

Missoula County Airport Authority Regular Board Meeting

DATE: Tuesday, April 23, 2024
TIME: 1:30 p.m.
PLACE: Johnson Bell Board Room – Airport Terminal

PLEASE NOTE: This meeting will be in a hybrid format.

Members of the public can call in and connect digitally to the meeting using the information below and will have the opportunity to comment prior to any vote of the Board as well as on any item not before the Board at the beginning of the meeting.

Members of the public can submit comments by email to: lfagan@flymissoula.com.

Documents will be available on the airport's website, www.flymissoula.com, by 9 a.m. on the meeting date. Members of the public can view the meeting and documents by joining the meeting from their computer, tablet or smartphone at:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 266 456 298 882

Passcode: JtfCxe

Or call in (audio only)

[+1 332-249-0710](tel:+13322490710),857565796# United States, New York City

Phone Conference ID: 857 565 796#

- Chair to call the meeting to order.
 - Advise the Public the meeting is being recorded.
 - Roll Call
 - Seating of Alternate Commissioner if needed.
 - Approval of the Agenda.
- Public Comment.
- Review and approve the minutes of the Regular Board meeting dated March 26, 2024. **Pg 3**
- Approval of Claims for Payment – Will Parnell **Pg 12**
- Director's Report – Brian Ellestad **Pg 16**
- Legal Report – Lynn Fagan
- Committee Updates –
 - Business Development Committee: No Activity
 - Contract and Lease Committee: No Activity
 - Executive Committee: Met April 23, 2024
 - Facility and Operations Committee: No Activity
 - Finance Committee: Met April 11, 2024
 - General Aviation Committee: No Activity
 - Legislative Committee: No Activity
 - Marketing Committee: No Activity

Unfinished Business

- Landlord's Release and Consent – East LZ Hangars – Lynn Fagan **Pg 18**
- Allegiant Ground Handling Contract Amendment – Andrew Bailey **Pg 25**

New Business

- Sun Country Ground Handling Agreement – Andrew Bailey **Pg 29**
- Award of Parking Management RFP – Brian Ellestad **Pg 52**
- Parking Rate Resolution – Tim Damrow **Pg 53**
- Award of Insurance Broker of Record RFQ – Lynn Fagan **Pg 151**

Information/Discussion Item(s)

May Board Meeting – Tuesday, May 28, 2024, 1:30 p.m.

MISSOULA COUNTY AIRPORT AUTHORITY
Regular Board Meeting
March 26, 2024
1:30 pm, Johnson Bell Conference Room

THOSE PRESENT

BOARD: Chair Winton Kemmis
Commissioner Larry Anderson
Commissioner Adriane Beck
Commissioner Shane Stack
Commissioner Matthew Doucette
Alternate Commissioner David Bell
Honorary Commissioner Jack Meyer

STAFF: Director Brian Ellestad
Deputy Director Tim Damrow
Director of Finance and Administration Will Parnell
Legal Counsel Lynn Fagan
Business Development Manager Dan Neuman
Director of Maintenance Nate Cole
Public Safety Chief Justin Shaffer
Ground Handling Manager Andrew Bailey
HR Generalist Nikki Munro
IT Specialist Dylan O'Leary
Accounting Clerk Brianna Brewer

OTHERS: Gary Matson, Runway 25 Hangars
Cole Jensen, Martel Construction
Travis Frey, Martel Construction
Tyler Reed, Morrison-Maierle

Chair Winton Kemmis called the meeting to order and advised everyone that the meeting was being recorded.

Legal Counsel Lynn Fagan performed a roll call of Board members, staff members, and members of the public.

Chair Winton Kemmis noted that an Alternate Commissioner needed to be seated.

Motion: Commissioner Shane Stack moved to seat Alternate Commissioner David Bell.

Second: Commissioner Adriane Beck

Vote: Motion Passed Unanimously

AGENDA

Chair Winton Kemmis asked if there were any changes to the agenda. There were none.

Motion: Commissioner Larry Anderson moved to approve the agenda.

Second: Commissioner Shane Stack

Vote: Motion Passed Unanimously

PUBLIC COMMENT PERIOD

Chair Winton Kemmis asked if there was any public comment on items not on the Board's agenda. There was none.

MINUTES

Chair Winton Kemmis asked if anyone had questions, edits, or public comments regarding the minutes for the Regular Board Meeting dated February 27, 2024. There were none.

Motion: Commissioner Larry Anderson moved to approve the minutes of Regular Board Meeting dated February 27, 2024.

Second: Commissioner Adriane Beck

Vote: Motion Passed Unanimously

CLAIMS FOR PAYMENT

Director of Finance and Administration Will Parnell presented the Claims for Payment. Starting with project expenses, during the month of February 2024, MCAA incurred approximately \$1.6 million in project expenses. February project expenses will be paid in the next few days and are presented as accounts payable projects on the balance sheet. Of the \$1.6 million in project expenses, approximately 73% will be submitted to the FAA for reimbursement. The remaining project expenses of approximately \$415,000 will be paid with reserves and debt.

There were a few non-recurring and/or significant payables incurred over the reporting period. The first was related to Air Badge for \$40,000 for MCAA's paperless badging system. This is an annual recurring subscription fee with a term of five years. The Board approved the award to AirBadge during the June 2023 regular meeting.

The second item was to Integrated Solutions in the amount of \$33,314. The cost was budgeted for FY24 and capitalized on balance sheets. The payment to FenceCrafters was to repair a damaged gate. A claim was submitted to the responsible or at-fault party's insurance and was paid in full in amount of \$21,475. Lastly, a check to Robson, in the amount of \$35,132.11, is for baggage handling spare parts.

Chair Winton Kemmis asked if there were any Board questions or public comments regarding the Claims for Payment. Commissioner Larry Anderson thanked Will for highlighting the new vendors. Larry then noted that MCAA had purchased deicing material and asked if it stored well for use next winter. Director of Maintenance Nate Cole responded that both the liquid and pelletized deicer stored well and would be available for use next winter.

There were no other questions or comments.

Motion: Commissioner Shane Stack moved to approve the Claims for Payment

Second: Commissioner Larry Anderson

Vote: Motion Passed Unanimously

FINANCIAL REPORT

Director of Finance and Administration Will Parnell presented the Financial Report for the month of February. Revenues and expenses are currently 70% and 65% of the annual operating budget, respectively. Parking revenue has increased by approximately 190,000 or 10% as compared to the same period last year. Supplies and materials expenses have increased by approximately \$205,000 or 26% as compared to the same period last year. The increase is primarily related to two significant expenses, deicing fluid that was ordered in bulk during October, spare parts for the baggage and handling belt, and new supplies for the Phase 2 terminal. Contractual services expenses have increased by approximately \$149,000 or 19% as compared to the same period last year. The increase is primarily related to a cyber security assessment, increased financial statement audit fees, various marketing expenses for air service development, and a reclassification for landing fee commissions.

Ground handling revenue has decreased by approximately \$187,000 or 27% as compared to the same period last year. The decrease is a result of reduced deicing operations. Revenue from deicing services is down by approximately \$120,000 or 62% as compared to last year.

Chair Winton Kemmis asked if there were any Board questions or public comments regarding the Financial Report. There were no questions or comments.

Motion: Commissioner Adriane Beck moved to approve the Financial Report

Second: Commissioner Larry Anderson

Vote: Motion Passed Unanimously

DIRECTOR'S REPORT

Airport Director Brian Ellestad first thanked Director of Maintenance Nate Cole, Public Safety Chief Justin Shaffer and Compliance Officer Jesse Johnson for, once again, an outstanding FAA inspection. Our staff does great work and the inspectors are always very impressed when they come our way. In air service news, July is up to 89,000 seats. It's gonna be a busy summer. TSA is working on getting a fourth checkpoint lane.

In Federal Affairs, we have funding through the end of this fiscal year, which means that the FAA can issue grants.

There will be a community Master Plan update tomorrow at our offices.

Will has been working on a budget. Staff have given him their estimates. He will have something for the finance committee meeting, which is April 11th at noon.

Deputy Director Tim Damrow gave a construction update. Work on the second phase of the terminal is progressing well. Martel is currently working on the roofing and building connections. There is an item on the agenda today for the east concourse contingency adjustment. After that, staff is expecting one more add on for the Faber concession spaces.

Chair Winton Kemmis asked if there were any Board questions or public comments. There were no questions or comments.

LEGAL REPORT

Legal Counsel Lynn Fagan mentioned that staff are requesting to move the April Board meeting one week early because Director Brian Ellestad and Deputy Director Tim Damrow will be out of town during the regular meeting time. The April Board meeting will be moved to April 23rd at 1:30.

The County Commissioners have interviewed two of three candidates for the Board's open Alternate seat. They hope to have the position filled prior to the April meeting.

Lynn then updated the Board on the RFPs for parking equipment, parking management and an insurance broker. The loss control specialist from Cincinnati Insurance was onsite yesterday. Cincinnati provides MCAA's property insurance and they come out once a year and look at the fire risers and check to make sure everything's up to date.

Chair Winton Kemmis asked if there were any Board questions or public comments regarding the Legal Report. Honorary Commissioner Jack Meyer asked how we decide on insurance brokers. Lynn responded that it is generally based on experience with airports and customer service.

There were no other questions or comments.

COMMITTEE UPDATES

Executive Committee: Met March 26, 2024, to review the Board agenda.

Finance Committee: No Activity

Business Development: No Activity

Contract & Lease Committee: No Activity

Facility & Operations Committee: No Activity

Marketing Committee: No Activity

General Aviation Committee: No Activity

Legislative Committee: No Activity

UNFINISHED BUSINESS

Optional Redemption of Series 2019A Debt with First Security Bank

Director of Finance and Administration Will Parnell presented this item to the Board. Airport Revenue Note Series 2019A (Note) was issued in August 2019 as a draw down obligation in the amount of \$27,500,000 for the purpose of constructing Phase 1 (South Concourse) of the terminal project with the principal amounts advanced as requested by MCAA. The Note was finalized in February 2023 with total unpaid principal of \$15,316,800.

Staff have pursued an optional redemption on the Note as it is subject to redemption and prepayment in whole or in part at the option of MCAA. Staff's recommendation is to optionally redeem and re-amortize the series 2019A note in the amount of \$2 million with PFC cash reserves for the following reasons:

- Current PFC cash reserves are restricted for series 2019 debt service.
- Interest earned on PFC cash is restricted and earned at approximately .008% while interest paid on the series 2019A note is 3.98%.
- Current annual PFC collections (approximately \$1.75M per year) exceed series 2019 annual debt service (approximately \$1.35M per year) by approximately \$400,000 per year.
- MCAA will save approximately \$1.1 million in interest on the 2019A note.

Chair Winton Kemmis asked if there were any Board questions or public comments. Commissioner Larry Anderson asked if this is a one-time payment or if other payments will be made as PFC funds are collected. Will responded that this is a one-time payment. Staff is submitting a new PFC application so the PFCs can be used for other debt service. However, staff does plan on pursuing additional optional redemption as PFCs are collected.

There were no other questions or comments.

Motion: Commissioner Shane Stack moved to approve the optional redemption for Series 2019A with First Security Bank.

Second: Commissioner Adriane Beck

Vote: Motion Passed Unanimously

Martel Change Order – Terminal Construction Phase 2

Deputy Director Tim Damrow presented this item. Upon completion of the South Concourse and over the last year, the MCAA Board has approved several deductive project change orders exceeding \$1.3 million for terminal construction budget underruns. The MSO Team elected to not advance the majority of these funds to subsequent projects speculatively but rather wait until a need for funds arose. During that interim time there were several project scope changes to Phase 2 – East Concourse Construction resulting in budget increases that were funded with contingencies.

Change Order #3 for the East Concourse will increase the project GMP and replenish project contingencies that have been reduced due to the value-added project scope additions. These scope additions include an expanded basement, passenger elevator, airline lease space and an expansion of the inbound baggage handling system. While these changes represent a net increase in the GMP for this project phase, the fully phased project remains under budget.

As a result of replenishing the project contingency funds in the amount of \$1,658,836 the total GMP for Phase 2 - East Concourse will increase to \$44,108,155.08.

Chair Winton Kemmis asked if there were any Board questions or public comments.

Motion: Commissioner Larry Anderson moved to accept Change Order No. 3 to Martel Construction Amendment #24 in the amount of \$1,658,836 for Phase 2 - East Concourse construction contingencies.

Second: Commissioner Adriane Beck

Vote: Motion Passed Unanimously

NEW BUSINESS

Award of Bid for SRE Building Modifications

Airport Director Brian Ellestad presented this item to the Board. The scope of this project will cover modifications to the Snow Removal Equipment Building (SRE) to widen the bay doors, lengthen the parking lanes to increase usability in addition to other facility system upgrades

(heating, security, emergency communications). Over time, the fire trucks have gotten much longer and wider. This change will make the space more usable.

MCAA received and publicly opened bids for the SRE Building Remodel Project on March 20, 2024. Four parties requested bid documents but only one bid was received. The low bid (\$388,850) was 16% lower than the Engineer's Estimate (\$450,000). The bid was vetted by Morrison-Maierle and considered to be a reasonable and responsible bid and is recommended for award.

Chair Winton Kemmis asked if there were any Board questions or public comments. Commissioner Larry Anderson asked what would be done with the old doors. Director of Maintenance Nate Cole responded that the doors were not in great shape but the motors might be reusable.

There were no other questions or comments.

Motion: Commissioner Shane Stack moved to accept the SRE Building Remodel Project bid results and award construction to Carl Construction in the amount of \$388,850.

Second: Commissioner Larry Anderson

Vote: Motion Passed Unanimously

Morrison Maierle Task Order No. 60 – Construction Management for SRE Building Modifications
Airport Director Brian Ellestad presented this item. This Task Order for Morrison-Maierle coincides with the bid results and recommendation for the SRE Building Remodel Project. Services will include on-site observation during construction and project closeout services.

Chair Winton Kemmis asked if there were any Board questions or public comments. There were none.

Motion: Commissioner Shane Stack moved to approve Task Order No. 60 with Morrison-Maierle in the amount of \$49,450

Second: Commissioner Adriane Beck

Vote: Motion Passed Unanimously

Morrison-Maierle Task Order No. 61 – Forest Service Hangar – remodel design
Airport Director Brian Ellestad presented this item. The USFS leases their Fire Depot Hangar from MCAA. This hangar was built in 2004 and over the last 20+ years, operations for the USFS have changed. They are requesting an update to the office space that is part of this hangar. That office space spans 7,000 square feet on two floors.

This Task Order for Morrison-Maierle is to prepare preliminary design documents for the requested changes. Design services will include research of the facility and its existing conditions; develop a conceptual floor plan of the remodeled space, along with design narratives for each discipline involved with the project (including architectural services). A rough order of magnitude construction cost will also be developed to help establish a budget. Lastly, through collaboration

with MCAA and the USFS, an analysis of the final conceptual layout in relation to the estimated construction budget will dictate next steps for the project.

Chair Winton Kemmis asked if there were any Board questions or public comments. Commissioner Adriane Beck how the costs of this Task Order would be recouped. Brian explained that USFS has agreed to repay the costs of the project either as needed or to be built into the lease price when the lease is renewed in August 2025.

There were no further questions or comments.

