices

DAILY/MONTHLY AUDIT CHECK LIST

<i>Date Checked</i>	LOCATION	OPERATIONAL	COMMENTS
6/1/16 8:00 AM	Zone 3 & 4	Audited Meters	Okay
6/7/16 8:00 AM	Count Room	Verified daily & meter totals for 6/6/16	All revenue accounted for
6/10/16 8:00 AM	Zone 2	Audited Meters	Okay
6/16/16 8:00 AM	Zone 1	Audited Meters	Okay
6/21/16 8:00 AM	Zone 1A	Audited Meters	Okay

HONOR BOX AUDIT

DATE:

Location	Pick-up Time	Total Validations	Picked Up By	Witness	Comments/Concerns
<i>Lot 2</i>					
<i>Lot 13</i>					

DROP BOX AUDIT/PAYMENTS

DATE:

Location	Pick-up Time	Total Envelopes	Picked Up By	Witness	Comments/Concerns
<i>LS2</i>					
<i>SS2</i>					
<i>Ramp 4</i>					

PAY STATION AUDIT

DATE:

Location	Pick-up Time	Total Envelopes	Picked Up By	Witness	Comments/Concerns
<i>Ramp 3 (pay-station)</i>					

HONOR BOX AUDIT

DATE: 6/7/2016

Location	Pick-up Time	Total Validations	Picked Up By	Witness	Comments/Concerns
Lot 2	4:16 PM	7	DD	SM	Okay
Lot 13	4:07 PM	0	DD	SM	Okay

DROP BOX AUDIT/PAYMENTS

DATE: 6/7/2016

Location	Pick-up Time	Total Envelopes	Picked Up By	Witness	Comments/Concerns
LS2	4:21 PM	0	DD	SM	Okay
SS2	4:22 PM	0	DD	SM	Okay
Ramp 4	4:05 PM	0	DD	SM	Okay

PAY STATION AUDIT

DATE:

Location	Pick-up Time	Total Envelopes	Picked Up By	Witness	Comments/Concerns
Ramp 3 (pay-station)					3 month audit

ASK LIST

Position : Auditor

DONE TASK

Position	Task	Frequency	Things Looked At
	Attendance Audit	Bi-MONTHLY	Comparison of records for 1 day each pay period
	Cashier Void Audit	MONTHLY	Check 1 DR per week for voids made by cashiers and verify they are documenting
	Civil Infractions	MONTHLY	
	Generate Monthly Reports		
	Verify Monthly Revenue Sent		
N/A	Contested Tickets/Court File	Quarterly	Review contested file
	DR Audit	MONTHLY	Check Deposit vs. DR vs. Meter TraX from daily packets
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N/A	Employee License Plate Audit	Quarterly	Audit any tickets received by employees, especially voids
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	Front Desk Audit	MONTHLY	All paperwork, one day of previous month
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	Help Front Desk	DAILY	Keep to a minimum
	Honor Box/Monthly Pmts Audit	MONTHLY	Manually verify drop boxes are being emptied
	Honor Park Audit	MONTHLY	Audit honor box paid vs. deposit
	Keycard Audit	MONTHLY	Keycards active vs. billed
N/A	Master Key Audit	MONTHLY	All keys locked in cash office by location and compare to sign out sheet/Master Log sheet
	Meter Route	1X Weekly	Audit meters while route is collected
	Prepaid Validation Audit	MONTHLY	Validations sold vs. validations remaining vs. billed
N/A	Radio Codes/Radio Audit	Quarterly	Physically verifying all radios accounted for/signed out to proper employees
	Rubber Stamp Audit	MONTHLY	Pull 1 MV stamp compare to billing vs. cashier validation sheet 1 location
	Skimmer Audit	MONTHLY	Audit all credit card swipers in ramps to ensure skimming is not taking place
	SmartDrive	Every 3 Days	Assign SmartDrive log-ins, flag videos to be reviewed, follow up on coaching
N/A	Surprise Cashier Audit	MONTHLY	Audit 5 cashiers randomly each month
	Ticket Usage Audit	MONTHLY	Keep track of tickets used in Ramps
	Transient Income Audit	MONTHLY	Angle-done monthly bring up when issues
	Update Meter Book	As Needed	Audit meters/maintenance/locations/issues
N/A	Validation Stamp Audit	Every 6 Mo.	1 MV; 1 day of month and manually verify tally vs. billing for all locations
	Void Audit	Bi-MONTHLY	All voids, two days previous month
N/A	Validation Sticker Audit	Quarterly	Check Y-Stamp logs vs. booklets vs. invoices

May-16



Attendance Audit

City: Kalamazoo
 Operations Manager: Leslie Hoffmann
 Auditor: Scarlet Murdock

Date Audited: May 2016 Date Performed: 06/30/16

<u>Employees Absent on May 27th:</u>	<u>Date of Request</u>	<u>Supporting paperwork filed?</u>
Toni Moorman	3/15/2016	Vacation form filled out and signed by Mgr
Kawonna Dixon	5/27/2016	Absent/Late form filled out and signed by Mgr
Lori Janssen	5/27/2016	Absent/Late form filled out and signed by Mgr
Jessica Jackson	5/27/2016	Absent/Late form filled out and signed by Mgr
Dennis DeVito	4/15/2016	Vacation form filled out and signed by Mgr

Any Discrepancies for Attendance/Time Off/Vacation Request forms? Y

May 27th, 2016:

<u>Employee</u>	<u>Time off Date</u>	<u>Date of Request</u>	<u>Discrepancies</u>
Jessica Jackson	5/27/2016	5/27/2016	Form missing from, recommended action and signature fields from Lisa Gathings

Other Discrepancies May 16-30, 2016:

<u>Employee Name</u>	<u>Time Off Date</u>	<u>Date of Request</u>	<u>Discrepancies</u>
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Attendance Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Date Audited: May 2016 Date Performed: 06/30/16

<u>Employees Absent on May 11th:</u>	<u>Date of Request</u>	<u>Supporting paperwork filed?</u>
Lori Janssen	3/14/2016	Request for time off form filled out and signed by Mgr
Dennis DeVito	5/11/2016	Absent/Late form filled out and signed by Mgr
Donvieonna Lipsey	5/11/2016	Absent/Late form filled out and signed by Mgr

Any Discrepancies for Attendance/Time Off/Vacation Request forms? N

May 11th, 2016:

Other Discrepancies May 1-15, 2016:

<u>Employee Name</u>	<u>Time Off Date</u>	<u>Date of Request</u>	<u>Discrepancies</u>
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Cashier Void Audit May 2016

Adam Weeks

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016					
		\$0.00	\$0.00	0	0

Amanda Cox

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016	663798	\$3.00	\$3.00	x	
5/7/2016	663831	\$3.00	\$0.00	x	
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016					
		\$6.00	\$3.00	2	0

Creshawnda West

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016	216904	\$9.70	\$1.35	x	
5/19/2016	216905	\$9.70	\$0.00	x	
5/25/2016	218060	\$4.75	\$0.00	x	
5/31/2016					
		\$24.15	\$1.35	3	0

Debra Myland

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016	219157	\$3.00	\$0.00	x	
5/31/2016	219169	\$8.15	\$0.00	x	
		\$11.15	\$0.00	2	0

Dennis DeVito

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016					
		\$0.00	\$0.00	0	0

Gloria Draper

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016					
		\$0.00	\$0.00	0	0

Jessica Jackson

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016	664040	\$3.00	\$0.00	x	
5/7/2016	664057	\$3.00	\$0.00	x	
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016	671057	\$5.60	\$5.60	x	
		\$11.60	\$5.60	3	0

Joe Salemka

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016					
		\$0.00	\$0.00	0	0

Karen Curry

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016	665813	\$8.15	\$8.15	x	
5/13/2016	665824	\$9.70	\$0.00	x	
5/19/2016	667807	\$2.20	\$0.00	x	
5/19/2016	667840	\$8.15	\$8.15		x
5/19/2016	667866	\$9.70	\$0.00	x	
5/19/2016	667867	\$1.35	\$0.00	x	
5/25/2016	669430	\$1.35	\$0.00	x	
5/31/2016	670977	\$0.00	\$3.05	x	
5/31/2016	670994	\$0.00	\$6.45	x	
		\$40.60	\$25.80	8	1

Kawanna Dixon

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016	6054	\$9.00	\$9.00	x	
5/25/2016					
5/31/2016					
		\$9.00	\$9.00	1	0

Kris Dixon

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016					
		\$0.00	\$0.00	0	0

Lori Janssen

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016	5334	\$12.70	\$3.00	x	
5/13/2016	5414	\$29.10	\$29.10	x	
5/19/2016	667926	\$5.60	\$3.00	x	
5/19/2016	667949	\$7.30	\$0.00	x	
5/25/2016	1137	\$8.15	\$8.15	x	
5/25/2016	1154	\$1.35	\$0.00	x	
5/25/2016	1253	\$4.75	\$4.75	x	
5/31/2016	1137	\$1.35	\$1.35	x	
		\$70.30	\$49.35	8	0

Michelle Morin

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016					
		\$0.00	\$0.00	0	0

Robin Mcpherson

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016	214342	\$3.00	\$0.00	x	
5/13/2016	215849	\$3.00	\$3.00	x	
5/19/2016					
5/25/2016					
5/31/2016					
		\$6.00	\$3.00	2	0

Sherry Bradshaw

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
5/7/2016					
5/13/2016					
5/19/2016					
5/25/2016					
5/31/2016					
		\$0.00	\$0.00	0	0

Sylvia Morin

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
	5/7/2016				
	5/13/2016				
	5/19/2016				
	5/25/2016				
	5/31/2016				
		\$0.00	\$0.00	0	0

Tia Branham

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
	5/7/2016				
	5/13/2016				
	5/19/2016				
	5/25/2016				
	5/31/2016				
		\$0.00	\$0.00	0	0

Toni Moorman

	Transaction Number	Void Amount	Amount Charged	Backup	No Backup
	5/7/2016				
	5/13/2016				
	5/19/2016				
	5/25/2016				
	5/31/2016				
		\$0.00	\$0.00	0	0

District Court C.I.N.'s

SUMMARY BY TYPE

ALL

Month and Year	Total Infractions	Total Amount
January 2015	241	\$10,000
February 2015	189	\$8,380
March 2015	272	\$11,365
April 2015	142	\$6,245
May 2015	104	\$4,645
June 2015	203	\$9,040
July 2015	234	\$10,770
August 2015	278	\$11,705
September 2015	316	\$13,805
October 2015	221	\$9,570
November 2015	208	\$9,015
December 2015	239	\$10,355
January 2016	230	\$9,795
February 2016	214	\$8,910
March 2016	241	\$10,080
April 2016	154	\$6,920
May 2016	147	\$6,280
TOTAL	3,633	\$156,880

District Court C.I.N.'s

SUMMARY BY TYPE

CONTESTED

Month and Year	Total Infractions	Total Amount
January 2015	1	\$40
February 2015	2	\$100
March 2015	8	\$200
April 2015	7	\$345
May 2015	12	\$525
June 2015	11	\$500
July 2015	6	\$200
August 2015	7	\$120
September 2015	19	\$670
October 2015	4	\$130
November 2015	3	\$70
December 2015	10	\$360
January 2016	4	\$160
February 2016	9	\$290
March 2016	2	\$70
April 2016	4	\$220
May 2016	3	\$40
TOTAL	112	\$4,040

District Court C.I.N.'s

SUMMARY BY TYPE

SCOFFLAW

Month and Year	Total Infractions	Total Amount
January 2015	240	\$9,960
February 2015	187	\$8,280
March 2015	264	\$11,165
April 2015	135	\$5,900
May 2015	92	\$4,120
June 2015	192	\$8,540
July 2015	228	\$10,570
August 2015	271	\$11,585
September 2015	297	\$13,135
October 2015	217	\$9,440
November 2015	205	\$8,945
December 2015	229	\$9,995
January 2016	226	\$9,635
February 2016	205	\$8,620
March 2016	239	\$10,010
April 2016	150	\$6,700
May 2016	144	\$6,240
TOTAL	3,521	152,840

DR Audit

Date audited	
Business	5/13/16
Deposit	5/16/16

Meters

Deposit		Dep Report		DKI Report		Count Room		Score	
Huntington	\$ 1,099.55	Amount	\$ 1,099.55	Street/NON-attend Lots		Street/NON-attend Lots		25558852	\$ 12.00
				Zone 3A	\$785.60	Zone 3A	\$785.60	25558853	\$ 785.60
				Paystation	\$12.00	Paystation	\$12.00		
				Honor Boxes		Honor Boxes		Honor Boxes	
				Lot 1	\$ 94.50	Lot 1	\$ 94.50	Lot 1	\$ 94.50
				Lot 2	\$ 78.35	Lot 2	\$ 78.35	Lot 2	\$ 78.35
				Lot 6		Lot 6		Lot 6	
				Lot 13	\$ 79.75	Lot 13	\$ 79.75	Lot 13	\$ 79.75
				Lot 19		Lot 19		Lot 19	
				Lot 21	\$ 49.35	Lot 21	\$ 49.35	Lot 21	\$ 49.35
Total	\$ 1,099.55	Total	\$ 1,099.55	Total	\$1,099.55	Total	\$1,099.55	Total	\$ 1,099.55

MeterTrax	
Route Total	
Zone 3A	\$711.75
Deposit	\$785.60
Total	\$ 73.85

Daily/Cashiers

Deposit	
Huntington \$	1,713.20
Total \$	1,713.20

Dep Report	
Amount \$	1,713.20
Total \$	1,713.20

DKI Report	
Ramp 3 \$	666.00
Ramp 2 \$	682.25
Ramp 4 \$	399.85
Lot 9 \$	447.30
Collections \$	370.00
Total \$	2,565.40

Count Room	
Ramp 3	
1st \$	35.25
2nd \$	422.05
PTP	
charges \$	208.70
Ramp 2	
SS2 - 1st \$	144.35
LS2 - 1st \$	78.00
LS2 - 2nd \$	112.30
SS2 - 2nd \$	160.60
PTP	
charges \$	187.00
Ramp 4	
1st \$	129.55
2nd \$	50.60
PTP	
charges \$	219.70
Lot 9	
1st \$	137.30
2nd \$	183.20
PTP	
charges \$	126.80
Collections	
Lisa G \$	130.00
Deb R \$	130.00
charges \$	110.00
Total \$	2,565.40

Score	
Ramp 3 \$	666.00
Ramp 2 \$	682.25
Ramp 4 \$	399.85
Lot 9 \$	447.30
Collections \$	370.00
Over/Short	
Total \$	2,565.40

Monthly/A/R

Lisa/Bev Deposit Slip	
Huntington \$	10,398.32
Total \$	10,398.32

Deposit Report	
Amount \$	10,398.32
Total \$	10,398.32
charges \$	1,122.40
Total \$	11,520.72

DKI Report	
Monthly	
Ramp 3	
Ramp 2 \$	90.00
Ramp 4 \$	125.00
Lot 1	
Lot 2 \$	294.00
Lot 5 \$	29.00
Lot 6	
Lot 9 \$	2,024.00
Lot 13	
Lot 14	
Lot 17	
Lot 18	
Lot 20 \$	56.00
Lot 30 \$	112.00
Validations	
Stickers \$	1,876.40
Merchant \$	5,624.32
Spec/Other	
Monthly 10HR \$	38.00
KC Deposit \$	5.00
Meters \$	444.00
Spec/Other \$	803.00
Total \$	11,520.72

Lisa/Bev Deposit Form	
Items	
Monthly \$	2,768.00
Stickers \$	1,876.40
Early Bird \$	803.00
Keycard \$	5.00
Meter Bag \$	444.00
Meter Card	
Merchant \$	5,624.32
Total \$	11,520.72
Payments	
Cash \$	154.00
Coin	
Checks \$	10,244.32
Deposit \$	10,398.32
charges \$	1,122.40
Total \$	11,520.72

Deposit Form Breakdown	
Monthly	
Ramp 2 \$	90.00
Ramp 3	
Ramp 4 \$	125.00
Lot 1	
Lot 2 \$	294.00
Lot 5 \$	29.00
Lot 6	
Lot 9 \$	2,024.00
Lot 17	
Lot 20 \$	56.00
Lot 30 \$	112.00
8850 \$	38.00
8870 \$	1,876.40
Daily	
Meters \$	444.00
Validations \$	5,624.32
KC Deposit \$	5.00
EB \$	803.00
Over/Short	
Total \$	11,520.72

Daily Packet Audit for May Audit

<u>Packet Date</u>	<u>Location</u>	<u>Problem</u>	<u>Comments</u>	<u>Audit Dt.</u>
5/5/2016	8802	Entered by box missing initials and date	Added initials and date	6/27/2016
5/5/2016	8813	Entered by box missing initials and date	Added initials and date	6/27/2016

Rosella Saldivar

	Cash Collected	Deposit Breakdown	Register Total	Collected Tickets	Tickets Collected	Start Tick Number	End Tick Number	Total Tick Count	Cash Short/Over
5/2/2016									
5/3/2016									
5/4/2016									
5/5/2016									
5/6/2016									
5/7/2016									
	0	0	0	0	0	0	0	0	\$0.00

Sherry Bradshaw

	Cash Collected	Deposit Breakdown	Register Total	Collected Tickets	Tickets Collected	Start Tick Number	End Tick Number	Total Tick Count	Cash Short/Over
5/2/2016									\$0.20
5/3/2016	x	x		x	x				\$0.25
5/4/2016									
5/5/2016									
5/6/2016			x						-\$1.00
5/7/2016	1	1	1	1	1	0	0	0	-\$0.55

Sylvia Morin

	Cash Collected	Deposit Breakdown	Register Total	Collected Tickets	Tickets Collected	Start Tick Number	End Tick Number	Total Tick Count	Cash Short/Over
5/2/2016									
5/3/2016									
5/4/2016									
5/5/2016									
5/6/2016									
5/7/2016									
	0	0	0	0	0	0	0	0	\$0.00

Tia Branham

	Cash Collected	Deposit Breakdown	Register Total	Collected Tickets	Tickets Collected	Start Tick Number	End Tick Number	Total Tick Count	Cash Short/Over
5/2/2016									
5/3/2016				x					
5/4/2016									
5/5/2016									
5/6/2016					x				
5/7/2016	0	x 1	0	1	1	0	0	0	\$0.00

Toni Mooman

	Cash Collected	Deposit Breakdown	Register Total	Collected Tickets	Tickets Collected	Start Tick Number	End Tick Number	Total Tick Count	Cash Short/Over
5/2/2016									
5/3/2016									
5/4/2016									
5/5/2016									
5/6/2016									
5/7/2016				x	x			x	
5/8/2016	0	0	0	1	1	0	0	1	\$0.00

Missing Ticket Audit

RAMP # 3

	Issued	Collected	Missing	Lost %
5/2/2016	245	227	18	7.35%
5/3/2016	214	195	19	8.88%
5/4/2016	342	274	68	19.88%
5/5/2016	516	422	94	18.22%
5/6/2016	808	723	85	10.52%
5/7/2016	815	747	68	8.34%
TOTAL	2940	2588	-352	-11.97%

RAMP # 2

	Issued	Collected	Missing	Lost %
5/2/2016	247	230	17	6.88%
5/3/2016	291	261	30	10.31%
5/4/2016	405	372	33	8.15%
5/5/2016	396	366	30	7.58%
5/6/2016	751	734	17	2.26%
5/7/2016	343	332	11	3.21%
TOTAL	2433	2295	-138	-5.67%

RAMP # 4

	Issued	Collected	Missing	Lost %
5/2/2016	387	379	8	2.07%
5/3/2016	168	161	7	4.17%
5/4/2016	201	194	7	3.48%
5/5/2016	171	167	4	2.34%
5/6/2016	203	179	24	11.82%
5/7/2016	106	90	16	15.09%
5/8/2016	42	44	-2	-4.76%
TOTAL	1278	1214	-64	-5.01%

LOT # 9

	Issued	Collected	Missing	Lost %
5/2/2016	305	286	19	6.23%
5/3/2016	356	338	18	5.06%
5/4/2016	320	305	15	4.69%
5/5/2016	368	352	16	4.35%
5/6/2016	432	413	19	4.40%
5/7/2016	204	171	33	16.18%
TOTAL	1985	1865	-120	-6.05%



Ramp 2 Monthly Early Bird Book Inventory Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Month Audited: May 2016

Date Performed: 06/20/16

Books in Storage

Total	Start #	End #
300	90801	96800

Book Inventory for Month

Date Issued	Color	Total Issued	Start #	End #	Issued To
17-May	WHITE	20	89601	90000	Lisa Rinehart
27-May	WHITE	40	90001	90800	Lisa Rinehart

Books Issued: 60
Previous Remaining: 16
Total Supply: 76

Books Sold

Total Sold	Start #	End #
38	89281	90040

Unsold Books

Total Supply: 76
Total Sold: 38
Total: 38

Remaining Books

Total	Start #	End #
38	90041	90800

Books On Hand

Storage: 300
Bev's Cabinet: 38
Total: 338

Does the number of Unsold Books equal the number of Remaining Books? Y



Ramp 4 Early Bird Ticket Inventory Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Month Audited: May 2016

Date Performed: 06/20/16

Books in Storage

	Total	Start #	End #
PINK	347	81061	88000

Book Inventory for Month

Date Issued	Color	Total	Start #	End #	Issued To
17-May	PINK	20	80661	81060	Lisa Rinehart

Books Issued:	20
Previous Remaining:	18
Total Supply:	38

Books Sold

	Total	Start #	End #
Pink	33	80301	80960

Unsold Books

Total Supply:	38
Total Sold:	33
Total Unsold:	5

Remaining Books

	Total	Start #	End #
Pink	5	80961	81060

Total Remaining: 5

Books On Hand

Storage	347
Bev's Cabinet	5
Total:	352

Does the number of unsold books equal the number of remaining books? Y



Employee Access Card Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Date Audited: 05/01/2016 to 05/31/2016

Date Performed: June 29, 2016

Last Name	First Name	Card #	Questions	Comments
Saldivar	Rosella	528	OK	
Morin	Michelle	813	OK	
Hanks	Scott	831	OK	
Luscomb	Steve	1066	OK	
Salemka	Joe	1118	OK	
Murdock	Scarlet	1126	OK	
Moorman	Toni	1196	OK	
Bradshaw	Sherry	1276	OK	
Dixon	Kristina	1315	OK	
Gathings	Lisa	1352	OK	
Jackson	Jessica	1657	OK	
West	Creshawnda	1721	OK	
Weeks	Adam	1896	OK	
Morin	Sylvia	1993	OK	
DeVito	Dennis	2046	OK	
Rinehart	Lisa	2107	OK	
Nardi	Rich	2237	OK	
Draper	Gloria	2240	OK	
Mosier	Jon	2245	OK	
Lockwood	Don	2281	OK	
Myland	Debra	2352	OK	
McPherson	Robin	2669	OK	
VanderVeen	Sonja	2674	OK	
Curry	Karen	2678	OK	
Janssen	Lori	2685	OK	
Dixon	Kawonna	2687	OK	No use for the month of May
Cox	Amanda	2689	OK	
Carter	Pamela	4156	OK	
Hoffmann	Leslie	4166	OK	



Keycard Changes from Keycard Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Date Audited: 05/01/2016 to 05/31/2016

Date Performed: June 29, 2016

EMPLOYEES

Cards to Activate

Pamela Carter #4156

Cards To Remove

Micheal Prevatte #4201

Important for Lisa

Pamela Carter's KC# according to the log is 4156, but 4201 was programmed to her instead. Micheal Prevatte's KC# according to the log was 4201; but 4156 was assigned to him instead. The numbers were just flip flopped so we need to assign 4156 to Pamela and cancel 4201.



