

**Agenda Questions/Responses
August 04, 2005**

- 3. Please provide a listing of contracts awarded to each firm in the last five years. For each contract awarded, please detail if the project was delivered on-time and on-budget. Also, please explain if there are any disputes that have arisen with either of these firms regarding any of the city contracts awarded to them. (Council Member Raul Alvarez)**

Attached is a table of the projects awarded to Jay-Reese through Austin Energy and Public Works in the last 5 years.

Public Works has not awarded any projects to Lambda Construction.

- 9. Please provide information on Homeland Security or federal grants associated with the new department. (Council Member Lee Leffingwell)**

A spreadsheet has been attached and sent to Council offices via e-mail.

- 13a. How much of our annual CDBG allocation is currently dedicated to pay off Sec. 108 loan obligations?**

In the current fiscal year \$1,922,606 or 21% of our CDBG allocation is dedicated for debt service.

How much of an additional obligation from CDBG will a \$3 million Sec. 108 loan for NCMP require?

The \$3 million NCMP 108 loan is projected to be paid back with NCMP program income. NCMP program income includes the repayment from the businesses that receive the business assistance.

What will be the length of the term for this additional \$3 million Sec. 108 loan.

The length of the term is 20-years.

Please provide a schedule that shows when each existing Sec. 108 loan will be completely paid off. Along with this schedule, please stipulate the amount that must be paid each year to pay off each Sec. 108 loan. (Council Member Raul Alvarez)

A spreadsheet has been attached for the additional information.

- 13b. Regarding the 10 Yr. Plan to End Chronic Homelessness, it appears that the operative recommendations pertaining to the Action Plan (Years 1-2) with which the City could help would be (E)(2), (E)(3) and (E)(4). The items that would have a measurable budget impact would be those listed under (E)(4). Is there anything in the HHS or NHCD Departments that would help in these areas? (Council Member Raul Alvarez)**

The funding level proposed for the Rental Housing Development Program in the Fiscal Year 2005-06 Action Plan is \$4,154,500. These program dollars are for rental projects which would include those proposing permanent supportive housing. NHCD is working with Foundation Communities on such a project anticipated to result in approximately 140 units.

The proposed Fiscal Year 2005-06 HHSD Budget will have the following impacts related to the 10-Yr Plan to End Chronic Homelessness:

The following ESG programs are part of the Item #13 NHCD Consolidated Plan or Action Plan:

Section E.3 Consider designating current funds to address chronic homelessness;

The ARCH Program (proposed ESG funding level FY 05-06 \$218,903), which primarily provides services to approximately 4000 homeless people annually, serves chronically homeless people, however, this program is not limited to only serve this population.

The Communicable Disease Unit (proposed ESG funding level FY 05-06 \$52,672) will provide intensive case management to people who are homeless and HIV positive who are hard-to-reach. As with the ARCH program, this program is not limited to only serve chronically homeless, however, most people served will fit this definition.

The Representative Payee Program started in FY 2004-05 is targeted for chronically homeless people, ESG and is projected to be funded at a level of \$40,000 in FY 05-06.

The following activities regarding the Plan to End Chronic Homelessness are not funded as part of the Item #13 NHCD Consolidated Plan or Action Plan, but included in the City Manager's recommended budget for FY06:

Section E.2 Provide access to Substance Abuse Treatment, on demand:

The Substance Abuse MSO Interlocal Agreement with MHMR includes funding from Community Court (DACC) for Substance Abuse Treatment.

Section E.3 Consider designating current funds to address chronic homelessness:

The HHSD proposed Social Services budget (Agency 470) includes a recommendation to provide some funding to support the Chronic Homeless Plan, but the amount would not be sufficient to provide housing. There is a Continuum of Care Application to HUD from Foundation Communities and Caritas that includes funding for supportive housing for chronic homeless. These funds would flow directly to the agencies and not through the City.

Section E.4: Provide assistance with grant applications:

The HHSD proposed Social Services budget (Agency 470) includes a recommendation to provide some funding to support the Chronic Homeless Plan, which could be used for this purpose.