Motion: Commissioner Adriane Beck moved to approve Task Order No. 61 with Morrison-Maierle in the amount of \$24,000

Second: Commissioner Larry Anderson

Vote: Motion Passed Unanimously

Frontier Ground Handling Contract

Ground Handling Manager Andrew Bailey presented this matter. MCAA ground handled Frontier Airlines from 2014 through 2022 and have negotiated a contract for Ground Handling for their return into the Missoula market in May of 2024. The turn rate is \$750 for an A-320 and \$850 for an A-321. In addition, an hourly rate to cover late operations of \$185 per hour after the first hour of delay has been included.

Chair Winton Kemmis asked if there were any Board questions or public comments. Commissioner Larry Anderson asked how long the service will last. Andrew responded that the initial term is from May 2, 2024 through December 31, 2024. Currently, Frontier is loaded in our market through November 12th. Larry then asked if this contract will require more staffing. Andrew responded that it will require more staff. There are six flights per week scheduled where in the past it was limited to two or three flights.

Commissioner Shane Stack asked how the rate compares to other ground handling companies. Brian responded that those prices are closely held secrets, but that staff believes we are on the low side.

There were no questions or comments.

Motion: Commissioner Shane Stack moved to approve the Ground Handling contract with Frontier Airlines as presented.

Second: Commissioner Adriane Beck

Vote: Motion Passed

Title VI Community Participation Plan

Legal Counsel Lynn Fagan presented this item. In January, the Board approved MCAA's updated Title VI Plan. As part of MCAA's grant assurances, we are required to comply with Title VI of the Civil Rights Act of 1964 and related authorities. Title VI prohibits discrimination on the grounds of race, color or national origin (including limited English proficiency "LEP"), related authorities prohibit discrimination based on sex and creed (religion), and age. Pursuant to Title VI, airport sponsors are required to address LEP and Environmental Justice ("EJ") in their planning and

operations. The FAA requires that MCAA have both a Title VI Plan and a Community Participation Plan (“CPP”). The purpose of the CPP is to ensure that stakeholders and communities affected by MCAA projects or operations can be informed and participate in our processes.

Chair Winton Kemmis asked if there were any Board questions or public comments. There were no questions or comments.

Motion: Commissioner Larry Anderson moved to approve the Missoula County Airport Authority Community Participation Plan contingent on FAA approval.

Second: Commissioner Shane Stack

Vote: Motion Passed

Airport Concession Disadvantaged Business Enterprises Goals

Legal Counsel Lynn Fagan presented this item. MCAA is required by the U.S. Dept. of Transportation to have an Airport Concession Disadvantaged Business Enterprise (“ACDBE”) Program. The purpose of the program is to ensure non-discrimination in the award of concessions at airports and to ensure that ACDBE’s have an equal opportunity to receive and participate in concessions at MCAA. Per the regulations, an ACDBE is a small business that is at least 51% owned and controlled by someone who is socially and economically disadvantaged. The regulations set out specific definitions for socially disadvantaged, economically disadvantaged and sizes of business. MCAA is also required to calculate and submit goals for ACDBE participation in its concession program to the FAA every three years. The calculation and goal for the Car Rental Concessions is 1.75%; for Non-Car Rental Concessions the goal is 0.5%.

Chair Winton Kemmis asked if there were any Board questions or public comments. There were no questions or comments.

Motion: Commissioner Shane Stack moved to approve the overall ACDBE goal for federal fiscal years 2023 through 2025 at 1.75% for Car Rental Concessions and 0.5% for Non-Car Rental Concessions, contingent on FAA approval.

Second: Commissioner Larry Anderson

Vote: Motion Passed

Discussion Items

Chair Winton Kemmis noted that the next Board meeting will be in the same hybrid format but will be held one week early on April 23, 2024, at 1:30 p.m.

Meeting Adjourned.

MISSOULA COUNTY AIRPORT AUTHORITY
Finance Committee Meeting
April 11, 2024
12:00 pm, Lolo Peak Conference Room

THOSE PRESENT

BOARD: Chair Winton Kemmis
Commissioner Adriane Beck
Commissioner Matthew Doucette via Teams
Honorary Commissioner Jack Meyer via Teams

STAFF: Director Brian Ellestad
Deputy Director Tim Damrow
Director of Finance and Administration Will Parnell
Legal Counsel Lynn Fagan

PUBLIC: None

Chair Winton Kemmis called the meeting to order and advised everyone that the meeting was being recorded.

Director of Finance and Administration Will Parnell led the presentation on the financial benchmarking and analysis, which aimed to assist management in proposing rate and fee adjustments. Will explained that the benchmarking figures were from FY22, as FY 23 numbers are not yet available. The analysis included operating revenues and expenses for various airports, with a focus on MSO, and discussed the impact of TSA budget cuts, increasing insurance costs, and various financial updates. Will also discussed the budgeted revenues and expenses for the Missoula County Airport Authority, including PFC and CFC collections, proposed fee increases, and the coverage ratio covenant for 2025.

Throughout the presentation, Will highlighted MSO's position relative to other airports and the changes from fiscal year 2022 to current. He also discussed the significant operating expenses related to personnel and other non-cash items impacting audited financial statements, as well as the increase in terminal operating expenses due to the increase of 25,000 square feet in the new terminal. Legal Counsel Lynn Fagan addressed salary and benefit increases, adjustments to administrative positions, and the addition of new positions in the organization. Overall, the presentation provided a comprehensive overview of the airport's financial situation and proposed adjustments for the upcoming year.

Will explained that the proposed FY25 budget will be sent to the airlines for review next week. The airlines have 30 days to comment on the proposed budget. Staff expects to bring the budget to the Board for approval at the regular May meeting.

Meeting adjourned.

Missoula County Airport Authority
Check Register By Account Name

Account Name	Sum of Debit
Airfield Lighting R&M	\$ 1,629.75
Airfield Maintenance	\$ 42.00
ATCT R&M	\$ 190.00
Bill.com Money Out Clearing	\$ -
Building General R&M	\$ 1,247.64
Contracted Maintenance	\$ 584.62
Custodial Services	\$ 37,750.00
Custodial Supplies	\$ 2,100.02
Disposal Expense	\$ 8,292.82
Disposal-Industrial	\$ 567.62
EAP Fees	\$ 747.00
Electric Maintenance	\$ 2,436.34
Electricity/Gas Expense	\$ 61,435.85
Employee Training Expense	\$ 916.99
GASB 96 Subscription Asset(s)	\$ 8,894.68
General Checking Acct	\$ -
Landside Maintenance	\$ 2,441.16
Legal Services	\$ 2,347.07
Marketing	\$ 10,000.00
Mechanical/Supplies	\$ 118.17
Office Supplies	\$ 510.00
Petroleum Products Expense	\$ 4,013.36
Phone Charges	\$ 6,010.90
Plumbing Expense	\$ 22.40
Postage	\$ 241.36
Pre-Paid Expenses	\$ 42,173.64
Reconciliation Discrepancies	\$ 663.00
Rent Car R&M	\$ 450.28
Rental lot modification	\$ 24,680.00
Sewer Expense	\$ 1,053.79
Snow & Ice Removal	\$ 18,977.14
Tools/Equipment	\$ 6,764.59
TPA – EE benefits and Payroll	\$ 1,680.00
Travel Expense	\$ 851.00
Uniform Expense	\$ 763.87
Vehicle R&M	\$ 5,858.09
Vehicles	\$ 22,591.82
Water Expense	\$ 4,320.90
Grand Total	\$ 283,367.87

Missoula County Airport Authority
Check Register By Vendor Name

Vendor Name	Sum of Debit	
Amadeus	\$ 8,894.68	
APPLIED INDUSTRIAL TECH	\$ 93.24	
AXMEN	\$ 20.24	
BATTERIES PLUS	\$ 190.00	
Big Sky Kubota, LLC	\$ 22,591.82	
BLACKFOOT COMMUNICATIONS	\$ 1,645.25	
BUXTON, MARJORIE	\$ 663.00	
CENTURYLINK	\$ 701.63	
CHS MOUNTAIN WEST CO-OP	\$ 3,970.13	
City of Missoula	\$ 5,374.69	
COMMUNITY MEDICAL CENTER	\$ 150.00	New Vendor: New PSO Physical
CURTIS	\$ 395.33	
DEVLIN, RYAN	\$ 50.00	
DSG (DAKOTA SUPPLY GROUP)	\$ 160.25	
EGBERT, ABIGAIL	\$ 94.00	
ENERGY WEST	\$ 4,343.18	
FENCE CRAFTERS	\$ 2,250.00	
GRAINGER	\$ 187.21	
GRIZZLY DISPOSAL	\$ 280.00	
HILLYARD INC	\$ 2,100.02	
HOTSY	\$ 276.28	
IVES, MATT	\$ 94.00	
KONE	\$ 42,173.64	
MORRISON-MAIERLE SYSTEMS	\$ 200.00	
MOUNTAIN SUPPLY	\$ 22.40	
MSLA CNTY OEM	\$ 500.00	
MSLA ELECTRIC COOP	\$ 951.64	
MSLA EMERGENCY	\$ 210.00	
MSLA TEXTILE, INC	\$ 40.72	
MT ACE	\$ 38.96	
MT BOLT	\$ 433.00	
MURDOCHS	\$ 198.61	
N/S CORPORATION	\$ 4,371.69	
NAPA	\$ 1,666.60	
NEW DEAL DEICING	\$ 15,266.27	
Newman, Chris	\$ 1,756.89	
NORCO INDUSTRIAL	\$ 107.88	
NORTHWEST INDUSTRIAL	\$ 59.47	
NORTHWESTERN ENERGY	\$ 80,821.03	
PAVLIK, INC	\$ 1,629.75	
PLATT ELECTRIC	\$ 3,152.11	

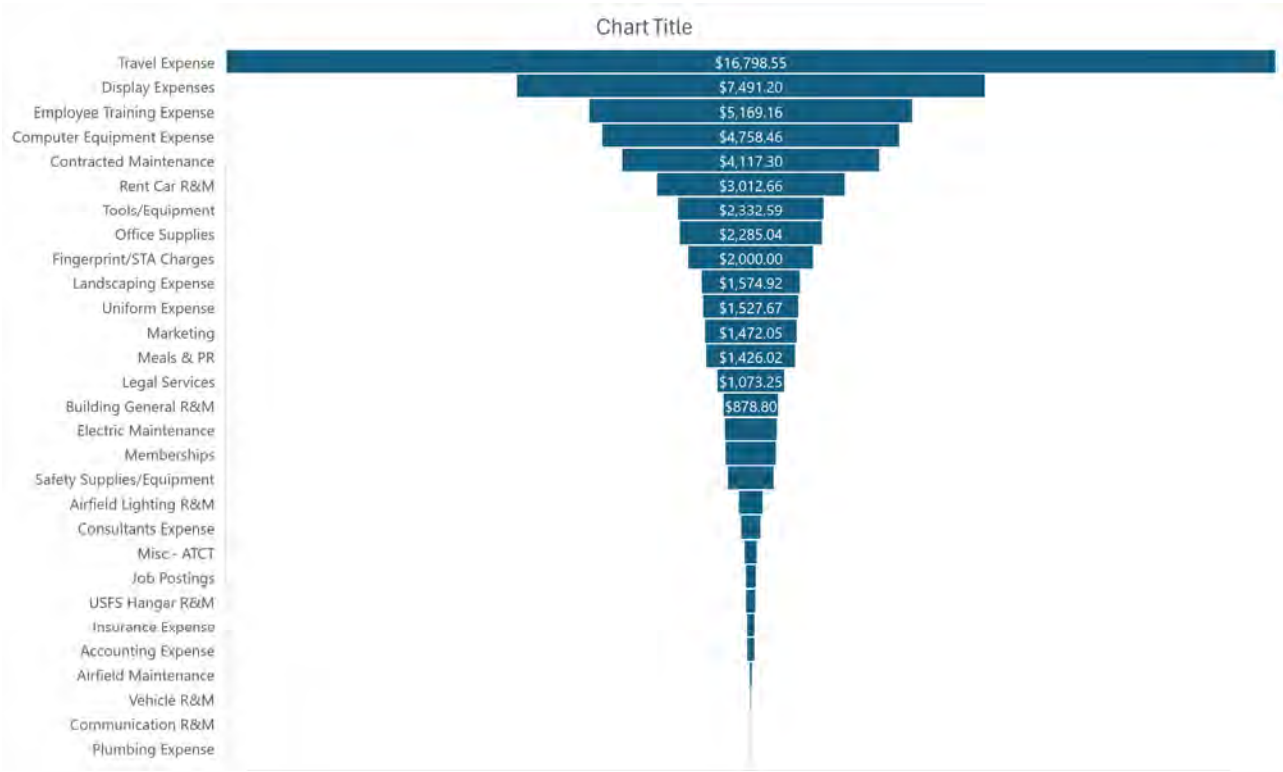
Missoula County Airport Authority
 Check Register By Vendor Name

POMP'S TIRE-MISSOULA	\$	4,368.57	
QUADIENT	\$	241.36	
QUOTIENT GROUP	\$	10,000.00	
RDO EQUIPMENT CO.	\$	50.86	
REEP, BELL & JASPER, P.C.	\$	19.57	
REPUBLIC SERVICES	\$	8,012.82	
RISING FAST v	\$	37,750.00	
RODDA PAINT	\$	42.00	
Ronan Cardus	\$	663.00	
SAFETY-KLEEN	\$	567.62	
SAGE PARTS PLUS, Inc.	\$	43.60	New Vendor: Vehicle Part
SAPPHIRE RESOURCE CONNECTIONS	\$	747.00	
SIX ROBBLEES	\$	33.41	
TFS-KELLEY CONNECT	\$	384.62	
UKG	\$	1,680.00	
VERIZON	\$	3,664.02	
VW ICE INC	\$	510.00	
Water Rights, Inc.	\$	2,327.50	
WAYNE DALTON	\$	334.20	
WE DUST	\$	3,710.87	
WESTERN STATES EQUIP	\$	91.24	

Grand Total	\$	283,367.87
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*NEW Vendors
 Community Medical Center
 Sage Parts Plus, Inc.

Category name	Total	Percent of spend
Travel Expense	\$16,798.55	28.09%
Display Expenses	\$7,491.20	12.53%
Employee Training Expense	\$5,169.16	8.64%
Computer Equipment Expense	\$4,758.46	7.96%
Contracted Maintenance	\$4,117.30	6.89%
Rent Car R&M	\$3,012.66	5.04%
Tools/Equipment	\$2,332.59	3.90%
Office Supplies	\$2,285.04	3.82%
Fingerprint/STA Charges	\$2,000.00	3.34%
Landscaping Expense	\$1,574.92	2.63%
Uniform Expense	\$1,527.67	2.56%
Marketing	\$1,472.05	2.46%
Meals & PR	\$1,426.02	2.39%
Legal Services	\$1,073.25	1.80%
Building General R&M	\$878.80	1.47%
Electric Maintenance	\$834.31	1.40%
Memberships	\$810.00	1.35%
Safety Supplies/Equipment	\$736.04	1.23%
Airfield Lighting R&M	\$385.03	0.64%
Consultants Expense	\$312.57	0.52%
Misc.- ATCT	\$194.25	0.33%
Job Postings	\$158.92	0.27%
USFS Hangar R&M	\$153.82	0.26%
Insurance Expense	\$118.00	0.20%
Accounting Expense	\$115.00	0.19%
Airfield Maintenance	\$36.18	0.06%
Vehicle R&M	\$17.82	0.03%
Communication R&M	\$6.57	0.01%
Plumbing Expense	\$6.25	0.01%





**Director's Report
April 18, 2024**

Director's Statement: March ended our last "flat" passenger month with an increase of 1% which resulted in increased load factors across the board for all our airlines. This current month we will start our "growth" mode as we move forward. We had a great Master Plan open house on March 27th, we had over 100 community members in attendance. Most other airport Master Plan open houses maybe get 25-30 public members to attend if they are lucky, this just shows how engaged our community is!

