



HOLDEN BEACH, NORTH CAROLINA

Request for Proposal Parking Management Services



As presented by:



Scott Diggs

Co-Founder/ Chief Executive Officer
Pivot Parking
910-619-1629
sdiggs@pivotparking.com

Paul Adkison

Co-Founder/Co-Chairman
Pivot Parking
704-258-4163
padkison@pivotparking.com

JULY 2, 2021 |

PARK FAST, PARK EASY, PARK SAFE...

July 2, 2021

Town of Holden Beach
Attn: Heather Finnell, Town Clerk
110 Rothschild Street
Holden Beach, NC 28462

RE: Request for Proposal | Parking Management Services |

Dear Ms. Finnell,,

Thank you for allowing Pivot Parking to present its proposal to provide parking management services for the Town of Holden Beach. We look forward to bringing our expertise knowledge of not only parking, but also of our expertise of Wilmington Area Beaches to form a long term partnership with the Town of Holden Beach to provide the level of service expected by residents and visitors to this wonderful beach community.

The founders of Pivot Parking (who have 50+ years of combined parking management experience) found it prudent to implement a more localized approach where we can better control our fiduciary obligations in order to maintain a true partnership with our clients. Our mission is to provide a high level of service to clients and customers alike in North Carolina, South Carolina and Virginia with a well experienced, local management team who have a keen understanding of Beach community paid parking environments including having the Pivot Parking CEO, M.Scott Diggs, being a full time Wrightsville Beach resident.

We appreciate the opportunity extended and look forward to being a part of this successful beach community. Should you have any questions regarding this submittal, please do not hesitate to contact me directly.

Pivot Parking hereby commits to provide the services described in the RFP (Request for Proposal, Parking Management Services).

Sincerely,



Scott Diggs
Chief Executive Officer
910-619-1629



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Proposer: Pivot of NC, LLC dba Pivot Parking, LLC
Corporate address: 648 NE 3rd Avenue, Ft. Lauderdale,
Florida, 33304
NC office address: P.O. Box 1275 Wrightsville Beach, NC
28480
Primary Contact: M. Scott Diggs
Primary Contact email: Sdiggs@pivotparking.com
Proposal RFP Name: Town of Holden Beach Parking
Management Services
7/2/2021



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Table of Contents

A. Cover Page	p. 1
B. Letter of Transmittal	p. 2
C. Title Page	p. 3
D. Table of Contents	p. 4

Section 1- Organizational Profile

d. Form A- Qualifications Statement	p. 6-13
e. Form B- References	p. 14
f. Form D- Proposer's Certification	p. 15-17

Section 2- Compensation/Budget

g. Form C - Price Proposal	p. 19
h. Budget Statement	p. 20

Section 3- Experience

p. 22-30

Section 4- Approach to Providing Services

p. 32-53

Section 5- Additional Information & Exhibits

p. 55-77



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Section 1 Organization Profile and Documentation



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Request for Proposals – Paid Parking Management
Town of Holden Beach – May 2021
Page | 16

REP FORM A - QUALIFICATIONS STATEMENT AND OTHER BID SPECIFICS

Note: This form is available in PDF format on the TOWN's web site or in Word format from the Finance Director upon request.

MANAGEMENT FIRM: P2 of NC, LLC dba Pivot of NC, LLC-Pivot Parking, LLC

**THIS FORM MUST BE SIGNED AND SUBMITTED WITH PROPOSAL
TO BE DEEMED RESPONSIVE.**

The MANAGEMENT FIRM guarantees the truth and accuracy of all statements and the answers contained herein.

1. State the full and correct name of the partnership, corporation or trade name under which you do business and the address of the place of business. (If a corporation, state the name of the president and secretary. If a partnership, state the names of all partners. If a trade name, state the names of the individuals who do business under the trade name.)

- The correct and full legal name of the MANAGEMENT FIRM is:

P2 of NC, LLC d/b/a Pivot of NC, LLC-Pivot Parking, LLC

- The business is a (Sole Proprietorship) (Partnership) (Corporation).

Partnership/LLC

- The names of the corporate officers, or partners, or individuals doing business under a trade name, are as follows:

M. Scott Diggs
Paul Adkison

2. Please describe your Company in detail.

Pivot Parking is a parking management firm with full scale capabilities to perform parking management for all categories of parking including Municipal environments, Privately owned garages & surface lots, Hospitality environments, Shuttle, Valet Parking and Event Parking environments

3. The address of the principal place of business is:

648 NE 3rd Avenue, Ft. Lauderdale, Florida 33304

4. Company telephone number, fax number and e-mail addresses:

Request for Proposals – Paid Parking Management
Town of Holden Beach – May 2021
Page | 17

- 1-833-GoPivot - 1-833-467-4868
- No fax number
- sdiggs@pivotparking.com
- paul@pivotparking.com

5. Number of employees: 50
6. Number of employees to be assigned to this Project: In-Season- 4-6 /Off -season – 2
7. Company identification numbers for the Internal Revenue Service: 85-2193963
8. How many years has your organization been in business? Does your organization have a specialty?

Pivot Parking is a newly formed regional parking management company currently operating nine garages, 6 surface parking lot operations and 2 municipal on-street operations. After identifying a need to provide parking asset owners with a more transparent and financially stable approach during these unprecedented times. Starting businesses during this time is relatively unheard of.

The founders of Pivot Parking (who have 50+ years of combined parking management experience) found it prudent to implement a more localized approach where we can better control our fiduciary obligations in order to maintain a true partnership with our clients. Our mission is to provide a high level of service to clients and customers alike in North Carolina, South Carolina and Virginia with a well experienced, local management team who have a keen understanding of the Wilmington Beach areas including having the Pivot Parking CEO, M. Scott Diggs, being a full time Wrightsville Beach resident

Our specialty is parking management with experience in multiple classifications to include on-street, off-street(garages/surface lots), special events both small and large capacities, shuttles, and valet parking

9. List the last three project of this nature that the firm has completed. Please provide project description, reference and cost of work completed.

- Wrightsville Beach -On-Street
 - Seasonal On-street operations that include 1835 on-street spaces and includes Parking enforcement, collections, parking equipment procurement, Installation and Maintenance. Program also includes residential decal program management

- see reference pages

□ **Surf City, NC On-Street**

- Seasonal On-Street operations that include 650 on-street spaces and includes parking enforcement, collections, parking equipment procurement, installation and maintenance. Program also includes residential decal/seasona pass program management.
- Reference: Kyle Breuer, Town Manager
910-328-4131
kbreuer@surfcitync.gov

□ **Landmark Garage**

- Year Round garage operations that include approximately 404 total spaces. Operations have included parking enforcement, collections, parking equipment procurement, installation and maintenance. Program also includes monthly parking management
- Reference: Stephen Campbell
- 864-233-1135
stephen.campbell@cbre.com

□

10. Have you ever failed to complete any work awarded to you? Where and why?

Pivot Parking does not currently have any contracts that have not had work completed as agreed

11. Provide detailed operation experience with pay stations to include the number of pay stations the MANAGEMENT FIRM has purchased and installed over the last 5 years, as well as, the number of pay stations the MANAGEMENT FIRM currently provides services for collection and maintenance.

Pivot Parking has not recently purchased pay stations. due to the changes in the industry related to contactless parking requirements as a result of COVID. however our management experience has included installations of the below listing which is also inclusive of collection and maintenance services:

○ Parkeon Paystations	75+
○ Cale Paystations	10+
○ Mckay Paystations	15+
○ T2 Paystations	20+
○ IPS Meters	1000+
○ Mckay Meters	600+
○ POM Meters	500+
○ Duncan Meters	1000+

12. Provide detailed monthly cost the MANAGEMENT FIRM will charge the TOWN for the following services (or similar compatible service) with the discounts that the MANAGEMENT FIRM may receive from pay station vendors that will be passed along to the TOWN

- **Enterprise Management Software** - Discounts related to software may vary dependent upon vendor. Pivot Parking agrees to provide full discount to the Town of Holden Beach.
- **Connectivity / Utility requirements for connectivity-** Discounts related to connectivity may vary dependent upon vendor. Pivot Parking agrees to provide full discount to the Town of Holden Beach.
- **Purchase or lease price of a new pay station and any discounts** -Discounts related to purchase or lease of equipment may vary dependent upon vendor. Pivot Parking agrees to provide full discount to the Town of Holden Beach.
- **Percentage discount on any replacement parts needed to service machines-**Discounts for replacement parts vary per vendor. Pivot Parking agrees to provide full discounts to the Town of Holden beach for any replacement parts purchased on behalf of the parking program

13. Detail any recommended capital equipment purchases and the benefits that may be of interest to the Town. Pivot Parking would not recommend any capital commitments related to equipment such as paystations. Pivot Parking would recommend implementing a completely equipmentless payment platform such as Text 2 Park, which is how Pivot Parking established Surf City, NC parking program.

Other capital commitments to consider would-be heavy-duty golf carts for the enforcement program. The RFP did not address the use of town owned golf carts or vehicles for the program. Pivot Parking has not included the costs of leasing or purchasing in our proposal budget.

Additional capital commitments to consider for year 2 if the Town choose to continue with paid parking after the first year, would the purchase of a dedicated LPR (License Plate Recognition) system to streamline enforcement efforts.

14. Detail any web-based platforms the MANAGEMENT FIRM recommends that will provide additional service to parking patrons.

Pivot Parking would recommend adopting a web-based platform that would allow for applying for decals and passes. Residential decals, re-entry decals, and contractor passes could be requested online in which the person would submit an application online and provide necessary documents as attachments. Staffing would then verify information and applications could make appointments to pick up decals in person or have them mailed. Virtual permits are also an option utilizing the LPR system as the parking credentials, however it is not Pivot Parking's recommendation to utilize the virtual permitting process for residential parking permits at this time

15. Detail your "pay by cell" experience and your recommendation for a system for use in the TOWN. Detail the costs that you will pass along to the Town and to the end user.

- Our management experience is broad with our knowledge of the following Pay by Cell Providers:
 - Flowbird
 - Pay by Phone
 - Parkmobile
 - Passport
 - Text 2 Park

Pivot Parking's recommendation for pay by cell would implement 2 pay

cell options for customers. An app based product called Flowbird and an non app product called TEXT2PARK. We have provided more detailed information regarding these 2 recommendations in our proposal.

Both options charge customers a typical convenience fee ranging from \$0.25 - \$0.35 per transaction. Additional transaction fees not charged the customer range from \$0.35 - \$1.00 per transaction per vendor.

16. If applicable, detail and explain the vendor you recommend for a competitive parking enforcement and citation management platform. Detail the monthly and annual cost for the program. Will costs for this platform be incurred by the Town in the months where no enforcement takes place?

- Pivot Parking is recommending IPS enforcement platform as this platform is a much more robust platform that is easy to use by staff and durable.
- IPS enforcement is currently being used by the Town of Wrightsville Beach parking program and was implemented in March 2021.
- IPS costs are listed below:
 - One time set up \$5,000.00
 - Onsite Training implementation \$2,600.00
 - Monthly lease of all in one enforcement handheld with printer \$205.00/unit. Recommending 2 units **
 - Citation paper - 100 citations per roll \$11.95 per roll**
 - Annual Software Fees \$23,400.00**
 - Integration Fees with parking equipment (one time fee) \$6,000.00
 - Monthly API Maintenance Fees \$300.00**

**These costs listed above are typically reimbursed expenses from the parking management firm

During Off-Season months, the leasing of the units would be reduced in their costs.

More information regarding IPS enforcement platform is within our proposal

17. Detail and explain any form of online citation payment platform that the MANAGEMENT FIRM can provide for the payment of citations online with real- time credit card processing. What is the monthly cost? What is the annual cost? Will there be a cost for this service during months on no enforcement activity? Will there be a cost to the enduser?

- As part of the IPS enforcement platform, the online payment/appeals portal is included in the enforcement platform.
- The portal allows those that have received a violation look up their citation by citation number or license plate.
- Parkers can then appeal online or make payment conveniently through the portal which is PCI compliant.

Request for Proposals – Paid Parking Management
Town of Holden Beach – May 2021
Page | 23

- During non-operational months there is still a cost associated for the software and payments and collections will continue during non-paid parking months as well.
- The end user is charged a online payment convenience fee to assist covering the costs of the credit card fees incurred by IPS.
- Pivot Parking has provided additional detailed information regarding this enforcement platform within our proposal

18. Provide the following information concerning all contracts **in progress** as of the date of submission of this Proposal for your company, division or unit as appropriate.