- 13c. For the Representative Payee Program, how long has this program been funded and at what levels? Is there any funding set aside for the implementation of the Community land trust during this fiscal year? (Council Member Raul Alvarez)**

The Representative Payee Program started in Fiscal Year 2004-05 for chronically homeless people, and is projected to be funded by ESG at a level of \$40,000 in Fiscal Year 2005-06. This is a strategy listed in the 10-year plan. This program designates a volunteer to accept payments on behalf of the chronically homeless individual in the case that the Social Security Administration has determined they are not capable of managing their own finances due to the disability. Payments include sources such as Social Security disability income, or Supplemental Security Income payments from the federal government. The income stream provides a mechanism to fund housing for the homeless individual.

There is also a Representative Payee program for the elderly, funded by CDBG in the amount of \$12,000 per year. This program has been in existence for at least 6 years.

NHCD provided a Community Land Trust report to City Council this week. It is possible that once decisions are made as to the structure of a Community Land Trust (CLT), some funding could be identified through existing programs to support the strategy, or private funding could be leveraged for the program. The Robert Mueller Municipal Airport development team is considering the CLT as one tool to achieve the affordability goals there. This tool may also be used in the CP&R zone.

- 13d. At what level are ESL services funded in the recommended plan? (Council Member Raul Alvarez)**

The English as a Second Language program is proposed to be funded at a \$20,000 level in Fiscal Year 2005-2006 from Community Development Block Grant funds.

The Community Survey conducted in 2004 and included in the 2005 -09 Consolidated Plan, ranked ESL as the lowest priority for those programs funded through Health and Human Services (HHSD). In the HHSD proposed Social Services budget (Agency 470), \$30,000 in additional funding is proposed to bring this program to the same level as last year.

- 13e. Is there is any money allocated to support any of the activities identified in the "Plan to End Chronic Homelessness?" (Council Member Raul Alvarez)**

The Representative Payee Program started in Fiscal Year 2004-05 for chronically homeless people, ESG \$40,000, is a strategy listed in the 10 year plan. This program designates a volunteer to accept payments on behalf of the chronically homeless individual in the case of their inability to accept payments, such as Social Security disability income, or supplemental security income payments from the federal government.

The ARCH Program, ESG \$218,903, which primarily provides services to approximately 4000 homeless people annually, serves chronically homeless people; however, this program is not limited to only serve this population.

The Communicable Disease Unit, ESG \$52,672, will provide intensive case management to people who are homeless and HIV positive who are hard-to-reach. As with the ARCH program, this program is not limited to only serve chronically homeless; however, most people served will fit this definition.

- 13f. Please provide CDC recommendations. Is there allocated funding for marketing businesses in the CP&R zone? (Council Member Raul Alvarez)**

The complete CDC Action Plan recommendations are attached as backup to this Council Action item. The final CP&R recommendations include a partnership with NHCD and Economic Growth & Redevelopment Services on how to market to small businesses within the zone. The proposed CP&R Plan includes areas where federal investment activity is already occurring and therefore, federal dollars, where eligible, may be used in the zone.

- 17. Have there been any complaints about management of the pharmacy contract? If so, please summarize. (Council Member Raul Alvarez)**

The response has been attached as a separate document, and also forwarded to Council offices via email.

- 20a. Please provide a copy of the additional questions and responses submitted to staff by the applicants. When this item was posted for the June 23 agenda, the available amount was \$24,093 in the Fiscal Year 2004-2005 Approved IH-35 Fund of the Finance and Administrative Services Department, Building Services Division, why is this amount now \$11,787? (Council Member Raul Alvarez)**

The clarification and interview questions for each proposer are attached. The responses cannot be provided because they are proprietary information, but we can meet with the Council Member to discuss the answers provided by each respondent. The difference in the dollar amount is due to the delay in getting contract approval. There are fewer months left in the fiscal year, hence the amount is lower. This does not change the total contract amount.

- 20b. What are the projected revenues to the City per year?**

Net revenue is expected to be between \$110,000 and \$115,000 per year.

It is our understanding that there is a balance that could be used for improvements of the parking area, where is this reflected?

Revenue and expenses from IH-35 parking lot operations are accounted for in a Special Revenue Fund called the "I-35 Parking Program". There is a balance in this fund of \$177,238 as of Monday, June 6, 2005. The fund is maintained solely for the purpose of making improvements to this parking area.

Will this contract require specific initial days of operation?

The City of Austin has asked the contractor to provide staffing on Wednesday, Thursday, Friday and Saturday nights and during special events such as the Pecan Street Festival, Halloween and New Year's Eve.