Air Service Update: Airlines continue to fine tune their summer and fall schedules. Alaska had their first mainline Seattle inbound/outbound flight this past Tuesday which will provide April a nice boost of available seats. Frontier will restart Denver service on May 3rd with Phoenix (Sky Harbor) starting the day prior on May 2nd. Frontier did make some timing adjustments to PHX from what was originally scheduled. That flight's timing will be adjusted to an afternoon time slot, it now gives us additional connection opportunities with great round trip connection options to Orlando. The other change was United extended our Chicago later into September for an additional 3 weeks. American has Chicago loaded for most of October.

Looking ahead, year over year in available seats have increased slightly since last month's review:

April +11%
May, +41%
June, +30%
July, +25%
August +20%
September +35%
October +40%

As mentioned before, we reached out to TSA to review our projected passenger counts, we now believe we will need additional checkpoint equipment and sounds like we are making some progress!

Construction: Progress is starting to go fast if you have not been out here in the past month or so. Our roof is still in progress but getting very close to being fully completed. We have window framing currently underway with some of our window glass now on site. Drywall is also going on within the new building. Tim should have lots of good pictures to share!

Federal Affairs: Our next Federal deadline is May 10th; lawmakers are continuing to try and resolve their differences over the House and Senate versions of the FAA reauthorization bill before the current short-term extension deadline!

Board Agenda: We will have a few items to discuss including:

1. The LZ hangars have several separate units, one has been sold and needs our landlord's release and consent similar as we have done in the past.
2. Allegiant's ground handling contract amendment; it has been several years since we have adjusted their "per turn" rate. The staff has done a full review and has a recommended rate adjustment.
3. Sun Country will be new to our market in June, and we were awarded their ground handling account. This is an identical rate that we negotiated recently with Frontier.
4. We have had our current parking provider since 1999, we went out for RFP and received 4 proposals. We short listed 2 providers and will be recommending LAZ Parking take over on July 1st of this year.
5. As we open additional parking areas, we would like to have some flexibility as our main lot (short and long term) continues to overflow. We are currently under construction for an "economy" lot and through some price separation and prepay discounts we hope to drive customers to our future economy lot. Tim will discuss it further at our meeting.
6. The last item is the award of an insurance broker, we recently went out for RFP and are proposing we switch to Gallagher Risk Management. Lynn will discuss it at our meeting.

Master Plan: Following our open house, Morrison-Maierle will be reviewing all our public comments that were received and incorporating them into our final product. They will evaluate the need for a follow-up meeting.

Misc: Our FY 2025 draft budget continues to go well, Will presented it to the Finance Committee earlier this month and it is currently out for comment from our airline partners.

Several of our staff traveled to Seattle this month to attend an FAA conference. Tim traveled to Louisville, KY to attend an air service conference this month. Lots of great feedback, probably the best was that Sun County is currently pleased with our advance passenger bookings.

Thank you all for agreeing to moving our Board meeting a week earlier. Tim and I will be traveling to Nashville, TN on the 29th and 30th for AAAE's annual national conference.

I have additional travel in the middle of May as I will be traveling to Washington DC for this year's "Jumpstart" air service conference. Currently have 8 meetings scheduled where we will discuss fall and winter flight schedules. The 8 meetings are a mix between existing and potential air carriers.

Most importantly we are excited to welcome back Jack Meyer to voting status! While he will be an alternate for a few years, we are happy to keep his knowledge on our Board.

Missoula County Airport Authority

Agenda Action Sheet

Meeting Date: April 23, 2024

1. **TITLE:** Landlord's Release and Consent – East LZ Hangars

Review, discussion and possible approval of a Landlord's Release and Consent for Lessee LZ Hangars and matters related thereto.

ACTION ITEM

2. **AGENDA CATEGORY:** (Please highlight)
UNFINISHED BUSINESS NEW BUSINESS COMMITTEE REPORTS
INFORMATION/DISCUSSION ITEM

3. **TIME REQUIRED:** 5 Minutes

4. **BACKGROUND INFORMATION:** Homestead Hangars, LLC, owned by Todd Donahue, built a hangar on airport in 2016 on property leased from MCAA. The lease permitted Homestead to convert the individual hangars to individual condominium units and in 2017, the Lease was assigned to the East LZ Hangars Owners Association. One of the units was recently purchased by Hanson Properties, LLC. First Security Bank is financing the purchase and is requesting that MCAA consent to the Landlord's Release and Consent Agreement. This is a standard lender agreement which acknowledges the lender's superior security interest in the Collateral (the hangar) and requires MCAA to give notice to the Lender in case of default by the Lessee. Per the lease, the Lessee is not prohibited from granting consensual mortgages and/or liens on its leasehold interest and any structures placed on the Leased Property, provided that Lessee first obtains MCAA's written approval. Staff has no objection and is recommending approval.

5. **BUDGET INFORMATION:** No budgetary impact

6. **SUPPLEMENTAL AGENDA INFORMATION:** Copy of the Landlord's Release and Consent Agreement

7. **RECOMMENDED MOTION:** Move to approve the Landlord's Release and Consent Agreement between MCAA and First Security Bank with East LZ Hangars Owners Association as the Tenant.

8. **PREPARED BY:** Lynn Fagan

9. **COMMITTEE REVIEW:** None

WHEN RECORDED MAIL TO:

**First Security Bank, Division of
Glacier Bank
Main Branch
1704 Dearborn
Missoula, MT 59801**

RECORDATION REQUESTED BY:

**First Security Bank of Missoula,
Division of Glacier Bank
Mullan Branch
3660 Mullan Rd
Missoula, MT 59808**

FOR RECORDER'S USE ONLY

LANDLORD'S RELEASE AND CONSENT

#####%0575%04012024%#####%05

THIS LANDLORD'S RELEASE AND CONSENT is entered into among HANSON PROPERTIES, LLC ("Borrower"), whose address is 12100 PULP MILL ROAD, MISSOULA, MT 59808-0000; First Security Bank of Missoula, Division of Glacier Bank ("Lender"), whose address is Mullan Branch, 3660 Mullan Rd, Missoula, MT 59808; and MISSOULA COUNTY AIRPORT AUTHORITY ("Landlord"), whose address is 5225 W BROADWAY ST, MISSOULA, MT 59808-9385. Borrower and Lender have entered into, or are about to enter into, an agreement whereby Lender has acquired or will acquire a security interest or other interest in the Collateral. Some or all of the Collateral may be affixed or otherwise become located on the Premises. To induce Lender to extend the Loan to Borrower against such security interest in the Collateral and for other valuable consideration, Landlord hereby agrees with Lender and Borrower as follows.

COLLATERAL DESCRIPTION. The word "Collateral" means certain of Borrower's personal property in which Lender has acquired or will acquire a security interest, including without limitation the following specific property:

**ALL LEASEHOLD IMPROVEMENTS AND FIXTURES WHICH ARE SITUATED ON LEASED PROPERTY LOCATED AT 4198 CORPORATE WAY, MISOULA, MT 59808, WHICH PROPERTY IS LOCATED ON THE MISSOULA COUNTY AIRPORT AUTHORITY AIRPORT PROPERTY.
THE PROPERTY LEASED SHALL CONSIST OF 112,656 SQUARE FEET AND MORE PARTICULARLY SHOW ON THE ATTACHED "EXHIBIT A"..**

BORROWER'S ASSIGNMENT OF LEASE. Borrower hereby assigns to Lender all of Borrower's rights in the Lease, as partial security for the Loan. The parties intend that this assignment will be a present transfer to Lender of all of Borrower's rights under the Lease, subject to Borrower's rights to use the Premises and enjoy the benefits of the Lease while not in default on the Loan or Lease. Upon full performance by Borrower under the Loan, this assignment shall be ended, without the necessity of any further action by any of the parties. This assignment includes all renewals of and amendments to the Lease or the Loan, until the Loan is paid in full. No amendments may be made to the Lease without Lender's prior written consent, which shall not be unreasonably withheld or delayed.

CONSENT OF LANDLORD. Landlord consents to the above assignment. If Borrower defaults under the Loan or the Lease, Lender may reassign the Lease, and Landlord agrees that Landlord's consent to any such reassignment will not be unreasonably withheld or delayed. So long as Lender has not entered the Premises for the purpose of operating a business, Lender will have no liability under the Lease, including without limitation liability for rent. Whether or not Lender enters into possession of the Premises for any purpose, Borrower will remain fully liable for all obligations of Borrower as lessee under the Lease. While Lender is in possession of the Premises, Lender will cause all payments due under the Lease and attributable to that period of time to be made to Landlord. If Lender later reassigns the Lease or vacates the Premises, Lender will have no further obligation to Landlord.

LEASE DEFAULTS. Both Borrower and Landlord agree and represent to Lender that, to the best of their knowledge, there is no breach or offset existing under the Lease or under any other agreement between Borrower and Landlord. Landlord agrees not to terminate the Lease, despite any default by Borrower, without giving Lender written notice of the default and an opportunity to cure the default within a period of sixty (60) days from the receipt of the notice. If the default is one that cannot reasonably be cured by Lender (such as insolvency, bankruptcy, or other judicial proceedings against Borrower), then Landlord will not terminate the Lease so long as Landlord receives all sums due under the Lease for the period during which Lender is in possession of the Premises, or so long as Lender reassigns the Lease to a new lessee reasonably satisfactory to Landlord.

DISCLAIMER OF INTEREST. Landlord hereby consents to Lender's security interest (or other interest) in the Collateral and disclaims all interests, liens and claims which Landlord now has or may hereafter acquire in the Collateral. Landlord agrees that any lien or claim it may now have or may hereafter have in the Collateral will be subject at all times to Lender's security interest (or other present or future interest) in the Collateral and will be subject to the rights granted by Landlord to Lender in this Agreement.

ENTRY ONTO PREMISES. Landlord and Borrower grant to Lender the right to enter upon the Premises for the purpose of removing the Collateral from the Premises or conducting sales of the Collateral on the Premises. The rights granted to Lender in this Agreement will continue until a reasonable time after Lender receives notice in writing from Landlord that Borrower no longer is in lawful possession of the Premises. If Lender enters onto the Premises and removes the Collateral, Lender agrees with Landlord not to remove any Collateral in such a way that the Premises are damaged, without either repairing any such damage or reimbursing Landlord for the cost of repair.

MISCELLANEOUS PROVISIONS. The following miscellaneous provisions are a part of this Agreement: This Agreement shall extend to and bind the respective heirs, personal representatives, successors and assigns of the parties to this Agreement. The covenants of Borrower and Landlord respecting subordination of the claim or claims of Landlord in favor of Lender shall extend to, include, and be enforceable by any transferee or endorsee to whom Lender may transfer any claim or claims to which this Agreement shall apply. Lender need not accept this Agreement in writing or otherwise to make it effective. This Agreement shall be governed by and construed in accordance with the laws of the State of Montana. If Landlord is other than an individual, any agent or other person executing this Agreement on behalf of Landlord represents and warrants to Lender that he or she has full power and authority to execute this Agreement on Landlord's behalf. Lender shall not be deemed to have waived any rights under this Agreement unless such waiver is in writing and signed by Lender. Without notice to Landlord and without affecting the validity of this Consent, Lender may do or not do anything it deems appropriate or necessary with respect to the Loan, any obligors on the Loan, or any Collateral for the Loan; including without limitation extending, renewing, rearranging, or accelerating any of the Loan indebtedness.

AMENDMENTS. This Agreement, together with any Related Documents, constitutes the entire understanding and agreement of the parties as to the matters set forth in this Agreement. No alteration of or amendment to this Agreement shall be effective unless given in writing and signed by the party or parties sought to be charged or bound by the alteration or amendment.

NO WAIVER BY LENDER. Lender shall not be deemed to have waived any rights under this Agreement unless such waiver is given in writing and signed by Lender. No delay or omission on the part of Lender in exercising any right shall operate as a waiver of such right or any other right. A waiver by Lender of a provision of this Agreement shall not prejudice or constitute a waiver of Lender's right otherwise to demand strict compliance with that provision or any other provision of this Agreement. No prior waiver by Lender, nor any course of dealing between Lender and Landlord, shall constitute a waiver of any of Lender's rights or of any of Landlord's obligations as to any future transactions. Whenever the consent of Lender is required under this Agreement, the granting of such consent by Lender in any instance shall not constitute continuing consent to subsequent instances where such consent is required and in all cases such consent may be granted or withheld in the sole discretion of Lender.

SEVERABILITY. If a court of competent jurisdiction finds any provision of this Agreement to be illegal, invalid, or unenforceable as to any circumstance, that finding shall not make the offending provision illegal, invalid, or unenforceable as to any other circumstance. If feasible, the offending provision shall be considered modified so that it becomes legal, valid and enforceable. If the offending provision cannot be so modified, it shall be considered deleted from this Agreement. Unless otherwise required by law, the illegality, invalidity, or unenforceability of any provision of this Agreement shall not affect the legality, validity or enforceability of any other provision of this Agreement.

DEFINITIONS. The following capitalized words and terms shall have the following meanings when used in this Agreement. Unless specifically stated to the contrary, all references to dollar amounts shall mean amounts in lawful money of the United States of America. Words and terms used in the singular shall include the plural, and the plural shall include the singular, as the context may require. Words and terms not otherwise defined in this Agreement shall have the meanings attributed to such terms in the Uniform Commercial Code:

Agreement. The word "Agreement" means this Landlord's Release and Consent, as this Landlord's Release and Consent may be amended or modified from time to time, together with all exhibits and schedules attached to this Landlord's Release and Consent from time to time.

Borrower. The word "Borrower" means HANSON PROPERTIES, LLC and includes all co-signers and co-makers signing the Note and all their successors and assigns.

Collateral. The word "Collateral" means all of Borrower's right, title and interest in and to all the Collateral as described in the Collateral Description section of this Agreement.

Landlord. The word "Landlord" means MISSOULA COUNTY AIRPORT AUTHORITY, and is used for convenience purposes only. Landlord's interest in the Premises may be that of a fee owner, lessor, sublessor or lienholder, or that of any other holder of an interest in the Premises which may be, or may become, prior to the interest of Lender.

Lease. The word "Lease" means that certain lease of the Premises, dated January 31, 2017, between Landlord and Borrower..

Lender. The word "Lender" means First Security Bank of Missoula, Division of Glacier Bank, its successors and assigns.

Loan. The word "Loan" means any and all loans and financial accommodations from Lender to Borrower whether now or hereafter existing, and however evidenced.

Note. The word "Note" means the Note dated April 1, 2024 and executed by HANSON PROPERTIES, LLC in the principal amount of \$360,000.00, together with all renewals of, extensions of, modifications of, refinancings of, consolidations of, and substitutions for the note or credit agreement.