Name of Project	Contract with:	Contract Amount	Estimated Completion Date	% of Completion to Date

(Continue list as necessary)

Pivot Parking deems the above requested information as confidential and can provide information at a later date in a non-public forum. In generality, Pivot Parking has commitments for new business slated for Quarter 3 & 4 2021, with estimates of additional spaces to exceed 3,000 and estimated gross revenue of approximately \$2 Million.



Request for Proposals – Paid Parking Management
Town of Holden Beach – May 2021
Page | 24

13. Provide the following information for any sub-consultants you will engage if awarded the contract.

Sub-Consultant FIRM Name	Address	Work to be Performed

The foregoing list of sub-consultants may not be amended after award of the contract without the prior written approval of the Town Manager, whose approval shall not be unreasonably withheld.

Pivot Parking has no intent at the time of proposal submittal to engage in sub-consultants. Pivot Parking reserves the right to amend this request after award of the contract but with only prior written approval by the Town Manager.



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Request for Proposals – Paid Parking Management
Town of Holden Beach – May 2021
Page | 19

RFP Form B - REFERENCES

MANAGEMENT FIRM: P2 of NC, LLC dba Pivot of NC, LLC-Pivot Parking, LLC

THIS FORM MUST BE SUBMITTED WITH PROPOSAL TO BE DEEMED RESPONSIVE.

The MANAGEMENT FIRM guarantees the truth and accuracy of all statements and the answers contained herein.

Give names, addresses and telephone numbers of four individuals, corporations, agencies, or institutions for which you have performed work similar to what is proposed in this RFP:

1. Name of Contact Kyle Breuer
Title of Contact: Town Manager- Town of Surf City, NC
Telephone Number: 910-328-4131 Fax Number: n/a Email: kbreuer@surfcitync.gov
2. Name of Contact Tim Owens
Title of Contact: Town Manager- Town of Wrightsville Beach, NC
Telephone Number: 910-256-7900 Fax Number: _____ Email: towens@towb.org
3. Name of Contact Stephen Campbell
Title of Contact: Property Manager- CBRE
Telephone Number: 864-233-1135 Fax Number: _____ Email: stephen.campbell@cbre.com
4. Name of Contact James Farinholt
Title of Contact: Principal - 14th & Cary Associates
Telephone Number: 804-543-2910 Fax Number: _____ Email: j.farinholt@icloud.com



PARK FAST, PARK EASY, PARK SAFE...

Request for Proposals – Paid Parking Management
Town of Holden Beach – May 2021
Page | 21

REP FORM D - MANAGEMENT FIRM'S CERTIFICATION

THIS FORM MUST BE SIGNED AND SUBMITTED WITH PROPOSAL TO BE DEEMED RESPONSIVE.

Note: This form is available in WORD format from the TOWN upon request.

The undersigned guarantees the truth and accuracy of all statements and the answers contained herein.

Name of MANAGEMENT FIRM: P2 of NC, LLC dba Pivot of NC, LLC-Pivot Parking, LLC

I have carefully examined the Request for Proposal referenced above ("RFP") and any other documents accompanying or made a part of this RFP.

I hereby propose to furnish the goods or services specified in the RFP. I agree that my proposal will remain firm for a period of 100 days in order to allow the TOWN adequate time to evaluate the proposals.

I certify that all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this proposal on behalf of the firm as its act and deed and that the firm is ready, willing and able to perform if awarded the contract.

The firm and/or MANAGEMENT FIRM hereby authorizes the TOWN of Kure Beach, its staff or consultants, to contact any of the references provided in the proposal and specifically authorizes such references to release, either orally or in writing, any appropriate data with respect to the firm offering this proposal.

I further certify, under oath, that this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a proposal for the same product or service; no officer, employee or agent of the TOWN or any other MANAGEMENT FIRM is interested in said proposal; and that the undersigned executed this MANAGEMENT FIRM's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

If this proposal is selected, I understand that I will be expected to execute the TOWN's standard professional services contract or one provided by the MANAGEMENT FIRM, in the form approved by the TOWN Attorney.

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Holden Beach Parking Management
Services RFP

Page 16

PARK FAST, PARK EASY, PARK SAFE...

Request for Proposals - Paid Parking Management
Town of Holden Beach - May 2021
Page 22

Name of Business P2 of NC, LLC dba Pivot of NC, LLC-Pivot Parking, LLC

By: [Signature]

Signature [Signature]

Printed Name and Title M. Scott Diggs, Chief Executive Officer

Mailing Address:

648 NE 3rd Ave.

FL Lauderdale, FL 33304

Phone Number 910-619-1629

State of North Carolina County of New Hanover

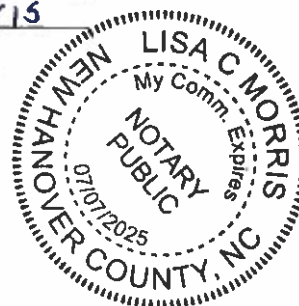
Sworn and subscribed before me this 2nd day of July, 2021

Notary Public:

Signature [Signature]

Printed Name Lisa C Morris

My Commission Expires 7/7/2025



PARK FAST, PARK EASY, PARK SAFE...

Documentation indicating Pivot of NC, LLC dba
Pivot Parking, LLC is authorized to do business in
the State of NC.



NORTH CAROLINA Department of the Secretary of State

CERTIFICATE OF AUTHORITY

I, Elaine F. Marshall, Secretary of State of the State of North Carolina, do hereby certify
that

PIVOT OF NC, LLC

having filed on this date an application conforming to the requirements of the General
Statutes of North Carolina, a copy of which is hereto attached, is hereby granted
authority to transact business in the State of North Carolina.



Scan to verify online

IN WITNESS WHEREOF, I have hereunto set
my hand and affixed my official seal at the City
of Raleigh, this 17th day of September, 2020.

Elaine F. Marshall

Secretary of State

Document Id: C202024500703
Verify this certificate online at <https://www.sosnc.gov/verification>

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Section 2

Compensation/Budget



RFP Form C - PRICE PROPOSAL

FORM C

THIS FORM MUST BE SIGNED AND SUBMITTED WITH PROPOSAL TO BE DEEMED RESPONSIVE.

The undersigned guarantees the truth and accuracy of all statements and the answers contained herein.

Name of MANAGEMENT FIRM: P2of NC, LLC dba Pivot of NC, LLC-Pivot Parking, LLC

Name of authorized representative of MANAGEMENT FIRM: - M. Scott Diggs

Project Cost:

MANAGEMENT FIRMS have the following options of documenting their compensation proposals:

- a. Management Services Fee: Under this proposal, the MANAGEMENT FIRM would propose an all-inclusive flat fee for all services provided. Please provide a detailed budget on another page.
- b. Management Services Fee plus Reimbursements: Under this proposal, the MANAGEMENT FIRM would propose a base fee for management services and document the MANAGEMENT FIRM's direct operating expenditures that would be 100% reimbursed. Please provide a detailed budget on another page.
- c. Other Fee Structure: MANAGEMENT FIRM can structure the contract using another proposed structure if it better describes the MANAGEMENT FIRM's plan; however, equipment and other costs to the Town must be delineated.
- d. The Town reserves the right to decide which cost of service structure is most beneficial to the Town.

B. Management Services Fee Plus Reimbursements:

1. Pivot Parking is proposing to perform all services outlined in this proposal under a Management Services Fee plus Reimbursements and an Incentive Management fee. Under this structure, Pivot will charge a monthly base management fee of \$1,975.00.
2. Since the revenue and exact number of spaces is still to be determined as described in the RFP, Pivot will earn an Incentive Management Fee equal to 2.85% to 4.85% of all Gross revenues in excess of \$250,000.00 annually (Annual Threshold). The Incentive Management will be calculated on a monthly basis based on the year to date Gross revenues collected in relation to the Annual Threshold and will be included with the monthly reimbursable expenses.
3. There will then be a year-end true up based on the total Annual Gross Revenues collected compared to the year-to- date Incentive Fee that was booked in the previous 11 month

C. Other Fee Structure

1. Pivot Parking is proposing to perform all services outlined in this proposal under a Customer Convenience Fee structure by which Pivot will NOT charge the Town any management fees at all. ZERO Management Fees and ZERO Reimbursements for expenses.
2. Pivot Parking will charge each paying customer a small Customer Convenience Fee tied to each payment transaction initiated by each customer through the course of the operating season. This fee will still need to be negotiated since the exact number of parking spaces is still to be determined, but in theory this fee would range from \$.85 to \$1.50 per transaction.

Proposed Revenue & Operating Expense Budget

Pivot will work with the Town to prepare an accurate budget once selected. We have not included a budget herein since the RFP indicates the number of spaces to be designated for the paid parking program has not been finalized. Pivot Parking will provide a budget once additional information regarding number of spaces are provided so that the budget will be accurate. Since we do not have the exact number of spaces at this time, any budget we put together at this point would be unreliable.

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Section 3

Experience



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Formed in 2020 amid the COVID-19 Pandemic, Pivot Parking recognized the need for a quality, cost-effective, customer-centric parking with the simple ethos of Park Fast, Park Easy, Park Safe. The company was Co-founded by Scott Diggs and Paul Adkison. Paul has founded many companies, including IQMax, Zabra.com, Lift It Rentals, Co-X Holdings, and others throughout the US. Investor and entrepreneur Scott Diggs co-founder of Pivot Parking, formerly a Partner at Lanier Parking Systems from 1993 to 2014, when a private equity firm purchased Lanier. Pivot Parking was initially funded by Paul Adkison and Scott Diggs and recently added a multi-million dollar commitment in its Series B investment from private equity group Co-X Holdings.

The company's Executive Vice Presidents are Tina Reid & Brandon Lauterbach. Both are Veterans in the parking industry serving and have been serving in various roles of responsibility for other parking management firms since 2006. Tina is a lifelong resident of Greenville, SC. & Brandon is a resident of Richmond, VA. Both were hired initially by Mr. Diggs at Lanier Parking and both have managed multiple verticals in parking operations to include mixed-use developments, Class A properties, municipalities, governmental, valet, shuttles, large and small scale events, healthcare facilities and project management and consulting.

Our mission is to provide a high level of service to clients and customers alike in North Carolina, South Carolina and Virginia with a well-experienced, local management team who have a keen understanding of Holden Beach.

- The following pages provide bios and resumes of the the Founders and Executive Vice Presidents of the company who will have direct oversight of the Holden Beach parking program.



PARK FAST, PARK EASY, PARK SAFE...

Paul Adkison

Chief Strategy Officer & Co-Founder Pivot Parking, LLC



Paul founded Lift It Rentals in 2011 with only two machines. Since then, the company has experienced exponential growth by acquiring and renting Merlo Telehandler Machines for work in construction, farming, warehousing, and other industries across the United States.

Adkison also founded IQMax (www.iqmax.com) in 1999 and subsequently led the company for 12 years as its President and CEO. Paul's vision and leadership enabled IQMax to become one of the first technology companies to deliver sophisticated mobile healthcare solutions to clinicians, positioning them as a leader in intelligent healthcare communications. Customers include Mayo Clinic, Children's Hospital and Novant.

Prior to founding IQMax, Paul used his expertise in senior roles at multiple technology start-up companies. Paul received a BSBA in Finance/Marketing from East Carolina University and graduate studies in engineering at the Georgia Institute of Technology.

With more than 15 years of experience in mobile technology solutions, Paul is a recognized leader in the field of mobile healthcare technology and has been invited to give keynote speeches at the request of leading technology, telecommunications, and healthcare companies at numerous conferences.





TINA REID

EXECUTIVE VICE PRESIDENT

CAREER OVERVIEW

I have been in the parking industry since 2006 working in all verticals of parking management. I have managed not only day to day operations of multiple projects but have also performed upper management duties of consulting, sales and project transitions.