What will be the requirement regarding the days the lots are to be operated?

The schedule calls for one attendant per lot from 7 p.m. - 3 a.m. on Wednesday through Saturday nights, with an additional attendant per lot on Thursday, Friday and Saturdays from 8 p.m. to 12 a.m. There is a provision to allow some flexibility to send attendants home on slow nights.

Through what process could these days of operation be changed?

Changes to the contract would be handled through contract negotiations and amendments.

What improvements to the parking facility are required at the outset?

No requirements have been imposed by the State. A Master Plan is being prepared through a design consultant funded by the I35 Makeover Coalition. The Master Plan will identify priorities and develop a work plan. The Coalition will coordinate with the City to implement the plan. One early action item which may proceed prior to completion of the Master Plan is improved security lighting. The group is working with Austin Energy on this.

How will these be funded? (Council Member Raul Alvarez)

Repairs will be funded from IH-35 operating revenue.

20c. Did Purchasing meet with the second lowest bidder as requested by council? (Council Member Jennifer Kim)

Yes, as a result of the request from Council, the following process was completed:

The four highest rated proposals were submitted by Central Parking, HBA Parking, Ampco, and Standard Parking. These proposers were asked to submit written responses to a set of clarifying questions specific to their proposals. They were also asked to submit a "Best and Final Offer" for the management and operation of the I-35 parking lots. These requests were in writing and were faxed on June 30th. Responses were due on July 13th.

The evaluation team, which included Vickie Schubert, Deputy Chief Financial Officer, met on July 18th to review and discuss the written clarifications. The written portion of the proposals was evaluated and scored by the team.

Each of the four proposers was interviewed by the team on July 20th. A member of the I-35 Coalition was present at all four interviews and was given an opportunity to provide input to the evaluation team. Interviews were valued at a maximum of 25 points and these scores were added to those of the written proposals. The proposer with the highest score is being recommended.

- 26. Is the scope available for the Emerging Tech and Telecom Subcommittee and the Land Use Transportation Subcommittee? (Council Member Jennifer Kim)**

The scope is not yet available, as it is still being worked on amongst Council Offices.

- 37. Please provide a map of the site and description of adjoining properties. (Council Member Jennifer Kim)**

This item will be discussed in Executive Session.

- 38. What conditions has the city placed on anyone who purchases and/or tries to develop this property? Why is there no back-up information for this item? (Council Member Raul Alvarez)**

This item will be discussed in Executive Session.

Contractor: Jay Reese Contractors, Inc.

Project Manager	Project	On Time	On Budget	Disputes/Claims
Alex Gonzales	ABIA East Runway Taxiways A&K	On Time	On Budget	None
Alex Gonzales	ABIA West Runway Fillet Widening Taxiways G/T	On Time	On Budget	None
George Hill	Hornsby Bend Compost Pad Concrete Repairs	On Time	On Budget	None
Kalpana Sutaria	ABIA Alternative Fuel (Propane) Dispensing Facility	On Time	On Budget	None
Rick Colbrunn	Cesar Chavez St Reconst Utility Adj IH-35 Pleasant Valley	Ahead of schedule	Below budget	Three claims remain unresolved totaling \$34,738.26. The City has withheld payment until these claims are resolved. A meeting has been scheduled for August 17 with all involved parties in an attempt to resolve.
George Hill	Wastewater Facility Enhancements	On Time	On Budget	None
Dennis Crabill	2 nd St. District Streetscape St. Reconstruction PH 1	On Time	One Change Order -- outside the control of the contractor	Four Claims. Three claims remain unsolved totaling \$20,647.85. Dispute regarding cost of repair of fiber optic cable. After discussion contractor agreed to cost of repair.
Tom Migil	ACWP - Upper Shoal-Spicewood Branch at Foster Lane.	Not on Time	Not Within Budget	Two resolved claims.
Trish Wadsack	Slaughter Lane Pump Station Expansion	Ongoing project	Time Extension being negotiated	None

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Q+A

Project Manager	Project	On Time	On Budget	Disputes/Claims
Keri Juarez	Shoal Creek Blvd. Transportation Project	On Time	On Budget	None
Tom Migil	ACWP - Upper Shoal-Spicewood at Woodhollow Drive	Not on Time	Not Within Budget	None
Ed Poppitt	2003 Miscellaneous Bridge Maintenance	On Time	On Budget	None
Steve Jones	Central Austin Substation	On Time	On Budget	One unresolved claim - meeting on 8-17-05
Steve Jones	Met Center Substation Construction Project	On Time	Under Budget	None

Contractor - Lambda Construction I, Ltd.