Employee Keycard List

City: Kalamazoo

Operations Manager: Leslie Hoffmann

Auditor: Scarlet Murdock

Dates Audited: 5/1/2016 to 5/31/2016

Date Performed: 06/29/16

Managers

NAME	TITLE	CARD #
Leslie Hoffmann	System Manager	4166
Sonja VanderVeen	Facility Operations Manager	2674
Lisa Rinehart	Office Manager	2616
Lisa Gathings	Assistant Office Manager	1352

New 5/16

Supervisors

NAME	TITLE	CARD #
Scott Hanks	Maintenance Team Leader	831
Kris Dixon	2nd Shift Supervisor	1315

Employees

NAME	TITLE	CARD #
Amanda Cox	Cashier - 2nd Shift	2689
Adam Weeks	Cashier - 2nd Shift	1896
Creshawnda West	Cashier - Lot 9 Full Time 1st Shift	1721
Deb Roman	Customer Service Representative	2259
Debra Myland	Cashier - 2nd Shift	2352
Dennis DeVito	Maintenance - 1st Shift - 8am-4:30pm	2046
Don Lockwood	Maintenance-2nd shift 4p-12:30a	2281
Gloria Draper	Cashier - Floater First Shift/Lunches	2240
Jessica Jackson	Cashier - 2nd Shift	1657
Joe Salemka	Cashier - 2nd Shift	1118
Jon Mosier	Maintenance -1st Shift Sat-Wed	2245
Karen Curry	Cashier - R3 Full Time 1st Shift	2678
Kawonna Dixon	Cashier - 2nd Shift	2687
Kris Dixon	Cashier - 2nd Shift	1315
Lisa Gathings	Customer Service Representative	1352
Lori Janssen	Cashier - 2nd Shift	2685
Lori Lavin	Temp	4153
Michelle Morin	Cashier - 2nd Shift	813
Pamela Carter	Cashier - R2 Full Time 1st Shift	4156
Rich Nardi	Enforcement Officer - 9:30a-6p	2237
Robin McPherson	Cashier - 2nd shift - Saturdays	2669
Rosella Saldivar	Head Cashier	508
Scarlet Murdock	Internal Auditor	1126
Sherry Bradshaw	Cashier - R4 Full Time 1st Shift	1276
Sylvia Morin	Cashier - LS2 Full Time 1st Shift	1993
Stephen Luscomb	Maintenance - DKI 1st Shift Full Time	1066
Tia Branham	Cashier - 2nd Shift	2422
Toni Moorman	Cashier - 2nd Shift	1196
William Eberhard	Enforcement Officer - 9:30a-6p	1844

New 5/16

New 5/16

New 5/16



Employee Uniform Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Time Period Audited: 5/1/16 thru 5/30/16

Date	Employee Name	Compliant	Non Compliant	Problems/Concerns
5/24/2016	Scott Hanks	x		
5/24/2016	Rich Nardi	x		
5/24/2016	William Eberhard	x		
5/24/2016	Karen Curry	x		
5/24/2016	Sylvia Morin	x		
5/24/2016	Sherry Bradshaw	x		
5/24/2016	Jessica Jackson	x		
5/24/2016	Joe Salemka	x		
5/24/2016	Adam Weeks	x		
5/27/2016	Tia Branham	x		

Power Tool and Equipment Quarterly Audit

Audit Date: 06/09/16

Auditor: Scarlet Murdock

Audit					
Item	Quantity	Location	On-Hand	Location	Comments
Air Compressor	1	R-2	1	Maintenance Garage	
Air Impact Wrench	1	R-2	1	Maintenance Garage	
Circular Saw - Skill	1	R-2	1	Maintenance Garage	
Drill - DeWalt Cordless (yellow)	1	R-2	1	Maintenance Garage	
Edger	1	R-2	1	Maintenance Garage	
Gator	1	R-2	1	Maintenance Garage	
Gator Attachment - Plow Blade	1	R-2	1	Maintenance Garage	
Hand Carts	2	R-2	2	Maintenance Garage	
Hedge Trimmer	1	R-2	1	Maintenance Garage	
Ladder - 14 Foot	1	R-2	1	Maintenance Garage	
Ladder - 6 Foot	1	R-2	1	Maintenance Garage	
Ladder - 8 Foot	1	R-2	1	Maintenance Garage	
Lawn Mower	1	R-2	1	Maintenance Garage	
Leaf Blower	1	R-2	1	Maintenance Garage	
Pole Straightener	2	R-2	2	Maintenance Garage	
Power Washer	1	R-2	1	Maintenance Garage	
Pull behind yellow cart	1	R-2	1	Maintenance Garage	
Ratchet set	1	R-2	1	Maintenance Garage	
Salt Spreader	4	R-2	4	Maintenance Garage	2 good, 2 okay
Snow Blower	1	R-2	1	Maintenance Garage	
Stihl Leaf Blower	1	R-3	1	Maintenance Closet	
String Trimmer	2	R-2	2	Maintenance Garage	1 works good, 1 needs repair
Sweeper - Tennant	1	R-2	1	Maintenance Garage	
Tractor Attachment - 40 Gallon Sprayer	1	R-2	1	Maintenance Garage	
Tractor Attachment - Brush	1	R-2	1	Maintenance Garage	
Tractor Attachment - Trailer	1	R-2	1	Maintenance Garage	
Truck Plow	1	R-2	1	Maintenance Garage	
Vacuum - Shop Vac	1	R-2	1	Maintenance Garage	
Welder w/2 tanks	1	R-2	1	Maintenance Garage	
Wheelbarrow	1	R-2	1	Maintenance Garage	

Equipment Time Check

2016

1,2 - timeclocks were checked

- H - Holiday
- N - No Information
- B - Mtn. Personnel in Booth and/or otherwise engaged
- R - Not Required
- V - Vacation
- S - Snow Day
- C - Closed Early for Holiday

Summary

Shift	Days	%	Days Open
1st	29	94%	31
2nd	22	71%	

*2nd Shift Maintenance sick; time checks weren't performed for 5/23 - 5/29 and 5/31

MAY

		January																														
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1st		1	N	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	N	1	1	1	1	1	1	1
2nd		2	R	R	2	2	2	2	2	R	R	2	2	2	2	2	R	R	2	2	2	2	2	R	R	2	2	2	2	2	R	R

		February																												
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
1st		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	N	1	1	1	1	1	1	1	1
2nd		2	2	2	2	2	2	2	2	2	2	2	R	R	2	2	2	2	2	2	R	N	2	2	2	2	2	R	R	2

		March																														
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1st		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
2nd		2	2	2	R	R	2	2	2	2	2	R	R	2	2	2	2	2	2	R	R	2	2	2	2	2	R	R	2	2	2	

		April																													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
1st		1	B	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	N	1	1	1	1	1	
2nd		2	R	R	2	2	2	2	2	2	2	2	2	2	2	2	R	R	2	2	2	2	2	R	R	2	2	2	2	R	

Failed Meter Report May 2016 Audit

Date	Complaint	Meter#	Location	Action Taken
5/6/2016	Put in a qtr and meter failed	1068	300 W South	Dirt inside; Reset and working good; put coins through
5/3/2016	Paid \$.50; meter still blinking zeros VOID 05 16332201	1081	200 W South	Reset and working good; put coins through
5/4/2016	Paid \$.35; meter failed and money is stuck	1119	400 W Academy	Bad lock
5/9/2016	Put in \$.30; meter failed and blinked zeros	1124	300 Academy	Reset and working good; put coins through
5/24/2016	Put in money and meter failed	1155	400 W South	Reset and working good; put coins through
5/23/2016	VOID 19 16222421 Failed	1162	200 W Academy	Spider web and dirt inside; reset and working good; put coins through
5/24/2016	Failed	1165	200 Academy	Dirt inside; Reset and working good; put coins through
5/9/2016	Pen jammed in meter	1168	200 W Academy	Reset on route
5/2/2016	Coin jam	1170	200 Academy	Dirt inside; Reset and working good; put coins through
5/20/2016	Put in money and meter failed	1178	200 Academy	Reset and working good; put coins through
5/5/2016	Failed	1181	200 W Academy	Reset and working good; put coins through
5/16/2016	Put in \$.50; meter reads failed and qtrs not going down	1183	200 Academy	Reset on route
5/31/2016	Failed	1228	300 W Michigan	Bad lock
5/11/2016	VOID 05 16222128 Failed	1232	300 W Academy	Jammed with coins; reset on route
5/20/2016	Put in money and meter failed	1265	100 S Church	Reset and working good; put coins through
5/17/2016	Failed	1267	100 S Church	Reset on route
5/16/2016	Put in money; meter only flashed zeros	1271	100 S Church	Reset on route
5/17/2016	Meter flashing failed and wouldn't accept money	1274	100 S Church	Bad lock
5/10/2016	Dead	1371	300 E Walnut	Put in new batteries
5/18/2016	Dead	1491	100 S Edwards	Put in new batteries
5/18/2016	Put in money and meter read expired and out of order	1491	100 S Edwards	Reset and working good; put coins through
5/5/2016	Put in \$.50; meter flashing failed	1526	200 W Kalamazoo	Reset and working good; put coins through
5/23/2016	Put in coins and meter failed	1526	200 W Kalamazoo	Reset on route
5/26/2016	Put in money and meter still read zeros	1526	200 W Kalamazoo	Dirt inside; Reset and working good; put coins through
5/17/2016	Put in money and meter read failed	1556	300 W Eleanor	Reset and working good; put coins through
5/6/2016	Meter not accepting anymore money	1566	400 W Eleanor	Reset and working good; put coins through

Failed Meter Report May 2016 Audit

Date	Complaint	Meter#	Location	Action Taken
5/31/2016	Put in money and meter failed	1568	400 W Eleanor	Spider web and dirt inside; reset and working good; put coins through
5/27/2016	Put in money and meter blinked zeros then failed	1568	400 W Eleanor	Spider web and dirt inside; reset and working good; put coins through
5/26/2016	Paid \$2.00; meter failed and blinked zeros	1580	300 W Eleanor	Reset and working good; put coins through
5/24/2016	Failed	1596	100 W Eleanor	Bad lock
5/26/2016	Put in money and meter failed	1630	200 W Water	Bad lock
5/5/2016	Put in a qtr and meter failed	1630	200 W Water	Bad lock
5/17/2016	Failed	1630	200 W Water	Bad lock
5/24/2016	Put in money and meter failed	1630	200 W Water	Bad lock
5/3/2016	Dead	1674	400 W Michigan	Put in new batteries
5/19/2016	Customer put in money and meter failed	1710	300 N Church	Reset on route
5/12/2016	Meter says out of order and failed	1717	100 N Church	Reset and working good; put coins through
5/9/2016	Put in money and meter failed	1717	100 N Church	Reset on route
5/17/2016	Put coin in meter and coin got stuck and meter failed	1718	100 N Church	Bad lock
5/18/2016	Put in money and meter failed	1718	100 N Church	Bad lock
5/19/2016	Failed	1718	100 N Church	Bad lock
5/5/2016	Can't read time	1720	100 N Church	Reset on route
5/11/2016	Failed	1721	100 N Church	Reset and working good; put coins through
5/11/2016	Customer put in a qtr and meter failed	1722	100 N Church	Reset and working good; put coins through
5/25/2016	Failed	1724	100 N Church	Coin jam; reset and working good
5/25/2016	Not accepting coins	1725	100 N Church	Coin jam; reset and working good
5/13/2016	Paid \$2.00; meter failed and blinked zeros	1729	100 N Park	Reset and working good; put coins through
5/20/2016	Put in money and meter failed	1746	300 N Rose	Bad lock
5/24/2016	Put in money and meter failed	1746	300 N Rose	Bad lock
5/17/2016	Put in money and meter read failed	1795	100 W Cedar	Reset and working good; put coins through
5/3/2016	Failed	1842	200 W Water	Reset on route
5/4/2016	Put in money and it says full - no time	1845	200 W Michigan	Reset and working good; put coins through

Failed Meter Report May 2016 Audit

Date	Complaint	Meter#	Location	Action Taken
5/10/2016	Customer put in 2 qtrs then meter failed	1938	Exchange Place	Jammed with coins; reset on route
5/10/2016	Put in \$1.00 then meter flashed failed	1946	500 John	Reset and working good; put coins through
5/11/2016	Put in qtrs and meter blinked lines; hard to see	1950	500 John	Reset and working good; put coins through

Failed Meter Report May 2016 Audit

Date	Complaint/Meter Not Registering Time	Meter#	Location	Action Taken
5/18/2016	Put in money and only received 1 hr 32 min	13	Lot 19	Bad mech
5/10/2016	Put in 4 qtrs; meter stayed at zeros	1096	300 W South	Reset and working good; put coins through
5/9/2016	Put in money and meter didn't go past 2 min	1158	200 Academy	Reset and working good; put coins through
5/9/2016	Paid \$.75; no time given	1170	200 W Academy	Reset and working good; put coins through
5/17/2016	Put in \$1.00; meter not giving time	1175	200 Academy	Reset and working good; put coins through
5/2/2016	Paid \$2.00; meter gave 50 min then failed	1182	200 W Academy	Spider web and dirt inside; reset and working good; put coins through
5/31/2016	Put in \$1.00; only received time for \$.50	1182	200 Academy	Reset and working good; put coins through
5/20/2016	Paid \$2.50 and only received 7 1/2 hrs	1254	100 S Park	Reset and working good; put coins through
5/2/2016	Put in \$.50; only received 16 min	1266	100 S Church	Reset and working good; put coins through
5/20/2016	Put in enough money and only got 12 min	1269	100 S Church	Reset and working good; put coins through
5/25/2016	Put in \$.50; did not receive time	1271	100 S Church	Reset and working good; put coins through
5/11/2016	Put in money and meter only gave 48 min	1341	St Johns	Reset and working good; put coins through
5/5/2016	Put in \$1.60 and the last dime didn't register	1390	200 E Walnut	Reset and working good; put coins through
5/12/2016	Meter didn't register a dime	1391	200 E Walnut	Reset and working good; put coins through
5/16/2016	Put in \$1.50 and meter failed	1391	200 E Walnut	No response
5/24/2016	Wouldn't register all coins and then failed	1396	200 E Walnut	Reset and working good; put coins through
5/9/2016	Put in money and meter didn't give any time	1506	300 W Kalamazoo	Reset on route
5/12/2016	Put in money and meter didn't give any time	1510	400 W Kalamazoo	Reset on route
5/4/2016	Paid \$.50; no time given	1526	200 W Kalamazoo	Reset and working good; put coins through
5/9/2016	Put in 2 qtrs; meter only gave 7 min	1580	300 W Eleanor	Reset and working good; put coins through
5/4/2016	Put in money; meter didn't register correct time	1585	300 W Eleanor	Reset and working good; put coins through
5/25/2016	Put in \$1.00 and received 30 min; meter wouldn't take anymore time	1610	200 E Water	Spider web and dirt inside; reset and working good; put coins through
5/10/2016	Every other qtr was giving time	1623	100 E Water	Spider web and dirt inside; reset and working good; put coins through
5/3/2016	Paid \$2.50; only received 26 min	1691	300 N Church	Reset and working good; put coins through
5/9/2016	Paid \$.75; no time given	1732	100 S Park	Bad mech

Failed Meter Report May 2016 Audit

Date	Complaint/Meter Not Registering Time	Meter#	Location	Action Taken
5/5/2016	Paid \$2.50; only received 30 min	1840	200 W Water	Reset and working good; put coins through
5/5/2016	Put in money and no time given	1946	500 John	Reset and working good; put coins through
5/26/2016	Put in money and only received 2 hrs 28 min	1949	500 John	Spider web and dirt inside; reset and working good; put coins through

Front Desk Audit



City: Kalamazoo

Operations Manager: Leslie Hoffmann

Auditor: Scarlet Murdock

Date Audited: 05/25/16

Date Performed: 06/30/16

Were all reports filled out properly? Y

Is each actual ticket listed on the Summary Report? Y

Does the revenue on the deposit form match each method of payment on the report? Y

Do all the actual tickets show as paid in the system? Y



Front Desk Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Date Audited: 05/25/16 Date Performed: 06/30/16

Do all the actual tickets show proper payment in system? Y

Comments: _____

Payment Type

Payment Date: 5/25/2016

Payment Method: Cash
DKI \$70.00

Payment Method: Check
DKI \$0.00

Payment Method: Money Order
DKI \$0.00

Payment Method: MasterCard
DKI \$0.00

Payment Method: Visa
DKI \$40.00

TOTAL

DKI \$110.00

Hang Tag Inventory Audit Summary

City: Kalamazoo
 Operations Manager: Leslie Hoffmann
 Auditor: Scarlet Murdock

Month Audited: May-16 Date Performed: 5/26/2016

TAGS

Color: LIGHT GREEN
 Opening Number: 1
 Closing Number: 550
 Total: 550

Total: 550

Tags Sold

	Total	Opening	Closing	Returned
8802	86	1	90	4
8809	147	91	240	3
8817	30	241	270	
8818	31	271	301	
8820	11	302	312	
8830	53	313	366	1
8850	5	367	373	2
Total:	363			10

Tags Added	Total	Opening	Closing
	46	374	419

	Added	Cancelled	NOT paid
8802	2		4
8809	6	1	2
8817	2		
8818			
8820			
8830	34	10	
8850	1	2	
8805	1		
Total:	46	13	6

* 9 tags were returned from the added tags

Tags Sold 363
 Tags Added 46
 Returned Tags 10
 Unused Tags 131
Total Tags 550

Unused Tags	Total	Opening	Closing
	131	420	550

Does the number of unsold tags equal the number of remaining tags?

YES

Verified By: Scarlet Murdock

Signature: Scarlet Murdock

Date: 5/26/16



Hang Tag Inventory Audit

FOR THE MONTH OF: May, 2016
 CITY: Kalamazoo

LOCATIONS	PASSES ISSUED	NUMBER SEQUENCE COLOR	VERIFIED BY (INITIALS)	PASSES SOLD	PASSES TRANSFERRED	FREE PASSES	PASSES RETURNED	VERIFIED BY (INITIALS)
8802	90	Lt. Grn / 1-90	Sm	86	0	0	4	Sm
8809	150	Lt. Grn / 91-240	Sm	147	0	0	3	Sm
8817	30	Lt. Grn / 241-270	Sm	30	0	0	0	Sm
8818	31	Lt. Grn / 271-301	Sm	31	0	0	0	Sm
8820	11	Lt. Grn / 302-312	Sm	11	0	0	0	Sm
8830	54	Lt. Grn / 313-366	Sm	53	0	0	1	Sm
8850	7	Lt. Grn / 367-373	Sm	5	0	0	2	Sm
8802	1	Lt. Grn / 374	Sm	1	0	0	0	Sm
8830	32	Lt. Grn / 375-406	Sm	23	0	0	9	Sm
8850	1	Lt. Grn / 407	Sm	1	0	0	0	Sm
8817	1	Lt. Grn / 408	Sm	1	0	0	0	Sm
8809	4	Lt. Grn / 409-412	Sm	4	0	0	0	Sm
8805	1	Lt. Grn / 413	Sm	1	0	0	0	Sm
8809	1	Lt. Grn / 414	Sm	1	0	0	0	Sm
8802	1	Lt. Grn / 415	Sm	1	0	0	0	Sm
8809	1	Lt. Grn / 416	Sm	1	0	0	0	Sm



Hang Tag Inventory Audit

FOR THE MONTH OF: May, 2016

CITY: Kalamazoo

LOCATIONS	PASSES ISSUED	NUMBER SEQUENCE COLOR	VERIFIED BY (INITIALS)	PASSES SOLD	PASSES TRANSFERRED	FREE PASSES	PASSES RETURNED	VERIFIED BY (INITIALS)
8817	1	Lt. Blm / 417	Sm	1	0	0	0	Sm
8830	2	Lt. Blm / 418-419	Sm	2	0	0	0	Sm



Hang Tag Distribution Control Form

Month May

Business Unit 8870

Location Name Kalamazoo

Lot Manger Leslie Hoffmann

Hang Tags Issued

Color	Starting #	Ending #	Total
Lt. Green	1	550	550

Delivery Prepared by:	Date	Delivery Verified by:	Date
8U	4/18/16	<i>[Signature]</i>	4-18-16

Hang Tags Sold

Color	Starting #	Ending #	Total

Hang Tags Returned

Color	Starting #	Ending #	Total
LIGHT GREEN	420	550	131
Returned/Voided	012, 022, 081, 090, 368, 373, 397,	120, 215, 230, 315, 399-406	19

Return Prepared by:	Date	Return Verified by:	Date
<i>[Signature]</i>	5/26/16	<i>[Signature]</i>	5/27/16

Explanation of any hang tags that have not been accounted for.

Request changes in the amount of tags for next month. Specify color and quantity.

RETURN THIS FORM TO THE REGIONAL ACCOUNTING OFFICE EVERY MONTH

HONOR BOX AUDIT

DATE: 5/27/2016

Location	Pick-up Time	Total Validations	Picked Up By	Witness	Comments/Concerns
Lot 2	4:37 PM	4	Kris D.	SM	Okay
Lot 13	4:26 PM	0	Kris D.	SM	Okay

DROP BOX AUDIT/PAYMENTS

DATE: 5/27/2016

Location	Pick-up Time	Total Envelopes	Picked Up By	Witness	Comments/Concerns
LS2	4:44 PM	0	Kris D.	SM	Okay
SS2	4:45 PM	0	Kris D.	SM	Okay
Ramp 4	4:22 PM	0	Kris D.	SM	Okay

PAY STATION AUDIT

DATE:

Location	Pick-up Time	Total Envelopes	Picked Up By	Witness	Comments/Concerns
Ramp 3 (pay-station)					3 month audit

Honor Park Audit

City: Kalamazoo
 Operations Manager: Leslie Hoffmann
 Auditor: Scarlet Murdock

Date Audited: 05/13/16

Date Performed: 06/30/16

Location: 8802

	1st	2nd	3rd		1st	2nd	3rd
1				51		\$1.00	
2				52			
3				53			
4				54			
5				55			
6				56			
7				57			
8				58			
9	P			59			
10	P			60			
11	\$3.00			61	\$1.00		
12	P			62			
13	P			63			
14	P			64			
15				65		\$2.00	
16				66		\$5.00	
17				67		\$1.00	
18		\$2.00		68	ST	\$2.50	
19				69	\$1.00		
20				70	\$2.00		
21				71	CK		
22				72	\$2.50		
23				73	\$2.00		
24				74	\$1.25		
25				75	\$3.25		
26				76			
27	ST			77	P	\$1.00	
28				78			
29	\$2.00			79	CK		
30	P			80			
31	P			81			
32	P			82	\$2.00		
33	P			83			
34	P			84	\$1.00		
35	P			85			
36	P			86	\$1.00		
37	P			87			
38	P			88			
39				89			
40	P			90			
41	P			91	\$2.00	\$1.00	
42	\$1.00			92			
43	\$1.00			93	\$1.00		
44	\$3.75			94			
45		\$1.00		95			
46	P	ST		96			
47		ST		97			
48	\$3.00			98			
49		\$2.00		99			
50				100			

\$13.75 \$5.00 \$0.00

\$20.00 \$13.50 \$0.00

Date Last Emptied: 5/12/2016

1st Check	2nd Check	3rd Check
Badge: <u>9886</u>	Badge: <u>9886</u>	Badge: <u>DL</u>
Time: <u>10:04 AM</u>	Time: <u>1:49 PM</u>	Time: <u>4:27 PM</u>
Envelopes: <u>0</u>	Envelopes: <u>0</u>	Envelopes: <u>0</u>

Total Envelopes: 0

Card Summary

Cash Reported:	\$33.75	1ST	
	\$18.50	2ND	
	\$0.00	3RD	
TOTAL	\$52.25		
			Permits Parked
			1st Check: <u>18</u>
			2nd Check: <u>0</u>
			3rd Check: <u>0</u>
Envelopes Issued: <u>0</u>			Average: <u>6.00</u>
Checks Reported: <u>2</u>	\$7.50		

Collection Summary

Cash:	<u>\$55.00</u>
Coins:	<u>\$15.85</u>
Subtotal:	<u>\$70.85</u>

Checks

Quantity:	<u>2</u>
Amount:	<u>\$7.50</u>

Total: \$78.35

Comparison

Cash Reported:	<u>\$52.25</u>
Cash Collected:	<u>\$70.85</u>
Difference:	<u>\$18.60</u>
Percent Difference:	<u>26%</u>

Checks Reported:	<u>2</u>
Checks Collected:	<u>2</u>
Difference:	<u>0</u>
Percent Difference:	<u>0%</u>

Honor Park Audit

City: Kalamazoo
 Operations Manager: Leslie Hoffmann
 Auditor: Scarlet Murdock

Date Audited: 05/13/16 Date Performed: 06/30/16

ROSE SIDE Location: **8813** **LOVELL SIDE**

	1st	2nd	3rd		1st	2nd	3rd
1				51			
2				52			
3			\$1.50	53			
4			\$1.00	54			\$1.00
5		\$2.00		55			\$1.00
6		\$2.00		56			
7	\$2.00	\$2.00		57			
8	\$2.00	\$2.00		58			
9	\$0.25	\$2.00		59			\$2.00
10	\$1.00	\$1.00		60			\$1.00
11			\$1.00	61			
12	\$2.00		\$1.00	62			
13		\$1.00		63			
14		\$1.00		64			
15	\$2.00	\$0.25		65			
16	\$2.00	\$1.00		66			
17	\$2.00	\$1.00		67			
18	\$2.00			68			
19		\$1.75		69			\$1.00
20		\$1.50		70			
21		\$1.00		71			
22			\$2.00	72			
23	\$1.00	\$2.00		73			
24		\$2.50		74			
25	\$2.00	\$3.00		75			
26		\$1.00		76			
27				77			
28				78			
29				79			
30				80			
31				81			
32				82			
33				83			
34				84			
35				85			
36				86			
37				87			
38				88			
39				89			
40				90			
41				91			
42				92			
43				93			
44				94			
45				95			
46				96			
47				97			
48				98			
49				99			
50				100			