KEY COMPETENCIES

- Day to day Operational Leadership for parking verticals including Off-street (garages), On-Street, Valet, Event, & Shuttles
- Customer Service Compliance Skills
- Critical Thinking/Decision Making Skills
- Leadership/Team Building Skills
- Traffic Management Skills

CONTACT ME AT:

Email: tina@pivotparking.com
Phone: (864) 252-6303
Website: www.pivotparking.com

WORK SUMMARY

Executive Vice President

Pivot Parking | Present

- Oversee South Carolina & North Carolina operations
- Sales & development
- Responsible for day to day operations, transitions and staff development

Region Vice President

Reef/Lanier Parking | Aug 2006 - Aug 2020

- Management oversight of all parking operations in North and South Carolina with gross revenue sales of \$16M+ annually
- Responsible for client relations
- Responsible for assisting with sales and lead development in the Carolinas
- Responsible for project transitions & contract compliance
- Responsible for leadership and team building/mentorship of staff

ACADEMIC BACKGROUND

Lander University

Bachelors of Science | Dec 1992

- Bachelors in Exercise Science
- Concentration in Athletic Training
- Minor in Dance

National Parking Association- Certified Parking Professional Program

Certification | Sept 2018

- Completed Certification Online

REFERENCES

Stephanie Folger
Senior Property Manager-
Liberty Square
864-265-3329
sfolger@libertysquaresc.com

Matt Taylor
Vice President - Operations
Parking Guidance Systems
713-389-0587
Matt@parkingguidancesystems.com

Brandon Lauterbach
Executive Vice President



Based in Richmond, Virginia; Brandon is a 20 year industry leader with experience in all verticals of parking including valet, municipal operations, Class A/mixed use developments, events and hospitality. He has hands on experience with an array of PARCS equipment and has a proven track record of producing optimal efficiency and financial returns for various types of parking assets.

Brandon collaborates with owners, developers and industry leading parking consultants to advise on parking and mobility impacts of new developments

Brandon is a Certified Parking Professional (CPP) and was inducted into the 2019 class of National Parking Association's "40 under 40" exclusive parking professional group.

Throughout Brandon's career he has provided keen, detailed oriented management to nearly 50,000 spaces with \$100M in annual gross revenues.

Brandon is a member of the Parking Association of Virginias (PAV), the National Parking Association (NPA) and the International Parking and Mobility Institute (IMPI).

Brandon is married and the proud father of two children as well as three rescue dogs and their cat Eddie.

Brandon's Motto in Life is: Anything worth doing is worth doing to the best of your ability.

Holden Beach Parking Proposed Manager

Pivot Parking has 3 candidates that are being considered for the position of Operations Manager for the Holden Beach project. Each candidate has experience in not only beach parking environments but also of municipal experience. Our requirements are for manager candidates to have 3 or more years of municipal, on-street experience to be well versed in expectations and demands of an On-street parking environment.

Pivot also requests that the Town of Holden Beach be actively involved in the interview process of candidates. It is our intent to select a candidate that is well received and acceptable to the Town of Holden Beach.

Pivot Parking works with local employment agencies as well as local higher education resources and veteran associations for potential candidates for all positions.



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Proposed Staffing Plan

Kure Beach Parking Operations Proposed Staffing Plan					
Operations Manager	Year Round	Monday - Friday	Alternating Weekends	On Call 24/7	
Asst. Operations Manager	Seasonal only	Monday - Friday	Alternating Weekends		
Maintenance Tech	Seasonal only	20 hours per week			Maintenance/collections & enforcement fill in
Office Admin/Cashier	Seasonal only	30 hours per week			coverage based on RFP requirements of office hours 10am-3pm
Enforcement Ambassador	Seasonal only	Varies Mon - Sunday	8am - 6pm/7 days		Position will be fulfilled by multiple part time employees

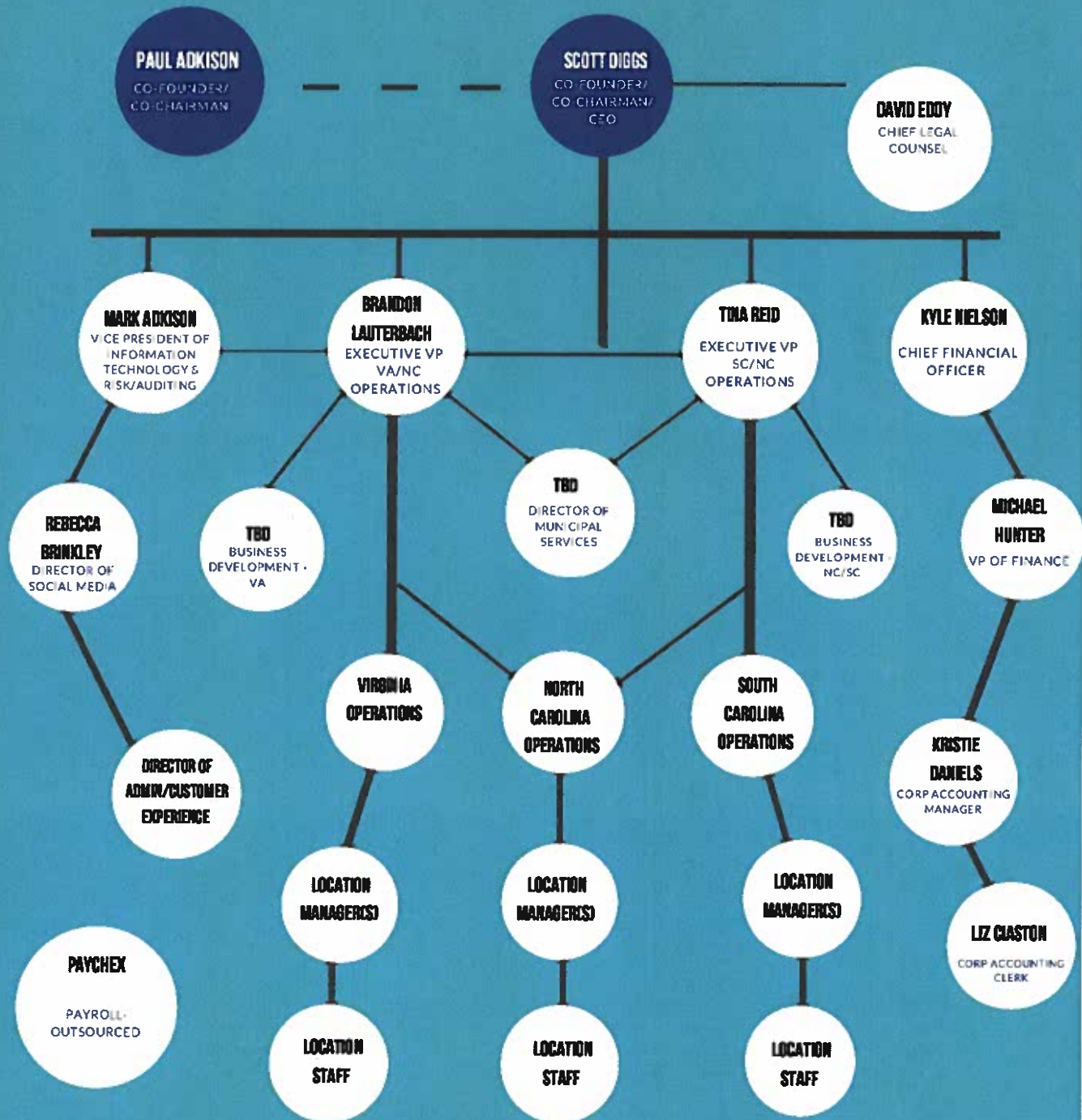
Enforcement Ambassadors will work in zones throughout the Holden Beach parking community.

All local residents will be given consideration after applying and after meeting background, and MVR requirements.





Organizational Structure



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References/ Current Locations

Wrightsville Beach ,NC

On-Street

- **Number of spaces - 1835**
- **Services began in 2001**
- **Services Provided:**
 - Enforcement
 - Collections
 - Residential Permit Program & Re-Entry Pass Management
 - Equipment Procurement & Installation
 - Pay by Phone
 - Parkeon Paystations/IPS & POM Meters
 - Clancy Enforcement Platform
 - Seasonal Mar- Oct

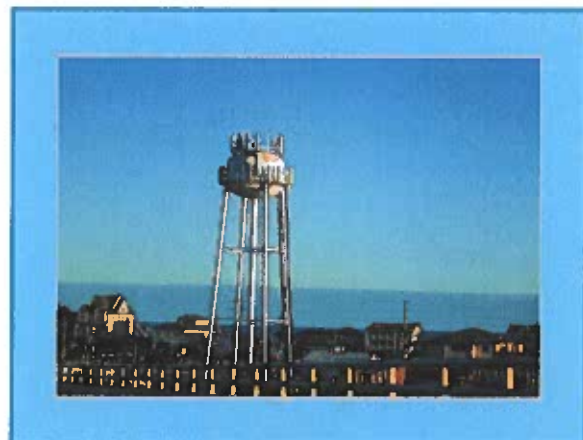


Tim Owens
Town Manager
910-256-7900
towens@towb.org

Surf City, NC

On-Street

- **Number of spaces-**
 - **On-street- 650**
 -
- **Services began in 2021**
- **Services Provided:**
 - Enforcement
 - Collections
 - Residential Permit Program
 - Season Pass sales
 - Text 2 Park
 - IPS Enforcement Platform
 - Seasonal operations



Kyle Breuer
Town Manager
910-328-4131
kbreuer@surfcitync.gov

PARK FAST, PARK EASY, PARK SAFE...

Section 4

Approach to Providing Services



PARK FAST, PARK EASY, PARK SAFE...

Section 4 -

A. Provide samples of weekly and monthly reports the PROPOSER currently uses or proposes to use.

Pivot Parking believes with the advancement of enforcement technology and Smart payment methods as recommended within this proposal, it would be advantageous to the Town of Holden Beach staff and Council to have real time access to parking data with a program application such as Smarking. While hard copies of reports can be generated, it is best to provide a comprehensive cloud based data analysis dashboard that can be customized to meet the needs of parking data without having to wait on results.

Pivot Parking has the ability to create through 3rd party partnerships such as Smarking, a customized API interfacing web based data analytics dashboard that coordinates all the data from the enforcement platform, the equipment platforms and pay by cell platforms to process this data in real time. By doing do this data will be customized and accessible by not only the parking staff but also by Town administration.

This data is necessary not only for post operations analysis but for predictive trends and forecasting.

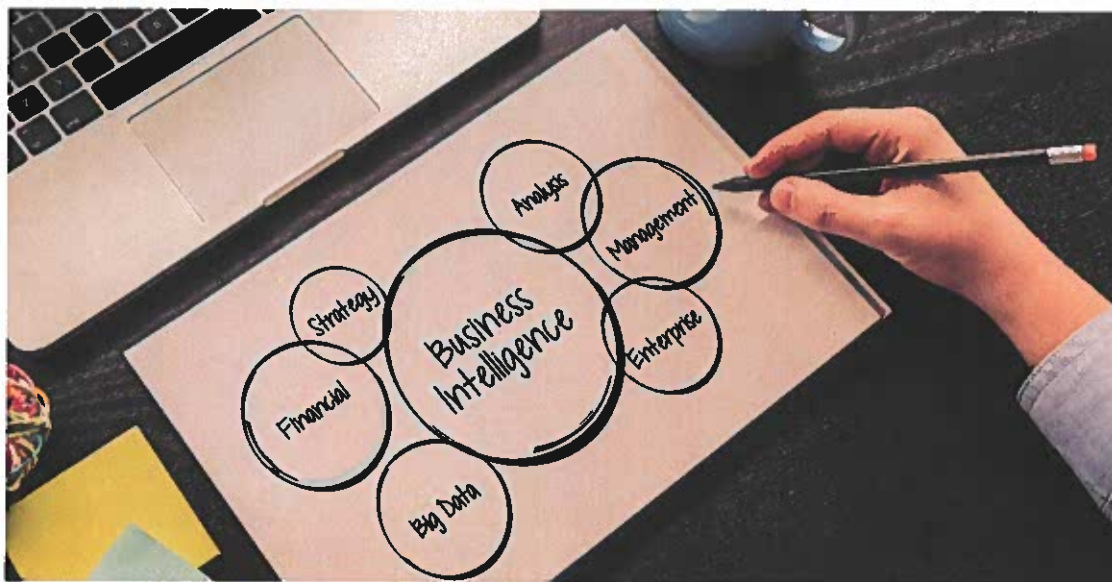


PARK FAST, PARK EASY, PARK SAFE...

Pivot Parking will develop on behalf of the Town of Holden Beach a customizable cloud based business intelligence dashboard that will provide specific data analysis for the Holden Beach Parking program.