Project Manager	Project	On Time	On Budget	Disputes/Claims
Steve Jones	Techridge Substation Construction Project	On Time	On Budget	None
Steve Jones	Lost Pines 345kV Switchyard Construction Project	On Time	On Budget	None
Steve Jones	Unit Sub Additions For Bee Creek, Hi Cross, & Trading Post Substations	On Time	On Budget	None

Item 9
8-4-05
Q+A

**Public Safety and Emergency Management Department
FY05 Grants**

	FTEs	Appropriation
Municipal Court		
LEOSE This grant is an expense refund from the State of Texas for a tax collected by the department for the State of Texas. This grant assists in funding the security personnel, security enhancements and training. This grant's term is open-ended.	-	2,000
Aviation		
LEOSE-Training Senate Bill 1135, passed by the 74th Texas Legislature, directs the Comptroller of Public Accounts to make an annual allocation from the Law Enforcement Officer Standards and Education (LEOSE) account to qualified law enforcement agencies for expenses related to continuing education and training of police officers.	-	4,000
Office of Emergency Management		
Metro Medical Response System The MMRS grant funds assist in sustaining and enhancing the existing MMRS program within the Office of Emergency Management.	1.30	400,000
Federal Emergency Management Assistance Program This program provides financial assistance for facilities and coordination of communications between all appropriate departments and agencies during planning of and in response to emergency conditions and/or events.	1.50	125,000
Domestic Preparedness Equipment Grant The grant will allow the city to purchase equipment from the Office for Domestic Preparedness, U.S. Department of Homeland Security, State Homeland Security Program for the purpose of providing enhanced capabilities for detecting, deterring, disrupting and preventing acts of terrorism as well as assisting in the response to a terrorist incident. City departments, including APD, Fire, EMS, OEM and CTM, compile a list of equipment to be purchased and the grantor approves this list prior to grant award.	-	1,282,000
Citizen Corps Council The purpose of this grant is to support the recently organized Central Texas Citizen Corps Council. The Council will help make our community safer, stronger and better prepared to respond to threats and disasters of all kinds by promoting and coordinating the involvement of individuals and organizations in emergency preparedness, response and recovery through education, training and volunteer service.	0.50	48,000
Center for Victims Assistance The purpose of the grant is to ensure immediate and appropriate mental health response and recovery services to victims, survivors and emergency responders to critical incidents, terrorism incidents and major emergencies.	0.50	23,000
TOTAL	3.80	1,882,000

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Q + A

Since the inception of the contract, there have been complaints, for a variety of reasons, some of which were customer service related (Walgreen's), and others related to internal process (Departmental). The following table provides issues and resolutions:

Problem	Resolution
Customer Service issues	(1) Pharmacy staff provided additional customer service training. (2) Pharmacy staff terminated who were not able to provide appropriate customer services to our patients. (3) Walgreen's is providing Spanish classes to their English speaking staff and additional bilingual staff have been hired. (4) Walgreen's is providing in-service training on customer service to patients with mental health conditions. (5) Locations – see paragraphs that follow table
Turn-around-time for refills.	(1) Community Health Center staff established a separate printer for the receipt of refill requests. (2) Community Health Center Clinical Pharmacy staff are performing refill clinics under the direction of the providers, so that Walgreen's can receive these refill requests back in a timelier manner.

Walgreen's has and continues to demonstrate a very strong commitment to address these issues; for example, the entire pharmacy staff at the Walgreen's Airport location was replaced to improve customer services for our bi-lingual customers.

In the first year of this contract, Walgreen's and Community Care Services Department (CCDS) staff has had discussions related to increasing the number of Walgreen's pharmacies that patients can go to. We are currently in the process of completing a request to the Office of Pharmacy Affairs for an "Alternate Demonstration Project" (a proposal which outlines the need to increase pharmacy locations) to "Improve Access to Care". The Office of Pharmacy Affairs has a regulation that requires each clinic to have an assigned pharmacy.