\$18.25 \$28.00 \$6.50

\$0.00 \$0.00 \$6.00

Date Last Emptied: 5/12/2016

1st Check	2nd Check	3rd Check
Badge: <u>9886</u>	Badge: <u>9886</u>	Badge: <u>DL</u>
Time: <u>9:58 AM</u>	Time: <u>1:52 PM</u>	Time: <u>4:22 PM</u>
Envelopes: <u>0</u>	Envelopes: <u>0</u>	Envelopes: <u>0</u>

Total Envelopes: 0

Card Summary

Cash Reported:	\$18.25	1ST
	\$28.00	2ND
	\$12.50	3RD
	\$58.75	

Envelopes Issued: 0
 Checks Reported: 0 \$0.00

Collection Summary

Cash:	\$54.00
Coins:	\$25.75
Subtotal:	\$79.75

Checks	
Quantity:	<u>0</u>
Amount:	<u>\$0.00</u>

Total: \$79.75

Comparison

Cash Reported:	\$58.75
Cash Collected:	\$79.75
Difference:	\$21.00
Percent Difference:	26%

Checks Reported:	0
Checks Collected:	0
Difference:	0
Percent Difference:	0%



Monthly Key Card Reconciliation Report

Name of Parking Facility & Lot #: 25558824-Kalamazoo Mall Ramp

For the month of: Jul-16

Date Completed: 6/23/16

Column A Access System		Column B SCORE System	
Total Active Key Cards	387	Total Billed Key Cards	427
Plus: New Parkers	42	Plus: New Parkers	1
Less: Cancelled Parkers	1	Less: Cancelled Parkers	0
Total Active Key Cards	428		
Reconciliation		Total Billed Key Cards	428
Total Active Key Cards From Column A	428	Facility Manager	
Less: Total Key Cards Billed From Column B	428	Operations Manager OR Branch Manager Approval	
Difference	0		

Detailed explanation required below for all differences in reconciliation:



Monthly Key Card Reconciliation Report

Name of Parking Facility & Lot #: 25558801-Edwards Street

For the month of: Jul-16

Date Completed: 6/23/16

Column A Access System		Column B SCORE System	
Total Active Key Cards	<u>86</u>	Total Billed Key Cards	<u>86</u>
Plus: New Parkers	<u>0</u>	Plus: New Parkers	<u>0</u>
Less: Cancelled Parkers	<u>0</u>	Less: Cancelled Parkers	<u>0</u>
Total Active Key Cards	<u>86</u>	Total Billed Key Cards	<u>86</u>
Reconciliation			
Total Active Key Cards From Column A	<u>86</u>		
Less: Total Key Cards Billed From Column B	<u>86</u>	Facility Manager	
Difference	<u>0</u>	Operations Manager OR Branch Manager Approval	

Detailed explanation required below for all differences in reconciliation:



Monthly Key Card Reconciliation Report

Name of Parking Facility & Lot #: 25558809-Water Street

For the month of: Jul-16

Date Completed: 6/23/16

Column A Access System		Column B SCORE System	
Total Active Key Cards	<u>181</u>	Total Billed Key Cards	<u>182</u>
Plus: New Parkers	<u>0</u>	Plus: New Parkers	<u>0</u>
Less: Cancelled Parkers	<u>0</u>	Less: Cancelled Parkers	<u>1</u>
Total Active Key Cards	<u>181</u>	Total Billed Key Cards	<u>181</u>
Reconciliation			
Total Active Key Cards From Column A	<u>181</u>		
Less: Total Key Cards Billed From Column B	<u>181</u>	Facility Manager	
Difference	<u>0</u>	Operations Manager OR Branch Manager Approval	

Detailed explanation required below for all differences in reconciliation:



Monthly Key Card Reconciliation Report

Name of Parking Facility & Lot #: 25558828-Arcadia

For the month of: Jul-16

Date Completed: 6/23/16

Column A Access System		Column B SCORE System	
Total Active Key Cards	<u>131</u>	Total Billed Key Cards	<u>132</u>
Plus: New Parkers	<u>0</u>	Plus: New Parkers	<u>0</u>
Less: Cancelled Parkers	<u>0</u>	Less: Cancelled Parkers	<u>1</u>
Total Active Key Cards	<u>131</u>		
Reconciliation		Total Billed Key Cards	<u>131</u>
Total Active Key Cards From Column A	<u>131</u>	Facility Manager	
Less: Total Key Cards Billed From Column B	<u>131</u>	Operations Manager OR Branch Manager Approval	
Difference	<u>0</u>		

Detailed explanation required below for all differences in reconciliation:



Monthly Key Card Reconciliation Report

Name of Parking Facility & Lot #: 25558825-Epic Center

For the month of: Jul-16

Date Completed: 6/23/16

Column A Access System	Column B SCORE System																
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Active Key Cards</td> <td style="text-align: right; border-bottom: 1px solid black;">404</td> </tr> <tr> <td>Plus: New Parkers</td> <td style="text-align: right; border-bottom: 1px solid black;">0</td> </tr> <tr> <td>Less: Cancelled Parkers</td> <td style="text-align: right; border-bottom: 1px solid black;">6</td> </tr> <tr> <td>Total Active Key Cards</td> <td style="text-align: right; border-bottom: 1px solid black;">398</td> </tr> </table>	Total Active Key Cards	404	Plus: New Parkers	0	Less: Cancelled Parkers	6	Total Active Key Cards	398	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Billed Key Cards</td> <td style="text-align: right; border-bottom: 1px solid black;">398</td> </tr> <tr> <td>Plus: New Parkers</td> <td style="text-align: right; border-bottom: 1px solid black;">0</td> </tr> <tr> <td>Less: Cancelled Parkers</td> <td style="text-align: right; border-bottom: 1px solid black;">0</td> </tr> <tr> <td>Total Billed Key Cards</td> <td style="text-align: right; border-bottom: 1px solid black;">398</td> </tr> </table>	Total Billed Key Cards	398	Plus: New Parkers	0	Less: Cancelled Parkers	0	Total Billed Key Cards	398
Total Active Key Cards	404																
Plus: New Parkers	0																
Less: Cancelled Parkers	6																
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Total Billed Key Cards	398																
Reconciliation																	
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Active Key Cards From Column A</td> <td style="text-align: right; border-bottom: 1px solid black;">398</td> </tr> <tr> <td>Less: Total Key Cards Billed From Column B</td> <td style="text-align: right; border-bottom: 1px solid black;">398</td> </tr> <tr> <td>Difference</td> <td style="text-align: right; border-bottom: 1px solid black;">0</td> </tr> </table>	Total Active Key Cards From Column A	398	Less: Total Key Cards Billed From Column B	398	Difference	0	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Facility Manager </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Operations Manager OR Branch Manager Approval </div>										
Total Active Key Cards From Column A	398																
Less: Total Key Cards Billed From Column B	398																
Difference	0																

Detailed explanation required below for all differences in reconciliation:



Prepaid Validation Stamp Inventory Audit

City: Kalamazoo
 Operations Manager: Leslie Hoffmann
 Auditor: Scarlet Murdock

Month Audited: May 2016 Date Performed: 06/22/16

Books in Storage

Color	Total	Start #	End #
WMU Brown	2000	4001	6000
Yellow	125	3876	4000
Blue (\$3.00)	50	951	1000
KVCC #1 Blue	521	180	700
Green	150	501	650
Orange	100	321	420
Pink	100	1951	2050

Book Inventory for Month

Date Issued	Color	Total	Start #	End #	Issued To	
9-May	Yellow	1	3819	3819	Lisa Rinehart	Put back in stk 5/9
9-May	Pink	1	1881	1881	Lisa Rinehart	Put back in stk 5/9

Books Issued:	2
Previous Remaining:	108.9
Total Supply:	110.9

Books Sold

Color	Total	Start #	End #
Yellow	1	3819	3819
Yellow	0.1	3766	3766
Yellow	0.3	3846	38456
Yellow	11	3847	3857
Blue	0.2	926	926
Blue	4	927	930
Green	7	484	490
Orange	0.1	303	303
Orange	7	308	314
Pink	1	1881	1881
Pink	0.7	1928	1928
Pink	22	1929	1950

Unsold Books

Total Supply:	110.9
Total Sold:	54.4
Total:	56.5

Remaining Books

	Total	Start #	End #
Yellow:	0.7	3846	3846
Yellow:	18	3858	3875
Blue (\$3.00):	0.6	926	926
Blue (\$3.00):	20	931	950
Green:	0.5	380	380
Green:	10	491	500
Orange:	0.4	303	303
Orange:	6	315	320
Pink:	0.3	1928	1928
Total:	56.5		

Does the number of Unsold Books equal the number of Remaining Books? Y

**7 sheets remaining from yellow book 3846
 **6 sheets remaining from blue book 926
 **5 sheets remaining from green book 380
 **4 sheets remaining from orange book 303



Rubber Stamp Validation Audit

Auditor: Scarlet Murdock

Audit Date: 6/30/2016

Period Audited: May-16

<u>Ramp Loc</u>	<u>Stamp #</u>	<u>Customer Name</u>	<u>Cashier Val Tot.</u>	<u>Audit Tot.</u>	<u>Difference</u>	<u>Billed Total</u>	<u>Audit Total</u>	<u>Discrepancy</u>
8824	128	Jeff Davis & Associates	1	1	0	\$8.75	\$8.75	\$0.00
8825	128	Jeff Davis & Associates	0	0	0	\$0.00	\$0.00	\$0.00
8828	128	Jeff Davis & Associates	0	0	0	\$0.00	\$0.00	\$0.00
8809	128	Jeff Davis & Associates	0	0	0	\$0.00	\$0.00	\$0.00

Were the correct number of validations counted by the cashiers?

Y



Rubber Stamp Validation Audit

Auditor: Scarlet Murdock

Audit Date: 6/30/2016

Period Audited: May-16

Are there discrepancies between Billed Total and Audit Total ?

N

Are there discrepancies between Daily Tally and End of Month Tally ?

N



Skimmer Audit

City: Kalamazoo
 Operations Manager: Leslie Hoffmann
 Auditor: Scarlet Murdock

Month Audited: 5/1/16 thru 5/31/16

Date	Ramp 2	Ramp 3	Ramp 3 Center Lane	Ramp 4	Lot 1	Lot 9	Front Office
5/6/2016	x	x	x	x	x	x	x
5/13/2016	x	x	x	x	x	x	x
5/20/2016	x	x	x	x	x	x	x
5/27/2016	x	x	x	x	x	x	x

Ticket Usage

6/30/2016

Auditor: Scarlet Murdock

Year to Date	through	May	2016	past THREE months		
	total tickets used	average usage per month	average usage per day	total tickets used	average usage per month	average use per day
Ramp 4						
Kalamazoo Ave. (ivory)	6,662	1332	21	3,880	1293	50
Eleanor West (PINK)	626	125	2	384	128	5
Eleanor East (white)	49,109	9822	156	28,493	9498	365
Ramp 3						
Portage Street (center)	960	192	3	608	203	8
Portage Street (white)NORTH	53,019	10604	169	31,123	10374	399
Ramp 2						
Lovell (blue)	7,488	1498	24	4,449	1483	57
South W (white)	29,333	5867	93	17,933	5978	230
South E (yellow)	2,530	506	8	1,708	569	22
Lot 9						
West Water (Lane 1)	34,851	6970	111	21,868	7289	280
North Edwards (Lane 2)	2,906	581	9	1,776	592	23

Ticket Usage 06/30/16

Tickets in Storage			
	Ending Ticket Number	Last Ticket Used	Number of tickets left in series
Ramp 4			
Kal Ave (ivory)	380000	374000	6000
Eleanor W (pink)	60000	54000	6000
Eleanor E (white/box)	60	28	32
EB PINK--Monthly	84000	81060	2940

	Ending Ticket Number	Last Ticket Used	Number of tickets left in series
Ramp 3			
Portage Center entrance	100000	75000	25000
Portage North entrance	1000000	935000	65000

	Ending Ticket Number	Last Ticket Used	Number of tickets left in series
Ramp 2			
Lovell (blue)	630000	620000	10000
South W (white)	125000	93000	32000
South E (yellow)	140000	128000	12000
EB--Monthly Books	90800	90800	0

	Ending Ticket Number	Last Ticket Used	Number of tickets left in series
Lot 9			
Lot 9	120	69	51
Lot 9 Blue - Festivals	73000	71000	2000

	Ending Ticket Number	Last Ticket Used	Number of tickets left in series
Spares/after 9/10/R2/R4	100000	82000	18000
Spares/after 9/10/R2/R4	10000		10000
Green LOST tickets	80000	64315	15685
RAVE validation TICKET	100000	60000	40000

estimated remaining supply	
Days	Months
169	5
1735	47
8	

estimated remaining supply	
Days	Months
4607	127
229	6

estimated remaining supply	
Days	Months
247	7
198	5
801	22

estimated remaining supply	
Months	
16	

	Ending Envelope Number	Last Envelope Used	Number of Envelopes Remaining
Pink Envelopes	135000	130500	4500
	165000	157500	7500
	215000	0	215000

January		2015		Days Open: 27	
	month starting ticket	month ending ticket	total tickets issued	total for spitter	average usage per day
Ramp 4					
Kalamazoo Ave. (ivory)	366414	367654	1241	1,241	46
Eleanor West (pink)	52664	52783	120	120	4
Eleanor East (white)	350081	358886	8806	8,806	326
EB--Daily	77061	77760	700		
	Grand Total:		10,167		
Ramp 3					
Portage St. **CENTER**	66811	66994	184	184	7
Portage St NORTH (white)	876540	887383	10844	10,844	402
	Grand Total:		11,028		
Ramp 2					
Lovell Street (blue)	610707	612205	1499	1,499	56
South Street W (white)	62248	67743	5496	5,496	204
South Street E (yellow)	124737	125140	404	404	15
EB---Monthly Books	86481	87100	620		
	Grand Total:		7,399		
Lot 9					
West Water (Lane 1)	692979	699307	6329	6,329	234
North Edwards (Lane 2)	114679	115215	537	537	20
	Grand Total:		6,866		

35 Books

31 Books

February		2015		Days Open: 25	
	month starting ticket	month ending ticket	total tickets issued	total for spitter	average usage per day
Ramp 4					
Kalamazoo Ave. (ivory)	367655	369195	1541	1,541	62
Eleanor West (pink)	52784	52905	122	122	5
Eleanor East (white)	358887	370696	11810	11,810	472
EB--Daily	77761	78420	660		
	Grand Total:		13,473		
Ramp 3					
Portage St. **CENTER**	66995	67162	168	168	7
Portage St NORTH (white)	887384	898435	11052	11,052	442
	Grand Total:		11,220		
Ramp 2					
Lovell Street (blue)	612206	613745	1540	1,540	62
South Street W (white)	67744	73647	5904	5,904	236
South Street E (yellow)	125141	125558	418	418	17
EB---Monthly Books	87101	87820	720		
	Grand Total:		7,862		
Lot 9					
West Water (Lane 1)	699308	705961	6654	6,654	266
North Edwards (Lane 2)	115216	115808	593	593	24
	Grand Total:		7,247		

33 Books

36 Books

March		2015		Days Open: 27	
	month starting ticket	month ending ticket	total tickets issued	total for spitter	average usage per day
Ramp 4					
Kalamazoo Ave. (ivory)	369196	370652	1457	1,457	54
Eleanor West (pink)	52906	53030	125	125	5
Eleanor East (white)	370697	381698	11002	11,002	407
EB--Daily	78421	79300	880		
	Grand Total:		12,584		
Ramp 3					
Portage St. **CENTER**	67163	67369	207	207	8
Portage St NORTH (white)	898436	908811	10376	10,376	384
	Grand Total:		10583		
Ramp 2					
Lovell Street (blue)	613746	615114	1369	1,369	51
South Street W (white)	73648	79418	5771	5,771	214
South Street E (yellow)	125559	126054	496	496	18
EB---Monthly Books	87821	88680	860		
	Grand Total:		7,636		
Lot 9					
West Water (Lane 1)	705962	713212	7251	7,251	269
North Edwards (Lane 2)	115809	116455	647	647	24
	Grand Total:		7,898		

44 Books

43 Books

April		2015		Days Open: 26	
	month starting ticket	month ending ticket	total tickets issued	total for spitter	average usage per day
Ramp 4					
Kalamazoo Ave. (ivory)	370653	372171	1519	1,519	58
Eleanor West (pink)	53031	53158	128	128	5
Eleanor East (white)	381699	393477	11779	11,779	453
EB--Daily	79301	80300	1000		
	Grand Total:		13426		
Ramp 3					
Portage St. **CENTER**	67370	67542	173	173	7
Portage St NORTH (white)	908812	919275	10464	10,464	402
	Grand Total:		10637		
Ramp 2					
Lovell Street (blue)	615115	616582	1468	1,468	56
South Street W (white)	79419	85817	6399	6,399	246
South Street E (yellow)	126055	126427	373	373	14
EB---Monthly Books	88681	89280	600		
	Grand Total:		8240		
Lot 9					
West Water (Lane 1)	713213	720997	7785	7,785	299
North Edwards (Lane 2)	116456	117043	588	588	23
	Grand Total:		8373		

50 Books

30 Books

May		2015		Days Open: 25	
	month starting ticket	month ending ticket	total tickets issued	total for spitter	average usage per day
Ramp 4					
Kalamazoo Ave. (ivory)	372172	373075	904	904	36
Eleanor West (pink)	53159	53289	131	131	5
Eleanor East (white)	393478	399189	5712	5,712	228
EB--Daily	80301	80960	660		
	Grand Total:		6,747		
Ramp 3					
Portage St. **CENTER**	67543	67770	228	228	9
Portage St NORTH (white)	919276	929558	10283	10,283	411
	Grand Total:		10,511		
Ramp 2					
Lovell Street (blue)	616583	618194	1612	1,612	64
South Street W (white)	85818	91580	5763	5,763	231
South Street E (yellow)	126428	127266	839	839	34
EB---Monthly Books	89281	90040	760		
	Grand Total:		8,214		
Lot 9					
West Water (Lane 1)	720998	727829	6832	6,832	273
North Edwards (Lane 2)	117044	117584	541	541	22
	Grand Total:		7,373		

33 Books

38 Books



Void Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Date Audited: 05/23/16

Date Performed: 06/30/16

Were all tickets voided correctly? Y

Do all tickets have the correct information? Y

Were all tickets voided by the Facilities Operations manager? N

<u>Ticket Number</u>	<u>Who voided it?</u>	<u>Why?</u>
16221329	Deb Roman	Citations
16221332	Deb Roman	Citations
16331543	Deb Roman	Citations
16331550	Deb Roman	Citations
16331552	Deb Roman	Citations
16331556	Deb Roman	Citations

Are all customer courtesy voids valid? Y



Void Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Date Audited: 05/23/16

Date Performed: 06/30/16

Is there a ticket filed for all tickets voided in the system? Y

Do all tickets filed have a ticket status of void in the system? Y

Comments:

Appeals by Badge

Run Date: July 8, 2016

Run Time: 11:08 AM

Appeal Date From: 5/23/2016 12:00 AM To: 5/23/2016 11:59 PM
Badge: All

Appeal	Count
19 - CUSTOMER COURTESY	
Badge: 9219 - TIA BRANHAM CCP	1
Badge: 9276 - WILLIAM EBERHARD CCP	9
Badge: 9886 - RICH NARDI CCP	7

Total Appeals for: 19 - CUSTOMER COURTESY	17
--	-----------

Total Appeals:	17
-----------------------	-----------

Appeals By Violation

Run Date: July 8, 2016

Run Time: 11:09 AM

Appeal Date From: 5/23/2016 12:00 AM To: 5/23/2016 11:59 PM

Violation: All

Appeal Reason	Count
Violation: 01 - EXPIRED METER	
19 - CUSTOMER COURTESY	17

Total Appeals for: 01-EXPIRED METER	17
--	-----------

Total Records Printed:	17
-------------------------------	-----------



Void Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Date Audited: 05/04/16

Date Performed: 06/30/16

Were all tickets voided correctly? Y

Do all tickets have the correct information? Y

Were all tickets voided by the Facilities Operations manager? N

<u>Ticket Number</u>	<u>Who voided it?</u>	<u>Why?</u>
16119939	Leslie Hoffmann	Permission to park

Are all customer courtesy voids valid? Y



Void Audit

City: Kalamazoo
Operations Manager: Leslie Hoffmann
Auditor: Scarlet Murdock

Date Audited: 05/04/16

Date Performed: 06/30/16

Is there a ticket filed for all tickets voided in the system? N

<u>Ticket Number</u>	<u>Voided As</u>	<u>Officer Number</u>
16119939	07	9886

Do all tickets filed have a ticket status of void in the system? Y

Comments:

Appeals by Badge

Run Date: July 8, 2016

Run Time: 11:06 AM

Appeal Date From: 5/4/2016 12:00 AM To: 5/4/2016 11:59 PM
Badge: All

Appeal	Count
--------	-------

07 - PERMISSION TO PARK/KDPS

Badge: 9886 - RICH NARDI CCP 1

Total Appeals for: 07 - PERMISSION TO PARK/KDPS 1

09 - MITIGATING CIRCUMSTANCES

Badge: 9886 - RICH NARDI CCP 1

Total Appeals for: 09 - MITIGATING CIRCUMSTANCES 1

10 - DRIVER RETURNED

Badge: 9276 - WILLIAM EBERHARD CCP 1

Total Appeals for: 10 - DRIVER RETURNED 1

17 - WARNING

Badge: 9276 - WILLIAM EBERHARD CCP 1

Total Appeals for: 17 - WARNING 1

19 - CUSTOMER COURTESY

Badge: 9276 - WILLIAM EBERHARD CCP 7

Badge: 9886 - RICH NARDI CCP 25

Total Appeals for: 19 - CUSTOMER COURTESY 32

23 - CUSTOMER CONTESTED

Badge: 9276 - WILLIAM EBERHARD CCP 1

Total Appeals for: 23 - CUSTOMER CONTESTED 1

Total Appeals: 37

Appeals By Violation

Run Date: July 8, 2016

Run Time: 11:07 AM

Appeal Date From: 5/ 4/2016 12:00 AM To: 5/ 4/2016 11:59 PM

Violation: All

Appeal Reason	Count
Violation: 01 - EXPIRED METER	
07 - PERMISSION TO PARK/KDPS	1
19 - CUSTOMER COURTESY	32
Total Appeals for: 01-EXPIRED METER	33
Violation: 02 - OVERTIME	
10 - DRIVER RETURNED	1
17 - WARNING	1
Total Appeals for: 02-OVERTIME	2
Violation: 04 - 15 FT OF A HYDRANT	
23 - CUSTOMER CONTESTED	1
Total Appeals for: 04-15 FT OF A HYDRANT	1
Violation: 10 - NO ADVANCE PAYMENT	
09 - MITIGATING CIRCUMSTANCES	1
Total Appeals for: 10-NO ADVANCE PAYMENT	1
Total Records Printed:	37

Access Control Equipment

The purpose of this report is to review the access control equipment in all our facilities in Downtown Kalamazoo.

The Arcadia, Epic Center and Kalamazoo Mall ramps are equipped with 3M access control equipment. The Scan Net software for this equipment is located and controlled in the main office. All activity and programming can be managed through the Scan Net software. In the last year, 3M has discontinued producing and supporting parking revenue control equipment. As part of the 5-year plan, we are analyzing new equipment.

The Arcadia ramp is equipped with three ticket spitters, five key card readers, five gate arms and has credit card capability. There are no current problems with the equipment or communications to the Scan Net software.

The Epic Center ramp is equipped with three ticket spitters, seven key card readers, seven gate arms and has credit card capability. There are no current problems with the equipment or communications to the Scan Net software.

The Kalamazoo Mall ramp is equipped with two ticket spitters, four AVI readers, four gate arms and has credit card capability. This ramp is also equipped with a pay-in-lane device. There are no current problems with the equipment or communications to the Scan Net software.

Lot #9 is equipped with two ticket spitters, four key card readers, four gate arms and has credit card capability. There are no current problems with communications to the Scan Net software. There is damage to one ticket spitter, one card reader and the booth due to vehicles that is in the process of being repaired.

Lot 1 is equipped with one Hamilton pay station with two gate arms at the entrance which is used all day Monday – Saturday. There are no current problems with the equipment in this lot.

In the 100S block of Edwards Street, on the east side of the street we installed a Luke multi-spaced meter. This equipment was installed to replace the thirteen meters on that side of the street to accommodate room on the sidewalk for two outside cafes of Monaco Bay and The Wild Bull. There are no current problems with this equipment.