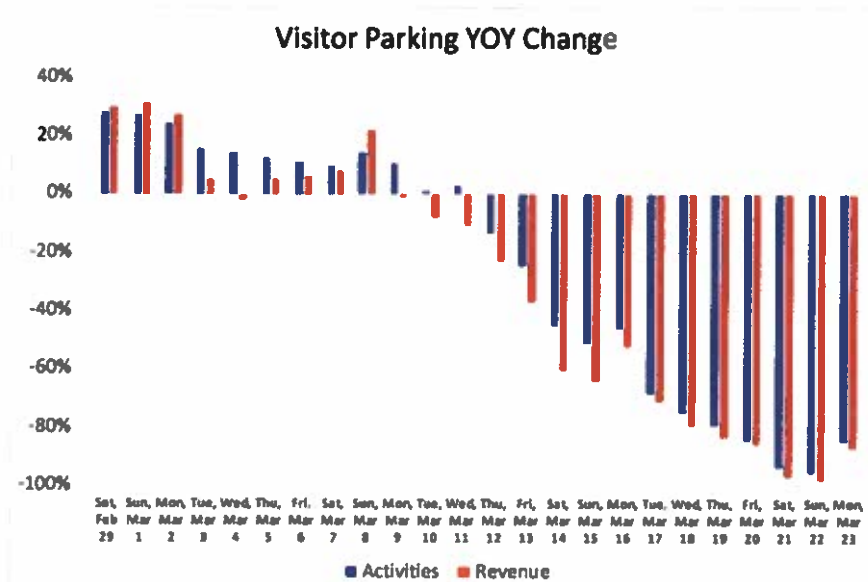


Pricing for this analytical business intelligence platform has not been included in our budget. Pricing is based on customization and therefore cannot be provided at this time. Pivot Parking will work with the Town staff within the first 90 days of the contract to determine the best plan for this offering.

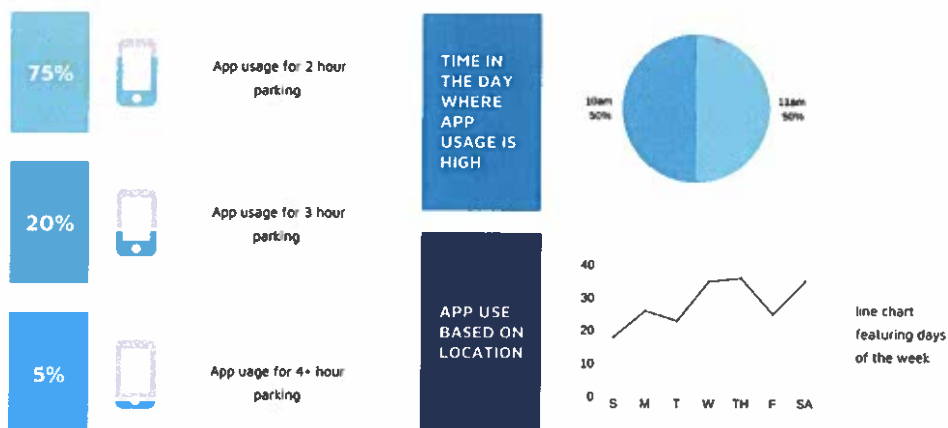


PARK FAST, PARK EASY, PARK SAFE...

Sample Smarking Analytical Reports



STATISTICS ON APP USAGE



PARK FAST, PARK EASY, PARK SAFE...

PIVOT PARKING'S API/INTERFACE ENGINE

Data is the story telling medium for multiple operations and organizations. In the past, compiling data from multiple sources was labor intensive and not available in real time. Due to advancements in technology surrounding API's, the story of parking for many municipalities is only a couple of keystrokes away.



Pivot Parking will be heavily involved in the migration of data along the various platforms/applications. Our co-founder, Paul Adkison will have direct leadership to our team in streamlining and implementing the necessary protocols related to data applications and sourcing those vendors that can assist with the customized analytical dashboard for the Town of Holden Beach.

API= Application Programming Interface

API allows 2 applications to talk to each other

API is the messenger that delivers the data to & from the applications

PARK FAST, PARK EASY, PARK SAFE...

Sample Month End Financial Report -

Pivot Parking, LLC Sample Profit Loss Budget vs. Actual January through September 2020

	Current Month				YTD Totals			
	Sep 20	Budget	\$ Variance	% Variance	Jan - Sep 20	Budget	\$ Variance	% Variance
Ordinary Income/Expense								
Income								
4000-00 - Revenues								
4000-10 - Card Activation/Replacement	\$40.00	\$20.00	\$20.00	100.00%	\$500.00	\$180.00	\$320.00	177.78%
4000-60 - Monthly Parking	\$63,768.30	\$41,553.00	\$22,235.30	53.51%	\$421,794.58	\$373,977.00	\$47,817.58	12.79%
4000-70 - Self Park	\$23,625.00	\$30,998.00	(\$7,373.00)	-23.79%	\$282,111.00	\$325,091.00	(\$42,980.00)	-13.22%
Total 4000-00 - Revenues	\$87,453.30	\$72,571.00	\$14,882.30	20.51%	\$704,405.58	\$699,248.00	\$5,157.58	0.74%
Total Income	\$87,453.30	\$72,571.00	\$14,882.30	20.51%	\$704,405.58	\$699,248.00	\$5,157.58	0.74%
Gross Profit	\$87,453.30	\$72,571.00	\$14,882.30	20.51%	\$704,405.58	\$699,248.00	\$5,157.58	0.74%
Expense								
6000-00 - Payroll Expenses								
6000-45 - Wages-Maintenance	\$1,575.49	\$1,695.00	(\$119.51)	-7.05%	\$14,257.34	\$15,255.00	(\$997.66)	-6.54%
6000-60 - Wages-Management	\$1,346.16	\$1,250.00	\$96.16	7.69%	\$15,773.46	\$15,269.00	\$504.46	3.31%
6000-80 - Payroll Processing	\$2.70	\$33.46	(\$30.76)	-91.93%	\$10.00	\$502.00	(\$492.00)	-98.00%
6000-99 - Taxes, Benefits & W/C	\$848.92	\$688.37	\$160.55	23.32%	\$5,492.00	\$610.20	\$4,881.80	79.83%
Total 6000-00 - Payroll Expenses	\$3,773.27	\$3,666.83	\$106.44	2.90%	\$35,713.84	\$36,518.00	(\$804.16)	-2.20%
6100-00 - Professional Fees								
6100-15 - Accounting Services	\$200.00	\$200.00	\$0.00	0.00%	\$1,800.00	\$1,800.00	\$0.00	0.00%
6100-25 - Audit Services	\$175.00	\$150.00	\$25.00	16.67%	\$1,575.00	\$1,350.00	\$225.00	16.67%
6100-55 - Legal Services	\$500.00	\$250.00	\$250.00	100.00%	\$100.00	\$1,000.00	(\$900.00)	-90.00%
6100-80 - Tax Services	\$100.00	\$25.00	\$75.00	300.00%	\$100.00	\$300.00	(\$200.00)	-66.67%
Total 6100-00 - Professional Fees	\$975.00	\$625.00	\$350.00	56.00%	\$3,575.00	\$4,450.00	(\$875.00)	-19.66%
6300-00 - IT & Related								
6300-05 - Access Cards	\$425.00	\$500.00	(\$75.00)	-15.00%	\$850.00	\$1,500.00	(\$650.00)	-43.33%
6300-20 - Hosted Solutions	\$75.00	\$100.00	(\$25.00)	-25.00%	\$675.00	\$900.00	(\$225.00)	-25.00%
6300-55 - Software	\$175.85	\$50.00	\$125.85	251.70%	\$175.85	\$450.00	(\$274.15)	-60.92%
Total 6300-00 - IT & Related	\$675.85	\$650.00	\$25.85	3.98%	\$1,700.85	\$2,850.00	(\$1,149.15)	-40.32%
6400-00 - Operating Expenses								
6401-25 - Office Supplies	\$125.88	\$1,000.00	(\$874.12)	-87.41%	\$575.35	\$900.00	(\$324.65)	-36.07%
6401-35 - Operating Supplies	\$1,635.95	\$150.00	\$1,485.95	990.63%	\$2,535.56	\$1,350.00	\$1,185.56	87.82%
6402-15 - Signage	\$512.95	\$150.00	\$362.95	241.97%	\$1,275.78	\$1,100.00	\$175.78	15.98%
6402-20 - Snow Removal	\$500.00	\$1,000.00	(\$500.00)	-50.00%	\$500.00	\$1,000.00	(\$500.00)	-50.00%
6402-80 - Utilities	\$1,025.33	\$1,000.00	\$25.33	2.53%	\$8,075.23	\$9,000.00	(\$924.77)	-10.28%
Total 6400-00 - Operating Expenses	\$3,800.11	\$3,300.00	\$500.11	15.15%	\$12,961.92	\$17,600.00	(\$4,638.08)	-26.35%
6500-00 - Repair & Maintenance Expenses								
6500-30 - Electrical	\$125.30	\$350.00	(\$224.70)	-64.20%	\$2,536.88	\$3,150.00	(\$613.12)	-19.46%
6500-35 - Equipment Repairs	\$223.44	\$275.00	(\$51.56)	-18.75%	\$2,675.78	\$2,475.00	\$200.78	8.11%
6500-65 - HVAC Repairs	\$0.00	\$75.00	(\$75.00)	-100.00%	\$50.00	\$675.00	(\$625.00)	-91.85%
Total 6500-00 - Repair & Maintenance Expenses	\$348.74	\$700.00	(\$351.26)	-50.18%	\$5,762.66	\$6,300.00	(\$537.34)	-8.53%
6700-00 - Telecommunication Expenses								
6700-10 - Cellular Telephone	\$75.00	\$75.00	\$0.00	0.00%	\$675.00	\$675.00	\$0.00	0.00%
6700-25 - Internet	\$100.00	\$175.00	(\$75.00)	-42.86%	\$900.00	\$1,575.00	(\$675.00)	-42.86%
Total 6700-00 - Telecommunication Expenses	\$175.00	\$250.00	(\$75.00)	-30.00%	\$1,575.00	\$2,250.00	(\$675.00)	-30.00%
6800-00 - Other Expenses								
6800-15 - Administrative Fees	\$375.00	\$425.00	(\$50.00)	-11.76%	\$3,375.00	\$3,825.00	(\$450.00)	-11.76%
6800-35 - Banking Fees	\$55.00	\$75.00	(\$20.00)	-26.67%	\$495.00	\$675.00	(\$180.00)	-26.67%
6800-40 - Base Management Fee	\$1,025.00	\$1,025.00	\$0.00	0.00%	\$9,225.00	\$9,225.00	\$0.00	0.00%
6800-95 - Credit Card Fees	\$975.88	\$1,025.00	(\$49.12)	-4.79%	\$9,176.88	\$9,225.00	(\$48.12)	-0.52%
6802-60 - Postage	\$10.81	\$35.00	(\$24.19)	-69.11%	\$128.95	\$315.00	(\$186.05)	-59.06%
Total 6800-00 - Other Expenses	\$2,441.69	\$2,585.00	(\$143.31)	-5.54%	\$22,400.83	\$23,265.00	(\$864.17)	-3.71%
Total Expense	\$12,189.66	\$11,776.83	\$412.83	3.51%	\$83,690.10	\$83,233.00	\$457.10	0.55%
Net Ordinary Income	\$75,263.64	\$60,794.17	\$14,469.47	23.80%	\$620,715.48	\$606,015.00	\$14,700.48	2.43%

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B. Provide specifics on enforcement technology and process.

Enforcement

It is our recommendation that the Town of Kure Beach would benefit from an advanced technology based enforcement ticket writing platform. The benefits of an advanced technology based enforcement platform include:

- Greater efficiency of operations
- Increased revenue
- Online Permitting purchasing capabilities
- Reduced labor costs
- Data collections that allows for real time assessment
- Predictability forecasting
- Real time dashboard analytics



PARK FAST, PARK EASY, PARK SAFE...

Enforcement Management Solution

Pivot Parking is partnering with IPS Enforcement to bring to Holden Beach a pay by plate paid parking environment and the the most innovative technology enforcement platform available within the industry.