The CCDS met with key staff at Office of Pharmacy Affairs and the National Association of Community Health Centers in Washington D.C. with each agency indicating that they are in support of our submission of the aforementioned "Alternate Demonstration Project". The Office of Pharmacy Affairs has indicated that it will take approximately 60-90 days to process upon our submission of the application for the demonstration project.

The outsourcing of the pharmacies to Walgreen's has effectively ensured that the Department and the Travis County Hospital District can continue to provide medications to patients of Travis County as a benefit and we will continue to work closely with Walgreen's to address issues as they arise.

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Q + A
attach 1

Financial and Administrative Services Department
Purchasing Office
P. O. Box 1088, Austin, TX 78767

(512) 974-2500

Clarification Questions – Standard

1. What physical improvements and changes to lot layout do you see as necessary in order to begin operations?
2. How do you propose to increase revenue from the lots?
3. How do you propose to improve security?
4. What is the minimum amount of advance notice required for special event parking operations?
5. Please detail the amount of time that employees spend in training, what subject matter is covered and which department in your organization is responsible for providing training.
6. Who is your proposed towing contractor? Are all of their drivers direct employees of the towing firm? Will they be able to meet the insurance requirements stated in the RFP? Are they currently in compliance with all State and local licensing requirements?
7. Approximately how much cash will be transported by the supervisor from the lots to your drop box at any given time? Where is the drop box located?
8. Please clarify that your proposed flat fee includes all operating items such as signage, tickets, cones, etc.
9. Your proposal states that if the parking rates change, your cost proposal would change. Why would an adjustment of the parking rate affect the costs that you are proposing?
10. Your proposal states that if we do not accept your proposal to close one of the entrances to each lot, your cost proposal will change. If the entrances are not closed, what will be the effect on your cost proposal?
11. You have proposed the use of honor boxes. How do you propose to monitor the honor boxes and what will you charge for this service? During what days/hours do you propose to use this method? Will this conflict with the current free parking for City employees and customers of the Austin Police Department and Municipal Court during daytime hours?
12. Your proposal mentions "unexplained" or "unacceptable" cash shortages and states that the City will be reimbursed for these. Please define what is meant by "unexplained" and "unacceptable". Will the City be reimbursed for ALL cash shortages, regardless of these definitions?
13. Your firm is invited to submit its Best and Final Offer for consideration in the award determination. Your firm's Best and Final Offer should address the following items as applicable:
 - Modification of the initial pricing offered to the City; and
 - Include any added inducements that will improve the overall score in accordance with the evaluation plan of the RFP.

Clarification Questions – AMPCO

1. What physical improvements and changes to lot layout do you see as necessary in order to begin operations?
2. How do you propose to increase revenue from the lots?
3. How do you propose to improve security?
4. What is the minimum amount of advance notice required for special event parking operations?
5. Please detail the amount of time that employees spend in training, what subject matter is covered and which department in your organization is responsible for providing training.
6. Who is your proposed towing contractor? Are all of their drivers direct employees of the towing firm? Will they be able to meet the insurance requirements stated in the RFP? Are they currently in compliance with all State and local licensing requirements?
7. How many garages/lots do you operate in Austin? What is the total number of personnel in Austin?
8. Please provide more information about the proposed level of supervision in the I-35 lots and describe the role of the supervisor.
9. Please provide information on specific cash and ticket controls to be employed in the operation of the lots. Your proposal speaks generally about reports and auditing, but does not specifically address such things as the level of cash the attendants have on hand, controls to ensure that there is not free parking, whether cash is deposited into a drop box on site or picked up and taken off site, etc.
10. You have proposed the use of honor boxes. How do you propose to monitor the honor boxes and what will you charge for this service? During what days/hours do you propose to use this method? Will this conflict with the current free parking for City employees and customers of the Austin Police Department and Municipal Court during daytime hours?
11. Your firm is invited to submit its Best and Final Offer for consideration in the award determination. Your firm's Best and Final Offer should address the following items as applicable:
 - Modification of the initial pricing offered to the City; and
 - Include any added inducements that will improve the overall score in accordance with the evaluation plan of the RFP.