Premises. The word "Premises" means the real property located in Missoula County, State of Montana, commonly known as 4198 Corporate Way, Missoula, MT 59808, and legally described as:

UNIT #2 FOR COMMERCIAL USE, AS SHOWN AND DEFINED IN THE DECLARATION OF CONDOMINIUM FOR THE EAST LZ HANGARS CONDOMINIUMS AS RECORDED FEBRUARY 8, 2017 AS COND0000250, AS AMENDED BY AN AMENDMENT TO DECLARATION OF CONDOMINIUM FOR THE EAST LZ HANGARS CONDOMINIUMS RECORDED MAY 18, 2017 IN BOOK 978 MICRO RECORDS, PAGE 1294, AND FURTHER AMENDED BY THE SECOND AMENDMENT TO DECLARATION OF CONDOMINIUM OF THE EAST LZ HANGARS CONDOMINIUMS RECORDED MAY 18, 2018 IN BOOK 996 OF MICRO RECORDS AT PAGE 1218, LOCATED ON A LEASED PARCEL OF LAND BEING A STRIP OF LAND LOCATED IN SW¼ OF SECTION 1, TOWNSHIP 13 NORTH, RANGE 20 WEST, P.M.M., MISSOULA COUNTY, MONTANA, AND BEING MORE PARTICULARLY DESCRIBED AS FOLLOWS:

COMMENCING AT THE NORTHWEST SECTION CORNER OF SECTION 1, TOWNSHIP 13 NORTH, RANGE 20 WEST, P.M.M., THENCE SOUTH 10°42'54" EAST, 3360.37 FEET, MORE OR LESS, TO THE TRUE POINT OF BEGINNING, THENCE NORTH 40°27'49" EAST, 289.39 FEET, THENCE SOUTH 49°32'11" EAST, 23.70 FEET, THENCE NORTH 40°27'49" EAST, 30.00 FEET, THENCE SOUTH 49°32'11" EAST, 291.00 FEET, THENCE SOUTH 40°27'49" WEST, 364.89 FEET, THENCE NORTH 49°32'11" WEST, 282.71 FEET, THENCE NORTH 40°27'49" EAST, 45.50 FEET, THENCE NORTH 49°32'11" WEST, 32.00 FEET TO THE TRUE POINT OF BEGINNING.

TOGETHER WITH SAID UNIT'S INTEREST IN THE GENERAL COMMON ELEMENTS AND LIMITED COMMON ELEMENTS AS DESCRIBED IN SAID DECLARATION OF CONDOMINIUM FOR THE EAST LZ HANGARS CONDOMINIUMS AND ANY AMENDMENTS THEREOF. Property tax Identification number is 417241002.

Related Documents. The words "Related Documents" mean all promissory notes, credit agreements, loan agreements, environmental agreements, guaranties, security agreements, mortgages, deeds of trust, security deeds, collateral mortgages, and all other instruments, agreements and documents, whether now or hereafter existing, executed in connection with the Loan.

BORROWER AND LANDLORD ACKNOWLEDGE HAVING READ ALL THE PROVISIONS OF THIS LANDLORD'S RELEASE AND CONSENT, AND BORROWER AND LANDLORD AGREE TO ITS TERMS. THIS AGREEMENT IS DATED APRIL 1, 2024.

BORROWER:

HANSON PROPERTIES, LLC

By: Jared E. Hanson
JARED E. HANSON, Member/Manager of HANSON PROPERTIES, LLC

LANDLORD:

MISSOULA COUNTY AIRPORT AUTHORITY

By: _____
BRIAN E. ELLESTAD, Airport Director of MISSOULA COUNTY AIRPORT AUTHORITY

LENDER:

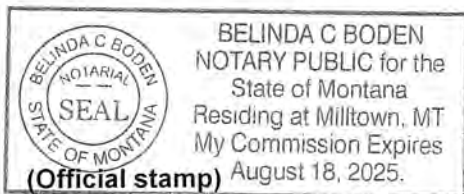
FIRST SECURITY BANK OF MISSOULA, DIVISION OF GLACIER BANK

X Steve Bryant
Steve Bryant, Vice President

LIMITED LIABILITY COMPANY ACKNOWLEDGMENT

STATE OF Montana)
) SS
COUNTY OF Missoula)

This record was acknowledged before me on April 1, 2024 by JARED E. HANSON, Member/Manager of HANSON PROPERTIES, LLC.



Belinda C Boden
(Signature of notarial officer)

Belinda C Boden
Printed name and title of officer

(if not shown in stamp)

CORPORATE ACKNOWLEDGMENT

STATE OF _____)
) SS
COUNTY OF _____)

This record was acknowledged before me on _____, 20____ by BRIAN E. ELLESTAD, Airport Director of MISSOULA COUNTY AIRPORT AUTHORITY.

(Signature of notarial officer)

(Official stamp)

Printed name and title of officer

(if not shown in stamp)

LENDER ACKNOWLEDGMENT

STATE OF Montana

)

COUNTY OF Missoula

) SS

)

This record was acknowledged before me on April 1, 2024 by **Steve Bryant** as Vice President of First Security Bank of Missoula, Division of Glacier Bank.

Belinda C Boden
(Signature of notarial officer)

Belinda C Boden

Printed name and title of officer

(if not shown in stamp)

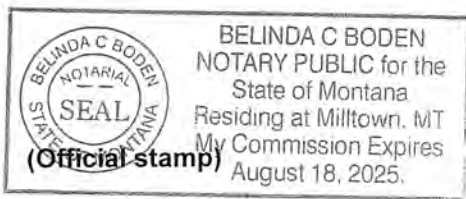


EXHIBIT 'A'

DEPICTING HOMESTEAD HANGER LEASE PARCEL,
 LOCATED IN THE SW 1/4 OF SECTION 1,
 T.13N., R.20W., P.M.M., MISSOULA COUNTY, MONTANA

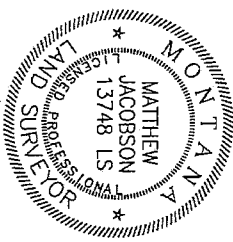
SURVEYOR'S CERTIFICATION

I HEREBY CERTIFY THAT THE ATTACHED EXHIBIT REPRESENTS
 A SURVEY MADE UNDER MY SUPERVISION, AND SUBSTANTIALLY COMPLETED
 ON THE DATE SHOWN HEREON.

SS *Matthew Jacobson*

MATTHEW JACOBSON, PROFESSIONAL LAND SURVEYOR
 MONTANA REGISTRATION NO. 13748LS

DATE *4/28/17*

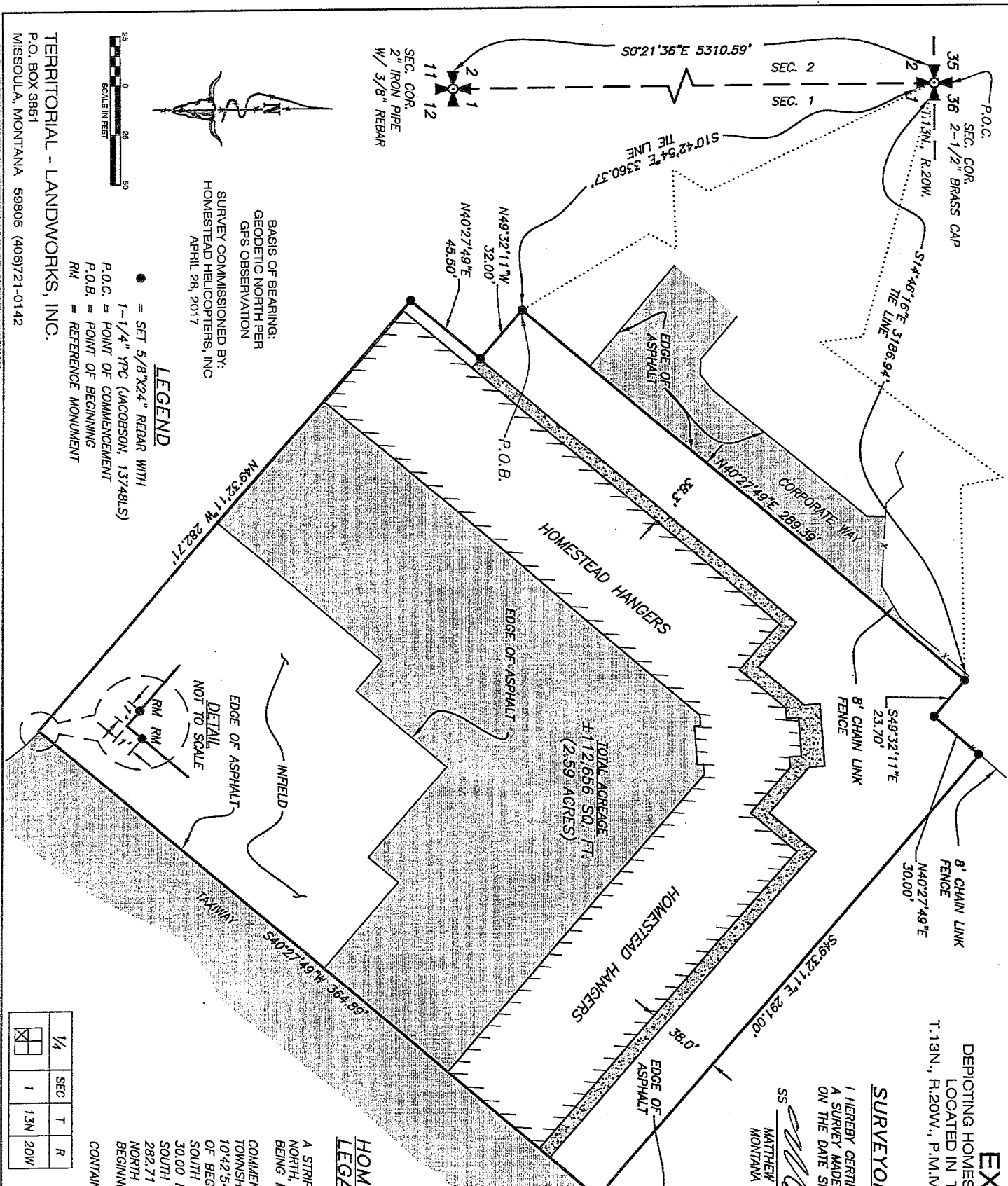


HOMESTEAD HANGER LEASE PARCEL - LEGAL DESCRIPTION

A STRIP OF LAND LOCATED IN SW 1/4 OF SECTION 1, TOWNSHIP 13
 NORTH, RANGE 20 WEST, P.M.M., MISSOULA COUNTY, MONTANA, AND
 BEING MORE PARTICULARLY DESCRIBED AS FOLLOWS:

COMMENCING AT THE NORTHWEST SECTION CORNER OF SECTION 1,
 TOWNSHIP 13 NORTH, RANGE 20 WEST, P.M.M.; THENCE SOUTH
 10°42'54" EAST, 3360.37 FEET, MORE OR LESS, TO THE TRUE POINT
 OF BEGINNING; THENCE NORTH 40°27'49" EAST, 289.39 FEET; THENCE
 SOUTH 49°32'11" EAST, 23.70 FEET; THENCE NORTH 40°27'49" EAST,
 30.00 FEET; THENCE SOUTH 49°32'11" EAST, 291.00 FEET; THENCE
 SOUTH 40°27'49" WEST, 364.89 FEET; THENCE NORTH 49°32'11" WEST,
 282.71 FEET; THENCE NORTH 40°27'49" EAST, 45.50 FEET; THENCE
 NORTH 49°32'11" WEST, 32.00 FEET TO THE TRUE POINT OF
 BEGINNING.

CONTAINING 112,656 SQUARE FEET, MORE OR LESS.



LEGEND

- = SET 5/8"x24" REBAR WITH 1-1/4" YPC (JACOBSON, 13748LS)
- P.O.C. = POINT OF COMMENCEMENT
- P.O.B. = POINT OF BEGINNING
- RM = REFERENCE MONUMENT

BASIS OF BEARING:
 GEODETIC NORTH PER
 GPS OBSERVATION
 SURVEY COMMISSIONED BY:
 HOMESTEAD HELICOPTERS, INC
 APRIL 28, 2017



TERRITORIAL - LANDWORKS, INC.
 P.O. BOX 3851
 MISSOULA, MONTANA 59806 (406)721-0142

1/4	SEC	T	R
<input checked="" type="checkbox"/>	1	13N	20W

Missoula County Airport Authority

Agenda Action Sheet

Meeting Date: April 23, 2024

1. **TITLE:** Amendment to Ground Handling Contract with Allegiant Air

Review, discussion and possible approval of an amendment to our existing ground handling contract with Allegiant Air.

ACTION ITEM
2. **AGENDA CATEGORY:** (Please highlight)
UNFINISHED BUSINESS NEW BUSINESS COMMITTEE REPORTS
INFORMATION/DISCUSSION ITEM
3. **TIME REQUIRED:** 5 Minutes
4. **BACKGROUND INFORMATION:** Missoula Airport has been ground handling Allegiant Airlines since 2009. In that time, we had various adjustments to the contract and contract price. The last rate adjustment to this contract was made in 2017. This amendment raises our current rate from \$590 to \$695 per turn. Allegiant has approved this increase to be effective on June 1, 2024.
5. **BUDGET INFORMATION:** Amount Required: \$0
Budget amount available: \$0. Revenue Positive est. \$32,865
6. **SUPPLEMENTAL AGENDA INFORMATION:** Copy of the proposed contract amendment.
7. **RECOMMENDED MOTION:** Move to approve a contract amendment with Allegiant Air increasing the price to \$695 per turn.
8. **PREPARED BY:** Dan F. Neuman
9. **COMMITTEE REVIEW:**



AMENDMENT MSO.GH.02
to AGREEMENT for AIRPORT SERVICES

1201 North Town Center Dr.
Las Vegas, NV 89144
Phone 702.851.7300
Fax 702.851.7301
www.allegiantair.com

This AMENDMENT Missoula Airport.MSO.GH.02 to AGREEMENT FOR AIRPORT SERVICES (this "Amendment") is dated June 1, 2024 (the "Effective Date") and is entered into between Allegiant Air, LLC ("Allegiant" or "Carrier") and Missoula County Airport Authority ("Service Provider").

WITNESSETH:

WHEREAS, Allegiant and Service Provider have previously entered into that certain (i) General Terms Agreement dated November 05, 2014 (the "GTA") and (ii) Attachment A to the GTA (including any Schedules thereto) dated November 05, 2014 ("Attachment A"), in each case, as amended, modified, and supplemented to date (together, the GTA and Attachment A, the "Agreement"); and

WHEREAS, Allegiant and Service Provider desire to amend the provisions of Attachment A as set forth herein.

NOW, THEREFORE, in consideration of the foregoing premises and the mutual promises and covenants of the parties set forth herein, and for other good and valuable consideration the adequacy and receipt of which are hereby acknowledged, the parties hereto agree as follows:

- 1. Definitions. Capitalized terms not otherwise defined herein shall have the meanings given to them in the Agreement.
2. Amendments to Attachment A. Allegiant and Service Provider hereby agree to amend to add with effect from the Effective Date, Section 5, and subsection 5.01 of Attachment A as follows:

For a single ground handling of Airbus Single aisle narrow body aircraft (A319/A320) consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Service Provider shall provide the following services as per Paragraph 1 – Handling Services at the following rates:

Table with 2 columns: Service Description and Rate. Includes items like Complete Customer Processing and Ground Handling Services (A319/A320) at \$695.00/turn, Additional Ticket Counter Operations (per paragraph 1, Section 2.1.10) at Included, Wheelchair Services at Included, Pushback (as needed) at Included, Ice and delivery to aircraft at Included, Lavatory Service (required on flights over 2 hours) at Included, Ground Power (as needed) at Included, and Late Operations (per hour of delayed Flights after 1 hour) at \$185/hour.