IPS enforcement platform is an all inclusive system that provides durable hardware and user friendly software solutions that manages the entire citation lifecycle.

This platform is an A-Z offering from issuance to collections and incorporates state-of-the-art real-time technology and customer service resources. IPS Enforcement Management Solution is the first true fully-integrated enforcement solution includes a mobile enforcement device, a web-based back office application, and online public portals.



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Enforcement Management Solution

KEY FEATURES:

- **Mobile Enforcement System (MES):** Supports Android and iOS 1-piece and 2-piece solutions. Ensures a convenient, quick and efficient citation issuance process.
- **Enforcement Management System (EMS):** Our end-to-end cross-compatible web-based citation management system manages the entire lifecycle: issuance, adjudication, notices, payment, DMV, and collections.
- **Public Citation Management Portal:** Public users can review, pay, contest, review fine amounts including late fees, and obtain additional information



HANDHELD

The most innovative solution on the market today, our easy-to-use mobile enforcement device ensures that enforcement officers benefit from a convenient, quick and efficient citation issuance process.

FEATURES INCLUDE:

- All-in-one 1-piece solution
- Real-time syncing and connectivity
- Lightweight and portable, but rugged to withstand weather and heavy-duty use
- High contrast, easy-to-read screen
- Integrated thermal printer produces easy-to-read tickets
- High-resolution color photos, e-chalking and heat-mapping
- Scofflaw and customized notifications

Handhelds are being offered during the initial year of paid parking as a monthly lease of \$205 per month per handheld. Leasing includes all data plans, & hardware.



PARK FAST, PARK EASY, PARK SAFE...

EMS

The Enforcement Management System (EMS) is a real-time, web-based enforcement back-office application that gives officers access to case information including both high-level and detailed citation summaries, photos, notices and letters, adjudications and voids



FEATURES INCLUDE:

- Cross-compatible interface across all operating systems and devices
 - Advanced search capability and option for manual citation entry
 - Adjudication and disposition management
 - On-demand personalized report libraries
 - Payment, payment plan and refund processing
 - Notice and letter processing
 - Built-in Point-of-Sale module with receipt printing and check endorsement support
 - State DMV & NLETS registered owner lookup in all 50 states
- Monthly software fees for the EMS system are billed at \$1950 per month.



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CITATION PORTAL

The Citation Portal is a website that allows citizens to review the current status of their citation, pay or obtain information on how to contest their citation, review fine amounts including late fees, apply for payment plans and obtain additional information.



FEATURES INCLUDE:

- Real-time access to citation status and transaction history
- Highly secure PCI compliant application
- Cross-compatible interface supports all browsers and devices
- Customizable interface and branding
- Comprehensive (Smart) FAQ and customer service reporting
- Accepts all major credit cards

Online portal is included in monthly software fees.

Customers are charged convenience fees for gateway fees



PARK FAST, PARK EASY, PARK SAFE...

Year 2 Recommendations

LEVERAGE LICENSE PLATE RECOGNITION (LPR) TECHNOLOGY

License plate recognition (LPR) cameras and software have been trusted by law enforcement for more than 10 years to locate suspect vehicles and solve crimes faster. These cameras and software are now available to parking agencies - providing a cost-effective enforcement solution. Parking agencies can now discover scofflaw vehicles to collect outstanding fines, more efficiently enforce paid and permit parking spots, enforce time-limited zones, or take other appropriate actions.

Choosing LPR technology gives parking enforcement officers the ability to standardize equipment and software to work more efficiently with local law enforcement. From permit to paid parking, alerts can be delivered in near real-time, making it easy for officers to quickly enforce on-street spaces and off-street lots.

Pivot Parking is recommending that the Town of Holden Beach consider to advance the enforcement efficiency by engaging in LPR enforcement practices. Once the first year of paid parking has been completed and the Town has historical data to review and make effective decisions, it may be advantageous to implement LPR technology.

Pivot Parking partners with Vigilant solutions for LPR camera systems and software for LPR enforcement. Cameras can be mounted to golf carts or low speed vehicles. If the Town would like to consider LPR enforcement for the first year of paid parking, we can provide you costs associated with this platform upon request. Wrightsville Beach and Surf City are the most recent client that is utilizing LPR enforcement practices with golf cart mounted cameras



MOTOROLA SOLUTIONS



**VIGILANT
SOLUTIONS**

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LPR Enforcement



LPR cameras allow for picture of plate
& picture of vehicle



Vigilant LPR system allows for 3
cameras affixed to the golf carts &
allow for tablet use vs laptops



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LPR Enforcement Equipment/Software Info

- **Installation of Mobile LPR Kit & In-Vehicle Tablet Solution**
- **3-Camera Tablet-Based ReaperHD Mobile LPR System - 1 Vehicle**
 - Hardware:
 - Qty=1 6mm lens package
 - Qty=2 8mm lens package
 - Ruggedized Tablet with Docking Station
 - Keyboard/Mouse
 - POE switch
 - GPS Antenna
 - Software:
 - CarDetector Mobile LPR software application for MDC unit
 - LPR vehicle license plate scanning / real time alerting
 - Full suite of LPR tools including video tool set
- **Vigilant LPR Basic Service Package for Hosted/Managed LPR Deployments**
 - Managed/hosted server account services by Vigilant
 - Includes access to all LEARN or Client Portal and CarDetector software updates
 - Priced per camera per year for up to 3 total camera units registered
 - Requires new/existing Enterprise Service Agreement (ESA)
- **Parking Enforcement System Toolkit**
 - Annual fee per-system
 - Toolkit enables Vigilant LPR systems to receive alerts on chalking (timed parking) violations as well as whitelist violations for vehicles that have not paid, do not have permits, or are otherwise not on a registered list of vehicles
 - Included with a Vigilant Mobile System Subscription
- **Client Portal Account**
 - Vigilant Client Portal account for management of client-owned LPR data and systems
 - Management of users, data sharing and access control permissions
 - Use of Vigilant's patented analytic tools
- **Parking Integration**
 - Enables integration for payment validation using LPR
 - Integration allows for credentials to be entered into the Client Portal software for synchronization of parking locations and paid vehicles to Vigilant LPR systems
 - Annual fee, per integration: IPS, Parkeon, T2, PayByPhone/Flowbird, Text2Park

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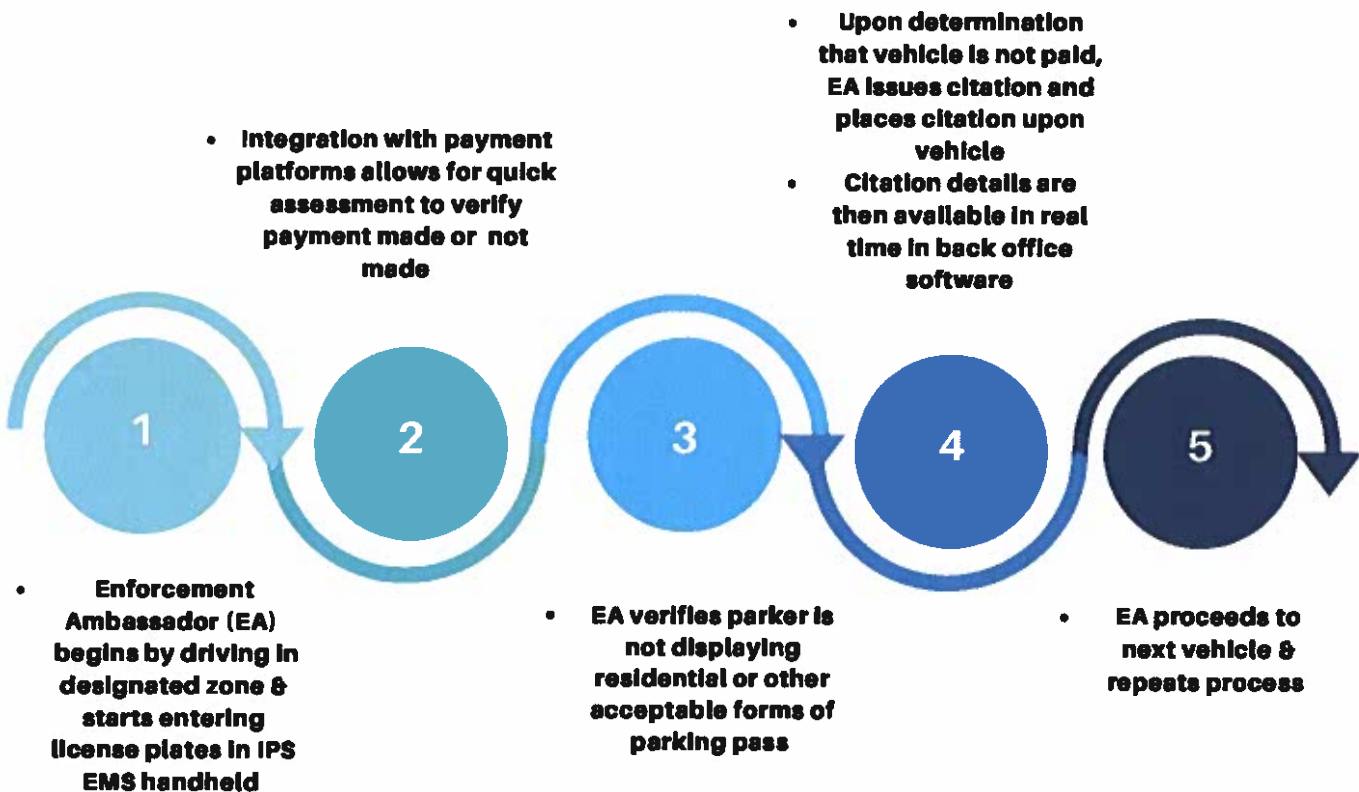
LPR Enforcement Equipment/Software Info

- **Vigilant Start Up & Configuration of Hosted/Managed Server Account**
 - New client account setup
 - Required for all hosted/managed client accounts
- **Vigilant System Start Up & Commissioning of 'In Field' LPR system**
 - Vigilant technician to visit customer site
 - Includes system start up, configuration and commissioning of LPR system
 - Applies to mobile (1 System) and fixed (1 Camera) LPR systems
- **Vigilant End User Training**
 - End user training for Vigilant products
 - Covers all client purchased applications
 - Includes classroom and field operation training
 - Vigilant certified technician to visit site and perform one training class
- **Vigilant Travel via Client Site Visit**
 - Vigilant certified technician to visit client site
 - Includes all travel costs for onsite support services
- **Universal LPR Camera Mounting Bracket**
 - RAM Ball Mount with Flat Base
 - Mounted directly to vehicle surface
 - Requires drilling
 - Includes Locking Plate, Thumb Screw and Locking Screw
 - One per camera
- **RAM Base Plate and Pole – vehicle specific mount TBD.**
 - RAM Base Plate and Pole for mounting of the docking station and keyboard/mouse



PARK FAST, PARK EASY, PARK SAFE...

PIVOT PARKING Enforcement Process



Note: full process takes minimum of 2-3 minutes



PARK FAST, PARK EASY, PARK SAFE...

C. Provide specifics on PROPOSER'S citation collections technology & process

As part of the IPS enforcement platform ticket collections is included in the platform to streamline the process for better efficiency and accountability. Continuing the collection process with the same enforcement platform vendor is critical to ensure that data is kept secure and the proper methods of collecting registered owner data is followed in accordance with local/state and federal laws.

The Enforcement Management System (EMS) includes a Citation Portal for those needing to pay citations can do so easily and quickly online. This EMS includes a full scale of reporting features in real time. Such reports include :

- Past due citations based on date issued
- Past due citations paid filtered by multiple custom categories
- Past Due citations being appealed and on hold



QUICK GUIDE THE DMS REDESIGN

NEW TRAINING RESOURCES
Access self-service online resources including how-to videos, technical manuals and more.

FAVORITE REPORTS
Streamline access to the reports you need by creating a list of the ones you use most.

SAVED REPORTS
Customize reports to display your data how you want and access the same settings anytime.

SIDE & COLLAPSIBLE NAVIGATION
Collapse and expand the navigation toolbar to maximize space for viewing complex reports.

SINGLE SIGN-ON
Use credentials to log in once and get secure access to all other IPS applications automatically.

SMART SEARCH
Save time keying queries with smart search, which detects a pole number, report or help issue as you type.