Access Control Equipment

Office

Equipment	Equip Date	Upgrade Needed	Comments
Scan Net System Version 6.0.1		Yes	Although the system is PCI compliant, there are flaws that can be resolved with the upgrade. The upgrade is not compatible with our older equipment and therefore cannot be done until the equipment in Ramp 2 & 4 is upgraded.

Ramp 2 - Epic Center

Equipment	Equip Date	Upgrade Needed	Comments
(1) Credit Card magnetic swipe package	2013	No	
(1) TD 249 Ticket Splitter - Lovell Street	2000	Yes	
(2) TD 249 Ticket Splitters - South Street	2000	Yes	
(3) Passport Plus Card Readers - Lovell Street	2000	Yes	
(4) Passport Plus Card Readers - South Street	2000	Yes	1 = 2012
(1) Auditor 3 Power Pad Fee Computer - Lovell Street	2000	Yes	New CPU 2011
(1) Auditor 3 Power Pad Fee Computer - South Street	2000	Yes	New CPU 2011
(3) 3M G90 CD Barrier Gates - Lovell Street	2000	Yes	1 = 2010 and 1 = 3/15/2012
(4) 3M CG90 Barrier Gates - South Street	2000	Yes	
(1) Full Sign	2000	Yes	

Ramp 3 - Kalamazoo Mall

Equipment	Equip Date	Upgrade Needed	Comments
(2) 3M MG 1000 Magnetic Stripe Ticket Dispenser	Jan-06	No	
(4) 3M 360 controllers with Tag Master AVI read heads	Jan-06	No	
(1) SST Auditor PowerPad	Jan-06	No	
(1) Pay-In-Lane Device, Credit Card	Jan-06	No	
(1) Scan Net additional console - Office	Jan-06	No	
(4) 3M G90 CD Barrier Gates	Jan-06	No	
(2) 3M LED Full Signs	Jan-06	No	

Ramp 4 - Arcadia

Equipment	Equip Date	Upgrade Needed	Comments
(1) Credit Card magnetic swipe package	2013	No	
(1) 3M TC 249 Ticket Splitter - Kalamazoo Avenue	1995	Yes	
(1) 3M TC 249 Ticket Splitter - Eleanor Street	2000	Yes	
(1) 3M POD Bar Code Ticket Splitter - Eleanor Street	1/3/2013	No	
(1) 3M Passport Plus proximity format card reader - KZ Ave	1995	Yes	
(4) 3M Passport Plus proximity format card reader - Eleanor	1995	Yes	
(1) Auditor 3 Power Pad Fee Computer - Eleanor Street	1995	Yes	New CPU 2014
(1) 3M CG90 Barrier Gate - Kalamazoo Avenue	1995	Yes	
(4) 3M CG90 Barrier Gate - Eleanor Street	1995	Yes	
(3) 3M Passport Plus door readers	1995	Yes	
(1) 3M Full Sign	1995	Yes	

Lot 1 - Okun Brothers

Equipment	Equip Date	Upgrade Needed	Comments
(1) Hamilton Auto Cashier	Oct-07	Yes	
(1) DoorKing 1520 Card reader	Oct-07	Yes	
(2) 3M G-90 CD Barrier Gates	Oct-07	Yes	

Lot 9 - Water Street

Equipment	Equip Date	Upgrade Needed	Comments
(1) Credit Card magnetic swipe package	Oct-13	No	In the process of installing a second exit on Water St.
(1) 3M POD bar code ticket splitter - Back entrance	Oct-13	No	
(1) 3M POD bar code ticket splitter - Water Street	Oct-13	No	
(1) 3M 360 proximity format card reader - Back entrance	Oct-13	No	
(3) 3M 360 proximity format card readers - Water Street	Oct-13	No	
(1) 3M Auditor 4 Power bar code Pad fee computer - Water St	Oct-13	No	
(1) #M Fee Display	Oct-13	No	
(1) Smart Port	Oct-13	No	
(1) 3M G-90 CD Barrier Gate - Back entrance	Oct-13	No	
(3) 3M G-90 CD Barrier Gate - Water Street	Oct-13	No	

EQUIPMENT AND TICKET TIME CHECK LOG PROCEDURES

Time checks are to be done on all ticket spitters and fee computers three times per day to ensure the accuracy of charges to our customers; first shift, second shift and third shift.

The collected data will be documented on the Equipment and Ticket Time Check Log (see example form). If the time is off on any of the equipment; note it on the form and then correct the time on the machine. Anything other than this action will require detailed information in the comments section.

At the end of the last shift for the day, the completed log is to be turned in to your supervisor with the rest of your paperwork.

The supervisor on duty will forward this completed form to the Internal Auditor for record keeping and future audits.

EQUIPMENT AND TICKET TIME CHECK LOG PROCEDURES

Time checks are to be done on all ticket spitters and fee computers three times per day to ensure the accuracy of charges to our customers; first shift, second shift and third shift.

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The supervisor on duty will forward this completed form to the Internal Auditor for record keeping and future audits.

EQUIPMENT AND TICKET TIME CHECK LOG

Date: _____

1st Shift: _____

2nd Shift: _____

3rd Shift: _____

1st Shift

2nd Shift

3rd Shift

Epic Center Ramp 2

- South St. Fee Computer
- South St. East Spitter/Ticket Printer
- South St. East Spitter/Analog Clock
- South St. West Spitter/Ticket Printer
- South St. West Spitter/Analog Clock
- Lovell St. Fee Computer
- Lovell St. Spitter/Ticket Printer
- Lovell St. Spitter/Analog Clock

Correct			
Time	Y	N	Var

Correct			
Time	Y	N	Var

Correct			
Time	Y	N	Var

Kalamazoo Mall Ramp 3

- Portage St. Fee Computer
- Portage St. North Spitter/Ticket Printer
- Portage St. North Display Clock
- Portage St. South Spitter/Ticket Printer
- Portage St. South Display Clock

Time	Y	N	Var

Time	Y	N	Var

Time	Y	N	Var

Arcadia Ramp 4

- Time Clock - Dial
- Time Clock - Stamp
- Eleanor St. Fee Computer
- Eleanor St. East Spitter/Ticket Printer
- Eleanor St. East Spitter/Analog Clock
- Eleanor St. West Spitter/Ticket Printer
- Eleanor St. West Spitter/Analog Clock
- Kalamazoo Ave. Spitter/Ticket Printer
- Kalamazoo Ave. Spitter/Analog Clock

Correct			
Time	Y	N	Var

Correct			
Time	Y	N	Var

Correct			
Time	Y	N	Var

Comments: _____



320 N. Rose St.
 Kalamazoo, MI 49007
 (269) 342-6383
 FAX: (269) 342-6387
 E-MAIL: parking@centralcityparking.com

**Activity Report
 Executive Summary
 July 2016**

The following Executive Summary is intended to statistically illustrate recent parking system activities. For additional information please refer to the Monthly Activities Report. Consistent with reports of similar nature, a certain margin of error should be understood.

Inventory / Occupancy – “Snapshot”

Inventory	June	July	Change
Parking System	4,075	4,075	No Change
On-Street	1,232	1,232	No Change
Ramps	1,806	1,806	No Change
Lots	1,062	1,062	No Change

Daytime

Occupancy	June	July	Change
Parking System	1,634	1,725 (42%)	Increase 6% (91)
On-Street	465	505 (41%)	Increase 9% (40)
Ramps	784	826 (48%)	Increase +% (42)
Lots	386	394 (37%)	Increase 2% (8)

Evening (Weekday)

Occupancy	June	July	Change
Parking System	1,264	688 (17%)	Decrease 46% (576)
On-Street	726	427 (35%)	Decrease 42% (299)
Ramps	375	167 (9%)	Decrease 56% (208)
Lots	163	94 (9%)	Decrease 43% (69)

Evening (Weekend)

Occupancy	June	July	Change
Parking System	1,125	1,247 (31%)	Increase 11% (122)
On-Street	550	594 (48%)	Increase 8% (44)
Ramps	395	444 (25%)	Increase 13% (49)
Lots	181	209 (20%)	Increase 28% (28)

Note: This report is intended to provide a “Snapshot” of current inventory, occupancy & availability. For more realistic accuracy, greater study should be conducted.

Customer Service

- Two customer courtesy services were performed. Two battery jump services were performed.
- Seven customer complaints were received. All seven complaints were a variety that recorded under other.

Meter Activity

- The meters generated approximately \$29,856. This is a \$5,363 (22%) increase over last month.
- Audit information reflected about \$28,875; this is a 4% variance of the deposit. Year-to-date, audit records is a 3.6% variance of the deposit. The preferred percentage is 1%.
- Twenty-two (22) meters did not generate revenue this month. This is 11 more than last month.
- Two (2) meters did not generate any revenue in 2016.
- The following, in no particular order, are the top ten revenue generating meters year-to-date:
 1. 200 Academy, North Side #1184
 2. 200 Academy, North Side #1182
 3. 100 North Church, West Side #1720
 4. 200 Academy, North Side #1179
 5. 200 Academy, South Side #1168
 6. 100 South Church, West Side #1265
 7. 200 Academy, North Side #1183
 8. 100 North Church, West Side #1721
 9. 200 West Water, South Side #1528
 10. 200 West Kalamazoo, South Side #1527

Enforcement

- 1,503 parking notices were issued this month. This represents a 20% decrease (378) from last month.

Collections

The resolution percentage is 80% year-to-date. We continue to work closely with the District Court in our collection efforts.

- 247 notices were voided this month under the 6-month forgiveness rule, 13% less than last month (36).
- 3,975 tickets representing \$171,310 have been turned over to the District Court since January 2015.



Monthly Activity Report

JULY 2016

Submitted by:

ABM Parking Services

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**JULY 2016
OCCUPANCY COUNT**

Individual Capacity By Facility

On Street	June 2016	
	Morning	Afternoon
Zone 1	179	201
Zone 2	164	200
Zone 3	<u>98</u>	<u>88</u>
Total	441	489

July 2016	
Morning	Afternoon
188	235
171	183
<u>105</u>	<u>126</u>
465	544

Inventory	Avg Occupied	Avg Available	Efficiency
468	212	257	52%
320	177	143	63%
<u>415</u>	<u>116</u>	<u>299</u>	<u>32%</u>
1,203	505	699	48%

Inventory	Avg Occupied	Avg Available
1,232	465	767
Efficiency	43%	62%

Inventory	Avg Occupied	Avg Available
1,232	505	728
Efficiency	47%	59%

Inventory	Avg Occupied	Avg Available	Efficiency
739	309	431	48%
505	278	227	63%
<u>568</u>	<u>240</u>	<u>327</u>	<u>48%</u>
1,810	826	984	52%

Ramps		
2	335	341
3	249	261
4	<u>196</u>	<u>185</u>
Total	780	787

299	318
265	291
<u>230</u>	<u>249</u>
794	858

Inventory	Avg Occupied	Avg Available
1,806	784	1,023
Efficiency	43%	57%

Inventory	Avg Occupied	Avg Available
1,806	826	980
Efficiency	46%	54%

Inventory	Avg Occupied	Avg Available	Efficiency
138	64	75	53%
178	91	88	56%
77	8	70	11%
40	9	32	24%
256	132	124	59%
27	17	11	70%
31	19	13	68%
31	12	19	44%
23	4	20	17%
36	9	27	29%
17	0	17	0%
<u>209</u>	<u>33</u>	<u>176</u>	<u>18%</u>
1,062	353	710	38%

Surface Lots		
1	61	62
2	99	97
5	8	6
6	2	9
8	119	115
13	11	16
17	19	18
18	13	15
19	0	2
20	10	12
21	7	1
30	<u>40</u>	<u>29</u>
Total	389	362

68	59
88	93
6	9
9	8
148	116
9	24
18	19
13	11
4	3
9	9
0	0
<u>36</u>	<u>29</u>
408	380

Inventory	Avg Occupied	Avg Available
1,144	386	759
Efficiency	34%	66%

Inventory	Avg Occupied	Avg Available
1,062	394	668
Efficiency	37%	63%

Total		
Inventory	Avg Occupied	Avg Available
4,075	1,634	2,441
Efficiency	40%	60%

Inventory	Avg Occupied	Avg Available
4,075	1,725	2,351
Efficiency	42%	58%

*According to Walker Parking Consultants, a supply of parking operates at peak efficiency when occupancy is 85% to 90%

Note: This information was compiled on a day randomly selected during the month. The data contained in the report should be regarded as such. Further study should be taken when realism is critical.

**JULY 2016
EVENING OCCUPANCY COUNT
WEEKDAY**

Individual Capacity By Facility

On Street	June 2016 (Weekday)
	8:00pm
Zone 1	416
Zone 2	162
Zone 3	<u>148</u>
Total	726

July 2016 (Weekday)
8:00pm
267
85
<u>75</u>
427

Inventory	Avg Occupied	Avg Available	Efficiency
468	134	335	33%
320	43	278	15%
<u>415</u>	<u>38</u>	<u>378</u>	10%
1,203	214	980	20%

Inventory	Avg Occupied	Avg Available
1,232	726	508
Efficiency	59%	41%
Efficiency	67%	

Inventory	Avg Occupied	Avg Available
1,232	427	805
Efficiency	35%	65%
Efficiency	40%	

Inventory	Avg Occupied	Avg Available	Efficiency
739	19	720	3%
505	49	457	11%
<u>566</u>	<u>16</u>	<u>550</u>	3%
1,810	84	1,727	5%

Ramps	
2	97
3	207
4	<u>71</u>
Total	375

Inventory	Avg Occupied	Avg Available
1,806	167	1,639
Efficiency	9%	91%
Efficiency	11%	

Inventory	Avg Occupied	Avg Available
1,806	375	1,431
Efficiency	21%	79%
Efficiency	24%	

Inventory	Avg Occupied	Avg Available	Efficiency
138	4	135	3%
178	4	175	2%
77	3	74	4%
40	0	40	0%
256	21	236	9%
27	8	20	32%
31	0	31	0%
31	0	31	0%
23	8	18	37%
36	0	36	0%
17	2	16	10%
<u>208</u>	<u>0</u>	<u>208</u>	0%
1,062	46	1,017	5%

Surface Lots	
1	25
2	22
5	6
6	13
9	44
13	24
17	0
18	0
19	15
20	3
21	4
30	<u>7</u>
Total	163

Inventory	Avg Occupied	Avg Available
1,062	94	988
Efficiency	9%	91%
Efficiency	10%	

Inventory	Avg Occupied	Avg Available
1,062	163	898
Efficiency	15%	85%
Efficiency	18%	

Total

Inventory	Avg Occupied	Avg Available
4,075	1,264	2,811
Efficiency	31%	69%
Efficiency	34%	

Inventory	Avg Occupied	Avg Available
4,075	688	3,367
Efficiency	17%	83%
Efficiency	19%	

*According to Walker Parking Consultants, a supply of parking operates at peak efficiency when occupancy is 85% to 90%

Note: This information was compiled on a day randomly selected during the month. The data contained in the report should be regarded as such. Further study should be taken when realism is critical.

**JULY 2016
OCCUPANCY COUNT
WEEKEND**

Individual Capacity By Facility

On Street	June 2016	
	8:00pm	10:00pm
Zone 1	323	308
Zone 2	153	142
Zone 3	<u>100</u>	<u>73</u>
Total	576	523

Inventory	Avg Occupied	Avg Available
1,232	550	683
Efficiency	45%	55%

Ramps		
2	120	72
3	263	229
4	<u>50</u>	<u>55</u>
Total	433	356

Inventory	Avg Occupied	Avg Available
1,808	395	1,412
Efficiency	22%	78%

Surface Lots		
1	60	45
2	6	3
5	36	14
6	4	3
8	54	80
13	9	6
17	0	0
18	0	0
19	19	19
20	1	0
21	4	3
30	<u>9</u>	<u>7</u>
Total	202	160

Inventory	Avg Occupied	Avg Available
1,062	181	881
Efficiency	17%	83%

Total		
Inventory	Avg Occupied	Avg Available
4,075	1,125	2,950
Efficiency	28%	72%

July 2016	
8:00pm	10:00pm
390	356
174	113
<u>87</u>	<u>67</u>
651	536

Inventory	Avg Occupied	Avg Available
1,232	594	639
Efficiency	48%	52%

157	66
317	260
<u>35</u>	<u>53</u>
509	379

Inventory	Avg Occupied	Avg Available
1,806	444	1,362
Efficiency	25%	75%

69	89
11	25
16	24
7	9
61	37
21	13
0	0
0	0
20	23
3	0
1	1
<u>4</u>	<u>4</u>
213	205

Inventory	Avg Occupied	Avg Available
1,062	209	853
Efficiency	20%	80%

Inventory	Avg Occupied	Avg Available
4,075	1,247	2,829
Efficiency	31%	69%

Inventory	Avg Occupied	Avg Available	Efficiency
488	373	95	91%
320	144	177	51%
<u>415</u>	<u>77</u>	<u>338</u>	<u>21%</u>
1,203	594	610	56%

Inventory	Avg Occupied	Avg Available	Efficiency
738	112	828	17%
505	289	217	65%
<u>566</u>	<u>44</u>	<u>522</u>	<u>9%</u>
1,810	444	1,386	28%

Inventory	Avg Occupied	Avg Available	Efficiency
138	69	69	57%
178	18	160	12%
77	20	57	30%
40	8	32	23%
256	49	207	22%
27	17	10	72%
31	0	31	0%
31	0	31	0%
23	22	2	107%
36	2	35	5%
17	1	16	7%
<u>206</u>	<u>4</u>	<u>204</u>	<u>2%</u>
1,062	203	860	22%

*According to Walker Parking Consultants, a supply of parking operates at peak efficiency when occupancy is 85% to 90%

Note: This information was compiled on a day randomly selected during the month. The data contained in the report should be regarded as such. Further study should be taken when realism is critical.

July 2016 VALIDATORS

- 1. ARCADIA INVESTMENT MANAGEMENT (INK STAMP)**
- 2. ARTS COUNCIL OF GREATER KALAMAZOO (STAMPS)**
- 3. BINGEN ASSOCIATES (STAMPS)**
- 4. BORGESS VISITING NURSES (INK STAMP)**
- 5. BRONSON METHODIST PATIENT ACCOUNTING(INK STAMP)**
- 6. BURNHAM & FLOWER AGENCY, INC. (INK STAMP)**
- 7. CHAMBERS, STEINER & STURM (STAMPS)**
- 8. CHASE BANK (INK STAMP)**
- 9. CITY SCAPE EVENT CENTER (INK STAMP/STAMPS)**
- 10. CONSUMERS CREDIT UNION (INK STAMP)**
- 11. COUNTERPOINT PILATES (INK STAMP/STAMPS)**
- 12. CSM GROUP (INK STAMP)**
- 13. DEB DROPPERS (STAMP/INK STAMP)**
- 14. DISCOVER KALAMAZOO (STAMPS)**
- 15. DKI (INK STAMP)**
- 16. FIFTH THIRD BANK (STAMPS)**
- 17. GAZELLE SPORTS (INK STAMP/STAMPS)**
- 18. HIEMSTRA OPTICAL (STAMP)**
- 19. HONORE SALON (STAMPS)**
- 20. HOSPICE CARE OF SOUTHWEST MICHIGAN (STAMPS)**
- 21. IRVING S. GILMORE FOUNDATION (INK STAMP)**
- 22. JEFF DAVIS & ASSOCIATES (INK STAMP)**
- 23. JUST GOOD FOOD (INK STAMP)**
- 24. MLIVE MEDIA GROUP (INK STAMP)**
- 25. KEYSER INSURANCE GROUP (STAMPS)**
- 26. KINGSCOTT ASSOCIATES, INC. (STAMPS)**
- 27. KRESA (STAMPS)**
- 28. LAKE, WALDORF & SCHAU, PLC (STAMPS)**
- 29. LEWIS & ALLEN (INK STAMP)**
- 30. LKF MARKETING (STAMPS)**
- 31. MEMORIES BRIDAL & EVENING WEAR (STAMPS)**
- 32. MILAN THE STYLE SHOP (INK STAMP)**
- 33. MORRISON JEWELERS (INK STAMP/STAMPS)**
- 34. NATURE CONNECTION (INK STAMP)**
- 35. NEXUS BUSINESS SOLUTIONS (INK STAMP)**
- 36. OLDE PENINSULA (STAMPS)**
- 37. OPTIMED PHARMACY (STAMPS)**

- 38. PATRICK VAN NORDSTRAND, DC (STAMPS)**
- 39. PLATA Y ORO (INK STAMP/STAMPS)**
- 40. PUBLIC MEDIA NETWORK (INK STAMP)**
- 41. Q-ELDER LAW (STAMPS)**
- 42. RAYMOND JAMES & ASSOCIATES (STAMPS)**
- 43. ROBERT W. BAIRD INC. (STAMPS)**
- 44. RX OPTICAL (STAMPS)**
- 45. SEYBURN & ASSOCIATES (STAMPS)**
- 46. SOUTHWEST MICHIGAN FIRST (INK STAMP)**
- 47. SOUTHWESTERN MICHIGAN EMERGENCY SERVICES (INK STAMP)**
- 48. SUSAN G KOMEN SW MICHIGAN (STAMPS)**
- 49. UPTON (INK STAMP)**
- 50. V&A BOOTERY (INK STAMP)**
- 51. VAN SWEDEN JEWELRY (STAMPS)**
- 52. VARNUM & RIDDERING (INK STAMP)**
- 53. VERITAS LAW GROUP (INK STAMP)**
- 54. WELSH & ASSOCIATES (STAMPS)**
- 55. YOKUM LAW OFFICE (STAMPS)**

CENTRAL CITY PARKING COMPLAINT LOG

Date	Time	Name/Complaint	Plate #	Ticket #	Complaint Code	Resolution
7/18/2016	8:30am	Eric Wimbley did not think that he was in a loading zone	CKW8822	16121014	14	Contested ticket
7/20/2016	10:00am	Tree was blocking the no parking sign	DCU9321	16333379	14	Will pay ticket
7/20/2016		Nancy Foster Would like more than 90 minutes to get her hair done.	4LPA22	16223661	14	Contested ticket
7/25/2016	9:50am	Donald Jordan stated that the tree needs to be trim on South and Kalamazoo Mall	BDK7220	16121236	14	Paid Ticket
7/25/2016	10:23 AM	Carla Noe	BRD4220	16223797	14	Paid Ticket
7/25/2016	1:00PM	Amiee Cooper parked at meter.Meter failed. She never reported the meter being failed.				
7/29/2016	12:00pm		BR408	1633487	14	Contested ticket

Sign Related:

1. No Parking from 2:00am to 6:00am
2. Alternate Side Parking
3. Signs in General
4. Ordinances
5. Front Yard Parking

Citation Service:

6. Tickets
7. Notices

Handicap Parking:

8. ADA Parking

Rental Housing Related:

9. Student Parking

Meter Related:

10. Meters

General:

11. Fines
12. Notes on Vehicles
13. Enforcement Staff
14. Other

**JULY 2016 METER REVENUE
ALL ZONES**

Date	Rev Audit	Deposit	Variance	Percentage	Cumulative to Date		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1	\$5,394.00	\$5,587.85	\$193.85	3.59%	919	898	97.7%
Week 2	\$6,551.60	\$6,784.65	\$233.05	3.56%	919	896	97.5%
Week 3	\$7,615.90	\$8,027.40	\$411.50	5.40%	919	904	98.4%
Week 4	\$8,079.00	\$8,202.40	\$123.40	1.53%	919	1,003	109.1%
Week 5	\$1,234.35	\$1,253.30	\$18.95	1.54%	156	153	98.1%
TOTALS	\$28,874.85	\$29,855.60	\$980.75	3.40%	3,832	3,854	100.6%

**JULY 2016 METER REVENUE
ZONE 1**

Date	Rev Audit	Deposit	Variance	Percentage	Cumulative to Date		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1	\$2,010.25	\$2,126.45	\$116.20	5.78%	344	332	96.5%
Week 2	\$3,509.25	\$3,633.05	\$123.80	3.53%	344	332	96.5%
Week 3	\$4,215.60	\$4,471.05	\$255.45	6.06%	344	337	98.0%
Week 4	\$5,070.30	\$5,123.30	\$53.00	1.05%	344	436	126.7%
TOTALS	\$14,805.40	\$15,353.85	\$548.45	3.70%	1,376	1,437	104.4%

**JULY 2016 METER REVENUE
ZONE 2**

Date	Rev Audit	Deposit	Variance	Percentage	Cumulative to Date		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1	\$1,100.80	\$1,121.50	\$20.70	1.88%	191	186	97.4%
Week 2	\$1,068.85	\$1,079.60	\$10.75	1.01%	191	185	96.9%
Week 3	\$1,053.50	\$1,054.20	\$0.70	0.07%	191	186	97.4%
Week 4	\$766.65	\$778.65	\$12.00	1.57%	191	186	97.4%
TOTALS	\$3,989.80	\$4,033.95	\$44.15	1.11%	764	743	97.3%