AMENDMENT MSO.GH.02 to AGREEMENT for AIRPORT SERVICES

Additional Considerations:

- No additional charges shall apply for services rendered on weekends or holidays.
- The Service Provider shall not charge Allegiant for late operations in the event that the Service Provider does not incur additional costs for the performance of late operation airport services.
- The Charges for Late Operations shall accrue only after one hour after the scheduled departure time of the flight.
- Charges for Late Operations must be approved by a designated representative of Allegiant. Additional Labor must be approved by a designated representative of Allegiant, prior to work being performed when possible.

3. Effectiveness of this Amendment. The modifications and amendments to the terms of the Agreement contained in and made by this Amendment shall be effective on from and after the Effective Date stated above.

4. No Other Modification. Except as specifically provided herein, all of the terms and conditions of the agreement, including but not limited to, all of Allegiant's and Service Provider's obligations and liabilities set forth therein, remain unmodified and are in full force and effect. On and after the date hereof, each reference in the Agreement to "this Agreement", "hereunder", "hereof", or words of like import referring to the Agreement shall mean and be a reference to the Agreement as amended by this Amendment.

5. Miscellaneous.

a) Governing Law. THIS AMENDMENT SHALL IN ALL RESPECTS BE GOVERNED BY, AND CONSTRUED IN ACCORDANCE WITH, THE LAWS OF THE STATE OF NEVADA WITHOUT REGARD TO ITS CONFLICTS OF LAW PRINCIPLES.

b) Successors and Assigns. Subject to the provisions of the Agreement, the terms and provisions of this Amendment shall be binding upon and inure to the benefit of Allegiant and Service Provider and their respective successors and permitted assigns.

c) Counterparts. This Amendment may be executed in counterparts, each of which will constitute one and the same document.

d) Transaction Costs. Each party hereto agrees to pay its own costs and expenses incurred in connection with the preparation, execution and delivery of this Amendment and any other documents delivered in connection herewith, including without limitation, the fees, expenses and disbursements of counsel.

e) Entire Agreement. This Amendment constitutes the entire agreement of Allegiant and Service Provider concerning the revisions to the Agreement and supersedes and cancels any and all previous negotiations, arrangements, agreements, understandings or letters of interest or intent with respect thereto.

f) Further Assurances. Each of Allegiant and Service Provider hereby confirms for the benefit of the other party that it will promptly and duly execute and deliver any such further documents and assurances and take such further actions as the other party hereto may from time to time reasonably request in order to more effectively carry out the intent and purpose of this Amendment.

AMENDMENT MSO.GH.02 to AGREEMENT for AIRPORT SERVICES

IN WITNESS WHEREOF, the parties have caused this Amendment Missoula Airport.MSO.GH.02 to the Agreement to be executed by their duly authorized representatives as of the Effective Date.

Signed for and on behalf of

_____ Allegiant Air, LLC _____

by _____

its _____

Signature: _____

Signed for and on behalf of

_____ Missoula County Airport Authority _____

by _____

its _____

Signature: _____

Missoula County Airport Authority

Agenda Action Sheet

Meeting Date: April 23, 2024

1. **TITLE:** Ground Handling Contract with Sun Country Airlines

Review, discussion and possible approval of a ground handling contract with Sun Country Airlines and matters related thereto.

ACTION ITEM

2. **AGENDA CATEGORY:** (Please highlight)
UNFINISHED BUSINESS NEW BUSINESS COMMITTEE REPORTS
INFORMATION/DISCUSSION ITEM

3. **TIME REQUIRED:** 10 Minutes

4. **BACKGROUND INFORMATION:** Missoula Airport has negotiated a contract to provide Ground Handling Services for Sun Country's entrance into the Missoula market in June of 2024. We have agreed to a turn rate of \$750. In addition, we have negotiated an hourly rate to cover late operations of \$185 per hour after the first hour of delay and also rates for deicing services.

5. **BUDGET INFORMATION:** Amount Required: \$0
Budget amount available: \$0. Revenue Positive est. \$18,000

6. **SUPPLEMENTAL AGENDA INFORMATION:** Copy of the proposed contract

7. **RECOMMENDED MOTION:** Move to approve a contract with Sun Country Airlines as presented.

8. **PREPARED BY:** Dan F. Neuman

9. **COMMITTEE REVIEW:**

AHM 810 – Main Agreement

IATA – STANDARD GROUND HANDLING AGREEMENT – MAIN AGREEMENT

Standard Ground Handling Agreement

between: **Sun Country, Inc. dba Sun Country Airlines**

and: **Missoula County Airport Authority**

The agreement consists of:

MAIN AGREEMENT, and, as required,

ANNEX A (description of services)

ANNEX(ES) B (location(s), agreed services and charges)

CONTENTS OF MAIN AGREEMENT

	DEFINITIONS AND TERMINOLOGY
ARTICLE 1	PROVISION OF SERVICES
ARTICLE 2	FAIR PRACTICES
ARTICLE 3	SUBCONTRACTING OF SERVICES
ARTICLE 4	CARRIER'S REPRESENTATION
ARTICLE 5	STANDARD OF WORK
ARTICLE 6	REMUNERATION
ARTICLE 7	ACCOUNTING AND SETTLEMENT
ARTICLE 8	LIABILITY AND INDEMNITY
ARTICLE 9	ARBITRATION
ARTICLE 10	STAMP DUTIES, REGISTRATION FEES
ARTICLE 11	DURATION, MODIFICATION AND TERMINATION

DEFINITIONS AND TERMINOLOGY

For the sake of clarity, the following definitions and terminology apply to the SGHA;

AIRPORT TERMINAL means all buildings used for arrival and departure handling of aircraft.

ARRANGE (or MAKE ARRANGEMENTS FOR) implies that the Handling Company may request an outside agency to perform the service in question. The charge of the outside agency shall be paid by the Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.

AS MUTUALLY AGREED or BY MUTUAL AGREEMENT or BY THE CARRIER'S REQUEST, it is recommended that, whenever this terminology is used, such items be supported by specific documentation or reference.

CARGO includes the Carrier's service cargo and company mail.

THE CARRIER'S AIRCRAFT means any aircraft owned, leased, chartered, hired or operated or otherwise utilized by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).

DEPARTURE CONTROL SYSTEM (DCS) means an automated method of performing check-in, capacity and load control and dispatch of flights.

DIRECT LOSS means a loss arising naturally or directly from an occurrence and which excludes remote, indirect, consequential, or special losses or damages, such as loss of revenue or loss of profit.

ELECTRONIC DATA INTERCHANGE (EDI) means the computer-to-computer (application-to-application program processing) transmission of business data in a standard format.

ICAO means International Civil Aviation Organization.

IATA means International Air Transport Association.

LOADS means baggage, cargo, mail and any aircraft supplies including ballast.

PASSENGERS includes the Carrier's service and free passengers.

PROVIDE implies that the Handling Company itself assumes responsibility for the provision of the service in question.

RECEIVING CARRIER means a Carrier who receives a Unit Load Device from a transferring Carrier at a transfer point.

SPECIAL SHIPMENTS means, for example, perishables, live animals, valuables, vulnerable cargo, news material, dangerous goods etc.

SPECIALISED CARGO PRODUCTS means, for example, express cargo, courier shipments, same day delivery.

TECHNICAL LANDING is a landing for other than commercial reasons where no physical change of load occurs.

TICKET means either the document entitled "Passenger Ticket and Baggage Check" or any electronic ticket data held in the Carrier's data base.

TRANSFERRING CARRIER means a Carrier who transfers a Unit Load Device to a receiving Carrier at a transfer point.

TRANSIT FLIGHT is an aircraft making an intermediate landing for commercial reasons where a change of load occurs.

TRUCK HANDLING means loading and/or unloading a truck operating as a Truck Service.

TRUCK SERVICE means a service operated by truck on behalf of an airline carrying loads documented in

Standard Ground Handling Agreement – Main Agreement

accordance with the applicable IATA and/or ICAO rules, regulations and procedures. In the Main Agreement and in Annex A, the word “aircraft” will read “truck” and “flight” will read “truck service” when it concerns the handling of a truck as meant under the above definitions.

In Section 5, Item 5.5.5 of Annex A, the word “vehicle” means a conveyance of any kind to be used within the ramp area for transport of cargo between warehouse and truck or between two trucks or between two warehouses.

TURNROUND FLIGHT is an aircraft terminating a flight and subsequently originating another flight following a complete change of load.

UNIT LOAD DEVICES (ULDs) means devices which interface directly with an aircraft restraint system and are required by the IATA ULD Technical Board.

MAIN AGREEMENT

An Agreement made between: **Sun Country, Inc. dba Sun Country Airlines**

having its principal office at: **2005 Cargo Rd., Minneapolis, MN 55450**

hereinafter referred to as 'the Carrier'

and: **Missoula County Airport Authority**

having its principal office at: **5225 West Broadway St., Missoula, MT 59808**

hereinafter referred to as 'the Handling Company'

[the Carrier and/or the Handling Company may hereinafter be referred to as "the Party(ies)"]

WHEREBY THE PARTIES AGREE AS FOLLOWS:

ARTICLE 1

PROVISION OF SERVICES

1.1 **General**

The services will be made available within the limits of possibilities of the Handling Company and in accordance with the applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

It is not considered necessary or possible to specify every detail of the services it being generally understood what such services comprise and the standards to be attained in the performance.

1.2 **Documents for Ground Handling**

Documents used for ground handling will be the Handling Company's own documents, where applicable, provided these documents comply with standardized formats that may apply under IATA and/or ICAO and/or other governing rules, regulations and procedures.

1.3 **Scheduled Flights**

The Handling Company agrees to provide for the Carrier's Aircraft for flights operating on an agreed schedule at the location(s) mentioned in the Annex(es) B, those services of Annex A as are listed in the Annex B for the respective locations. The Carrier, in turn, agrees to inform the Handling Company as soon as possible about any changes of schedule and/or frequencies and/or types of aircraft.

1.4 **Extra Flights**

The Handling Company will also provide the services to the Carrier's Aircraft for flights in addition to the agreed schedule at the same locations, provided that reasonable prior notice is given and the provision of such additional services will not prejudice commitments already undertaken.

1.5 **Priority**

In case of multiple handling, priority shall, as far as possible, be given to aircraft operating on schedule.

1.6 Emergency Assistance

In case of emergency, including but not limited to, forced landings, accidents or acts of violence, the Handling Company shall without delay and without waiting for instructions from the Carrier take all reasonable and possible measures to assist passengers and crew and to safeguard and protect from loss or damage baggage, cargo and mail carried in the aircraft.

The Carrier shall reimburse the Handling Company at cost for any extra expenses incurred in rendering such assistance.

1.7 Additional Services

As far as possible, the Handling Company will, upon request, provide to the Carrier any additional services. Such services may be governed by special conditions to be agreed between the Parties.

1.8 Other Locations

In case of occasional flights of the Carrier's Aircraft at locations which are not designated in the present Agreement, where the Handling Company maintains a ground handling organization, the Handling Company shall, on request, make every effort, subject to the means locally available, to furnish necessary services. In the case of an emergency, the Handling Company shall notify the Carrier without delay.

All documentation and information pertaining to the emergency is the property of the Carrier and shall be held confidential by the Handling Company, unless such documentation and information is specifically required by applicable law or by governmental or local authority regulations.

ARTICLE 2

FAIR PRACTICES

- 2.1 The Handling Company will take all practicable measures to ensure that sales information contained in the Carrier's flight documents is made available for the purposes of the Carrier only.
- 2.2 Neither Party to this Agreement shall disclose any information contained in Annex(es) B to outside parties without the prior consent of the other Party, unless such information is specifically required by applicable law or by governmental or authorities' regulations, in which case the other Party will be notified accordingly.

ARTICLE 3

SUBCONTRACTING OF SERVICES

- 3.1 The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier's consent, which consent shall not be unreasonably withheld. It is understood that, in this case, the Handling Company shall nevertheless be responsible to the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself. Any subcontracting of services and the provider(s) thereof, will be recorded in the Annex(es) B.
- 3.2 The Carrier shall not appoint any other person, company or organization to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be mutually agreed between the Parties.

ARTICLE 4

CARRIER'S REPRESENTATION

Standard Ground Handling Agreement – Main Agreement

- 4.1 The Carrier may maintain at its own cost, its own representative(s) at the location(s) designated in the Annex(es) B.
- 4.2 Such representative(s) and representative(s) of the Carrier's Head Office may inspect the services furnished to the Carrier by the Handling Company pursuant to this Agreement, advise and assist the Handling Company and render to the Carrier's clients such assistance as shall not interfere with the furnishing of services by the Handling Company.
- 4.3 The Carrier may, by prior written notice to the Handling Company and at its own cost, engage an organization (herein referred to as 'the Supervisor') to supervise the services of the Handling Company at the location(s) designated in Annex(es) B. Such notice shall contain a description of the services to be supervised. Such supervisor shall have the same authority as defined above in Sub Article 4.2 for Carrier's representative.
- 4.4 Such assistance, when performed by the Carrier's representative(s) and/or Supervisor(s) will be the sole responsibility of the Carrier, unless requested by the Handling Company.

ARTICLE 5

STANDARD OF WORK

- 5.1 The Handling Company shall carry out all technical and flight operations services as well as other services also having a safety aspect, for example, load control, loading of aircraft and handling of dangerous goods, in accordance with the Carrier's instructions, receipt of which must be confirmed in writing to the Carrier by the Handling Company.

In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures, provided such complies with the applicable IATA and/or ICAO and/or governing rules, regulations and procedures.

Other services also having a safety aspect, for example, load control, loading of aircraft and handling of dangerous goods, shall be carried out in accordance with applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

- 5.2 The Handling Company will carry out all other services in accordance with the Carrier's procedures and instructions, or as mutually agreed. In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures.
- 5.3 The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the Carrier's Aircraft, crews, passengers and load receive treatment not less favourable than that given by the Handling Company to other Carriers of its own comparable operation at the same location.
- 5.4 The Handling Company agrees to ensure that authorizations of specialised personnel performing services for the Carrier are kept up-to-date. If at any time the Handling Company is unable to provide authorized personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.
- 5.5 The Carrier shall supply the Handling Company with sufficient information and instructions to enable the Handling Company to perform its handling properly.
- 5.6 In the provision of the services as a whole, due regard shall be paid to safety, security, local and international regulations, applicable IATA and/or ICAO and/or other governing rules, regulations and procedures and the aforementioned request(s) of the Carrier in such a manner that delays and damage to the Carrier's Aircraft and load are avoided and the general public is given the best impression of air transport.
- 5.7 The Handling Company must report to the Carrier's representative immediately all loss of or damage, threatened or actual, to aircraft, loads and Passengers noticed in the course of the handling or which in any other way comes to the knowledge of the Handling Company.
- 5.8 The Parties shall reach mutual agreement on the quality standards for any services, not excluding those

Standard Ground Handling Agreement – Main Agreement

covered by Sub-Article 5.1 above. Such quality standards for a specific location may form part of the applicable Annex B. The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the agreed upon quality standards will be met.

- 5.9 The Carrier may at its own cost, by prior written notice, audit the designated services in the applicable Annex(es) B. Such notice shall contain a description of the area(s) to be audited. The Handling Company shall cooperate with the Carrier and will undertake any corrective actions(s) required.
- 5.10 The Handling Company shall supervise and manage its own activities and/or those subcontracted as agreed within the scope of the services specified in Annex(es) B.
- 5.11 The Handling Company shall be able to demonstrate a Safety Management System in use following IATA AHM 610 and/or ICAO, local and international regulations, or other governing rules.
- 5.12 All employees furnished by the Handling Company under this Agreement shall be courteous, reliable, competent, properly trained, properly uniformed, and act in a professional manner. Furthermore, the Handling Company shall be responsible for direct supervision of all phases of the services being performed to ensure completion of the services in accordance with the terms of this Agreement. The Handling Company supervisors shall be available at reasonable times to consult with the Carrier's management.