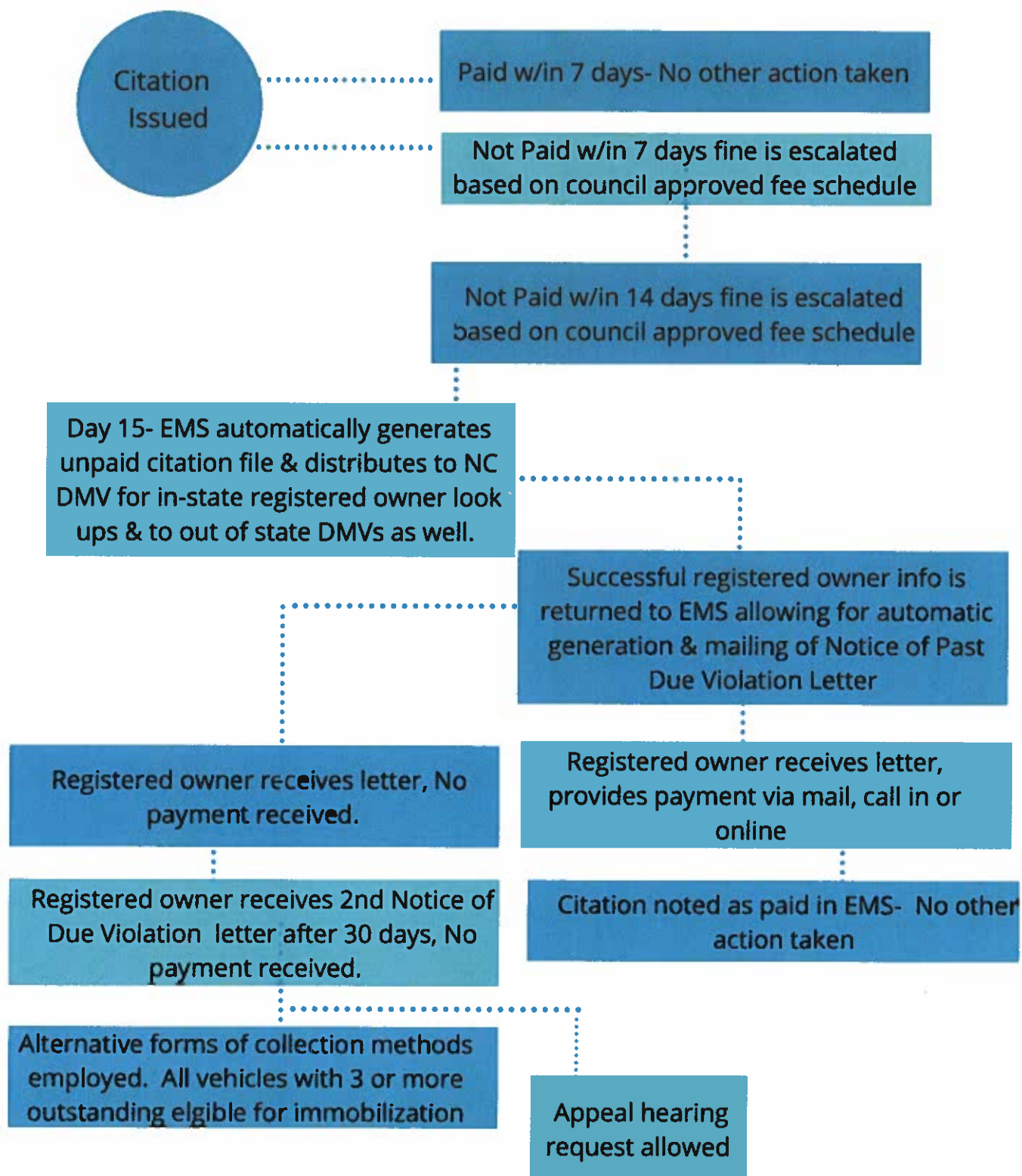
LATEST UPDATES
Stay up to date on announcements and learn more about the new features of the DMS.

DASHBOARD REDESIGN
View performance metrics at a glance with your favorite and custom reports in one place.

...AND MUCH MORE

PARK FAST, PARK EASY, PARK SAFE...

Citation Collection Process Example



PARK FAST, PARK EASY, PARK SAFE...

Sample Appeals Form

**City of XYZ
Attn: Parking Appeals Division
4 Summer St Suite 114
Beautiful City, FL 01830**

Beautiful City, FL General Law Chapter 90/20A allow for individuals to appeal unpaid parking citations within 21 days from the date of the citation. All appeals must be done in writing. Use of this form is sufficient when submitting an appeal. Appeal forms may be returned in person, by mail to the address above or online at www.appealmycitation.com.

Name	Registered Owner, if Different	
Address	Address	
City/State/Zip Code:	City/State/Zip Code:	
Phone/Email:	Phone/Email:	
Ticket #	Plate #:	Registered State:

Please state the reason(s) for your appeal. Use reverse side if necessary.

Signature:

Date:

For Office Use Only:
Date Received: _____
Received via: Mail/InPerson
Parking Employee: _____

PARK FAST, PARK EASY, PARK SAFE...

Citation Fee Schedule Recommendation

Parking Citations are based upon town ordinances instituted and parking management enforces these town ordinances according to direction by Town administration and Town council. Since Town of Holden Beach is moving to a paid parking environment, and since Holden Beach is in close proximity to other paid beach parking environments, our recommendation is to have punitive citations and fines associated so that there is cohesiveness and clarity for consumers. Below is a listing of typical parking citations and Pivot Parking's recommendations for citation fines and escalation schedule. Pivot Parking will assist town administration with this aspect of the parking program.

- Expired meter parking/Non Payment
- Parking over the specified time limit
- Protrusion beyond designated parking space
- Double parking
- Parking in a controlled residential parking area without a valid residential parking permit
- Vehicles parked so as to obstruct sidewalk, private driveway, crosswalk, or bike lanes
- Vehicles parked unattended in commercial and passenger loading zones
- Vehicles parked in front of or within five (5) feet in either direction of a private driveway or road.
- Vehicles parked within twenty-five (25) feet of an intersection
- Oversize vehicles parked on town streets
- Vehicles parked on medians
- Vehicles parked in "No Parking Anytime" zone
- Illegal Handicap parking

Pivot Parking recommends an initial 2 week warning period at the beginning of the implementation of the paid parking program.



Citation Fee Schedule

Initial Citation \$50.00

If not paid by 7th day-
initial citation is escalated to \$100.00

If not paid after 14 days-
initial citation is escalated to \$1.00

Delinquent notice letters will be sent
after initial 14 days of unpaid citations

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D. The MANAGEMENT FIRM shall describe what cash controls will be in place.

CASH MANAGEMENT PROCEDURES

Pivot Parking's policy and procedures regarding cash management procedures are listed below and inclusive of not only meter cash collections but all revenue collection and report procedures.

Meter Collection Procedures including cash/coin collections from paystations

- All Collection teams must involve a 2 person team with one person of this team being an assistant manager level or above.
- All Collections are required to utilize a secure coin collection canisters that allows for zero manipulating of coins until released for counting in the secure coin room.
- The designated counting room will also be under 24/7 video surveillance.
- Meters/Pay station that accept cash/coin are deemed to be emptied during peak season no less than 2 times per week or sooner if notifications received via smart technology indicating equipment has reached capacity limit of coins/cash.
- Coins are received in the parking office and under the direction of the parking manager, the coins are emptied into a calibrated coin counting unit. Coins are counted and logged for quantity and dollar value. Coins are bagged according to the bank's denominational requirements. Cash is counted via cash counting machine and amounts recorded.
- Meter/Pay station revenue is then recorded and reported and taken to bank by means of Armored truck services or in accordance with client's bank specifications.

Citation/Permit Cash/check Payments Via In-Person or Mail Procedures

- All payments received in the parking office either via in-person or via mail will be recorded on a daily cash log listing payment by whom, reason for payment and check number if payment made via check. All checks should be photocopied as well with copies attached to the daily logs.
- Payments are applied immediately to the citation online portal for resolution of citation.
- All cash and checks are stored in the onsite/bolted safe until the office cashier reconciles their closing shift funds.
- All revenue is provided to Manager at the end of the day for double verification and to complete deposit slip (which will be initialed by cashier and Manager) for next day depositing.

PARK FAST, PARK EASY, PARK SAFE...

CASH MANAGEMENT PROCEDURES

Citation/Permit Credit Card Payments Via In-Person or by telephone

- All payments made by in-person with credit card will require the following procedures to maintain PCI compliance.
 - Parking employee will take credit card directly from patron and enter credit card information into the citation payment portal. Employees are not to write down credit card information at any time, no exceptions.
 - Employee is to return credit card with receipt to customer
- For payments that are called into the parking office:
 - Parking employee should advise the customer to proceed to the online portal to enter their payment directly with their credit card.
 - If customer indicates paying online is not feasible for them at that time , parking employee may take credit card information by entering the credit card information directly into the online citation portal. No credit card information is to be written down at any time, no exceptions.
 - Once transaction is completed, customer should be emailed a receipt of payment.



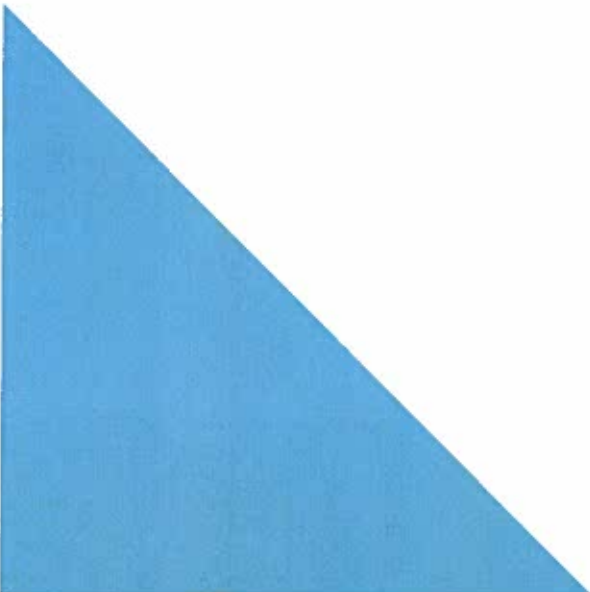
PARK FAST, PARK EASY, PARK SAFE...

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PARK FAST, PARK EASY, PARK SAFE...

Section 5 Additional Information



PARK FAST, PARK EASY, PARK SAFE...

MOBILE PAYMENT PLATFORM RECOMMENDATION

Pivot Parking is recommending **TEXT 2 Park** as non- app based mobile payment platform.

TEXT 2 Park can be used in conjunction with app based platforms

Non app based payment platform users have the convenience of not being required to download an app in order to make payment. Text 2 Park would be a new option of payment option that has not been utilized very much in the coastal region.

Current convenience fee to customers is \$0.35 per transaction. Transactional fees charged to the parking operator/client range between \$0.50 to \$1.00 per transaction

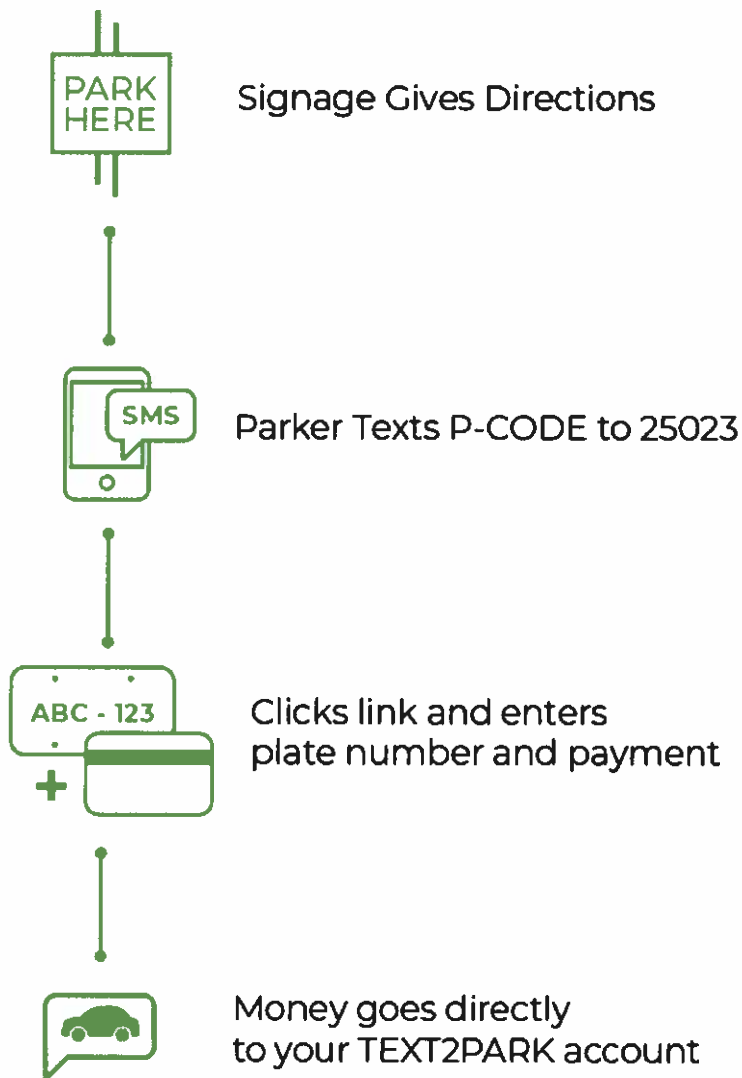


TEXT2PARK is an SMS driven, cloud based mobile payment solution that:

- Enables Parkers to park and pay quickly and easily with their phones
- No App Needed.