Clarification Questions – Central Parking

1. What physical improvements and changes to lot layout do you see as necessary in order to begin operations?
2. How do you propose to increase revenue from the lots?
3. How do you propose to improve security?
4. What is the minimum amount of advance notice required for special event parking operations?
5. Please detail the amount of time that employees spend in training, what subject matter is covered and which department in your organization is responsible for providing training.
6. Who is your proposed towing contractor? Are all of their drivers direct employees of the towing firm? Will they be able to meet the insurance requirements stated in the RFP? Are they currently in compliance with all State and local licensing requirements?
7. How much will you pay your employees under a contract resulting from this RFP (hourly wage)?
8. Please clarify when the electronic funds transfer to the City will occur each week.
9. Please clarify what safeguards will be in place to protect cash left in the on-site safe each night.
10. Please clarify your cash deposit procedure and the location of the safe mentioned in your proposal.
11. Please explain how the City will be compensated for cash shortages.
12. How many of the employees that will be used under the contract resulting from this RFP will work more than 36 hours per week? How many will work less than 36 hours per week?
13. Your firm is invited to submit its Best and Final Offer for consideration in the award determination. Your firm's Best and Final Offer should address the following items as applicable:
 - Modification of the initial pricing offered to the City; and
 - Include any added inducements that will improve the overall score in accordance with the evaluation plan of the RFP.

Clarification Questions – HBA

1. What physical improvements and changes to lot layout do you see as necessary in order to begin operations?
2. How do you propose to increase revenue from the lots?
3. How do you propose to improve security?
4. What is the minimum amount of advance notice required for special event parking operations?
5. Please detail the amount of time that employees spend in training, what subject matter is covered and which department in your organization is responsible for providing training. Please include a description of the customer service training and how employees are trained to handle difficult situations.
6. Who is your proposed towing contractor? Are all of their drivers direct employees of the towing firm? Will they be able to meet the insurance requirements stated in the RFP? Are they currently in compliance with all State and local licensing requirements?
7. You have proposed the use of honor boxes. How do you propose to monitor the honor boxes and what will you charge for this service? During what days/hours do you propose to use this method? Will this conflict with the current free parking for City employees and customers of the Austin Police Department and Municipal Court during daytime hours?
8. What is the total number of staff employed by HBA in the Austin City limits?
9. Please provide the locations and sizes of each lot/garage that you currently operate. How many employees do you have at each location?
10. How many of the employees that will be used under the contract resulting from this RFP will work more than 30 hours per week? How many will work less than 30 hours per week?
11. Please clarify if employees will wear a uniform other than ID badges and safety vests.
12. Please explain how the City will be compensated for cash shortages.
13. Please clarify if the President and Supervisor will be working as attendants under the contract. If so, how many hours per week? If not, where are their labor costs included in your proposal?
14. What items are included in the 7% administrative fee and the 7% management fee?
15. Describe the safety procedures that will be followed by the supervisor when transporting cash from the lots to the safe in HBA's downtown office.
16. Please verify that your cost proposal includes ticket stock, signage and other supplies necessary for the operation of the lots.
17. Please provide further details on specific cash handling procedures and controls and ticket controls to be employed in the operation of the lots. Please provide further details regarding your accounting, bank reconciliation and auditing procedures and controls.
18. Please provide further details on the proposed traffic flow in the lots, i.e., ingress/egress, staffing at entrances, use of traffic control devices such as cones and barricades, details and location of signage, etc.
19. Will HBA segregate cash collected on behalf of the City in a separate bank account?
20. What types of information will the weekly and monthly reports include?
21. Your firm is invited to submit its Best and Final Offer for consideration in the award determination. Your firm's Best and Final Offer should address the following items as applicable:
 - Modification of the initial pricing offered to the City; and
 - Include any added inducements that will improve the overall score in accordance with the evaluation plan of the RFP.

Hem 20
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Q & A
attach 2

INTERVIEW QUESTIONS – STANDARD

1. Please discuss how you train and equip your employees to deal with difficult situations.
2. Based upon what you have read in the RFP regarding the I-35 Makeover Coalition, if awarded the contract, how would your company support the goals of the Coalition?
3. (For the Local Manager) Please describe your background in parking lot operations, including the number of years experience and any training/education that relates to the job.
4. (For the Local Manager) What will your role be for this contract? What will be your duties and how much of your time will be devoted to this contract?
5. (For the Lot Supervisor) Please describe your background in parking lot operations, including the number of years experience and any training/education that relates to the job.
6. (For the Lot Supervisor) What will your role be for this contract? What will be your duties and how much of your time will be devoted to this contract?
7. (For the Lot Supervisor) Please give an example of a difficult customer service problem that you have encountered and tell us how you handled the problem.
8. Please describe your money handling procedures.
9. Please discuss your training program and how it will apply to the employees assigned to this contract.