Such notice shall contain a description of the area(s) to be audited. The Handling Company shall cooperate with the Carrier and will undertake any corrective action(s) required.

ARTICLE 6

REMUNERATION

- 6.1 In consideration of the Handling Company providing the services, the Carrier agrees to pay to the Handling Company the charges set out in the respective Annex(es) B. The Carrier further agrees to pay the proper charges of the Handling Company and to discharge all additional expenditure incurred for providing the services referred to in Sub-Articles 1.4, 1.6, 1.7 and 1.8.
- 6.2 The charges set out in Annex(es) B do not include:
- any charges, fees or taxes imposed or levied by the Airport, Customs or other authorities against the Carrier or the Handling Company in connection with the provision of services herein by the Handling Company or in connection with the Carrier's flights.
 - expenses incurred in connection with stopover and transfer passengers and with the handling of passengers for interrupted, delayed or cancelled flights.

Such charges, fees, taxes or other expenses as outlined above shall be borne ultimately by the Carrier;

ARTICLE 7

ACCOUNTING AND SETTLEMENT

- 7.1 The Handling Company shall invoice the Carrier monthly with the charges arising from the provision of the handling of services of Annex A as listed in Annex(es) B at the rates of charges set out in Annex(es) B.
- 7.2 *Under no circumstances will the Handling Company utilize the IATA Clearing House for any activity connected with the Carrier's account.*

ARTICLE 8

LIABILITY AND INDEMNITY

In this Article, all references to:

- (a) “the Carrier” or “the Handling Company” shall include their employees, servants, agents and subcontractors;
- (b) “ground support equipment” shall mean all equipment used in the performance of ground handling services included in Annex A, whether fixed or mobile, and
- (c) “act of omission” shall include negligence.

8.1 Except as stated in Sub-Article 8.5, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

- delay, injury or death of persons carried or to be carried by the Carrier;
- injury or death of any employee of the Carrier;
- damage to or delay or loss of baggage, cargo or mail carried or to be carried by the Carrier, and
- damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage;

arising from an act or omission of the Handling Company in the performance of this Agreement unless such loss or damage results from the Handling Company's negligence or willful misconduct.

PROVIDED THAT all claims or suits arising hereunder shall be dealt with by the Carrier; and

PROVIDED ALSO THAT the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.

PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo direct to or from a place in the United States of America then if the limitations of liability imposed by Article 22 of the Warsaw Convention would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

8.2 The Carrier shall not make any claim against the Handling Company in respect of damage, death, delay, injury or loss to third parties caused by the operation of the Carrier's aircraft arising from an act or omission of the Handling Company in the performance of the Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.3

- (a) Notwithstanding the provisions of Sub-Article 8.1, in the case of claims arising out of surface transportation which is provided on behalf of the Carrier and is part of the operation of loading/embarking or unloading/disembarking and/or is covered by the Carrier's Contract of Carriage the indemnity shall not exceed the limits specified in the said Contract of Carriage.
- (b) In the case of claims arising out of surface transportation which is not provided on behalf of the Carrier and/or is not part of the operation of loading/embarking or unloading/disembarking and/or is not covered by the Carrier's Contract of Carriage the waiver and indemnity herein contained shall not apply.

Standard Ground Handling Agreement – Main Agreement

8.4 The Handling Company shall not make any claim against the Carrier and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

- injury to or death of any employees of the Handling Company, its servants, agents or subcontractors; and
- damage to or loss of property owned or operated by, or on behalf of, the Handling Company and any consequential loss or damage;

arising from an act or omission of the Carrier in the performance of this Agreement unless such loss or damage results from the Carrier's negligence or willful misconduct.

8.5 Notwithstanding Sub-Article 8.1 (d), the Handling Company shall indemnify the Carrier against any physical loss of or damage to the Carrier's Aircraft caused by the Handling Company's negligent act or omission, except that loss or damage in respect of any incident below USD 3,000 shall not be indemnified.

For the avoidance of doubt, save as expressly stated, this Sub-Article 8.5 does not affect or prejudice the generality of the provisions of Sub-Article 8.1 including the principle that the Carrier shall not make any claim against the Handling Company and shall indemnify it against any liability in respect of any and all consequential loss or damage howsoever arising.

8.6 Handling Company hereby agrees to assume, be responsible for, and to indemnify and hold Carrier, its officers, agents and employees harmless from any and all fines, penalties, and settlements from actions against Carrier for violations of FAA, TSA or other applicable federal, state, municipal, local or other governmental regulations or statutes caused by Handling Company's act or omission, and reasonable attorneys' fees and court costs. Handling Company acknowledges that sums due under this section may become due both during and after the term of this Agreement.

ARTICLE 9

ARBITRATION

9.1 In the event of any dispute or claim concerning the scope, meaning, construction or effect of this Agreement, the parties shall make all reasonable efforts to resolve disputes amongst themselves. Failing mutual resolution of the dispute, the parties may elect to resolve the dispute through arbitration (either by a single arbitrator or a panel of arbitrators). In the event that the parties fail to agree to an arbitration process, the dispute shall be settled in accordance with the laws of the state of jurisdiction set out in Annex(es) B, by the courts set out in Annex(es) B without regard to principles of conflict of laws.

ARTICLE 10

STAMP DUTIES, REGISTRATION FEES

10.1 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of either Party to this Agreement, are payable by that Party.

10.2 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of the locations(s), as mentioned in the Annex(es) B and not being a location situated in the country of either Party to this Agreement will be shared equally between the Parties.

ARTICLE 11

DURATION, MODIFICATION AND TERMINATION

Standard Ground Handling Agreement – Main Agreement

- 11.1 This Agreement shall be effective from the date specified in the respective Annex(es) B. It shall supersede any previous arrangements between the Parties governing the provision of services at locations for which there are valid Annex(es) B to this Agreement.
- 11.2 Modifications of, or additions to this Agreement shall be recorded in Annex(es) B.
- 11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter, or by other means where proof of receipt or acknowledgement is obtained, to the respective office of the other Party as recorded in the Annex(es) B. In the case of a registered letter notice shall be considered to be served on the date of receipt.
- 11.4 This Main Agreement shall continue in force until terminated by either Party giving sixty days prior notice to the other Party.
- 11.5 Termination by either Party of all or any part of the services to be furnished at a specific location requires sixty days prior notice to the other Party. In the event of part termination of services, consideration shall be given to an adjustment of charges.
- 11.6 Any Annex(es) B to this Agreement exceeding a defined period of validity, shall continue in effect until terminated by either party providing sixty days prior notice to the other Party.
- 11.7 In the event of the Carrier's or the Handling Company's permit(s) or other authorization(s) to conduct its air transportation services, or to furnish the services provided for in the Annex(es) B, wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay and either Party may terminate the Agreement of the relevant Annex(es) B at the effective date of such revocation, cancellation or suspension by giving to the other Party notice thereof within twenty-four hours after such event.
- 11.8 Either Party may terminate this Agreement and its Annexes at any time if the other Party becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganization or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.
- 11.9 Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes;
- labour disputes involving complete or partial stoppage of work or delay in the performance of work;
 - force majeure or any other cause beyond the control of either Party.
- 11.10 In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination.
- 11.11 The Handling Company shall have the right at any time to vary the charges set out in the Annex(es) B provided, however, that the Handling Company has given notice in writing to the Carrier not less than sixty days prior to the revised charges becoming effective. The notice shall specify the revised charges which the Handling Company proposes to introduce, together with the date on which they are to be brought into effect.
- 11.12 Notwithstanding Sub-Article 11.11, when changes occur in the schedule, and/or frequencies and/or types of aircraft, other than those set out in Annex(es) B, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party concerned does inform the other Party within thirty days of the change.
- 11.13 Each of Carrier and Handling Company warrants that it has the right to enter into this Agreement and that execution of this Agreement has been signed by authorized representative(s) of each party.

Standard Ground Handling Agreement – Main Agreement

Signed the _____ day of _____, _____ at _____
for and on behalf of **Sun Country, Inc. dba Sun Country Airlines**

by : _____

Signed the _____ day of _____, _____ at _____
for and on behalf of **Missoula County Airport Authority**

by : _____

AMH 810 – Annex B.MSO.GH.02

IATA – STANDARD GROUND HANDLING AGREEMENT – ANNEX B

Location(s), Agreed Services, and Charges to the Standard Ground Handling Agreement

between: Sun Country, Inc. dba Sun Country Airlines

having its principal office at: 2005 Cargo Road, Minneapolis, MN 55450

hereinafter referred to as 'the Carrier'

and: Missoula County Airport Authority

having its principal office at: 5225 West Broadway St., Missoula, MT 59808

hereinafter referred to as 'the Handling Company'

for the location(s): Missoula County Airport

is valid from: the date of the last signature below

PREAMBLE

This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the (i) Main Agreement executed by and between the Carrier and Handling Company on or about the date hereof (the "**Main Agreement**") and Annex A of the SGHA of January 2004 as published by the International Air Transport Association ("**Annex A**") shall apply as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

PARAGRAPH 1. HANDLING SERVICES

Section 1 – Representation, Administration, and Supervision

Standard Ground Handling Agreement – Annex B

1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.3, 1.2.4, 1.3.1(b), 1.3.2, 1.3.3, 1.3.5, 1.3.7, 1.3.8

Participate in:

- Weekly station operations conference call (via telephone); and
- Annual station managers' meeting (in person)
 - Carrier to cover travel & overnight expenses
 - Handling Company to cover any salary, wages, and/or per diem
- Sun Country's ongoing Train the Trainer program
 - Carrier to cover travel & overnight expenses
 - Handling Company to cover any salary, wages, and/or per diem
- Sun Country's online training program

Section 2 – Passenger Services

2.1.1, 2.1.3(a,b)(1,2,3), 2.1.4, 2.1.6(a), 2.1.7(a,b,c,e,f), 2.1.8, 2.1.9, 2.1.10(a,b)
2.2.3(a,b), 2.2.4(a,b), 2.2.5(a,b)(1), 2.2.6(a,b,c,d), 2.2.7(a), 2.2.8, 2.2.9, 2.2.10, 2.2.11(a,b,c)(1)
2.2.12(a,b), 2.2.13, 2.2.14(b,c,e,f,g,h,i)
2.3.1(b), 2.3.2

Ticket counter operations/customer processing for ticket sales to be performed during the first hour following each scheduled departure. Ticket sales hour to be covered by one employee during their normal work shift hours.

Section 3 – Ramp Services

3.1.1, 3.1.2(a), 3.1.3(a), 3.1.4(a), 3.1.5, 3.1.6(a,b), 3.1.8
3.2.1(a,b)
3.3.1(b), 3.3.2(f), 3.3.3(a)(b)
3.4.1(b), 3.4.2(b)
3.5.1, 3.5.2(a,b,c)
3.6.1(a)(b)(1)(3), 3.6.3(a), 3.6.4(a), 3.6.5(a)(1), 3.6.6(a,b), 3.6.7, 3.6.8(a), 3.6.10(a)(1,2)
3.7.1(a,b)
3.9.1(a,b), 3.9.2(a,b,c), 3.9.3(a,b,d)
3.11.2(b),
3.12.1(a,b), 3.12.2(a,b)
3.16

Section 4 – Load Control, Communications, and Flight Operations

4.1.2(a,b,c,e)(2)
4.2.1(b), 4.2.3(a)(b)
4.3.1, 4.3.2, 4.3.3
4.4.2, 4.4.7

Section 6 – Support Services

6.2.1(c)(1), 6.2.2(a)(1,2,4,5,6,10)
6.5.1, 6.5.10
6.8.1

Section 7 – Security

7.1.1(a)(1,2), 7.1.2(a,b)(1,3,4,5), 7.1.3(a,b)(1,2,3), 7.1.4(a,b)(1)
7.4.1(a,b)(1,2), 7.4.2(a)(4)

Standard Ground Handling Agreement – Annex B

The facilities, equipment, and personnel which are necessary to perform all functions associated with this agreement for customer processing and ground handling services, shall be provided in accordance with the following list:

Facilities (as well as associated maintenance and operating expenses)

Ticket Counter(s).....	Carrier
ATO.....	Carrier
Holdroom & Gate Area(s)	Carrier
Signage	Carrier
Equipment & Network Access for Customer Processing.....	Carrier
Equipment & Network Access for Flight Following & Close-out	Carrier
Telephone & Fax Machine.....	Carrier
ARINC Radio(s).....	Handling Company
Stationary.....	Handling Company

Ground Support Equipment (as well as associated maintenance, operations, and fuel expenses)

Pushback Tractor(s)	Handling Company
Towbar(s)	Carrier
Baggage Tug(s)	Handling Company
Baggage Cart(s)	Handling Company
Beltloader(s)	Handling Company
Lav Cart(s).....	Handling Company
Water Cart(s).....	Handling Company
Passenger Loading Device(s).....	Carrier
Ground Power Unit(s)	Carrier
Airstart Unit(s).....	Carrier
Air Conditioning Unit	Carrier

Extraordinary Personnel Expenses

Employee Badging & Parking.....	Handling Company
Employee Uniforms	Handling Company
Employee Drug & Alcohol Testing Program (Approved by FAA).....	Handling Company

Training Expenses

- Carrier shall cover travel and overnight expenses for yearly recurrent training events occurring outside the local station.
- Carrier shall cover travel and overnight expenses during any initial training event held outside the local station for up to three (3) Ground Security Coordinator (GSC) positions.
- Handling Company shall cover salary, wages, and/or per diem for any and all recurrent training for customer processing/ramp agents and GSCs including Computer-Based Training.
- Handling Company shall cover all training expenses resulting from attrition.

PARAGRAPH 3. SUBCONTRACTING OF SERVICES

The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier's consent, which consent shall not be unreasonably withheld. It is understood that, in this case, the Handling Company shall nevertheless be responsible to the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself. Any subcontracting of services and the provider(s) thereof, will be recorded in the Annex(es) B.

The Carrier shall not appoint any other person, company or organization to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be mutually agreed between the Parties.

PARAGRAPH 4. CHARGES

For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the services described in the above Paragraph 1 at the following rates:

	_____ /turn
Complete Customer Processing and Ground Handling Services	\$750.00

Additional Ticket Counter Operations (per Paragraph 1, Section 2).....	Included

Wheelchair Services.....	Included
GPU (as needed).....	<u>Included</u>

Lavatory Service (to be performed on each turn)	Included (after 1 hour)
Pushback (as needed)	<u>Included</u>

Late Operations.....	\$185.00/hr

PARAGRAPH 5. ACCOUNTING AND SETTLEMENT

The Handling Company shall invoice the Carrier monthly with the charges arising from the provision of the handling services of Annex A as listed in the above Paragraph 1 at the rates of charges set out in the above Paragraph 3.

Settlement shall be effected by check within 30 days of invoicing. Under no circumstances will the Handling Company utilize the Clearing House for any activity connected with the Carrier's account.

PARAGRAPH 6. NOTICES

Whenever any notice or payment is required by this agreement to be made, given, or transmitted to the parties hereto, such notice shall be hand delivered, sent by overnight courier, or enclosed in an envelope with sufficient postage attached to insure delivery and deposited in the United States Mail.