**JULY 2016 METER REVENUE
ZONE 3**

Date	Rev Audit	Deposit	Variance	Percentage	Cumulative to Date		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1	\$2,008.05	\$2,060.25	\$52.20	2.60%	270	268	99.3%
Week 2	\$1,567.95	\$1,653.50	\$85.55	5.46%	270	267	98.9%
Week 3	\$1,922.40	\$2,060.75	\$138.35	7.20%	270	267	98.9%
Week 4	\$1,912.35	\$1,963.80	\$51.45	2.69%	270	267	98.9%
Week 5	\$1,145.60	\$1,163.35	\$17.75	1.55%	139	136	97.8%
TOTALS	\$8,556.35	\$8,901.65	\$345.30	4.04%	1,219	1,205	98.9%

**JULY 2016 METER REVENUE
ZONE 4**

Date	Rev Audit	Deposit	Variance	Percentage	<u>Cumulative to Date</u>		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1	\$52.45	\$50.55	-\$1.90	-3.62%	52	50	96.2%
Week 2	\$125.25	\$127.55	\$2.30	1.84%	52	50	96.2%
Week 3	\$100.85	\$102.10	\$1.25	1.24%	52	53	101.9%
Week 4	\$90.60	\$91.80	\$1.20	1.32%	52	52	100.0%
TOTALS	\$369.15	\$372.00	\$2.85	0.77%	208	205	98.6%

**JULY 2016 METER REVENUE
ZONE 6**

Date	Rev Audit	Deposit	Variance	Percentage	Cumulative to Date		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1	\$71.75	\$73.05	\$1.30	1.81%	22	22	100.0%
Week 2	\$120.75	\$128.00	\$7.25	6.00%	22	22	100.0%
Week 3	\$132.70	\$141.60	\$8.90	6.71%	22	22	100.0%
Week 4	\$89.25	\$93.25	\$4.00	4.48%	22	22	100.0%
TOTALS	\$414.45	\$435.90	\$21.45	5.18%	88	88	100.0%

**JULY 2016 METER REVENUE
ZONE 19**

Date	Rev Audit	Deposit	Variance	Percentage	Cumulative to Date		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1	\$73.55	\$74.20	\$0.65	0.88%	23	23	100.0%
Week 2	\$101.05	\$102.45	\$1.40	1.39%	23	23	100.0%
Week 3	\$119.25	\$124.50	\$5.25	4.40%	23	22	95.7%
Week 4	\$99.65	\$100.25	\$0.60	0.60%	23	23	100.0%
TOTALS	\$393.50	\$401.40	\$7.90	2.01%	92	91	98.9%

**JULY 2016 METER REVENUE
ZONE 21**

Date	Rev Audit	Deposit	Variance	Percentage	Cumulative to Date		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1	\$77.15	\$81.85	\$4.70	6.09%	17	17	100.0%
Week 2	\$58.50	\$60.50	\$2.00	3.42%	17	17	100.0%
Week 3	\$71.60	\$73.20	\$1.60	2.23%	17	17	100.0%
Week 4	\$50.20	\$51.35	\$1.15	2.29%	17	17	100.0%
Week 5	\$88.75	\$89.95	\$1.20	1.35%	17	17	100.0%
TOTALS	\$346.20	\$356.85	\$10.65	3.08%	85	85	100.0%

**JULY 2016 REVENUE
ParkMobile**

Date	Rev Audit	Deposit	Variance	Percentage	Cumulative to Date		
					Total Meters	Units With Revenue	Meters Containing Revenue
Week 1			\$0.00	#DIV/0!	0	0	0.0%
Week 2			\$0.00	#DIV/0!	0	0	0.0%
Week 3			\$0.00	#DIV/0!	0	0	0.0%
Week 4	\$5,117.00	\$5,117.00	\$0.00	0.00%	0	0	0.0%
TOTALS	\$5,117.00	\$5,117.00	\$0.00	0.00%	0	0	0.0%

**YTD METER REVENUE 2016
ALL ZONES**

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$17,622.75	\$18,406.50	\$783.75	4.45%	3,676	3,566	97.0%
February	\$21,823.05	\$22,352.85	\$529.80	2.43%	4,018	3,769	93.8%
March	\$22,167.35	\$23,217.20	\$1,049.85	4.74%	4,261	4,035	94.7%
April	\$21,591.85	\$22,018.15	\$426.30	1.97%	3,832	3,747	97.8%
May	\$23,005.05	\$24,121.00	\$1,115.95	4.85%	3,862	3,725	96.5%
June	\$23,685.45	\$24,493.25	\$807.80	3.41%	3,676	3,580	97.4%
July	\$28,874.85	\$29,855.60	\$980.75	3.40%	3,832	3,854	100.6%
YTD	\$158,770.35	\$164,464.55	\$5,694.20	3.59%	27,157	26,276	96.8%

**YTD METER REVENUE 2016
ZONE 1**

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$8,068.30	\$8,421.85	\$353.55	4.38%	1,376	1,329	96.6%
February	\$10,526.90	\$10,651.65	\$124.75	1.19%	1,562	1,350	86.4%
March	\$9,679.10	\$10,293.85	\$614.75	6.35%	1,534	1,398	91.1%
April	\$9,023.65	\$9,074.25	\$50.60	0.56%	1,376	1,349	98.0%
May	\$11,858.75	\$12,497.40	\$638.65	5.39%	1,562	1,513	96.9%
June	\$10,985.05	\$11,511.10	\$526.05	4.79%	1,534	1,480	96.5%
July	\$14,805.40	\$15,353.85	\$548.45	3.70%	1,376	1,437	104.4%
TOTALS	\$74,947.15	\$77,803.95	\$2,856.80	3.81%	10,320	9,856	95.5%

**YTD METER REVENUE 2016
ZONE 2**

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$3,190.45	\$3,263.95	\$73.50	2.30%	764	721	94.4%
February	\$3,125.95	\$3,205.00	\$79.05	2.53%	764	735	96.2%
March	\$3,989.55	\$4,066.65	\$77.10	1.93%	955	934	97.8%
April	\$3,366.05	\$3,404.90	\$38.85	1.15%	764	742	97.1%
May	\$3,310.55	\$3,427.95	\$117.40	3.55%	764	740	96.9%
June	\$3,951.00	\$3,988.75	\$37.75	0.96%	955	924	96.8%
July	\$3,989.80	\$4,033.95	\$44.15	1.11%	764	743	97.3%
TOTALS	\$24,923.35	\$25,391.15	\$467.80	1.88%	5,730	5,539	96.7%

**YTD METER REVENUE 2016
ZONE 3**

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$5,509.65	\$5,813.05	\$303.40	5.51%	1,080	1,071	99.2%
February	\$7,226.70	\$7,528.20	\$301.50	4.17%	1,219	1,214	99.6%
March	\$7,345.80	\$7,671.30	\$325.50	4.43%	1,219	1,197	98.2%
April	\$7,946.65	\$8,252.60	\$305.95	3.85%	1,219	1,207	99.0%
May	\$6,660.20	\$6,989.80	\$329.60	4.95%	1,080	1,019	94.4%
June	\$7,288.40	\$7,505.60	\$217.20	2.98%	1,211	1,196	98.8%
July	\$8,556.35	\$8,901.65	\$345.30	4.04%	1,219	1,205	98.9%
TOTALS	\$50,533.75	\$52,662.20	\$2,128.45	4.21%	8,247	8,109	98.3%

**YTD METER REVENUE 2016
ZONE 4**

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$196.00	\$206.30	\$10.30	5.26%	208	197	94.7%
February	\$216.15	\$208.35	-\$7.80	-3.61%	208	205	98.6%
March	\$323.15	\$333.25	\$10.10	3.13%	260	260	100.0%
April	\$252.80	\$247.30	-\$5.50	-2.18%	208	208	100.0%
May	\$270.70	\$282.75	\$12.05	4.45%	208	205	98.6%
June	\$440.60	\$426.40	-\$14.20	-3.22%	260	251	96.5%
July	\$369.15	\$372.00	\$2.85	0.77%	208	205	98.6%
TOTALS	\$2,068.55	\$2,076.35	\$7.80	0.38%	1,560	1,531	98.1%

**YTD METER REVENUE 2016
ZONE 6**

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$188.45	\$198.20	\$9.75	5.17%	88	88	100.0%
February	\$235.35	\$245.75	\$10.40	4.42%	88	88	100.0%
March	\$341.95	\$349.65	\$7.70	2.25%	110	87	79.1%
April	\$406.40	\$420.45	\$14.05	3.46%	88	88	100.0%
May	\$294.90	\$292.10	-\$2.80	-0.95%	88	88	100.0%
June	\$396.85	\$418.30	\$21.45	5.41%	88	88	100.0%
July	\$414.45	\$435.90	\$21.45	5.18%	88	88	100.0%
TOTALS	\$2,278.35	\$2,360.35	\$82.00	3.60%	638	615	96.4%

**YTD METER REVENUE 2016
ZONE 19**

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$239.80	\$248.15	\$8.35	3.48%	92	92	100.0%
February	\$300.05	\$312.05	\$12.00	4.00%	92	92	100.0%
March	\$311.25	\$319.75	\$8.50	2.73%	115	91	79.1%
April	\$332.35	\$345.30	\$12.95	3.90%	92	68	73.9%
May	\$391.40	\$398.05	\$6.65	1.70%	92	92	100.0%
June	\$392.80	\$400.80	\$8.00	2.04%	115	113	98.3%
July	\$393.50	\$401.40	\$7.90	2.01%	92	91	98.9%
TOTALS	\$2,361.15	\$2,425.50	\$64.35	2.73%	690	639	92.6%

**YTD METER REVENUE 2016
ZONE 21**

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$230.10	\$255.00	\$24.90	10.82%	68	68	100.0%
February	\$191.95	\$201.85	\$9.90	5.16%	85	85	100.0%
March	\$176.55	\$182.75	\$6.20	3.51%	68	68	100.0%
April	\$263.95	\$273.35	\$9.40	3.56%	85	85	100.0%
May	\$218.55	\$232.95	\$14.40	6.59%	68	68	100.0%
June	\$230.75	\$242.30	\$11.55	5.01%	68	68	100.0%
July	\$346.20	\$356.85	\$10.65	3.08%	85	85	100.0%
TOTALS	\$1,658.05	\$1,745.05	\$87.00	5.25%	527	527	100.0%

YTD METER REVENUE 2016
ParkMobile

Date	Rev Sum	Deposit	Variance	Percentage	Total Meters	Units With Revenue	Meters Containing Revenue
January	\$4,194.27	\$4,194.27	\$0.00	0.00%	0	0	0.00%
February	\$4,752.48	\$4,752.48	\$0.00	0.00%	0	0	0.00%
March	\$5,091.38	\$5,091.38	\$0.00	0.00%	0	0	0.00%
April	\$4,906.69	\$4,906.69	\$0.00	0.00%	0	0	0.00%
May	\$5,122.80	\$5,122.80	\$0.00	0.00%	0	0	0.00%
June	\$4,973.23	\$4,973.23	\$0.00	0.00%	0	0	0.00%
July	\$5,117.00	\$5,117.00	\$0.00	0.00%	0	0	0.00%
TOTALS	\$34,157.85	\$34,157.85	\$0.00	0.00%	0	0	0.00%

TOP 10 REVENUE GENERATING METERS JULY 2016

Meter Revenue for All Zones (July Only):

Meter#	Address	July
1167	200 Academy, South Side	154.75
1164	200 Academy, South Side	148.15
1168	200 Academy, South Side	146.55
1721	100 N Church, West Side	143.95
1184	200 Academy, North Side	140.55
1166	200 Academy, South Side	139.90
1163	200 Academy, South Side	139.55
1145	300 Academy, South Side	137.00
1141	300 Academy, South Side	136.80
1162	200 Academy, South Side	135.55

Meter Revenue for All Zones (YTD):

Meter#	Address	YTD
1721	100 N Church, West Side	936.20
1184	200 Academy, North Side	906.00
1528	200 W Kalamazoo, South Side	864.95
1527	200 W Kalamazoo, South Side	854.75
1720	100 N Church, West Side	800.60
1168	200 Academy, South Side	786.45
1179	200 Academy, North Side	781.35
1183	200 Academy, North Side	774.45
1182	200 Academy, North Side	760.55
1265	100 S Church, West Side	738.10

TOP 10 REVENUE GENERATING METERS BY ZONE JULY 2016

Meter Revenue for Zone 1 (July only):

Meter#	Address	July
1167	200 Academy, South Side	154.75
1164	200 Academy, South Side	148.15
1168	200 Academy, South Side	146.55
1184	200 Academy, North Side	140.55
1166	200 Academy, South Side	139.90
1163	200 Academy, South Side	139.55
1145	300 Academy, South Side	137.00
1141	300 Academy, South Side	136.80
1162	200 Academy, South Side	135.55
1181	200 Academy, North Side	135.15

Meter Revenue for Zone 2 (July only):

Meter#	Address	July
1812	100 S Rose, East Side	114.30
1876	300 John, West Side	99.40
1458	300 Portage, East Side	83.90
1813	100 S Rose, East Side	81.75
1815	100 S Rose, East Side	81.35
1873	200 E South, South Side	79.75
1814	100 S Rose, East Side	79.55
1875	200 E South, South Side	76.00
1457	300 Portage, East Side	75.90
1874	200 E South, South Side	70.90

Meter Revenue for Zone 3 (July only):

Meter#	Address	July
1721	100 N Church, West Side	143.95
1527	200 W Kalamazoo, South Side	122.30
1528	200 W Kalamazoo, South Side	119.60
1720	100 N Church, West Side	119.45
1597	100 W Eleanor, South Side	105.20
1525	200 W Kalamazoo, South Side	99.50
1526	200 W Kalamazoo, South Side	98.80
1752	300 N Rose, East Side	97.60
1523	200 W Kalamazoo, South Side	94.25
1750	300 N Rose, East Side	92.90

TOP 10 REVENUE GENERATING METERS BY ZONE JULY 2016

Meter Revenue for Zone 4 (July only):

Meter#	Address	July
410	400 N Church, West Side	29.15
411	400 N Church, West Side	26.95
412	400 N Church, West Side	25.35
422	500 N Rose, West Side	24.10
417	400 N Rose, West Side	21.70
430	400 N Burdick, East Side	16.15
443	400 N Edwards, West Side	15.25
431	400 N Burdick, East Side	12.45
433	400 N Burdick, East Side	12.10
432	400 N Burdick, East Side	11.75

Meter Revenue for Zone 6 (July only):

Meter#	Address	July
L6-21	South Lot 6, East Side	46.75
L6-20	South Lot 6, East Side	45.15
L6-18	North Lot 6, East Side	44.80
L6-23	South Lot 6, East Side	40.85
L6-19	South Lot 6, East Side	39.85
L6-22	South Lot 6, East Side	35.40
L6-14	North Lot 6, East Side	22.15
L6-16	North Lot 6, East Side	22.05
L6-12	North Lot 6, East Side	18.80
L6-24	South Lot 6, East Side	18.35

Meter Revenue for Zone 19 (July only):

Meter#	Address	July
L19-02	Lot 19, North Side	57.65
L19-04	Lot 19, North Side	54.35
L19-03	Lot 19, North Side	36.80
L19-05	Lot 19, North Side	33.15
L19-23	Lot 19, South Side	25.35
L19-22	Lot 19, South Side	24.25
L19-06	Lot 19, North Side	20.85
L19-21	Lot 19, South Side	18.70
L19-07	Lot 19, North Side	17.60
L19-16	Lot 19, South Side	15.60

**TOP 10 REVENUE GENERATING METERS BY ZONE
JULY 2016**

Meter Revenue for Zone 21 (July only):

Meter#	Address	July
1908	Lot 21, South Side	36.75
1909	Lot 21, South Side	36.25
1910	Lot 21, South Side	35.65
1922	Lot 21, North Side	32.15
1911	Lot 21, South Side	19.95
1921	Lot 21, North Side	16.40
1912	Lot 21, South Side	16.00
1913	Lot 21, South Side	11.05
1918	Lot 21, North Side	9.50
1920	Lot 21, North Side	8.60

TOP 10 REVENUE GENERATING METERS BY ZONE JULY 2016

Meter Revenue for Zone 1 (YTD):

Meter#	Address	YTD
1184	200 Academy, North Side	906.00
1168	200 Academy, South Side	786.45
1179	200 Academy, North Side	781.35
1183	200 Academy, North Side	774.45
1182	200 Academy, North Side	760.55
1265	100 S Church, West Side	738.10
1181	200 Academy, North Side	719.80
1267	100 S Church, West Side	695.30
1151	200 Academy, South Side	693.35
1167	200 Academy, South Side	686.00

Meter Revenue for Zone 2 (YTD):

Meter#	Address	YTD
1812	100 S Rose, East Side	517.65
1814	100 S Rose, East Side	502.30
1813	100 S Rose, East Side	465.35
1457	300 Portage, East Side	461.90
1815	100 S Rose, East Side	448.65
1876	300 John, West Side	441.85
1873	200 E South, South Side	436.25
1874	200 E South, South Side	432.70
1458	300 Portage, East Side	432.20
1875	200 E South, South Side	401.20

Meter Revenue for Zone 3 (YTD):

Meter#	Address	YTD
1721	100 N Church, West Side	936.20
1528	200 W Kalamazoo, South Side	864.95
1527	200 W Kalamazoo, South Side	854.75
1720	100 N Church, West Side	800.60
1526	200 W Kalamazoo, South Side	713.30
1525	200 W Kalamazoo, South Side	693.35
1529	200 W Kalamazoo, South Side	615.30
1750	300 N Rose, East Side	606.75
1722	100 N Church, West Side	598.55
1523	200 W Kalamazoo, South Side	591.40

TOP 10 REVENUE GENERATING METERS BY ZONE JULY 2016

Meter Revenue for Zone 4 (YTD):

Meter#	Address	YTD
410	400 N Church, West Side	177.55
411	400 N Church, West Side	149.25
431	400 N Burdick, East Side	121.35
412	400 N Church, West Side	114.25
430	400 N Burdick, East Side	111.70
417	400 N Rose, West Side	108.40
418	500 N Rose, West Side	99.40
432	400 N Burdick, East Side	98.80
429	500 N Rose, East Side	75.20
433	400 N Burdick, East Side	64.40

Meter Revenue for Zone 6 (YTD):

Meter#	Address	YTD
L6-21	South Lot 6, East Side	292.70
L6-23	South Lot 6, East Side	260.55
L6-20	South Lot 6, East Side	253.05
L6-22	South Lot 6, East Side	239.10
L6-19	South Lot 6, East Side	225.70
L6-24	South Lot 6, East Side	175.70
L6-18	North Lot 6, East Side	145.65
L6-07	North Lot 6, West Side	106.10
L6-16	North Lot 6, East Side	68.05
L6-17	North Lot 6, East Side	67.40

Meter Revenue for Zone 19 (YTD):

Meter#	Address	YTD
L19-02	Lot 19, North Side	301.85
L19-04	Lot 19, North Side	269.25
L19-05	Lot 19, North Side	223.35
L19-03	Lot 19, North Side	216.55
L19-22	Lot 19, South Side	210.25
L19-06	Lot 19, North Side	161.80
L19-21	Lot 19, South Side	132.35
L19-23	Lot 19, South Side	116.90
L19-07	Lot 19, North Side	107.80
L19-08	Lot 19, North Side	82.45

**TOP 10 REVENUE GENERATING METERS BY ZONE
JULY 2016**

Meter Revenue for Zone 21 (YTD):

Meter#	Address	YTD
1908	Lot 21, South Side	328.85
1909	Lot 21, South Side	195.20
1910	Lot 21, South Side	183.65
1911	Lot 21, South Side	134.90
1922	Lot 21, North Side	113.70
1912	Lot 21, South Side	100.40
1920	Lot 21, North Side	97.10
1919	Lot 21, North Side	92.90
1921	Lot 21, North Side	81.25
1913	Lot 21, South Side	58.05

**METERS GENERATING ZERO DOLLARS
FOR THE MONTH OF JULY 2016**

Zone 1

Meter #	Address
1215	400 W Michigan, South Side
1216	400 W Michigan, South Side
1245	200 S Park, West Side

Zone 2

Meter #	Address
1441	400 S Jasper, West Side
1443	400 S Jasper, West Side
1955	500 John St, East Side

Zone 3

Meter #	Address
1516	300 W Kalamazoo, South Side
1637	400 W Water, South Side
1724	100 N Church, East Side
1725	100 N Church, East Side
1495	100 E Kalamazoo, North Side
1544	100 E Kalamazoo, South Side
1545	100 E Kalamazoo, South Side
1606	100 E Eleanor, South Side
1770	300 N Burdick, East Side
1966	300 N Edwards, East Side
1968	300 N Edwards, East Side
1969	300 N Edwards, East Side
1971	300 N Edwards, East Side

Zone 4

Meter #	Address
1535	400 W Kalamazoo, North Side
426	500 N Rose, West Side

Zone 6

Meter #	Address
L6-10	North Lot 6, West Side

Zone 19

Meter #	Address
None	

Zone 21

Meter #	Address
None	

**METERS GENERATING ZERO DOLLARS
YTD 2016**

Zone1

Meter # Address
None

Zone 2

Meter # Address
None

Zone3

Meter # Address
1545 100 E Kalamazoo, South Side

Zone4

Meter # Address
None

Zone 6

Meter # Address
L6-10 North lot 6, West Side

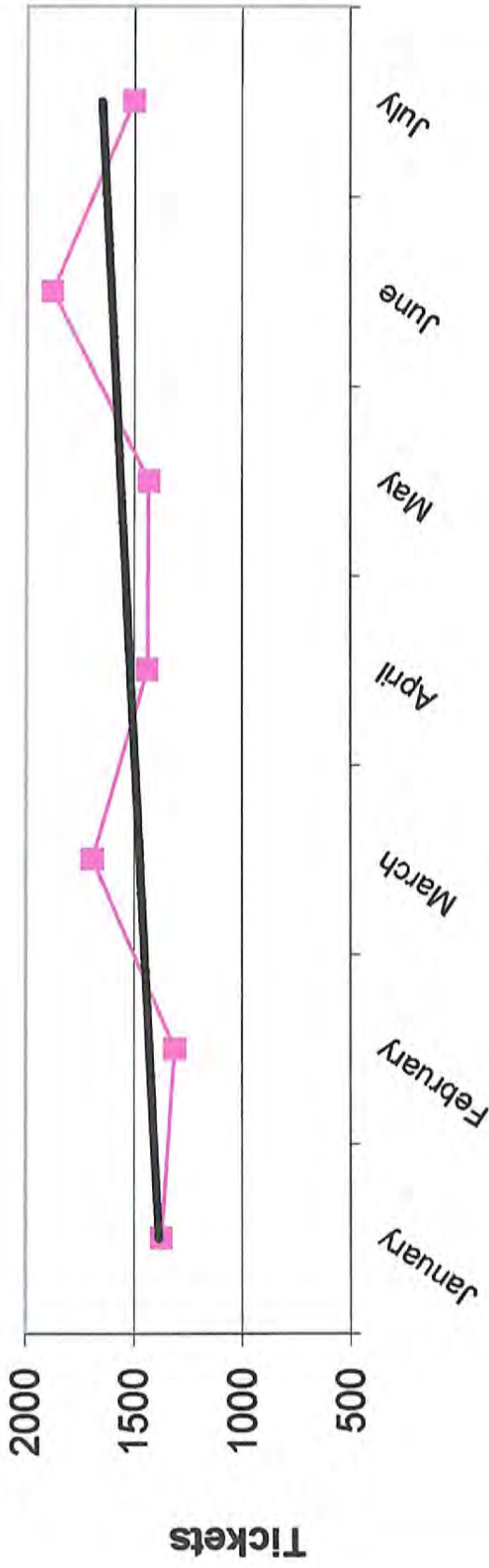
Zone 19

Meter # Address
None

Zone 21

Meter # Address
None

Tickets Issued 2016



**Tickets Issued
YTD 2016**

Date	Tickets
January	1,375
February	1,315
March	1,694
April	1,441
May	1,434
June	1,881
July	1,503

TOP 10 TICKETING LOCATIONS JULY 2016

Expired Meter Notices by Meter:

Meter#	Address	Tickets
1588	200 W Eleanor, South Side	8
1592	200 W Eleanor, South Side	8
1634	300 W Water, North Side	8
1647	300 W Water, South Side	8
1162	200 Academy, South Side	7
1591	200 W Eleanor, South Side	7
1648	300 W Water, South Side	7
1170	200 Academy, South Side	6
1594	200 W Eleanor, South Side	6
1633	300 W Water, North Side	6