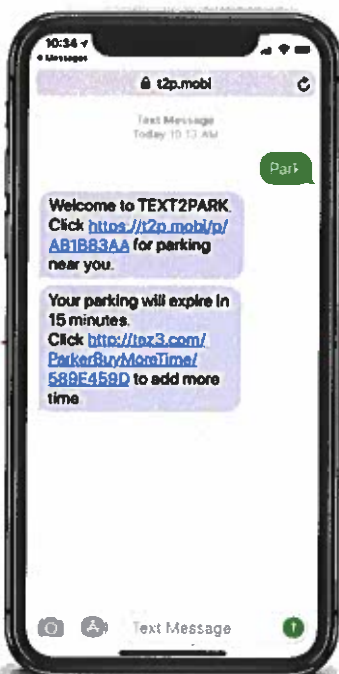
PARK FAST, PARK EASY, PARK SAFE...

MOBILE PAYMENT PLATFORM RECOMMENDATION



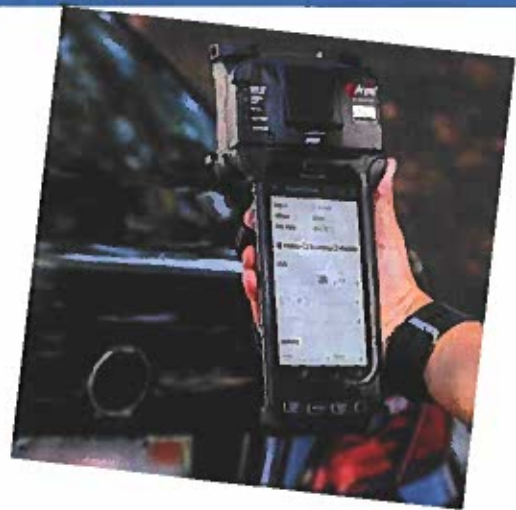
PARK FAST, PARK EASY, PARK SAFE...

MOBILE PAYMENT PLATFORM RECOMMENDATION



PARK FAST, PARK EASY, PARK SAFE...

Future Parking Equipment & Platforms making
Kure Beach into a Smart Parking Beach
Community



PARK FAST, PARK EASY, PARK SAFE...

- Professional Development
- Hiring Processes
- Core Values
- Service Standards/Training
- Position Responsibilities
- Transitions
- Quality Assurance
- Customer Service
- COVID-19 Policies/Procedures
- Digital Marketing Concepts
- Pivot Gives Back



PARK FAST, PARK EASY, PARK SAFE...

Pivot Parking is a full service parking management firm that has capabilities of providing the following services:

- Consulting
- Shuttle Services
- Valet Services
- Event Management
- Way-finding services
- Technology Integration
- Marketing services

Certified Parking Professional Program

Our current managers are currently certified via the National Parking Association's CPP program and our commitment is to assist all new hires, manager level and above in obtaining this prestigious and industry recognized certification. This certification program requires knowledge and skill sets in Day to Day operations, Accounting/Audit practices, Customer Service, Maintenance, Safety, Equipment and many more areas of parking knowledge



**CERTIFIED
PARKING
PROFESSIONAL**

An Accredited
Program of the
National Parking
Association

Professional Association Memberships include:

- ***Carolinas Parking and Mobility Association***
- ***National Parking Association***
- ***Women in Parking***
- ***International Parking and Mobility Institute***



Hiring Processes



Pivot Parking's employment standards are as follows:

- All employees regardless of position must pass Level 1 standard background checks which are to include
 - State Wide and County Criminal records search
 - Employment History
 - SSN Trace
 - Sex Offender Registry
- For those employees that will be driving vehicles, a standard Motor Vehicle Check will also be performed.
- At client's request or as per contract requirements, if drug screening is required a standard 10-Panel drug screen would be conducted.

EMPLOYEE PERFORMANCE STANDARDS

Within our company, our expectation and standards of employee excellence includes the following core values.



SERVICE STANDARDS

- **ARRIVE**-on time and ready to assist customers, clients and co-workers to the best of your ability
- **PRESENT**- yourself, the company and our clients in a professional manner including being well groomed and in appropriate uniform and identification
- **ADHERE** to policies of
 - no tobacco product use while on duty
 - maintain confidentiality when discussing internal and external content

EMPLOYEE TRAINING METRICS



- **All new hires must attend in-person orientation.** Orientation consists of the following :
 - Review of Core Values and Service Standards
 - Review of operating guidelines and expectations
 - Dependent on position training may also include
 - Industry Best Practices pertaining to Garage Maintenance and cleanliness
 - Industry Best Practices pertaining to Valet Operations
 - Industry Best Practices pertaining to Customer Service
 - Industry Best Practices pertaining to Event Operations
 - Industry Best Practices pertaining to Shuttle Operations
 - Conflict Resolution and Verbal deescalation tactics training
 - Direct instruction on Parking Access Equipment upkeep and troubleshooting
 - Direct Instruction on Parker Payment platforms and Technology integrations
- **Hands on - Direct Training**
 - New hires will be placed into shadowing of the position to learn about the facility, position and requirements of position
 - After shadowing , new hires are placed into the position with oversight guidance from their direct supervise. Employees are placed into a 30 day assessment period for coaching and guidance on corrective measures if needed in order to perform job duties to the best of their ability and to meet expectations of Pivot Parking and the client.
- **Continuous Training**
 - All employees will be required to attend quarterly training updates on various subjects and at times attend seminars regarding industry updates.
 - Managers will be required to attend monthly webinars as provided by NPA and IPMI.
 - All employees will receive annual performance review assessments to include necessary coaching and recognition.

EMPLOYEE BENEFITS OFFERINGS

Pivot Parking provides to all full time employees the following benefits package options via our benefits and payroll provider Paychex:

- Medical
- Dental
- Vision
- Life Insurance
- Paid Time Off - Accrual for Sick time and paid holidays for federally recognized holidays.



STAFFING POSITION RESPONSIBILITIES

Manager/Asst Manager

- Recruit/Hire/Train/
Schedule/Supervise
all location staff
- Primary point of
contact for client
- Be the liaison for all
public
communications
- Ensure project is
maintained as per
contractual
requirements
- Control financial
obligations as per
contractual
requirements
- Administer proper
guidance and
direction to staff
relative to
operational
protocols
- Prepare all
operational reports
- Prepare & review all
financial reports

Administration/Accounting

- Assist Manger and Asst
Manager as requested
- Administer and
manage billing &
collection processes to
customers
- Conduct daily
reconciliations of
revenue to ensure
accuracy
- Complete reports as
required for
contractual
requirements
- Assist
senior/corporate
accountants and
auditors as requested
- Oversee office
management duties to
include supply
ordering
- Assist with citation
payments and inquires
- Assist with
residential/contractor
pass purchase

Maintenance

- Provide daily
equipment upkeep
tasks as per
contractual
requirements
- Maintain inventory
of operational
supplies
- Administer routine
preventive checks
for parking
equipment
- Troubleshoot
equipment
malfunctions
- Assist with more
installations of
equipment/meter
pole installation &
sign installation
- Fill in as
enforcement
ambassador when
necessary
- Assist management
with routine
inspections

Start Up- Transition Plans

Pivot Parking's management has a 50+ history of New start ups and transitions over the course of the last decade. Within these transitions and one of the key components to a seamless and stress free start up/transition is **COMMUNICATION**. Including meetings twice per week is critical to a successful 30 day launch. All equipment orders require a 10 week lead time.

Pivot Parking Strategic Transition Plan

30 Day Plan



WEEK 1: Upon notification of the intent to award, Pivot Parking would then begin communication with point of contact for Town of Holden beach to have a kick off meeting/call to start the transition process. Week 1 would include initial processes of setting up accounts,, advertising positions & interviewing current staff, ordering supplies & start up equipment, setting up softwares, and requesting insurance coverages. Note: enforcement hardware requires 8-10 week lead time, orders would be placed upon award of project.

WEEK 2: Conduct employment interviews and hiring, Procurement of uniforms, finalize working budget, set up vendor accounts, Acquire necessary permitting and licensing. Installation of firewalls and computers. Establish Utility services is necessary. Assist with any wayfinding and/or marketing efforts.

WEEK 3: Set up all policy and procedure manuals, finalize new hires and begin orientations. Test equipment and systems. Finalize processes. Begin training on new enforcement platforms.

WEEK 4: Go Live. Continue to update processes and staffing when and where needed. Continue with client communication.

POST 30 DAY FOLLOW UP: Management provides weekly updates to client point of contact and continues day to day management adjusting to needs as expected.

Quality Assurance



Pivot Parking Quality Assurance Standards

- All parking locations will develop no less than 30 days after transition, the standard Operation Procedures manual. This manual will become a review requirement by all employees during orientation. The SOP procedure must include incident management protocols for inclement weather and data security. The SOP manual will be reviewed by management and risk directors quarterly for updates. All updates will have notifications delivered to all staff to ensure staff are aware of updates.
- As previously mentioned in this proposal, related to training of staff, all staff, regardless of position and tenure with the company must attend in-person or via video call, all training sessions and meetings. Attendance records will be kept on file and dependent upon training requirements, employees may be required to complete knowledge testing.
- All suppliers that conduct business with Pivot Parking are required to provide a W9 in order to receive payment. All vendors performing work on premise must provide certificate of insurance and worker's compensation coverage for their staff.
- Pivot Parking will complete 3rd party audits if contractually required. Formal Internal audits will be completed no less than once per year by Risk/Audit management. On-premise management will be required to complete daily audits of revenue. Pivot Parking is open and welcoming to unannounced visits by clients.
- Maintaining fiduciary responsibility entails separation of duties of key roles and daily auditing of reports from the corporate accounting team.
- PCI compliance in relation to credit card data is continually monitored and firewalls installed at all credit card usage points. Maintaining stringent guidelines in credit card data security required by all payment application vendors.
- Security certifications from vendors will be required before implementation of services and annual updates of certifications kept on file

Quality Assurance

Pivot Parking Quality Assurance Standards

- All parking data is considered property of the Town of Holden Beach.
- All credit card transactions completed on behalf of the Town of Holden Beach via management firm and contracted vendors will be required to provide data storage and protection measures prior to beginning contract. All credit card information must be encrypted and the type of encryption provided.
- Data backups will be conducted routinely for onsite computers and services as well as third party vendors.
- Pivot Parking commits to provide all necessary components in securing customers and client's data.



Customer Service

Pivot Parking will conduct customer service surveys periodically to measure items such as:

- Effectiveness and Satisfaction of Contactless Payment Methods
- Cleanliness of parking areas
- Ease of locating available parking
- Overall rating of parking experience
- Registered owner's experience in paying citation in-person or online

Surveys can be generated via TEXT 2 Park upon completion of transactions and/or after completion of citation payment. Multiple resources will be available to provide options for residents, locals and visitors to express their opinions.