If to the Carrier:
2005 Cargo Road

If to the Handling Company:
5225 Highway 10 West

Standard Ground Handling Agreement – Annex B

Minneapolis, MN 55450

Missoula, MT 59808

E-Mail:

legal@suncountry.com

With copy to:

rose.neale@suncountry.com

E-Mail: tdamrow@flymissoula.com

Standard Ground Handling Agreement – Annex B

Carrier:

Signed as of: _____

Sun Country, Inc. dba Sun Country Airlines

for and on behalf of _____

by : _____

Handling Company:

Signed as of: _____

for and on behalf of **Missoula County Airport Authority**

by : _____

AMH 810 – Annex B.MSO.DI.01

Location(s), Agreed Services, and Charges to the Standard Ground Handling Agreement

between: Sun Country, Inc. dba Sun Country Airlines

having its principal office at: 2005 Cargo Road, Minneapolis, MN 55450

hereinafter referred to as 'the Carrier'

and: Missoula County Airport Authority

having its principal office at: 5225 West Broadway St., Missoula, MT 59808

hereinafter referred to as 'Service Provider'

for the location(s): Missoula County Airport

is valid from:

the date of the

last signature

below

This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the (i) Main Agreement executed by and between the Carrier and Service Provider on or about the date hereof (the "**Main Agreement**") and Annex A of the SGHA of January 2004 as published by the International Air Transport Association ("**Annex A**") shall apply as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

- 1.01 Service Provider will be required to perform the following functions/services:
 - 1.1.1 Remove snow from aircraft without using de-icing fluid
 - 1.1.2 Perform “pre” de/anti-icing inspection and advise flight crew or Airline representative of results
 - 1.1.3 a) Provide or
 - b) Arrange for
 - 1. anti-icing units
 - 2. de-icing units
 - 1.1.4 Provide de-icing/anti-icing fluids
 - 1.1.5 Remove frost, ice and snow from aircraft using de-icing fluid.
 - Fluids to receive purity and contamination inspection prior to use.
 - 1.1.6 Apply anti-icing fluid to aircraft
 - 1.1.7 Supervise performance of de-icing/anti-icing operations
 - 1.1.8 Perform final inspection after de-icing/anti-icing operations and inform flight crew of results.

Paragraph 2: Charges

2.01 For a single de-icing event, the Service Provider shall provide the de-icing services at the following rate:

De-icing – Type I	\$20.50/gallon
De-icing – Type IV	\$24.50/gallon
De-icing – Truck Fee	\$85/event

Paragraph 3: Accounting and Settlement²²

3.01 Service Provider shall invoice the Carrier once monthly for the charges arising from the provision of the de-icing/anti-icing services listed in the above under the rates of charges set out in Paragraph 2. The Carrier shall make payment for all undisputed amounts within thirty (30) days after receipt of invoice.

3.02 Invoices must include all appropriate supporting documentation. Invoices for payment shall be addressed to the Carrier as follows:

Carrier: Sun Country, Inc.

E-Mail: accounts.payable@suncountry.com

3.03 The Carrier shall initiate payment to Service Provider as per 3.01 and 3.02 for the charges arising from the provision of the handling services and other charges related to the operations that took place during the month either through

a) Checks, which will be mailed to:

Missoula County Airport Authority
 5225 Highway 10 West
 Missoula, MT 59808

Paragraph 4: Notices

- 4.01 Any notice or communication required or permitted to be given hereunder shall be deemed to have been duly given if sent by Certified Mail return receipt requested, by Federal Express or similar delivery service, or by facsimile with positive answerback, addressed to the respective parties as follows:

If to Carrier:

Title: Attn: General Counsel
Company: Sun Country, Inc.
Address: 2005 Cargo Road
City, State, Zip: Minneapolis, MN 55450
E-mail: legal@suncountry.com
With copy to: rose.neale@suncountry.com

If to Service Provider:

Title:
Company:
Address:
City, State, Zip:
Phone: Fax:
E-mail:

IN WITNESS WHEREOF, the parties have caused this Agreement to be duly executed in their name and on their behalf effective as of the date first set forth above.

Signed for and on behalf of
Sun Country, Inc., dba Sun Country Airlines

Signed for and on behalf of
Missoula County Airport Authority

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____
Date: _____

Missoula County Airport Authority

Agenda Action Sheet

Meeting Date: April 23, 2024

1. **TITLE:** Authorization to Award of Parking Management RFP

Review, discussion, and possible award of a Parking Management RFP to LAZ Parking.

ACTION ITEM

2. **AGENDA CATEGORY:** (Please highlight)
UNFINISHED BUSINESS **NEW BUSINESS** COMMITTEE REPORTS
INFORMATION/DISCUSSION ITEM

3. **TIME REQUIRED:** 5 Minutes

4. **BACKGROUND INFORMATION:** Our current parking vendor has been under contract since 1999 and has had several extensions over the years with an end date of June 30, 2024. We went out for RFP and received 4 proposals. We received proposals from SP Plus Corporation, Republic Parking, LAZ Parking and Parking Concepts. Staff reviewed and shortlisted and brought in Parking Concepts and LAZ Parking for onsite interviews on April 8th. Both companies had very good proposals, but LAZ Parking is the staff's recommendation due to lowest cost, strong track record among peer airports and company resources. If approved, staff will follow up with contract negotiations and we will utilize LAZ Parking to help in the selection and implementation of new parking lot equipment. The contract will be brought to the Board next month.

5. **BUDGET INFORMATION:**
N/A.

6. **SUPPLEMENTAL AGENDA INFORMATION**

7. **RECOMMENDED MOTION:** Move to award Parking Management RFP to LAZ Parking.

8. **PREPARED BY:** Brian Ellestad, Airport Director

9. **COMMITTEE REVIEW:** N/A

**Missoula County Airport Authority
Agenda Action Sheet**

Meeting Date: April 23, 2024

1. **TITLE:** Parking Rate Resolution
Review, discussion and possible revision to current airport parking rate structure
ACTION ITEM
2. **AGENDA CATEGORY:** (Please highlight)
UNFINISHED BUSINESS **NEW BUSINESS** COMMITTEE REPORTS
INFORMATION/DISCUSSION ITEM
3. **TIME REQUIRED:** 10 Minutes
4. **BACKGROUND INFORMATION:** Republic Parking has had a lease agreement at MSO to operate the parking lot since 1999. Under that agreement, Republic and MCAA were required to review parking rates and mutually agree on increases. Those increases were brought to the Board for approval. Our parking rate base was last reviewed and modified in October 2022 when long term rates increased from \$9/day to \$10/day. During this review, the short-term parking rates were kept flat at \$15/day. Since then, there have also been several user behavioral changes affecting lot performance and ultimately passenger experience.

In response to passenger comments related to parking availability, the MSO team has focused extensively on increasing parking capacity and implementing enhancements to make parking easier at the airport. To date, MSO has invested over \$2M to expand and modernize the parking lot, culminating in a new economy lot coming online in late Spring. Future projects valued at an additional \$1.5M will implement new equipment and seek to repair pavement in our existing lot. These improvements bring heavy costs that have increased significantly over the last 10 years. Finally, future parking lot management will shift to a customer service centered focus to enhance and support more efficient parking operations and ultimately passenger experience.

With the Republic lease terminating, staff requests parking rate structures to be approved as “Not to Exceed” which will give staff flexibility to adjust during rate reviews. Changes made within this structure will continue to be communicated and promoted through the airport website, on-site signage, and monthly board updates. The revised rate structure will be accompanied by new technologies to better communicate lot status/availability and allow customers the ability to pre-pay parking for an additional discount.

<u>MSO Rate Structure</u>	<u>Current</u>	<u>Proposed</u>
Long Term Lot	\$10/Day	\$12/Day Maximum
Short Term Lot	\$15/Day	\$20/Day Maximum
Economy Lot	N/A	\$10/Day Maximum

5. **BUDGET INFORMATION:** Amount Required: N/A
6. **SUPPLEMENTAL AGENDA INFORMATION:** Resolution No. 2024-03 & Rate Comparison
7. **RECOMMENDED MOTION:** Move to approve MCAA Resolution No. 2024-03, Resolution Granting Authority to Set Public Parking Rates.
8. **PREPARED BY:** Tim Damrow

9. **COMMITTEE REVIEW:** Discussed at Finance committee meeting

PARKING MANAGEMENT OPERATIONS



MISSOULA MONTANA AIRPORT



Chris Howley, Vice President
CHowley@LAZParking.com
401-443--0585

LAZ Parking Northwest, LLC
Airports@LAZParking.com
255 Stewart Street, Seattle, WA 98101



March 22, 2024

2023-25 ACCREDITED
PARKING
ORGANIZATION[®]





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COVER LETTER

March 22, 2024

Missoula County Airport Authority (MCAA)
Lynn Fagan
Administrative Manager
5225 Broadway Street W | Missoula, MT 59808
(406) 728-4381 | LFagan@flymissoula.com

RE: Parking Management Operations RFP at Missoula Montana Airport (MSO)

To MCAA:

On behalf of the entire LAZ Parking organization, we are pleased to submit the enclosed proposal in response to Request for Proposal for Parking Management Operations at Missoula Montana Airport (MSO). LAZ Parking is committed to exceeding the expectations as outlined in the RFP and is uniquely suited to providing first-class parking operations. We have provided all the information requested by the RFP opportunity plus some improved technology, operational efficiencies, and customer service enhancements. We are excited about the opportunity of working with the Airport, its staff, and MCAA to build a partnership with the community.

COMPANY OVERVIEW

LAZ Parking was founded in 1981. What started as a small valet parking business has since grown to become one of the largest parking management companies in the country, with more than 1.5 million parking spaces in thousands of locations.

We have been at the forefront of the parking industry for decades, consistently innovating and adapting to the changing needs of our customers. Whether it is through our use of technology, or our strong commitment to sustainability, LAZ Parking has had a lasting impact on the way a successful parking partnership is defined. We will use our experience, national resources, and years of solid best practices to provide you with the highest quality parking management services available.

Today LAZ operates over 1.5 million parking spaces in over 3,700+ locations and 472 cities across the country, including many of the original locations we started back in 1981.

NATIONAL STRENGTH

We are the second largest parking company in the country, with the broadest experience and finest employees in the industry. We successfully manage over \$2.1 billion in annual revenue on behalf of our clients annually. LAZ Parking's portfolio includes 33 Airports, major on-street and off-street municipal parking, entertainment/event parking, residential buildings, hotels and resorts, office buildings, mixed-use projects, hospitals and medical complexes, airports, university parking and valet-oriented parking specifically for restaurants, hotels, hospitals, and airports.

OWNERS & CORPORATE OFFICERS: Our principal officers have decades of experience in the parking industry and will guide our Missoula Montana Airport leadership team throughout this contract. LAZ Parking was formed in 1981 in Connecticut when three longtime best friends combined their experience and success to create one of the largest parking companies in America. Now, four decades later, our founders and their original values continue to guide the LAZ Parking of today. With a laser-focused mission to "Create Opportunities for Our Employees and Value for Our Clients" we are passionately committed to living up to "The LAZ Way."

Our company owners and current officers are listed below.



- Alan B. Lazowski, Chairman, CEO and Founder
- Jeffrey Karp, President and Founder
- Michael Harth, Chief Culture Officer and Founder

- Michael J. Kuziak, Chief Operating Officer
- Nathan Owen, Chief Financial Officer

Home Office	Regional Office
LAZ Karp Associates, LLC	LAZ Parking Northwest, LLC
One Financial Plaza, 14th Floor	255 Stewart Street
Hartford, CT 06103	Seattle, WA 98101
860-522-7641	206-627-0277

EXPERIENCE & QUALIFICATIONS: LAZ Parking exceeds all minimum requirements as set out by the RFP document. We believe you will find we have significant Airport specific experience and qualifications that will bring a fresh perspective and foster success to the parking operation. We have a proven track record of success with similar projects evidenced by our operations at more than 33 airports domestically including BZN, FWA, MYR, DEN, BNA, LAX, PIT, SMF, TUL, MOT, PVD, and MHT (to name just a few), managing very similar responsibilities as your requirements.

LAZ Parking is also one of the nation’s premier operators specializing in parking services for Airports, Municipalities, and Government Agencies. This affords us a nuanced understanding of the balance that airport and government clients must achieve between public accountability and service to the community. Our experience working with Airport Parking operations across the country includes many domestic Airports of various sizes and complexities:

Listed next is a sampling of our airport services. At all our airport operations, we provide operations management and maintenance as described and requested in this RFP. Our response to your RFP goes into more detail regarding our current airport operations and our ability to meet and exceed all the requirements for Missoula Montana Airport (MSO).

LAZ has superior revenue control, operational excellence, consulting, and project management skills that exceed any of our competitors. We are always ready to accept a new challenge and strive to always exceed our clients’ expectations.

• Parking Management	• Shuttle Bus Transportation
• Valet Parking Services	• 24/7 Customer Care Call Center
• Taxi & TNC Management	• Ground Transportation & Curbside Management
• Online Reservations & eCommerce	• Business Intelligence & Data Analytics
• Marketing & Loyalty Programs	• Guest Service & Concierge
• Wheelchair & Luggage Assistance	• Facility & PARCs Maintenance

LAZ Parking currently manages 33 airport parking, shuttle, and valet operations throughout the United States. The airports range in size from large hub to non-hub airports. Decades of experience managing airport parking systems have taught us what you already know: this is a massive task. With our strength and experience, LAZ Parking can provide both the financial and intellectual investment that your critical airport parking operation needs.

We understand parking operations are an instrumental piece of the travel experience and needs to be fast, friendly, and convenient. As one of the nation’s premier operators specializing in landside operations, LAZ Parking fulfills that expectation. Our airport clients across the United States have benefited from our focus on maximizing annual operating revenues and minimizing costs, all while providing premium customer service to airport visitors and passengers. We stand ready to serve Missoula Montana Airport, now and in the years ahead.



- Los Angeles International Airport (LAX)
- John Glenn Columbus Intl. Airport (CMH)
- Oakland International Airport (OAK)
- **Pittsburgh International Airport (PIT)**
- Cross Border Express (CBX)
- Quad City International Airport (MLI)
- Martha's Vineyard Airport (MVY)
- Golden Triangle Regional Airport (GTR)
- **Sacramento International Airport (SMF)**
- **Asheville Regional Airport (AVL)**
- Salisbury Airport (SBY)
- Aspen/Pitkin County Airport (ASE)
- **Minot International Airport (MOT)**
- **Fort Wayne International Airport (FWA)**
- **Myrtle Beach International Airport (MYR)**
- **Destin-Fort Walton Beach Airport (VPS)**

- Nashville International Airport (BNA)
- **Tulsa International Airport (TUL)**
- Greenville Spartanburg Intl Airport (GSP)
- **TF Green Airport (PVD)**
- Teterboro Airport – Valet (TEB)
- **Manchester Boston Regional Airport (MHT)**
- John Wayne Airport (SNA)
- Tweed New Haven Airport (HVN)
- Kalamazoo Battle Creek International Airport (AZO)
- Pensacola International Airport (PNS)
- **Long Beach Airport (LGB)**
- **Amarillo International Airport (AMA)**
- **Eagle County Regional Airport (EGE)**
- **Rogue Valley International (MFR)**
- **Bozeman Yellowstone International Airport (BZN)**
- Denver International Airport (DEN)

**We have highlighted above a few of the Airports that are similar in size and scope of operation.*

FULL TIME SPECIALIZED PERSONNEL:

Expertise	Consulting	Installation	Training	Sales	Marketing	Administrative Support
Number of Full-Time Personnel	35	23	225	110	36	78

CREATIVE SOLUTIONS: Our executives have significant, direct operational experience with the Missoula Montana Airport (MSO) operations. In addition, we visited and toured the facilities, responded to all information requested in the RFP document and reviewed RFP amendment (Addendum 1, 2, 3 & 4). In doing so, we have crafted a unique solution to increase revenue, accountability and customer service while reducing expenses using reliable technology. In addition, we have provided a couple other revenue enhancement technologies that will allow us grow Airport revenue while decreasing labor. We also offer to help fund/finance any related capital projects mutually agreed upon with the Airport such as the new PARCs equipment passing on our discounts and extended warranty. This makes more sense for the Airport as our staff is trained in the maintenance, upkeep and use of various PARCs systems which will free up the airport maintenance and IT folks from having to spend their valuable time maintaining and managing the system. Our experience will also allow the Airport to maximize the use of whichever PARCs system is selected.