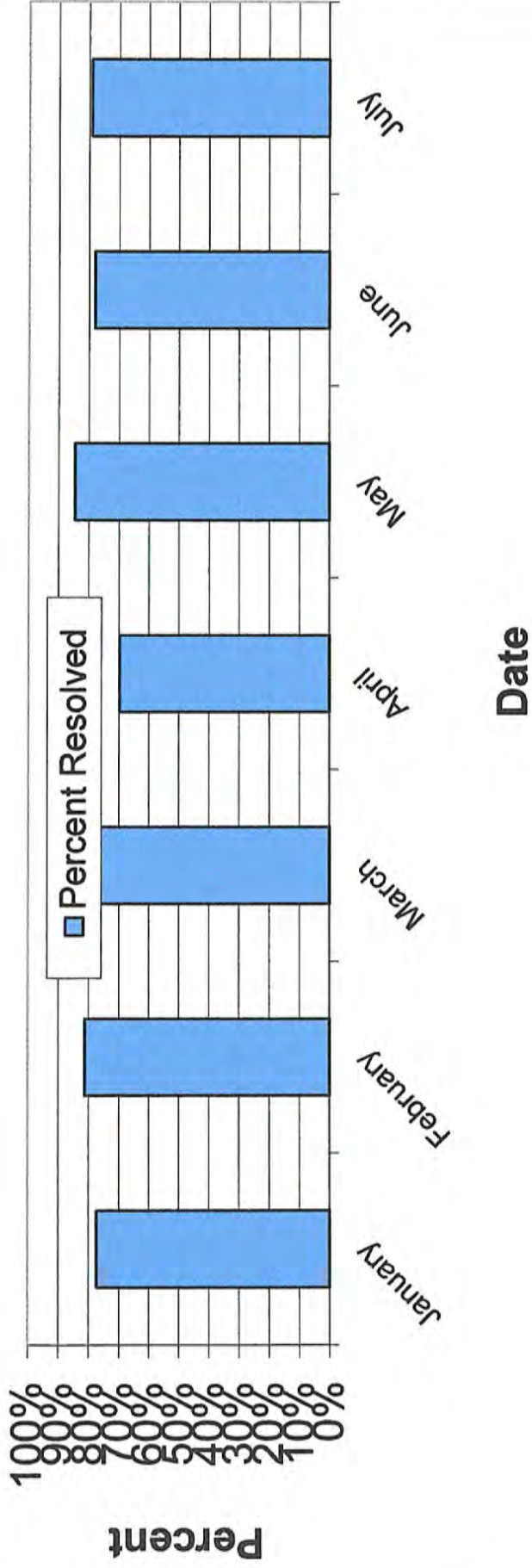
Expired Meter Notices by Block:

Block	Tickets
200 Academy St	124
200 Eleanor St	50
100 Church St	49
300 Academy St	46
300 Water St	38
200 Water St	32
200 Walnut St	19
100 Academy St	18
100 Water St	15
200 Michigan Ave	15

Overtime Parking Notices:

Address	Tickets
100 Michigan Ave	46
200 Michigan Ave	24
100 Lovell St	23
300 Michigan Ave	21
300 Kalamazoo Mall	20
100 Kalamazoo Mall	17
200 Rose St	14
100 South St	13
200 Kalamazoo Mall	12
200 South St	10

PARKING NOTICE PERFORMANCE ISSUANCE -vs- COLLECTIONS YTD 2016



**CUMULATIVE YEAR-TO-DATE
PARKING NOTICE PERFORMANCE
ISSUANCE -vs- COLLECTIONS**

	Issued		Total Resolved		Percent Resolved	
	2015	2016	2015	2016	2015	2016
January	1,228	1,375	731	1,063	60%	77%
February	926	1,315	498	1,068	54%	81%
March	1,663	1,694	1,040	1,530	63%	90%
April	1,727	1,441	982	1,005	57%	70%
May	1,942	1,434	1,102	1,214	57%	85%
June	2,234	1,881	1,375	1,468	62%	78%
July	1,777	1,503	990	1,189	56%	79%

**PARKING NOTICE PERFORMANCE
ISSUANCE -vs- COLLECTIONS**

	Issued		Total Resolved		Percent Resolved	
	2015	2016	2015	2016	2015	2016
July	1,777	1,503	990	1,189	56%	79%
YTD	11,497	10,643	9,898	8,537	86%	80%

Collection Analysis by Violation

Run Date: August 2, 2016
Run Time: 10:38 AM

Issued From: 7/ 1/2016 To: 7/31/2016

Violation Code/Description							*****Collected On Time*****			*****Collected Late*****		
Issued	Voids/ Appeals	Available to Collect	Paid	Percent Collected	Dollars Collected	Count	Amount	Percent of Dollars	Count	Amount	Percent of Dollars	
01	EXPIRED METER											
603	352	251	165	66%	\$3,110.00	131	\$2,040.00	79%	34	\$1,060.00	21%	
02	OVERTIME											
229	38	191	147	77%	\$2,450.00	128	\$1,950.00	87%	19	\$500.00	13%	
03	LOADING ZONE											
197	26	171	115	67%	\$2,545.00	103	\$2,120.00	90%	12	\$410.00	10%	
04	15 FT OF A HYDRANT											
98	11	87	61	70%	\$2,070.00	48	\$1,440.00	79%	13	\$630.00	21%	
06	CURB LAWN											
1	0	1	1	100%	\$20.00	1	\$20.00	100%	0		0%	
07	OVER 1 FT FROM CURB											
4	0	4	3	75%	\$90.00	2	\$40.00	67%	1	\$50.00	33%	
08	PARKED AGAINST TRAFFIC											
5	0	5	0	0%	\$0.00	0	\$0.00	0%	0		0%	
10	NO ADVANCE PAYMENT											
31	19	12	8	67%	\$150.00	6	\$90.00	75%	2	\$60.00	25%	
11	NO PARKING HERE TO COR											
1	0	1	1	100%	\$20.00	1	\$20.00	100%	0		0%	
12	NO PARKING ANYTIME											
113	12	101	72	71%	\$1,530.00	63	\$1,260.00	88%	9	\$270.00	13%	
14	NO PARKING 2AM - 6AM											
104	13	91	65	71%	\$1,235.00	56	\$970.00	86%	9	\$265.00	14%	
15	NO STOPPING OR STANDNG											
6	1	5	2	40%	\$40.00	2	\$40.00	100%	0		0%	
19	PARKED ON SIDEWALK											
6	2	4	4	100%	\$80.00	3	\$60.00	75%	1	\$20.00	25%	
20	NO PERMIT CITY LOT											
6	0	6	2	33%	\$30.00	2	\$30.00	100%	0		0%	

Collection Analysis by Violation

Run Date: August 2, 2016
Run Time: 10:38 AM

Issued From: 7/ 1/2016 To: 7/31/2016

Violation Code/Description							*****Collected On Time*****			*****Collected Late*****		
Issued	Voids/ Appeals	Available to Collect	Paid	Percent Collected	Dollars Collected	Count	Amount	Percent of Dollars	Count	Amount	Percent of Dollars	
21	BLOCKING DRIVE											
7	0	7	3	43%	\$60.00	3	\$60.00	100%	0		0%	
22	OBSTRUCTING TRAFFIC											
1	1	0	0	0%	\$0.00	0	\$0.00	0%	0		0%	
24	NOT PK'D WITHIN SPACE											
1	0	1	1	100%	\$20.00	1	\$20.00	100%	0		0%	
28	PARKED IN INTERSECTION											
3	0	3	0	0%	\$0.00	0	\$0.00	0%	0		0%	
30	NO PARKING TO											
1	0	1	1	100%	\$15.00	1	\$15.00	100%	0		0%	
39	TAKING TWO SPACES											
5	2	3	2	67%	\$100.00	0	\$0.00	0%	2	\$90.00	100%	
42	30 FT. OF STOP SIGN											
5	0	5	2	40%	\$40.00	2	\$40.00	100%	0		0%	
43	WITHIN 20 FT-CROSSWALK											
5	1	4	0	0%	\$0.00	0	\$0.00	0%	0		0%	
53	HANDICAPPED VEHICLES											
71	24	47	32	68%	\$2,525.00	28	\$2,100.00	88%	4	\$425.00	13%	

FINAL TOTALS:

1,503	502	1,001	687	69%	\$16,130.00	581	\$12,315.00	85%	106	\$3,815.00	15%
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Collection Analysis by Violation

Run Date: August 2, 2016
Run Time: 10:29 AM

Issued From: 1/ 1/2016 To: 7/31/2016

Violation Code/Description						*****Collected On Time*****			*****Collected Late*****		
Issued	Voids/ Appeals	Available to Collect	Paid	Percent Collected	Dollars Collected	Count	Amount	Percent of Dollars	Count	Amount	Percent of Dollars
01	EXPIRED METER										
4,980	4,257	723	2,160	299%	\$35,440.00	1,346	\$14,730.00	62%	814	\$20,670.00	38%
02	OVERTIME										
2,336	459	1,877	1,856	99%	\$28,570.00	1,317	\$14,580.00	71%	539	\$13,790.00	29%
03	LOADING ZONE										
667	142	525	480	91%	\$7,625.00	382	\$4,970.00	80%	98	\$2,570.00	20%
04	15 FT OF A HYDRANT										
468	103	365	342	94%	\$9,020.00	254	\$5,660.00	74%	88	\$3,270.00	26%
06	CURB LAWN										
5	1	4	4	100%	\$50.00	4	\$50.00	100%	0		0%
07	OVER 1 FT FROM CURB										
14	4	10	9	90%	\$190.00	4	\$60.00	44%	5	\$130.00	56%
08	PARKED AGAINST TRAFFIC										
16	2	14	8	57%	\$90.00	6	\$60.00	75%	2	\$30.00	25%
09	NO PARKING 11PM - 6AM										
1	1	0	0	0%	\$0.00	0	\$0.00	0%	0		0%
10	NO ADVANCE PAYMENT										
204	131	73	103	141%	\$1,630.00	66	\$710.00	64%	37	\$920.00	36%
11	NO PARKING HERE TO COR										
13	5	8	9	113%	\$140.00	7	\$80.00	78%	2	\$60.00	22%
12	NO PARKING ANYTIME										
630	182	448	453	101%	\$7,180.00	345	\$4,260.00	76%	108	\$2,910.00	24%
14	NO PARKING 2AM - 6AM										
192	21	171	129	75%	\$2,145.00	104	\$1,510.00	81%	25	\$635.00	19%
15	NO STOPPING OR STANDNG										
41	25	16	21	131%	\$360.00	13	\$150.00	62%	8	\$210.00	38%
17	TAXI ZONE										
5	0	5	5	100%	\$70.00	3	\$30.00	60%	2	\$40.00	40%
1	PARKED ON SIDEWALK										

Collection Analysis by Violation

Run Date: August 2, 2016
Run Time: 10:29 AM

Issued From: 1/ 1/2016 To: 7/31/2016

Violation Code/Description						*****Collected On Time*****			*****Collected Late*****		
Issued	Voids/ Appeals	Available to Collect	Paid	Percent Collected	Dollars Collected	Count	Amount	Percent of Dollars	Count	Amount	Percent of Dollars
65	15	50	52	104%	\$730.00	41	\$440.00	79%	11	\$280.00	21%
20	NO PERMIT CITY LOT										
126	136	-10	34	-340%	\$550.00	22	\$230.00	65%	12	\$320.00	35%
21	BLOCKING DRIVE										
44	15	29	28	97%	\$360.00	22	\$250.00	79%	6	\$110.00	21%
22	OBSTRUCTING TRAFFIC										
21	11	10	13	130%	\$330.00	10	\$200.00	77%	3	\$110.00	23%
24	NOT PK'D WITHIN SPACE										
14	5	9	11	122%	\$160.00	9	\$100.00	82%	2	\$60.00	18%
25	NO PARKING BETWEN SIGNS										
3	0	3	2	67%	\$30.00	1	\$10.00	50%	1	\$20.00	50%
27	OBEDIENCE TO ANGLE										
1	0	1	1	100%	\$10.00	1	\$10.00	100%	0		0%
28	PARKED IN INTERSECTION										
3	0	3	0	0%	\$0.00	0	\$0.00	0%	0		0%
30	NO PARKING TO										
3	0	3	2	67%	\$35.00	1	\$15.00	50%	1	\$20.00	50%
32	SIDE YARD										
1	2	-1	0	0%	\$0.00	0	\$0.00	0%	0		0%
39	TAKING TWO SPACES										
36	11	25	22	88%	\$430.00	13	\$130.00	59%	9	\$290.00	41%
42	30 FT. OF STOP SIGN										
31	4	27	26	96%	\$440.00	17	\$190.00	65%	9	\$220.00	35%
43	WITHIN 20 FT-CROSSWALK										
23	3	20	16	80%	\$210.00	13	\$130.00	81%	3	\$80.00	19%
44	15FT. OF INTERSECTION										
1	1	0	0	0%	\$0.00	0	\$0.00	0%	0		0%
45	ALT SIDE ST										
1	1	0	0	0%	\$0.00	0	\$0.00	0%	0		0%

Collection Analysis by Violation

Run Date: August 2, 2016
Run Time: 10:29 AM

Issued From: 1/ 1/2016 To: 7/31/2016

Violation Code/Description							*****Collected On Time*****			*****Collected Late*****		
Issued	Voids/ Appeals	Available to Collect	Paid	Percent Collected	Dollars Collected	Count	Amount	Percent of Dollars	Count	Amount	Percent of Dollars	
48	RENTED METER BAG											
3	2	1	2	200%	\$20.00	2	\$20.00	100%	0		0%	
52	OTHER AS DESCRIBED											
1	0	1	1	100%	\$10.00	1	\$10.00	100%	0		0%	
53	HANDICAPPED VEHICLES											
687	250	437	477	109%	\$28,180.00	374	\$19,745.00	78%	103	\$8,385.00	22%	
54	PRKG TRAILERS, HOUSE CARS ETC											
7	7	0	0	0%	\$0.00	0	\$0.00	0%	0		0%	

FINAL TOTALS:

10,643	5,796	4,847	6,266	129%	124,005.00	4,378	\$68,330.00	70%	1,886	\$55,675.00	30%
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Appeals By Violation

Run Date: August 2, 2016

Run Time: 3:10 PM

Appeal Date From: 7/ 1/2016 12:00 AM To: 7/31/2016 11:59 PM

Violation: All

Appeal Reason	Count
violation: 01 - EXPIRED METER	
01 - OFFICER ERROR	1
02 - PERMIT PRESENTED	3
05 - METER MALFUNCTION	3
09 - MITIGATING CIRCUMSTANCES	1
10 - DRIVER RETURNED	10
17 - WARNING	1
19 - CUSTOMER COURTESY	222
23 - CUSTOMER CONTESTED	1
28 - PM SYSTEM/OFFICER ERROR	5
Total Appeals for: 01-EXPIRED METER	247
Violation: 02 - OVERTIME	
01 - OFFICER ERROR	1
10 - DRIVER RETURNED	3
Total Appeals for: 02-OVERTIME	4
Violation: 03 - LOADING ZONE	
09 - MITIGATING CIRCUMSTANCES	1
10 - DRIVER RETURNED	2
17 - WARNING	2
23 - CUSTOMER CONTESTED	3
Total Appeals for: 03-LOADING ZONE	8
Violation: 04 - 15 FT OF A HYDRANT	
23 - CUSTOMER CONTESTED	2
Total Appeals for: 04-15 FT OF A HYDRANT	2
Violation: 10 - NO ADVANCE PAYMENT	
02 - PERMIT PRESENTED	1
09 - MITIGATING CIRCUMSTANCES	9
Total Appeals for: 10-NO ADVANCE PAYMENT	10
Violation: 12 - NO PARKING ANYTIME	
01 - OFFICER ERROR	1
10 - DRIVER RETURNED	1
23 - CUSTOMER CONTESTED	1
Total Appeals for: 12-NO PARKING ANYTIME	3
Violation: 14 - NO PARKING 2AM - 6AM	
01 - OFFICER ERROR	4
09 - MITIGATING CIRCUMSTANCES	1
10 - DRIVER RETURNED	1
20 - NO RECORD ON COMPUTER	1

Appeals By Violation

Run Date: August 2, 2016

Run Time: 3:10 PM

Appeal Date From: 7/1/2016 12:00 AM To: 7/31/2016 11:59 PM

Violation: All

Appeal Reason	Count
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Total Appeals for: 14-NO PARKING 2AM - 6AM	7
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Violation: 20 - NO PERMIT CITY LOT

02 - PERMIT PRESENTED	1
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Total Appeals for: 20-NO PERMIT CITY LOT	1
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Violation: 53 - HANDICAPPED VEHICLES

01 - OFFICER ERROR	1
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03 - H/C PERMIT PRESENTED	9
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23 - CUSTOMER CONTESTED	3
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Total Appeals for: 53-HANDICAPPED VEHICLES	13
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Total Records Printed:	295
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District Court C.I.N.'s

SUMMARY BY TYPE

ALL

Month and Year	Total Infractions	Total Amount
January 2015	241	\$10,000
February 2015	189	\$8,380
March 2015	272	\$11,365
April 2015	142	\$6,245
May 2015	104	\$4,645
June 2015	203	\$9,040
July 2015	234	\$10,770
August 2015	278	\$11,705
September 2015	316	\$13,805
October 2015	221	\$9,570
November 2015	208	\$9,015
December 2015	239	\$10,355
January 2016	230	\$9,795
February 2016	214	\$8,910
March 2016	241	\$10,080
April 2016	154	\$6,920
May 2016	147	\$6,280
June 2016	199	\$8,260
July 2016	143	\$6,170
TOTAL	3,975	\$171,310

District Court C.I.N.'s

SUMMARY BY TYPE

CONTESTED

Month and Year	Total Infractions	Total Amount
January 2015	1	\$40
February 2015	2	\$100
March 2015	8	\$200
April 2015	7	\$345
May 2015	12	\$525
June 2015	11	\$500
July 2015	6	\$200
August 2015	7	\$120
September 2015	19	\$670
October 2015	4	\$130
November 2015	3	\$70
December 2015	10	\$360
January 2016	4	\$160
February 2016	9	\$290
March 2016	2	\$70
April 2016	4	\$220
May 2016	3	\$40
June 2016	4	\$100
July 2016	4	\$210
TOTAL	120	\$4,350

District Court C.I.N.'s

SUMMARY BY TYPE

SCOFFLAW

Month and Year	Total Infractions	Total Amount
January 2015	240	\$9,960
February 2015	187	\$8,280
March 2015	264	\$11,165
April 2015	135	\$5,900
May 2015	92	\$4,120
June 2015	192	\$8,540
July 2015	228	\$10,570
August 2015	271	\$11,585
September 2015	297	\$13,135
October 2015	217	\$9,440
November 2015	205	\$8,945
December 2015	229	\$9,995
January 2016	226	\$9,635
February 2016	205	\$8,620
March 2016	239	\$10,010
April 2016	150	\$6,700
May 2016	144	\$6,240
June 2016	195	\$8,160
July 2016	139	\$5,960
TOTAL	3,855	166,960

LOCAL EMERGENCY CALL LIST – KALAMAZOO

(Confidential)

H=Home / C=Cell / P=Pager / O=Office / A=Alternate

LESLIE HOFFMANN	SYSTEM MANAGER	C – 269-720-3390 O – 269-342-6383 A – 269-207-2359
SONJA VANDERVEEN	FACILITY OPERATIONS MGR	C – 269-250-0384 O – 269-342-6383 A – 269-873-1391
LISA RINEHART	OFFICE MANAGER	C – 269-929-8202 O – 269-342-6383
KRIS DIXON	2 ND SHIFT SUPERVISOR	C – 269-425-2048 O – 269-342-6383

CLIENT

STEVE DEISLER	DOWNTOWN KALAMAZOO, INC.	H – 269-372-2410 C – 269-377-8535 O – 269-344-0795
DEB HOUSEMAN	DOWNTOWN KALAMAZOO, INC	C – 269-598-7843 O – 269-344-0795
JAMES RITSEMA	CITY MANAGER	O – 269-337-8047

ABM / LOCAL EMERGENCY CALL LIST – KALAMAZOO

H=Home / C=Cell / P=Pager / O=Office

Brian Bush	Regional Vice President ABM Cleveland, OH	O – 216-367-7906
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Mark Nordin	Branch Manager ABM Des Moines, IA	C – 515-202-6815 O – 515-243-8442
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Leslie Hoffmann	System Manager Central City Parking	C – 269-720-3390 O – 269-342-6383 A – 269-207-2359
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Sonja VanderVeen	Facility Operations Mgr Central City Parking	C – 269-250-0384 O – 269-342-6383 A – 269-873-1391
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Kris Dixon	Second Shift Supervisor Central City Parking	C – 269-425-2048 O – 269-342-6383
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Lisa Rinehart	Office Manager Central City Parking	C – 269-998-8324 O – 269-342-6383
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Lisa Gathings	Assistant Office Manager Central City Parking	C – 269-744-4703 H – 269-382-3381 O – 269-342-6383
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CASHIER EMERGENCY CALL LIST – KALAMAZOO

(Confidential)

H=Home / C=Cell / P=Pager / O=Office

LESLIE HOFFMANN SYSTEM MANAGER C – 269-720-3390
O – 269-342-6383 ext 104

SONJA VANDERVEEN FAC OPERATIONS MANAGER C – 269-250-0384
O – 269-342-6383 ext 108

KRIS DIXON SECOND SHIFT SUPERVISOR C – 269-425-2048
O – 269-342-6383 ext 108

LISA RINEHART OFFICE MANAGER C – 269-929-8202
O – 269-342-6383 ext 101



Emergency Preparedness Training for:

Central City Parking
320 N. Rose
Kalamazoo, MI



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EMERGENCY - 911

The following are alternate emergency numbers to use **ONLY** if there is a problem with **911**.

Fire	(269) 377-8994
Paramedics:	(269) 343-5433
Police:	(269) 377-8994

BUILDING INFORMATION:

Office:
Central City Parking
320 North Rose Street
Cross Streets: Rose & Eleanor

Ramp 4:
Arcadia Ramp
300 North Rose
Cross Streets: Rose & Eleanor

Ramp 3:
Kalamazoo Mall Ramp
126 Portage Street
Cross Streets: South & Portage

Ramp 2:
Epic Center Ramp
136 East South
Cross Streets: South & John

Lot 9:
201 East Water
Cross Streets: Water & Edwards

The callback number for all facilities is 269-342-6383.



EMERGENCY CALL LIST – KALAMAZOO
H = Home / C = Cell / P = Pager / O = Office

LESLIE HOFFMANN	SYSTEM MANAGER	C – 269-720-3390 O – 269-342-6383 ext 104
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SONJA VANDERVEEN	FAC OPERATIONS MANAGER	C – 269-250-0384 O – 269-342-6383 ext 108
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KRIS DIXON	SECOND SHIFT SUPERVISOR	C – 269-425-2048 O – 269-342-6383 ext 108
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LISA RINEHART	OFFICE MANAGER	C – 269-929-8202 O – 269-342-6383 ext 101
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SAFE REFUGE AREAS

The safe refuge areas have been identified for weather related emergencies or any emergency situation that requires us to account for all on duty employees.

Below are the designated safe refuge areas for each of our facilities.

OFFICE & RAMP 4

- ✓ The Safe Refuge Area for a tornado or severe storm is the common corridor between the rear exit of the office and the outer exit to the ramp.
- ✓ The Safe Refuge Area for fire, gas or bomb threat is the entrance to the Festival Site at East Eleanor.

RAMP 2

- ✓ The Safe Refuge Area for LS2 during a tornado or severe storm is (a) the maintenance room or (b) the center stairwell directly in front of the LS2 booth, on the ground level.
- ✓ The Safe Refuge Area for SS2 during a tornado or severe storm is (a) the maintenance room or (b) the center stairwell directly in front of the LS2 booth, on the ground level.
- ✓ The Safe Refuge Area for fire, gas or bomb threat is Lot #1 at Edwards and South Street.

RAMP 3

- ✓ The Safe Refuge Area for a tornado or severe storm is the maintenance room in the back of the office area.
- ✓ The Safe Refuge Area for fire, gas or bomb threat is Lot #1 at Edwards and South Street.

Lot 9

- ✓ The Safe Refuge Area for a tornado or sever storm is A-1 Printing at the lower level (basement).
- ✓ The Safe Refuge Area for fire, gas or bomb threat is the entrance to the Festival Site at East Eleanor.

Safety Leaders and Team members in charge by shift and location.