INTERVIEW QUESTIONS – AMPCO

1. Please discuss how you train and equip your employees to deal with difficult situations.
2. Based upon what you have read in the RFP regarding the I-35 Makeover Coalition, if awarded the contract, how would your company support the goals of the Coalition?
3. In your response to our clarification question regarding the use of honor boxes, you did not discuss the fees that you would charge to monitor the boxes. What would be the charge for this service?
4. (For the Local Manager) Please describe your background in parking lot operations, including the number of years experience and any training/education that relates to the job.
5. (For the Local Manager) What will your role be for this contract? What will be your duties and how much of your time will be devoted to this contract?
6. (For the Lot Supervisor) Please describe your background in parking lot operations, including the number of years experience and any training/education that relates to the job.
7. (For the Lot Supervisor) What will your role be for this contract? What will be your duties and how much of your time will be devoted to this contract?
8. (For the Lot Supervisor) Please give an example of a difficult customer service problem that you have encountered and tell us how you handled the problem.
9. Please describe your money handling procedures.
10. Is there an application for the SCORE software for this contract?
11. How is this parking contract unique compared to your other operations?

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INTERVIEW QUESTIONS – CENTRAL PARKING

1. Please discuss how you train and equip your employees to deal with difficult situations.
2. Based upon what you have read in the RFP regarding the I-35 Makeover Coalition, if awarded the contract, how would your company support the goals of the Coalition?
3. The RFP required that contractor employees be paid a minimum of \$10 per hour? Will Central Parking meet this requirement? If you had not taken this into consideration, will this affect your cost proposal?
4. (For the Local Manager) Please describe your background in parking lot operations, including the number of years experience and any training/education that relates to the job.
5. (For the Local Manager) What will your role be for this contract? What will be your duties and how much of your time will be devoted to this contract?
6. (For the Lot Supervisor) Please describe your background in parking lot operations, including the number of years experience and any training/education that relates to the job.
7. (For the Lot Supervisor) What will your role be for this contract? What will be your duties and how much of your time will be devoted to this contract?
8. (For the Lot Supervisor) Please give an example of a difficult customer service problem that you have encountered and tell us how you handled the problem.
9. How much time will the supervisor be spending on the lots?
10. You have indicated that some of your employees will be working less than 36 hours per week. In your benefit structure, you indicate that these employees receive partial benefits including health. What exactly does that mean?
11. Please describe your money handling process.

INTERVIEW QUESTIONS – HBA

1. Please discuss how you train and equip your employees to deal with difficult situations.
2. Based upon what you have read in the RFP regarding the I-35 Makeover Coalition, if awarded the contract, how would your company support the goals of the Coalition?
3. In your response to our clarification question regarding the use of honor boxes, you did not discuss the fees that you would charge to monitor the boxes. What would be the charge for this service?
4. As indicated in your clarification response, it appears that all employee training is "on-the-job". Please clarify if there is any classroom-type training for employees.
5. You have indicated that all employees will work less than 30 hours per week. Will these employees be covered by a medical or dental plan?
6. (For the Local Manager) Please describe your background in parking lot operations, including the number of years experience and any training/education that relates to the job.
7. (For the Local Manager) What will your role be for this contract? What will be your duties and how much of your time will be devoted to this contract?
8. (For the Lot Supervisor) Please describe your background in parking lot operations, including the number of years experience and any training/education that relates to the job.
9. (For the Lot Supervisor) What will your role be for this contract? What will be your duties and how much of your time will be devoted to this contract?
10. (For the Lot Supervisor) Please give an example of a difficult customer service problem that you have encountered and tell us how you handled the problem.
11. How much time will the supervisor be spending on the lots?
12. We understand from your proposal that you do not agree with the current policy of towing cars after 3 AM. If this policy remains the same, will you have any trouble in enforcing this policy?
13. Please describe your money handling procedures.
14. In your clarification, you recognize a number of special events that we might wish to staff the lot for. If we agree in advance on certain special events, that will reduce the number of times that we need to call on you to run the lot for these types of events. If we do have a special need that requires less than one week's notice, how will you handle the situation?

Total Debt Service[illegible]

Currently yet to be drawn because committed to \$1.1MM guarantee for 11East