Quality Assurance Continued

Covid-19

As part of our quality assurance and as a result of the pandemic, Pivot Parking is including our guidelines regarding parking operations and COVID19



PARKING WITH COVID-19

Covid-19 has drastically affected and will continue to affect parking operations, however we know that parking will come back. Our day to day operations will be modified to adapt to the demands as determined by COVID and at Pivot Parking we will be prepared to provide exceptional service to both customers and clients.



HOW IS PIVOT HANDLING SANITIZATION?

- Follow all CDC guidelines pertaining to COVID sanitization
- Follow all CDC guidelines pertaining to employee screening and face coverings
- Routine disinfecting of primary touch points within the facility such as equipment buttons, meters, office areas
- Promoting acceptance of cashless payments as much as possible
- Staffing adhering to wearing face masks and maintaining social distance.

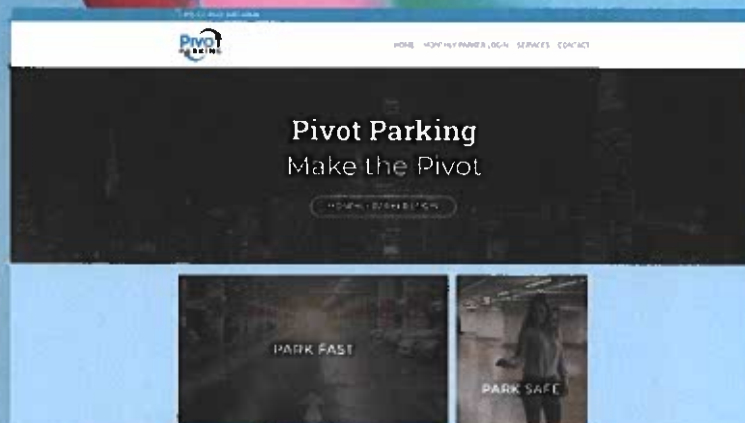
Digital Marketing Concepts

- **DEDICATED PARKING WEBSITE**

- Pivot Parking can provide a dedicated parking website that will assist all parkers in their informational needs. The website can include the following:

- Visitor Parking Information and a direct link to appeal citations
- Transient parking rates
- Informational assistance for visitors regarding special events and more
- Weather information in times of emergency
- Rules and Regulations of parking on Holden Beach

Parking information is currently available on the Towns website and a direct link can be supplied to redirect customers to a dedicated website.

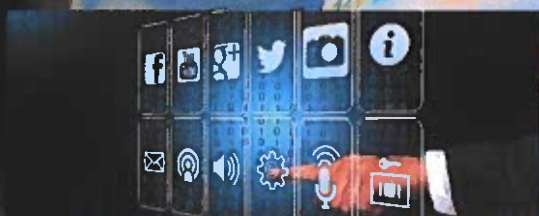


- **SOCIAL MEDIA MARKETING CAMPAIGN**

- In today's environment of the contactless era, contactless does not have to mean no interaction. Interacting with locals, visitors and more that visit Kure Beach, via social media is the new way of advertising. Social media can assist in pushing new regulations for parking, give important parking updates related to real time occupancy and more. By providing a value driven social media campaign, Pivot Parking can assist in promoting all that Holden Beach has to offer.

Pivot can assist with Instagram, Facebook, Twitter and more and create dedicated social media pages and stories that not only intrigue visitors but assist in the exploration.

Social media integrations with other platforms is also a way of directing parkers to your facility. Advertising via payment platforms and their social media campaign has proven to be beneficial in other paid parking environments.



Implementation of Paid Parking

- Implementing a new paid parking program can be very successful if implemented correctly and the key is **communication**.
 - By holding initial public forum meetings whereby citizens, business owners and visitors can attend and ask key questions will be a critical piece for the implementation.
 - Brochures can be made to highlight the new policies and made available to all businesses, ambassadors will have on hand to pass out to those needing assistance
 - Brochure info can be made accessible online via website and social media
 - Social Media postings will also play a key role in communicating effectively to the public.

Pivot parking leadership has implemented many projects where paid parking was implemented. Locations that implemented paid parking within a 30-60 day period have included:

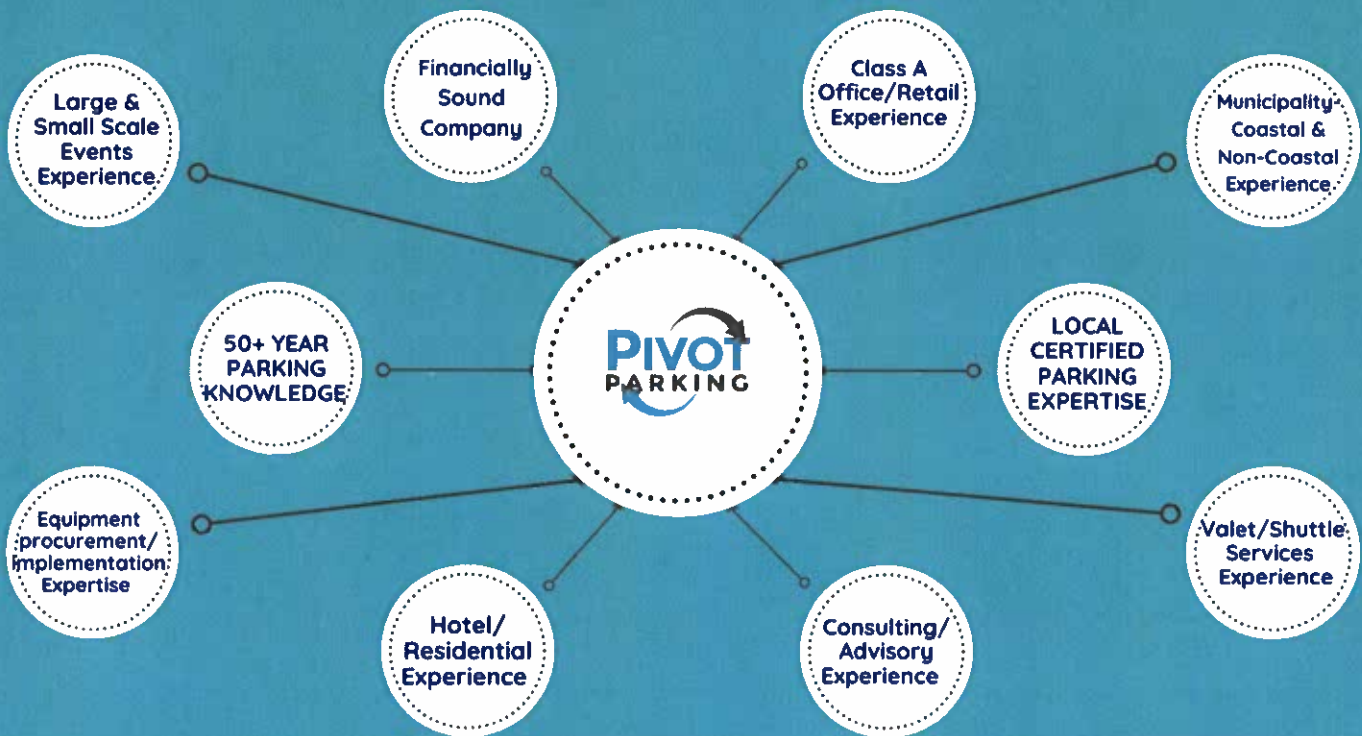
- Myrtle Beach, SC
- North Myrtle Beach, SC
- Folly Beach, SC

All locations required implementation to include equipment purchase and installation, enforcement ordinance development guidance, staffing and customer service guidance.

Our most recent success story is North Myrtle Beach in 2019, as implementation was completed in 30 days and included the purchase and installation of 18 paystations, pay by cell and a fully operational staff. North Myrtle Beach residents and town staff were very complimentary of the process and services provided.



Why Choose Pivot?



WHY CHOOSE PIVOT PARKING?

- **P**
Progressive company with local, unparalleled parking expertise
- **I**
Innovative direction that will lead the parking operations to future success
- **V**
Value Driven Leadership with clear direction to align with property management and ownership goals
- **O**
Open Minded in exploring all avenues that provide successful results
- **T**
Take Charge leadership that will work tirelessly to handle the operation as expected

Exhibits



EXHIBIT I

INSURANCE CERTIFICATE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/9/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Assurance, a Marsh & McLennan Agency LLC company 20 N Martingale Road Suite 100 Schaumburg IL 60173		CONTACT NAME: Tom Plunkett PHONE (A/C No., Ext.): (847) 797-5700 FAX (A/C No.): (847) 440-9130 E-MAIL ADDRESS: tplunkett@assuranceagency.com	
INSURED Pivot Parking Holdings, LLC 1112 N Flagler Drive, Suite B Fort Lauderdale FL 33334		INSURER(S) AFFORDING COVERAGE INSURER A: Hallmark Specialty Insurance C INSURER B: Ascot Insurance Company INSURER C: Travelers Casualty & Surety Co INSURER D: Steadfast Insurance INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER: 751668310** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADOL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		CGLI-BIND-001	9/1/2020	9/1/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY					COMBINED SINGLE LIMIT (EA accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$		CEXL-BIND-001	9/1/2020	9/1/2021	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$ PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E L EACH ACCIDENT \$ E L DISEASE - EA EMPLOYEE \$ E L DISEASE - POLICY LIMIT \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A				
C	Crime		CRIM-BIND-001	9/1/2020	9/1/2021	Employee Theft 100,000
D	Cyber Liability		CYB-BIND-001	9/1/2020	9/1/2021	Gen. Agg. 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 It is agreed that the Certificate Holder is Additional Insured, when required by written contract, on the General Liability with respect to operations performed by the Named Insured in connection with this project.

CERTIFICATE HOLDER

CANCELLATION

Sample/
Client Info Insert

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

EXHIBIT II

INSURANCE CERTIFICATE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/14/2020

<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>	
<p>PRODUCER PAYCHEX INSURANCE AGENCY INC 76210762 150 SAWGRASS DRIVE ROCHESTER NY 14620</p>	<p>CONTACT NAME: PHONE (800) 472-0072 FAX (585) 389-7894 {A/C, No, Ext}: {A/C, No}: E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE NAIC# INSURER A: Hartford Casualty Insurance Company 29424 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:</p>
<p>INSURED PIVOT PARKING, LLC 1112 N FLAGLER DR FORT LAUDERDALE FL 33304-2130</p>	

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:			
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>							
INSR LTR	TYPE OF INSURANCE	ADOL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<p>COMMERCIAL GENERAL LIABILITY</p> <p><input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR</p> <p>GEN'L AGGREGATE LIMIT APPLIES PER:</p> <p><input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC</p> <p><input type="checkbox"/> OTHER</p>						<p>EACH OCCURRENCE</p> <p>DAMAGE TO RENTED PREMISES (Ea occurrence)</p> <p>MED EXP (Any one person)</p> <p>PERSONAL & ADV INJURY</p> <p>GENERAL AGGREGATE</p> <p>PRODUCTS - COMPIOP AGG</p>
	<p>AUTOMOBILE LIABILITY</p> <p><input type="checkbox"/> ANY AUTO</p> <p><input type="checkbox"/> ALL OWNED AUTOS</p> <p><input type="checkbox"/> HIRED AUTOS</p> <p><input type="checkbox"/> SCHEDULED AUTOS</p> <p><input type="checkbox"/> NON-OWNED AUTOS</p>						<p>COMBINED SINGLE LIMIT (Ea accident)</p> <p>BODILY INJURY (Per person)</p> <p>BODILY INJURY (Per accident)</p> <p>PROPERTY DAMAGE (Per accident)</p>
	<p>UMBRELLA LIAB EXCESS LIAB</p> <p><input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE</p> <p>DED RETENTION \$</p>						<p>EACH OCCURRENCE</p> <p>AGGREGATE</p>
A	<p>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</p> <p>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below</p> <p>Y/N <input type="checkbox"/> N/A</p>			76 WEG AH0FSZ	10/01/2020	10/01/2021	<p>X PER STATUTE <input type="checkbox"/> OTHER</p> <p>E L EACH ACCIDENT \$100,000</p> <p>E L DISEASE -EA EMPLOYEE \$100,000</p> <p>E L DISEASE - POLICY LIMIT \$500,000</p>

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Those usual to the Insured's Operations.

CERTIFICATE HOLDER	CANCELLATION
<p>Pivot Parking, LLC 1112 N FLAGLER DR FORT LAUDERDALE FL 33304</p>	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE <i>Suvarn O. Castaneda</i></p>