First Shift:		Second Shift:	
Ramp 4	Dennis DeVito	Ramp 4	Don Lockwood
Ramp 2	Scott Hanks	Ramp 2	Kris Dixon
Ramp 3	Scott Hanks	Ramp 3	Kris Dixon
Lot 9	Tia Branham		

EMERGENCY EXITS:

Office – West to Rose Street (main entrance)

File Room – East to ramp entrance

Break Room – Rose Street and ramp entrances

Maintenance Garage - Ramp 2, South to Lovell Street.

Office – Ramp 3, East to Portage Street



EMERGENCY RESPONSE ORGANIZATION

During an emergency, building staff must be fully trained on the procedures necessary to effectively handle the emergency situation. In most cases, however, they will also need the assistance of persons trained to serve on Emergency Response Teams. These teams consist of the following:

Safety Leader

Under the direction of the Fire Department or the Fire Safety Director, the Safety Leader has overall responsibility for all activity on his/her location during an emergency or drill. This individual provides direction for all company occupants and Emergency Response Team members, assists in the search of all areas, and assumes the duties of or appoints someone to assume the duties of E.R.T.'S, and/or Search monitors that are unavailable. In the absence of the Safety Leader, two alternate persons shall be pre-appointed in succession to act in this capacity.

Safety and Team Leaders

Safety members and team leaders have the responsibility of preparing their area occupants for evacuation of the floor once they reach the emergency exits. When the evacuation order is given, Safety members and team leaders, lead their area occupants from their designated groups to the pre-selected safe refuge area. Safety members and team leaders will also act as **Search Monitors** and are required to search their designated areas and/or assist their area occupants and direct them to the emergency exits.

Employee Roster

Safety Leader: **Scott Hanks**
1st Alternate: Tia Branham
2nd Alternate: Team Leaders

Employee Emergency Groups

Maintenance
Scott Hanks

Attendants
Rosella Saldivar
Rich Nardi

Note: Safety Leaders for each group appear in bold type. Alternates appear in *italic type*. Safety Leaders update and keep their group list current on a monthly basis.



Panic

The most likely cause of panic or crowd hysteria in a parking garage is the inability of cars to exit with a resulting buildup of noxious exhaust fumes. Whenever there is a severe stoppage of traffic exiting the garage due to accidents on the ramp or some other cause, the supervisor shall be notified immediately. Upon notification, the supervisor shall:

1. Go to the garage to assess the situation.
2. Verify that exhaust fans are turned on (If available).
3. Order garage personnel to open all garage exits.
4. Notify the Police Department and the appropriate parking company official.
5. Use available personnel at exit locations until the police arrive. Stop traffic on the street allowing cars to exit the garage and leave the area. Request motorists in the garage to turn off motors while waiting to move. Prevent cars from entering the garage and expedite the movement of cars leaving.
6. Assist any sick and/or injured persons. Call ambulance if medical attention is required.
7. Remove stalled cars from line of traffic.



Fire or Explosion

IF YOU DISCOVER FIRE OR SMOKE:

1. If minor, use extinguisher (located in all booths and office) and notify the manager in charge.
2. If major, notify the manager in charge and 911.
3. If a car catches on fire in the garage, the employee in charge shall notify the Manager in charge and call 911, and then use a fire extinguisher to put out the fire if in the early stages.
4. If the fire is out of control, evacuate the garage using all available personnel to accomplish this. Prevent people from entering and evacuate all personnel to leave the facility until the Fire Department permits them to re-enter.
5. The Employee/Manager in charge shall prevent people from entering the facility as well as remove personnel from any offices.
6. If the fire is in an occupied room, remove anyone from immediate danger. Confine the fire or smoke by closing doors as you leave the area.
7. After the arrival of the Fire Department, employees shall not enter the facility unless permitted to do so by the Fire Department. The person reporting the fire to the Fire Department will provide them with the company name, address, what is burning, location of the fire and type of fire.
8. Try to ensure a clear path for fire fighting equipment.
9. Wait at the front entrance for the arrival of fire fighting equipment. Direct the firemen to the fire if necessary.
10. Employees shall assist and cooperate with the Police and Fire Departments when requested to do so.

WHEN AN ALARM SOUNDS:

1. Evacuate to your nearest Emergency Exit.
2. If leaving a room or office feel the doors before opening them and do not open any that are hot. When exiting, remember to close doors behind you but do not lock them.
3. If smoke is present, stay low. The best quality air is near the floor. Do not attempt to run through heavy smoke or flames.
4. Do not use the elevators in any emergency. If you are in the elevator when the alarm sounds, do not push the emergency stop button.
5. If you are on another level proceed to the safest stairwell and begin to evacuate, unless told to do otherwise by the Fire Department, or Safety Leader.



IF TRAPPED INSIDE YOUR OFFICE OR ROOM:

1. Wedge cloth material along the bottom of the door to keep out smoke. If necessary use an article of clothing.
2. Close as many doors as possible between you and the fire.
3. Use the telephone (if available) and notify the Fire Department.
4. If windows are present and you need air break the window as a last resort.

NOTIFICATION:

In the event of a Fire or Explosion, notify the Fire Department by dialing **911**:

Give them the following information:

Building Name: See Listing Provided
Building Address: See Listing Provided
Nearest Cross Street: See Listing Provided
Floor/Suite Number: Level the fire is on
Nature of Emergency: Fire/Explosion
Your call back Telephone Number: (269)342-6383

If time permits, notify Building Owner and Parking Division Management

NOTE: DO NOT HANG UP UNTIL THE EMERGENCY OPERATOR DOES SO FIRST

1. Return to the fire, use fire extinguisher only if someone is with you, and it is safe to do so.
2. Proceed to the safest exit as noted for your appropriate department and begin to evacuate, unless told to do otherwise by the Fire Department.

SMOKE DETECTORS ARE PROVIDED FOR YOUR PERSONAL SAFETY. ANYONE WHO WILLFULLY AND MALICIOUSLY TAMPERS WITH, DAMAGES, BREAKS OR REMOVES ANY REQUIRED SMOKE DETECTOR SHALL BE GUILTY OF A MISDEMEANOR (L.A.M.C. 57.112.05). ANY PERSON WHO WILLFULLY AND MALICIOUSLY SENDS, GIVES, TRANSMITS, OR SOUNDS ANY FALSE ALARM OF FIRE IS GUILTY OF A MISDEMEANOR (P.C. 148.3).



Tornado

BEFORE THE TORNADO

Assess Your Own Work Area:

- Windows/Glass - If your workstation is near windows or glass partitions, decide where you will take cover to avoid being injured by flying glass
- Heavy Objects - If your workstation is near a temporary wall or partition, make sure they are securely anchored.
- Loose Objects - If you have materials stored on the top of cabinets or shelves, determine if these items could be secured or moved.
- If possible, lift all gates (If needed break off gate).
- Report weather conditions using handheld radio. Do not use the telephone, except to report an emergency situation.
- Direct all employees and patrons to the Safe Refuge Area.

DURING THE TORNADO:

1. Remain Calm – Do not panic, and do not attempt to go outside unless immediate evacuation is ordered.
2. Act Quickly – Move away from windows, temporary walls or partitions, and free standing objects such as files, cabinets, shelves and hanging objects.
3. DUCK – Duck or drop down to the floor. Do not panic. Take care of the basics first; get under a large, stable piece of furniture like a table and hold on to it to keep it from moving away from you.
4. COVER – Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects or tall furniture.
5. HOLD – If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the tornado has passed and it is safe to move.
6. Do not enter or exit the building during the tornado. There is danger of falling debris.
7. Do not use the elevators. Elevators will automatically move to the next floor in the direction of travel and open.
If you are outdoors, move away from buildings, falling objects and power lines.



AFTER THE TORNADO:

1. Be prepared for power outages. If you are outside, do not return to your office until authorized.
2. Check for injuries and administer first aid (if you are certified to do so).
3. Do not use the elevators. When exiting, make sure that the exit is safe to use.

TORNADO EVACUATION:

Determine in advance the nearest exit from your workstation and the route you will follow to reach that exit in the event an evacuation is necessary. Also establish an alternate route to be used in the event your first route is blocked or unsafe to use.

- Do not evacuate unless told to do so or danger is imminent.
- Follow instructions given by emergency personnel.
- WALK – DO NOT RUN and keep noise to a minimum.
- DO NOT USE ELEVATORS.
- DO NOT PUSH OR CROWD. Use handrails in stairwells and move to the right if you encounter emergency personnel.
- Move to the Safe Refuge Area, unless told otherwise by emergency personnel. Check for debris or heat before opening any outside door.
- Once located in the Safe Refuge Area, do not return to the building unless instructed to do so by emergency personnel.

WHEN CAN YOU GO HOME?

It is in your best interest that in the event of a tornado or community wide disaster during normal working hours, all employees should remain at work. It may be too dangerous to attempt to go home right away. Listen to radio reports for areas and roads that have sustained damage. Wait until you know that the roads you need to get home on are in fact undamaged and traffic is moving. While you're waiting make yourself available to help fellow employees and Safety members recover from the incident as quickly as possible.



EARTHQUAKE

ASSESS YOUR OWN WORK AREA:

- Windows/Glass – If your workstation is near windows or glass partitions, decide where you will take cover to avoid being injured by flying glass
- Heavy Objects – If your workstation is near a temporary wall or partition; make sure they are securely anchored.
- Loose Objects – If you have materials stored on the top of cabinets or shelves, determine if these items could be secured or moved.

IN THE EVENT OF AN EARTHQUAKE:

1. Remain Calm – Do not panic, and do not attempt to go outside unless immediate evacuation is ordered.
2. Raise all entrance and exit gates.
3. Use all ramps for exiting cars. Disregard collection of money if situation demands immediate exiting.
4. Stop traffic from entering the facility.
5. Check garage elevators for patrons.
6. Act Quickly, move away from windows, temporary walls or partitions, and free standing objects such as files, cabinets, shelves and hanging objects.
7. DUCK or drop down to the floor. Do not panic. Take care of the basics first; get under a large, stable piece of furniture like a table and hold on to it to keep it from moving away from you.
8. COVER; take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects or tall furniture.
9. Hold, if you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.
10. Do not enter or exit the building during the shaking. There is danger of falling debris.
11. Do not use the elevators. Elevators will automatically move to the next floor in the direction of travel and open.
12. If you are outdoors, move away from buildings, falling objects and power lines.



EARTHQUAKE EVACUATION:

Determine in advance the nearest exit from your workstation and the route you will follow to reach that exit in the event an evacuation is necessary. Also establish an alternate route to be used in the event your first route is blocked or unsafe to use.

- Do not evacuate unless told to do so or danger is imminent.
- Follow instructions given by emergency personnel.
- WALK – DO NOT RUN and keep noise to a minimum.
- DO NOT USE ELEVATORS.
- DO NOT PUSH OR CROWD. Use handrails in stairwells and move to the right if you encounter emergency personnel.
- Move to the Safe Refuge Area, unless told otherwise by emergency personnel. Check for debris or heat before opening any outside door.
- Once located in the Safe Refuge Area, do not return to the building unless instructed to do so by emergency personnel.

IF YOU ARE OUTDOORS:

1. Move quickly away from buildings, utility poles and structures. The safest place to be is in the open.
2. Always avoid power or utility lines as they may be energized.
3. If in an automobile, stop in the nearest safe place available – preferably an open area away from structures, power lines and trees. Stop as quickly as safety permits, and stay in the vehicle.

AFTER THE EARTHQUAKE:

1. Be prepared for aftershocks. If you are outside, do not return to your office until authorized.
2. Check for injuries and administer first aid (If you are certified to do so).
3. Replace telephone handsets that have been shaken off, but do not try to use the telephones except to report fires or medical emergencies. The circuits will be busy implementing emergency purposes.
4. Do not use the elevators. When exiting, make sure that the exit is safe to use.
5. Direct emergency vehicles to injured parties.
6. Assess damage and injuries.
7. If physical injuries occur, injury guidelines within this training manual.
8. Remember, after an earthquake, utilities, Police and Fire agencies may not be readily available. **DO NOT ATTEMPT TO TELEPHONE UNLESS ESSENTIAL.**
9. Notify all management personnel.
10. Call the Fire Department only in case of a fire.
11. Know where the nearest hospital for treatment is.
12. Have damaged or potentially damaged utilities shut off at the main controls.



13. Personnel are to be instructed during orientation that they are to take shelter under a sturdy table or assigned areas until all shaking has ceased.
14. Evacuate as necessary. Supervisors shall be responsible for seeing that employees are evacuated to a safe area outside the facility and clear of overhead electrical lines, utility posts, block walls, which might fall during aftershocks. Supervisors are cautioned to be alert for fallen high tension lines which may be touching metal objects on the ground.
15. Have all areas of the building inspected for damage before allowing personnel or customers to return to the facility.
16. Take a physical tour of the facility to assess damages. Have gas, electrical, water and fuel systems checked for damage before allowing personnel or customers to return to the facility.
17. Drinking water should be checked to determine that it is not contaminated. Water contained in toilet tanks can be boiled and used if absolutely necessary for drinking or treating injuries.
18. Main control panels:
 - Ramp 2 – Maintenance room near the Lovell Street cashier booth.
 - Ramp 3 – Equipment room in office area across from maintenance room.
 - Ramp 4 – Electrical room near the Eleanor Street cashier booth.

WHEN CAN YOU GO HOME?

It is in your best interest that in the event of an earthquake or community wide disaster during normal working hours, all employees should remain at work. It may be too dangerous to attempt to go home right away. Listen to radio reports for areas and roads that have sustained damage. Wait until you know that the roads you need to get home on are in fact undamaged and traffic is moving. While you're waiting, make yourself available to help fellow employees and Safety Wardens recover from the incident as quickly as possible.



MEDICAL EMERGENCY

1. Do not move the person.
2. Call Paramedics. Dial 9-1-1 (if problem with 911) Dial: (269) 337-8994

Give them the following information:

Building Name:	Central City Parking
Building Address:	320 N. Rose, Kalamazoo, Mi.
Nearest Cross Street:	Eleanor
Floor/Suite Number:	Ground
Nature of Emergency:	Medical
Your call back Telephone Number:	(269)342-6383

3. Call the Office of the Building: (269) 342-6383
4. Try to make the victim comfortable. If you are trained in first aid or CPR, assist as needed.
5. Gather as much information as possible about the person and his/her injury. Signs, symptoms and chief complaint of the victim.
6. Have someone at the elevator lobby on the floor to direct Security Personnel and Paramedics to the victim's location.



BOMB THREAT

When a bomb threat is received from any source or a suspicious package is found in the garage, take the following steps:

1. Assume all threats to be real.
2. Do not transfer the call, listen carefully, and write down as much information as possible on the Bomb Threat Check list.
3. Attract the attention of a coworker. Have your coworker call the manager on duty and 9-1-1 to request that the call on your line be traced and for Police Department response.
4. If necessary, the employee in charge shall require all persons in the garage or office to leave immediately without their cars, if necessary.
5. Get as much information as possible from the caller about the bomb's location, type and time of detonation.
6. Any suspicious packages shall not be touched. Call it to the attention of the police. They will handle it.
7. Ask about the bomb's appearance and who is placing it.
8. Listen for background noises or distinguishing voice characteristics that might aid police.
9. Assure that emergency services has been notified (9-1-1) and relay all information.
10. Survey your immediate work area and report all suspicious items to building security. Do not touch a suspected bomb or unusual device.
11. No one shall be allowed to enter the garage until it has been completely searched and found safe and not until at least 15 minutes after the deadline given by the police has passed. Notify outside employees to stay clear of the threat area.



BOMB THREAT CHECKLIST

Name of Operator _____ Time of Call _____ Date _____

Instructions: Listen; do not interrupt the caller except to ask:

When will it go off? Certain hour _____ Time remaining _____

Where is it planted? Building _____ Area _____

What kind of bomb is it?

What does it look like?

What floor is it on?

Why did you place the bomb?

Did caller seem familiar with plant or building by their description of the bomb location?

Caller's Identity:

Male _____ Female _____ Adult _____ Juvenile _____

Approximate age in years _____

Origin of call:

Local _____ Long Distance _____ Booth _____ Internal (within the building) _____

Voice Characteristics:

__ Loud __ Soft
__ High __ Deep
__ Raspy __ Pleasant
__ Intoxicated __ Other

Speech:

__ fast __ slow
__ distinct __ distorted
__ stutter __ Nasal
__ Slurred __ Precise

Language:

__ excellent __ good
__ fair __ poor
__ foul __ foreign
__ certain words/phrases

Accent:

__ Local __ Not Local
__ Foreign __ Regional
__ Race __ Other

Manner

__ Calm __ Angry
__ Rational __ Irrational
__ Coherent __ Incoherent

Background Noise:

__ Office Machines __ Street Traffic __ Factory Machines __ Airplanes
__ Trains __ Animals __ Voices __ Quiet __ Music __ Mixed
__ Party __ Bedlam



POWER OUTAGE

1. Remain calm and in place.
2. If possible, notify Manager on duty (269) 342-6383
3. Turn on battery powered radio to find out if the outage is localized to the area.
4. Unplug all electrical equipment in your area. When power returns it may be in a surge and blow out computer terminals, printers or other equipment.
5. Open window shades to allow for natural light where applicable.
6. If certain garage areas are blackened out, close the areas if possible.
7. If necessary, close off access to garage. Make sure customers inside are aware of darkened areas.
8. If evacuation is necessary, use flashlights or light sticks to evacuate to the designated Safe Refuge Area.
9. If power loss caused equipment failure:
 - A. Entrances
 1. If possible close off entrance.
 2. If not possible, open gate (if needed, unbolt gate arm or carefully break off gate) and manually give out tickets (special event or hand written ticket, even cash slips).
 - B. Exits
 1. If possible, close off gate.
 2. If not possible, open gate (if needed, unbolt gate arm or carefully break off gate) and manually exit cars.
 3. Ask customers if they are monthly key card holder daily customer. If monthly, allow to freely leave. Write down key card number on worksheet. Have customer sign ticket. If a daily customer, hand write exit time and charge accordingly.
 - C. Overhead Doors
 1. Pull manual release chain and manually raise or lower doors as needed.
 - D. Registers
 1. Manually write exit times and rates charged on tickets.
 2. Open gate (if needed, unbolt gate arm or carefully break off gate) and manually exit cars.
10. Ramp closure procedures.
 - A. Raise gates.
 - B. Close all entrances.
 - C. Escort customers to vehicle.
 - D. Security checks.
 - E. Notify outside employees to stay clear of affected area.



THEFT AND/OR VANDALISM

Customer Property

1. If major, call the Police (337-8994).
2. Do not give customer your viewpoint or remarks.
3. At no time, admit responsibility for the loss or damage.
4. Politely ask the customer to please wait for a manager to arrive.
5. Immediately call manager on duty.
6. Touch nothing.
7. Do not involve customers with our company situations.

Company Property

1. If major, call the police (337-8994).
2. Immediately call manager on duty.
3. Look for reasons and/or causes for the accident and put them on paper.
4. Touch nothing
5. Do not involve customers with our company situations.

ACCIDENT INVOLVING INJURY

1. Never make an attempt to move the injured.
2. If the person cannot move on their own, call for an ambulance (911)
3. Keep the injured calm and warm. If necessary, cover the injured.
4. Immediately call the manager on duty.
5. At no time admit responsibility for the injury.
6. If needed, stay with the injured. Be mindful of what you say.

ACCIDENT INVOLVING AUTOMOBILES

1. Immediately call manager on duty.
2. If damaged auto is blocking traffic, ask people to move them.
3. If requested, call the police (337-8994).
4. Ask people politely to wait for the manager to arrive.
5. If injury occurs follow injury procedures

ELEVATOR FAILURE

1. Immediately call the manager on duty and report whether someone is inside the elevator.
2. Make no attempt to physically help people out of the elevator.
3. If someone is inside, keep in contact until help comes. Again, do not attempt to help people out of the elevator.
4. If nobody is inside, put an "Out of Order" sign on All Doors—On All Floors and notify supervisor of elevator failure.



BLOCKAGE OF GARAGE ACCESS (STREET OR GARAGE ENTRANCES)

1. Immediately call manager on duty.
2. Direct traffic to other entrances/exits of the garage.

EMPLOYEE NOT ARRIVING FOR WORK

1. Immediately call manager on duty.
2. Stay at work until relief arrives. If you fail to do this, you will be terminated.
3. If needed, call in alternate employee for relief.

OUT OF CHANGE

1. Immediately call manager on duty.
2. Until change arrives, ask customers for what you need. Do not wait until the last minute.
3. If change has not arrived and customer does not have the exact change, have the customer give you the closest amount of money without going over the price of the ticket and hand write amount received on all tickets.

LOST TICKET

1. Ask customer to look for it again.
2. Ask customer for the vehicle registrations. If none, ask the customer for the information you need to complete the lost ticket form.
3. The cashier should carefully fill out the lost ticket report.
4. Have the customer sign the report.
5. Charge the customer accordingly.

TICKET NOT GOING THROUGH PRINTER

1. Use "dummy ticket" and attach to original.

NO TRANSACTION PRINT OUT ON TICKET

1. Write transaction number, exit time, key used and ticket fee on back of ticket.



EVACUATION PROCEDURES

Upon becoming aware of an emergency which requires evacuation, such as a fire alarm, or being informed by a Safety or Team Leader that an evacuation is necessary, proceed immediately to the nearest designated emergency exit. Try and remain calm and avoid running. Team Leaders should proceed quickly to the emergency exits to keep everyone calm and quiet.

FLOOR SEARCH

While group members are moving to the nearest emergency exit, the Safety Leaders shall notify and assist their designated group members and shall search their areas of responsibility to ensure that all occupants are safely evacuated. This includes any visitors that may be present who may not be familiar with the emergency procedures. Team Leaders must pay close attention the elevator lobby. Although the elevators are normally recalled to the lobby during an emergency, we can not risk someone getting into an elevator under these conditions. Once the search has been completed, the Safety and Team Leaders shall proceed to the emergency exits. It is the responsibility of the Safety Leaders to ensure that a complete search has been conducted before going to the exits. If there are physically impaired occupants on the floor, the Safety Leaders will assign persons to help evacuate them safely.

EVACUATION

When an evacuation becomes necessary or an evacuation is ordered by the Fire Department, the Safety Leaders and Team Leaders should lead all occupants to the nearest designated emergency exit and direct all occupants to the designated safe refuge area . While this is being done, a roster check should be conducted by the each group(s) Safety Leaders. Everyone is reminded to remain calm and proceed directly to the designated safe refuge area.

Once occupants have assembled at the safe refuge area, the Safety and Team Leaders shall then conduct a second roster check to ensure that all group occupants have safely evacuated the facility. As occupants will be evacuated outside of the building, it is very important that they stay away from the building so that they are not endangered by falling glass or debris.

Note: If it is suspected that someone has not been evacuated, do not return to the building to search for that person unless directed to do so by the Fire Department commander.



EVACUATION PROCEDURES OF THE PHYSICALLY CHALLENGED

Physically challenged include but may not be limited to:

- Persons confined to wheelchairs.
- Persons dependent on crutches, canes, walkers, etc.
- Persons recovering from surgery.
- Pregnant women.
- Persons with significant hearing or sight impairment.
- Extreme cases of obesity.

Physically challenged could be further defined as anyone who without the assistance of another person would have difficulty evacuating or relocating to a safe location either inside or outside the building.

Safety Team Members:

During an emergency where evacuation is called for, Safety Leaders in each area must assign a "Safety Team Member" to assist these individuals. Those assigned to assist the physically challenged should have a knowledge of how to safely evacuate these people and ask how they can be best helped.

Once the primary destination has been reached (stairwell), Safety Team members and the physically challenged have two options:

- Send someone to advise the fire department of your location and await further assistance
- Once all floors involved have moved past your location take the person to the designated "safe refuge location" yourself



EMPLOYEE ACKNOWLEDGEMENT

Date: _____

I acknowledge that I have received a copy and instructions on emergency and evacuation procedures for 320 N. Rose St. Kalamazoo Mi.49007. The training included a review of the Emergency Procedures Manual, the Safe Refuge Area and an explanation of incidents and procedures for emergency situations within the workplace.

My Safety Leader Is: _____

Print Name

Date

Employee Signature

PLACE THIS DOCUMENT INTO THE EMPLOYEE FILE

MANAGEMENT AGREEMENT

FOR MANAGEMENT OF "CENTRAL CITY PARKING", KALAMAZOO'S MUNICIPALLY OWNED PARKING SYSTEM

Agreement dated as of January 1, 2014 between Downtown Kalamazoo Incorporated (DKI) and ABM Parking Services (Company), qualified to transact business in the State of Michigan, for the management of "CENTRAL CITY PARKING", Kalamazoo's municipally-owned parking system.

WITNESSETH:

WHEREAS, DKI and the Company entered into a Management Agreement commencing on January 1, 2003 to operate Kalamazoo's municipally-owned parking system ("Parking System"), and

WHEREAS, said agreement has been amended from time to time, and the parties desire to restate said Agreement in its entirety,

NOW, THEREFORE, it is mutually agreed as follows:

A. Appointment of Company and Property Description

The Management Agreement of January 1, 2008 and amendments thereto is hereby terminated and of no further force or effect as of January 1, 2014.

The Company is hereby appointed parking facility operator to manage for the account of DKI, the Parking System as described in the parking system sublease ("Sublease") between the Downtown Development Authority of the City of Kalamazoo ("DDA"), the City of Kalamazoo ("City"), and the City of Kalamazoo Building Authority ("Authority") (Exhibit A).

DKI, the DDA, the City, and the Authority their officers, agents and employees, reserve the right to add to, change, or delete any facilities, their designated uses, and the revenue collection equipment as necessary, in its sole judgment, to better serve the public, efficiently administer the parking system, or increase revenues.

B. Term of Agreement

Subject to earlier termination as hereafter provided, the initial term of this agreement shall be for a period of three (3) years commencing on January 1, 2014 and ending on December 31, 2016. *DKI and the Company may renew the original contract for one (1) additional two year time period by mutual written agreement entered into at least (30) days before expiration of the initial term*

C. Obligations of DKI

1. Standard Operating Procedures

- a. It is the general purpose of DKI in entering into this Agreement to make to the public a high level of service in Kalamazoo's parking facilities. To this end, the parties have prepared, adopted and continue to maintain a written Operations Manual describing in detail the procedures to be followed in collection of revenue, accounting for receipts, facility inspection and maintenance, customer relations, permit issuance, and other related matters. Company shall comply with the manual in performing its duties under this agreement.
- b. After consultation with the Company, DKI from time to time may require modifications to the procedures set forth in the Operations Manual to promote efficient administration and public convenience. Such modifications will not require formal amendment to this agreement. The duties assigned each party with regard to facilities operation may be modified or reassigned through the Operations Manual.

2. Maintenance of Facilities

- a. Preventive maintenance of the parking facility shall be the responsibility of DKI. The Company shall provide access to all facilities and provide for vacating areas for specific maintenance procedures to be carried out during normal operating hours. Such maintenance items to be done by DKI shall be identified by annual maintenance inspections to be performed by qualified engineers contracted by DKI.

3. Office and Other Space

- a. Office and storage space will be made available to the Company for performance in accordance with the Operations Manual.

4. Equipment Provided

- a. Equipment will be made available to the Company for performance in accordance with the Operations Manual.

5. Payment for Operating Costs

- a. DKI shall reimburse the Company for the costs of operating the Parking System in accordance with the provisions of Paragraph E., Operating Expenses and Reimbursement to Company.

D. Obligations of Company

1. Terms of Operation

- a. The Company shall operate the parking facilities in an efficient manner and insure high quality service and effective revenue control in accordance with this Agreement and the Operations Manual.

2. Personnel and Hours of Operation

- a. The Company shall at all times provide personnel in the number and classifications necessary to operate the facilities in an efficient manner in accordance with this

Agreement and the Operations Manual.

- b. The Company shall annually review the Operations Manual and update as necessary.
 - c. The Company shall not "borrow" or otherwise use employees working under this contract to do work on other contracts that the Company may have or acquire unless approved in advance by DKI in writing.
 - d. The hours of operation of the various facilities shall be set by DKI in consultation with the Company and in accordance with the Operations Manual.
3. Training
- a. The Company shall maintain a training program for all employees in accordance with the Operations Manual.
4. Removal of Employees
- a. DKI reserves the right to recommend that the Company remove any employee who has been unsatisfactory in the opinion of the Company and DKI. The final decision shall rest with the Company.
5. Uniforms
- a. All employees of the Company shall wear uniforms and individual identification while on duty.
6. Equipment and Services to be Provided and Maintained
- a. The Company will make use of at least one safe for the security of parking facility revenue.
 - b. The Company agrees to adhere to all policies, procedures, and instructions issued by DKI pertaining to the use of the Parking System's computerized revenue control system as detailed in the Operations Manual or as later amended.
 - c. The following items of maintenance and repair will be the responsibility of the Company as a reimbursable expense, in accordance with the Operations Manual:
 - 1) All parking system control equipment, devices, visual indicators and signs;
 - 2) All parking meters and honor boxes;
 - 3) All Service and Information Center equipment that is part of this Agreement;
 - 4) All relamping of electrical fixtures; light fixture cleaning; painting; fence and barricade repair; cleaning, weed removal; lawn mowing; shrubbery maintenance and landscaping; snow and ice removal including sidewalks and parking lots; elevator maintenance; parking space restriping; oil stain removal;
 - (a) Snow and ice removal chemicals and techniques shall be approved by the DKI.

All janitorial and custodial work necessary to maintain all facilities in a clean, and healthy manner, including, but not limited to the following: sweeping, trash pickup, window cleaning, elevator cleaning, floor drain cleaning, lavatory, office and waiting room janitorial service, graffiti removal;

- 6) Deficiencies in the execution of the tasks outlined in paragraphs D.6.c.4) and 5) above shall be remedied within 24 hours of their being brought to the attention of the Company where reasonably possible.
- 7) The Company shall inspect the parking facilities and to inform DKI promptly and in writing of any needed maintenance or repairs.
- 8) DKI, the DDA, the City, and the Authority, their officers, agents, and employees shall at all reasonable times have the right to enter upon the Parking System for the purpose of inspecting the same and to determine whether all of the terms, agreements, covenants and conditions herein are being complied with.
- 9) The Company shall perform preventative maintenance on all equipment, including parking control equipment in accord with manufacturer's recommendations. The maintenance of equipment shall be through a maintenance service contract, approved by DKI. The expense of such maintenance and repair shall be charged as an item of operating expense in accordance with Paragraph E., Operating Expenses and Reimbursement to Company.

7. Parking Charges and Collection of Monies

- a. It is the Company's responsibility to reasonably protect parking revenues and to operate efficiently with the revenue control system established in this Agreement and the Operations Manual. The Company shall take every reasonable action to collect and enforce the collections of fees, charges, and assessments due from users of the Parking System. All Parking System revenues shall be deposited daily in the bank to be designated separately in accordance with Paragraph G.3., Collection and Deposit of Receipts.
- b. Parking fees and rates shall be established by the DDA and DKI consistent with the Sublease. DKI may consult with the Company in the setting of the recommended fees and rates.
- c. The Company will manage and collect revenues from parking violation notices in accordance with the Operations Manual.

8. Revenue Control System

- a. The Company will be responsible for operating a revenue control system as outlined in the Operations Manual.

9. Parking Violation Notices

- a. All parking violation notices shall be of a form approved by DKI and shall be issued in accordance with the Operations Manual.

10. Monthly Parking Permits and Parking Validation Program

- a. The Company shall administer the monthly parking permit program and the parking validation program in accordance with the Operations Manual.

11. Patron Claims and Complaints

- a. The satisfaction of patrons of the Parking System is of great importance to DKI. The Company shall handle all patron complaints and all claims made for losses or damages in the parking facilities in accordance with the procedures outlined in the Operations Manual.

12. Safety

- a. The safety of the patrons and employees of the Parking System is of great importance to DKI. The Company and DKI shall maintain a safety program to meet the needs of downtown patrons and Parking System employees. The Company shall manage the safety program in accordance with the Operations Manual, and in a manner consistent with other reasonably prudent operators of parking systems.

13. Operating Procedures

- a. The Company shall operate the Parking System at all times in accordance with this Agreement and, the Operations Manual. The Operations Manual shall be subject to change, in whole or in part, at any time, and at the reasonable discretion of DKI.

E. Operating Expenses and Reimbursement to Company

1. Annual Budget

- a. The Company shall prepare and submit, by a date to be determined by DKI and notified in writing, an annual budget pursuant to standards of service required of the Company by this Agreement and the Operations Manual.
- b. The approved budget shall include all anticipated costs and expenses to be incurred by the Company in the normal operation of the Parking System as defined in the Operations Manual.
- c. The approved annual budget shall specifically exclude the following (which shall be provided by the Company at its expense) unless approved in writing in advance by DKI:
 - 1) One (1) vehicle necessary for performing in accordance with the Operations Manual. Vehicle repair and maintenance shall be reimbursed as costs and expenses connected with the operations.
 - 3) All licenses, permits, fees and business taxes necessary to do business.
 - 4) Costs and expenses of non-local personnel of Company such as legal, administrative, bookkeeping, executive personnel, and company officials.
 - 5) Bonds and insurance required by this Agreement excluding workers compensation

insurance.

- 6) Cost of repairs for damages to the City or private property to the extent caused by negligence or negligent omissions of the Company or its employees.
- 7) Travel, accommodations, and professional memberships.
- 8) All expenses related to the Company's home office operations.
- 9) All uniforms required in accordance with the Operations Manual. If a change is requested in the style and type of uniform, any additional cost resulting from such a change shall be negotiated between the Company and DKI.

2. Reimbursement of Approved Expenses to Company

- a. The Company shall pay all costs and expenses connected with the operations hereunder when due. On or before the 20th day of each month, the Company shall submit to DKI a report of all expenses incurred and paid in the operation of the Parking Systems for the preceding month of operation. Said report shall be accompanied by legible, dated evidence of disbursements. DKI shall process reimbursements within fifteen (15) days after DKI's receipt of an invoice for same.

3. Reimbursements Not to Exceed Actual Costs to Company

- a. Notwithstanding anything contained herein to the contrary, in no event shall DKI be obligated to reimburse the Company for any item in an amount in excess of such item's actual cost to the Company.

F. Management Fee

1. Management Fee

- a. As a fee for managing the Parking System, DKI shall pay the Company a Management Fee of:
 - 1) For the first year, from January 1, 2014 through December 31, 2014, the amount of \$15,000 per month, \$180,000 annually;
 - 2) For years two through three, the management fee shall automatically increase by the lesser of two and one half percent (2.5%) or the Consumer Price Index - All Urban Consumers (CPI-U) for the proceeding calendar year.
- b. If the total number of parking spaces managed by the Company is increased or decreased by a single action that results in a change greater than ten percent (10%), the fee will be adjusted by a monthly amount equal to one dollar and nine cents (\$1.09) per space of the aforementioned change.
- c. The fees shall be paid by DKI within thirty (30) days after the close of each calendar month during the term hereof.

2. Office Space

- a. The Company will be provided with adequate office and work space to provide all services in accordance with this Agreement.

3. Performance Incentive

- a. In order to encourage attaining specific customer service/performance goals and to further compensate the Company for actual work performed, DKI may, at its discretion, pay the following management fee adjustment:
 - 1) DKI will survey the customer base once per year in accordance with the Operations Manual.
 - 2) Provided no decline in customer satisfaction is detected by the survey or any of its categories, the Company will be annually awarded up to an additional one percent (1%) of the annual management fee, at DKI's discretion.
- b. In order to encourage excellent performance by its employees, the Company shall pass on one hundred percent (100%) of the incentive to its employees. This amount shall be distributed in such a way that good attendance, courtesy, good work habits, and service are rewarded.

4. Liquidated Damages

- a. Any of the below liquidated damages shall be deducted from the Management Fee payment due the month following the date the penalty is assessed:
 - 1) The Company will be required to maintain tickets, reports and other source documents in substantial and reasonable accordance with the standards detailed in the Operations Manual. If DKI finds that they are not being maintained properly, the Company will be required to pay \$65 per day for each day it takes to bring the records to standard.
 - 2) The Company will be required to pay to DKI any monies lost due to the Company's negligence. Additionally, the Company will pay interest at the prevailing prime rate on these amounts from the time they are due until the time they are collected.
 - 3) All other liquidated damages provided for under the terms of this Agreement shall be assessed as reasonably determined by DKI. Such damages shall be deducted from the Management Fee payment due the month following the date of such assessment.

G. Handling of Parking Revenues and Accounting Records

I. General

- a. All Gross Receipts derived from the operation of the Parking System shall be held in trust for DKI by the Company while the funds are in its custody and control. Should any of such Gross Receipts be lost, stolen or otherwise unlawfully removed from the

custody and control of the Company, the Company shall be responsible therefore and shall deposit in the bank designated by DKI a like sum of monies but only to the extent loss, liability or expense is caused by negligence, misconduct or other fault of the Company, its agent or employees. The Company will notify DKI of such a loss. Should said loss, theft, or unlawful removal be insured or otherwise secured by the Company, any payments made to DKI by such insurance company, bonding company, or other, when paid to DKI, shall be reimbursed to the Company to the extent of such deposit.

2. Definition of Gross Revenue

- a. The term "Gross Revenue", as used herein, shall mean all parking fees and charges collected by the Company whether for cash or credit, resulting from the operations of the Parking System hereunder.

3. Collection and Deposit of Revenue

- a. The Company shall collect, hold in trust for DKI, account for and deposit daily in the bank account designated by DKI, as evidenced by notice in writing from the DKI, and in the name of DDA all Gross Revenue collected from the operation of the Parking System hereunder.

4. Books, Records and Accounting

- a. The Company shall keep full and accurate books and records in accordance with generally accepted accounting principles which are acceptable to DKI, and in accordance with the Operations Manual, which shall show all Gross Revenues, as defined hereinabove, and all the costs of operation of managing the Parking System as herein described. DKI shall have at all times right through its representatives to inspect such books and records. The inspection right granted herein shall be restricted to the operation and management of the Kalamazoo Parking System and all other documents which affect or are attributed to said operations.
- b. The Company will be required to maintain tickets, reports and other source documents to the standards outlined in the Operations Manual, and if DKI finds they are not being maintained substantially and reasonably, the Company will be required to pay Sixty-Five Dollars (\$65.00) per day for each day it takes to bring the records into material compliance with the Operations Manual.
- c. All source documents (including, but not limited to used/voided parking violation notices, cash register tapes, cashier and daily reports, deposit slips, and vehicle inventories) are to be maintained in a location within the City and County of Kalamazoo, approved by DKI, in the manner prescribed in the Operations Manual.
- d. All the above listed types of records are to be maintained in the City and County of Kalamazoo and made available to DKI during reasonable office hours for a period of three (3) years after termination of this Agreement. Upon termination of this Agreement, the Company may surrender all records and documents relating to the Agreement and shall be required to do so if requested by the DDA.

5. Financial Reports

- a. The Company shall submit all reports required by DKI or as prescribed by DKI or as prescribed in the Operations Manual in the form and within the time period specified by DKI and in accordance with the Operations Manual.

6. Audits and Inspections

- a. DKI, the DDA and the City and their respective authorized representatives shall have the right at any time and from time to time to reasonably audit all of the books of account, bank statements, documents, records, returns, papers, files of the Company and other documents required to be kept by the Company relating to the Gross Revenues as these documents relate to the Company's Kalamazoo operations; and the Company upon request by either, shall make all such matters reasonably available for examination within the City and County of Kalamazoo.
- b. If DKI, the DDA, or the City shall make or have such an audit made and the Gross Revenues shown by the Company's statement for such year should be found to be understated by more than one percent (1%), the Company shall pay the cost of such audit. The right to have such an audit made with respect to any year shall expire three (3) years after the Company's statement for any year shall have been delivered to DKI.

H. Indemnification and Insurance

1. Indemnification

- a. As further consideration hereunder, the Company hereby releases and agrees to indemnify and save harmless DKI, Downtown Tomorrow, Inc. ("DTI"), the owner of the premises in which the Service and Information Center is located, the DDA, the City, and the Authority, their officers, agents, and employees from and against any and all loss of, or damage to property, or injuries to or death of any person or persons, including without limitation, the officers, employees and agents of DKI, DTI, the DDA, the City, and the Authority, and the property of same, but only to the extent any of the foregoing are caused by the negligence, misconduct or other fault of Company, its agents, or employees, or any other entity for which the Company is legally responsible.
- b. The Company agrees to defend against any claims brought or actions filed against DKI, DDA, the City and the Authority, their officers, agents, and employees, to the extent of the indemnity contained herein.

2. Insurance

- a. The Company further agrees to secure and deliver to DKI prior to the commencement of this Agreement, and to keep in force at all times during the term of this Agreement, a commercial general liability insurance policy, in single limits, written on an occurrence basis, including coverage for bodily injury and property damage, and an automobile liability policy including Garagekeepers legal liability, both with companies reasonably acceptable to and approved by DKI, covering the Company's activities with respect to the premises, operations hereunder and all services provided for herein in the amount

of Two Million Dollars (\$2,000,000.00) per occurrence for bodily injury and property damage.

- b. DKI, the DDA, DTI, the City, and the Authority shall be included as additionally insured with respect to the above insurance policy or policies, but only to the extent the same are indemnified under Paragraph H.1.
- c. Certificates evidencing the existence of all required policies, all in such form as DKI may reasonably require, shall be delivered to DKI prior to the commencement of this Agreement. Each certificate shall contain a statement indicating that the Company's broker will provide 30 days notice of cancellation to the certificate holder, DKI, 141 E. Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007.
- d. A renewal certificate shall be delivered to DKI as soon as possible prior to a policy's expiration date except for any policy expiring on the expiration date of this Agreement or thereafter.
- e. All insurance maintained by the Company shall be primary over any insurance carried by DKI and not require contribution by DKI.

3. Compensation Insurance

- a. The Company covenants and agrees at all times to maintain adequate Workers Compensation Insurance (including occupational disease hazards) with an authorized insurance company insuring the payment of compensation to all its employees. The Company agrees to provide to DKI certificates evidencing the existence of said Workers Compensation Insurance coverage.

4. Performance Bond

- a. The Company shall deliver to DKI prior to the commencement of this Agreement and will at all times during the term hereof and including any extension, maintain in effect a performance bond in the form attached hereto as Exhibit B in the amount of Five Hundred Thousand Dollars (\$500,000.00) payable to the DDA with surety reasonably acceptable to and approved by DKI, which bond shall be conditioned upon the Company fully and faithfully performing and carrying out the terms and provisions of this Agreement. Said bond shall provide that it will not be cancelled or materially altered or changed without first giving thirty (30) days notice thereof to DKI, 141 E. Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007, sent by certified mail, return receipt requested. Notwithstanding the foregoing, if at any time during the term hereof said, DKI, at its reasonable discretion, deems the amount of the bond is insufficient to properly protect DKI from loss hereunder, the Company agrees that it will, after notice, increase the same to an amount required by DKI.

5. Fidelity Bond

- a. The Company shall provide evidence of Crime Insurance (also known as Fidelity bond) covering all Company's personnel under this Agreement in the amount of Five Hundred Thousand Dollars (\$500,000.00) for each loss, for losses experienced due to the

dishonest acts of Company's employees and agents.

I. Cancellation, Assignment and Transfer

1. Cancellation by Company

- a. This agreement may be cancelled by the Company after the happening of one or more of the following events:
 - 1) Issuance by any court of competent jurisdiction of any injunction in any way preventing or materially restraining either party from performing hereunder for a period of at least sixty (60) days.
 - 2) The default by DKI in the performance of (i) its obligations to reimburse the Company for expenses or to pay any management fee or management fee adjustment as provided herein and DKI's failure to remedy same within fifteen (15) days after written notice, or (ii) any other covenant or agreement herein required to be performed by DKI and the failure of DKI to remedy such default for a period of sixty (60) days after receipt from Company of written notice to remedy the same.

2. Cancellation by DKI

- a. DKI shall have the right to terminate this Agreement in the case of default by the Company in the performance of any material covenant or agreement herein required to be performed by the Company and the failure of the Company to remedy such default for a period of thirty (30) days after receipt from DKI of written notice to remedy the same. In the event of termination pursuant to this paragraph, DKI shall be entitled to pursue any and all remedies available to it in an action to recover its damages.

3. Assignment and Transfer

- a. The Company shall neither sell, assign nor transfer this Agreement without the prior written consent of DKI, the DDA and the City.

4. Default or Waiver

- a. Continued performance of the terms of this Agreement after default shall not be deemed a waiver of the right to cancel for any subsequent default, and a waiver of such default shall not be construed as a waiver of any subsequent default.

J. Nondiscrimination

1. The Company shall comply with all federal and state laws with regard to nondiscrimination in employment.

K. Taxes, Licenses and Liens

1. The Company agrees to pay promptly all taxes, excises, license fees and permit fees of whatever nature applicable to its operation of the Parking System and to take out and keep current all licenses, municipal, state, or federal, required for the conduct of its business

hereunder and further agrees not to permit any of said taxes, excise or license fees to become delinquent.

2. The Company also covenants and agrees not to permit any mechanic's or materialman's or any other lien to become attached or be foreclosed upon the Parking System or improvements thereto or thereon, or any part or parcel thereof, by reason or any work or labor performed or materials furnished by any mechanic or materialman on the Company's behalf.
3. The Company agrees to furnish DKI, upon request, duplicate receipts or other satisfactory evidence showing the prompt payment by it of all taxes arising out of its operation of the Parking System.
4. The Company covenants and agrees to pay promptly when due all bills, debts, and obligations incurred by it in connection with its operation of the Parking System, and not to permit the same to become delinquent and to suffer no lien, mortgage, judgment, or execution to be filed against said Parking System or improvements thereon arising out of any such bills, debts, or obligations which will in any way impair the rights of DKI under this Agreement.

L. Patents and Trademarks

1. The Company covenants that it is the owner of or fully authorized to use any and all services, processes, machines, articles, marks, names, or slogans to be used by it in its operations under or in any way connected with the Agreement. The Company agrees to save and hold DKI, DTI, the DDA, the City, and the Authority, their officers, agents, and employees free and harmless of and from any loss, liability, expenses, cost, suit, or claim for damages in connection with the operations of the Company under or in any way connected with this Agreement to the extent same are caused by the following but only to the extent same are caused by the negligence, misconduct or other fault of the Company, its agent or employees: (i) any actual or alleged infringement of any patent, trademark, or copyright, of (ii) any alleged or actual violation by the Company of any unfair competition law.

M. General Provisions

1. Agreement Made in Michigan
 - a. This Agreement has been made in and shall be construed in accordance with the laws of the State of Michigan.
2. Paragraph Headings
 - a. The headings contained herein are for convenience in reference and are not intended to define or limit the scope of any provisions of this Agreement.
3. Independent of Agreement
 - a. Nothing contained herein is intended or should be construed as in any way creating or establishing a relationship of co-partners between the parties hereto, or as constituting the Company as the agent, representative or employee of DKI for any purpose or in any

manner whatsoever. The Company is to be and shall remain an independent contractor with respect to all services performed hereunder. None of the officers, agents or employees of the Company shall be or be deemed to be employees of DKI for any purpose whatsoever.

4. Law Enforcement

- a. Nothing in this Agreement shall be construed as restricting the functions or activities of authorized law enforcement officers with respect to violations occurring in the Parking System. The Company and its employees shall cooperate with the City of Kalamazoo in the enforcement of state law and municipal ordinances.

5. Notices

- a. All notices required to be given to DKI hereunder shall be given by certified mail, return receipt requested, addressed to Downtown Kalamazoo Incorporated, 141 E. Michigan Avenue, Suite 501, Kalamazoo, Michigan 49007.
- b. All notices required to be given to the Company hereunder shall be sent by certified mail, return receipt requested, addressed to the Company at 1459 Hamilton Avenue, Cleveland, Ohio 44114, Attn: Vice President and Regional Manager.
- c. Either party hereto may designate in writing from time to time the addresses of substitute or supplementary persons within the State of Michigan to receive such notices. The effective date of service of any such notice shall be the date such notice is mailed or delivered.

6. Bond Ordinances

- a. This Agreement is in all respects subject and subordinate to any bond ordinance existing as of the date of execution hereof, including supplements thereto, and having general application to the Parking System covered hereby.

7. Agreement Documents

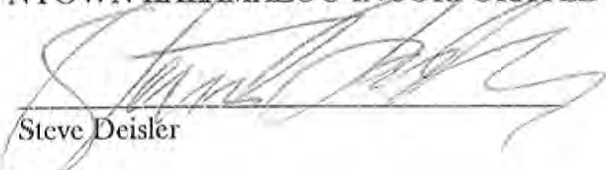
- a. The Sublease, as it may be amended from time to time is hereby incorporated by reference and made a part hereof. If there is any conflict or inconsistency between Sublease, as amended, and the Management Agreement, the provisions of the Sublease, as amended, control. DKI shall provide Ampco with copies of all amendments to the Sublease as and when there are amendments.

8. Final Approval

- a. This Agreement is expressly subject to, and shall not be or become effective or binding on DKI, until:
 - 1) it is approved by the DKI Board of Directors and duly executed by DKI, and
 - 2) the City has approved the management agreement between the DDA and DKI,


IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed as of the day and year first above written.

DOWNTOWN KALAMAZOO INCORPORATED

By: 
Steve Deisler

Title: President

AMPCO SYSTEM PARKING

By: 
Brian G. Bush

Title: Vice President and Regional Manager