In addition to providing management of the operations as you have requested, we have outlined in this proposal our methods and concepts of a more efficient operation and improving the customer experience. We are proposing a full-time Manager and Assistant Manager as well as 24-hour supervision to enhance oversight of the operation and free up management to handle any issues that may arise, but will focus on accountability, efficiency, cleanliness, and customer/client service. We have enhanced the CSR (Customer Service Representative) position to focus on the needs of the patrons first and foremost and this position will be cross trained into every other position. They spend the majority of their time out in the facilities, helping to maintain them, but more importantly being visible and looking for opportunities to engage and assist customers. This position will be at the cashier booths but spend free time in the lots to maintain equipment, facility cleanliness, equipment maintenance and customer assistance.

In addition, the on-site management, and staff, we can use our Customer Care Center (CCC – customer call center) to provide 24/7/365 coverage of the operation adding additional layer of responsiveness in case the on-site staff is assisting other customers. Any patron may reach our management or the Customer Care Center by pushing a button on any entry and exit locations to receive immediate assistance with any issues or questions they may have. Our systems (BI (Business Intelligence), Data Analytics and Customer Call Center) have integrations with all the major PARCs systems including your current HUB system and any system the airport would select for replacement of your current system. Our proposal also provides revenue



enhancements and customer service amenities such as reservations and Text-to-Park using various payment options. We will offer reservations and text to pay services at no cost to the Airport.

SEAMLESS TRANSITION: We recognize that a successful airport parking management transition is seamless and transparent to your travelers. Our years of experience and our successful transitions of thousands of operations will ensure that the transition will be disappointing and the only impact customers will feel will be positive. LAZ has transitioned over 2,800 new operations over the past 24 months and **12 airport operations in the last 2 years**. We have a strategic approach to all our transitions and understand that planning and communication is the key to a successful transition.

OTHER LAZ PARKING ADVANTAGES:

Operational Support: LAZ Parking has more than 40 managers & 300 employees in the region, including operations right down the road in Bozeman, MT.

Power BI & Analytics: Our advanced technology allows us to share valuable data about our mutual customers and the operational for pro-active instead of reactive management.

Reservations, Text-to-Park and Various Payment Options: At no additional cost to the Airport, we can provide additional payment options (Google & Apple Pay, etc.) as well as reservations & text to park.

Exceptional Support: The operation will be supported by our dedicated Airport Service Team, Regional Team, and LAZ Home Office.

ACDBE Participation: LAZ Parking will exceed any goals set out by the Airport. This will be accomplished through our Montana ACDBE certified firms providing uniforms, tickets, and merchant services.

LAZ Parking wishes to foster a true partnership whereby our success is dependent upon producing real financial returns, superior service levels, and community focus. LAZ is committed to providing the highest possible levels of customer service, attention to detail, tangible operational solutions, consulting services, capital investment, project management and results-driven data analytics to achieve operational excellence.

We hope to be your partner in parking operations management moving forward. We commit to working closely with the Airport staff to bring best practices to the table and improve efficiency, customer service and accountability.

Sincerely,



Chris J. Howley
Vice President
1 Financial Plaza, Floor 14
Harford, CT 06103
401.443.0585
chowley@lazparking.com



Royce Williams
Regional Vice President
255 Stewart Street
Seattle, WA, 98101
206.487.0538
rwilliams@lazparking.com



Don Barrett, CAPP, ParkSmart Advisor
Vice President, Airport
1 Financial Plaza, Floor 14
Harford, CT 06103
937.272.5161
d Barrett@lazparking.com



STAFF RESOURCES



Our Airport Services division oversees all Airport operations. The Airport Services group has more than 100 years of combined experience serving Aviation customers. We have worked with our clients through the current pandemic to seeing our way through this event and have in the past used our experience through other industry changing events such as 9/11 and the changes that impacted the Aviation industry during and after that event.

With 32+ Airports currently under management, our Airport Services Team is an active member of both AAAE, ACI, IMPI, and NPA. We fully understand Aviation Parking and Airport landslide operational needs (Parking, Shuttle, Ground Transportation, Valet, Curbside, & TNC management, etc.) are unique and unlike parking at any other facility.

MISSOULA MONTANA AIRPORT (MSO) TEAM



In this section we will present our management team and structure for the Missoula Montana Airport (MSO). It will lay out the Team that will be dedicated to the improvements and success of the parking operation. It will provide structure from onsite staff to oversight, regional and corporate support of the operation. It is important to note that the same people that created this proposal, budget and will negotiate an agreement will be the same team responsible for the day-to-day management and oversight of the operation. This guarantees the County and Airport of consistency and deliverance of our promises throughout the term of the Agreement.



CHRIS HOWLEY – VICE PRESIDENT, AIRPORTS



Chris has 30+ years of experience in parking and more specifically Airport Parking. After graduating from Georgetown University with a Bachelor of Science in Business Administration. He started his career in the hospitality industry with Marriott Corporation. He transitioned to the parking industry where he led and grew a regional South Florida parking firm. Chris then moved to a national parking firm in the early nineties. He held various positions including Executive Vice President, Owner and Board Member. For more than 25 years, he led the Airport Division of that firm and grew the company into the largest provider of airport parking and transportation services, managing more than 80 airport operations. Coming out of retirement, Chris joined LAZ Parking in 2019 as Vice President, Airports.

DON BARRETT – VICE PRESIDENT, AIRPORT OPERATIONS



Don began working in the parking industry in 1996 and has served in many roles during that time. A graduate of the University of Memphis with a Bachelor of Business Administration. Don has operational experience of serving his clients with the best-in-class level of service. Over his twenty-five-year career he has transitioned over 40 Airport locations successfully and has a reputation for integrity and devotion to his clients and employees. Don has overseen all types of parking operations including Aviation, Healthcare, Municipal, Commercial, and On-Street operations. Don is CAPP certified through IPMI and is a registered ParkSmart Advisor (formerly Green Garage Certification).

BRYAN BURNETT – SENIOR DIRECTOR, AIRPORT SERVICES



Bryan, Senior Director of Airport Services, has 23 years of parking industry experience, having held leadership roles in major markets such as Orange County, New York City, Los Angeles, and the greater San Francisco area. Currently overseeing eight airport parking and shuttle operations in the western region, Bryan leads a team of 700+ employees, maintains relations with four labor unions, and manages a revenue portfolio of over \$226 million. He is a pioneer in introducing e-commerce solutions through strategic marketing plans to enhance airport operations, boosting revenue and operational efficiency. As the former LAZ General Manager for the New York City Metro region, Bryan handled 70+ accounts, generating \$125 million in annual revenue. Notable clients included the Port Authority of New York, the Metropolitan Transit Agency (MTA), and Madison Square Garden events. Previously, Bryan directed off-airport parking operations for San Francisco International Airport, overseeing 2,000 parking spaces and a substantial bus fleet. Throughout his career, Bryan consistently championed innovative technological solutions to improve operational efficiency and enhance customer experiences. Recognized as a skilled leader, he excels in team building, industry collaboration, and achieving outstanding business results.

ROYCE WILLIAMS – REGIONAL VICE PRESIDENT



Royce has over 18 years of experience in the parking industry and has been with LAZ Parking since 2005. He has worked in markets across the nation and overseas, including San Diego, Orange County, Los Angeles, Columbus, Cincinnati, Cleveland, Chicago, London and now Seattle. After joining the LAZ family in 2005 as a valet, Royce progressed through several management positions and eventually landed in Columbus, OH. Starting with one location, Royce was able to grow the region through success stories and partnership, and as a result LAZ quickly became the largest parking operator in the Columbus market. His uncanny ability to drive revenue and enhance, not only service expectations, but service delivery is what set LAZ apart. Recently, Royce made the move from London, UK to Seattle and is now actively working towards growing the region. His unique story of opportunity and growth attests to the integrity of LAZ's Mission, to Create Opportunities for Our Employees and Value for Our Clients. He is a Graduate of the University of California Irvine with a BS in Science and is has his Executive MBA from the University of Cambridge. Royce



previously planned and oversaw the rollout of pay parking at the National Veterans Memorial and Museum in Columbus, OH.

MADELINE KWAN – HR BUSINESS PARTNER



Madeline Kwan has been in Human Resources in the parking and hospitality industry for 20+ years for various size companies ranging from a one person HR department to managing teams of 15+ staff in California, Washington, and Hawaii. She is experienced in all aspects of Human Resources and has worked with both non-union and union sectors. Madeline has a strong track record in building effective business partnerships with all levels of management and has been an active participant piloting conversion of HRIS and payroll programs. She grew up in San Francisco and has made the SF Bay Area her home. Madeline joined LAZ Parking in 2019.

AMY ANDERSON – SENIOR DIRECTOR OF TECHNOLOGY



Amy Anderson joined LAZ Parking in 2010 and today serves as the Senior Director of Technology, overseeing the technology implementation team nationally. She specializes in technology implementation, yield management, business intelligence, project management, data analytics, and operational efficiencies. Prior to her current role, Amy worked as a Director of Operations in New York focusing on municipalities, permitting, and enforcement portfolios. Amy has a passion for people and innovation, allowing her to envision unique ways to utilize new technologies that drive revenue & value, while putting her team members in positions to succeed and grow. Amy earned a B.A. in Human Relations with a minor in Business from the City University of New York, she is a Certified Parking Professional (CPP), and has been honored with NPA's 40 Under 40 award by the National Parking Association for her leadership in the parking industry.

CARRIE ANN VERGE – DIRECTOR OF FINANCE, AIRPORT SERVICES



Carrie Ann Verge joined LAZ Parking in 2021 as part of the acquisition of Serco Parking Services. As Director of Finance, she provides financial oversight and compliance of our national airport and municipal portfolios. Carrie Ann has worked for over 20 years in the Transportation Industry supporting and managing government, state, and local contracts. She has proven track records in price-to-win strategies, P&L forecasting and analysis, contract compliance, and internal audit. Carrie Ann holds a Bachelor of Science from Middle Tennessee State University (MTSU).

KEY POSITIONS JOB RESPONSIBILITIES

GENERAL MANAGER

LAZ Parking's General Manager for MSO will have overall management responsibility for the implementation and enforcement of operational, financial, personnel, accounting and maintenance procedures related to the parking at MSO. The General Manager will be responsible for the ongoing coordination between LAZ and MSO Management. The duties and responsibilities of the General Manager will include, but not be limited to, all of the following:

- Works Monday through Friday (and weekends as needed)
- Reports to MSO Management and the Vice President of LAZ Parking's Airport Division
- Responsible for the overall management, operation, and maintenance of the Facility
- Responsible for adhering to all Airport, FAA and local government regulations and laws
- Responsible for revenue enhancement initiatives to increase profitability to the airport
- Responsible for overall profitability of location
- Responsible for adhering to approved annual budgets for expenses for locations
- Ensuring adherence and compliance by LAZ Parking personnel to all established policies, rules, procedures, and regulations of LAZ Parking
- Preparation of daily, weekly, and monthly revenue reports to MSO



- Regular review of Secret Shopping Reports & Customer Survey results to ensure superior customer service standards are consistently being delivered by all LAZ employees
- Promote “The LAZ Way” (Motto’s, Values & Practices)
- Possess a high level of interpersonal skills to handle sensitive and complex situations including difficult customers, timely response & resolution of any customer complaints
- Administer an effective audit and risk assessment program of all parking operations
- Approval of expense, invoice payment and account payable programs
- Assist with vendor negotiations
- Regular daily and weekly communication with representatives of MSO
- Maintain close liaison with MSO staff on matters of accountability, security, and daily operational requirements
- Assist LAZ Parking’s Human Resources department with hiring, training, evaluating, and developing employees
- Meet regularly to assess and mentor all staff

Please check [Attachment 1](#) for more position job descriptions of Assistant Manager, CSR, and Cashier.

LAZ CUSTOMER ASSISTANCE & 24-HOUR CALL CENTER

Part of our operations plan is to make sure every guest has a positive parking experience. The parking facility is the traveler’s first and last chance impression of the airport during their travels. Knowing this, we believe that properly working revenue control equipment, clean and safe facilities, and staff availability to respond to and solve issues are the key components to this experience.



In addition to the on-site staff, all intercom calls are pushed to a manager on duty located on-site or a call center that is staffed 24/7/365. Both the onsite personnel and call center can vend gates, push rates, answer any questions, and address any issues that may arise. This allows the customer to have an immediate response to a question and a faster response time to any issues.

LAZ Parking also offers all the following to every guest upon approval of the Airport:

- Free vehicle location / Car-search
- Complimentary jump starts
- Assistance with lost keys / lock outs
- Towing assistance / Inflate tires
- Frequent Parking Program (if desired by Airport)
- Customer loyalty points usable for guest’s favorite travel (airlines, hotel, and AmEx miles)
- LAZgo Reservations, pre-payment, pay by text, or pay by smart phone (QR Code)

CUSTOMER COMPLAINT / PROBLEM RESOLUTION TRAINING

LAZ Parking has built our reputation by the excellent customer service we provide to our clients, customers, parkers, and visitors. We continuously explore new ways to improve on the experience that people have when they utilize parking facilities which we manage. We pride ourselves on resolving all customer issues, complaints or concerns in a prompt, courteous manner. We provide our staff with continued training and education so that they are prepared and well versed to handle customer complaints. Service Issues can be reported to site manager, regional office, or home office.

Documentation & Tracking

- Date, Time & Location Incident
- Name of customer
- Name of reporting party



Quality Assurance Database

Complaints will be defined as any written or verbal communication provided to LAZ Parking, or to Clients regarding poor service to our customers. All complaints are then input into the Quality Assurance Database by documenting:

Time Stamped Tracking



Once the complaint is entered into our database, the incident is automatically time stamped by the system & must be investigated & resolved within the following timelines based on the critical nature of the complaint:

- PRIORITY 1: 24 hours from complaint to resolution
- PRIORITY 2: 48 hours from complaint to resolution
- PRIORITY 3: 72 hours from complaint to resolution

RESOLVING CUSTOMER CHALLENGES

We pride ourselves on resolving all customer complaints or concerns in a prompt and courteous manner. We provide our staff with continued training and education in resolving customer challenges so that they are prepared and well versed to handle customer complaints.

Service issues can be reported to the site manager, regional office, or home office. Issues must be acknowledged within four hours and must be resolved within four business days (some claims may need exception).

- Issues must be acknowledged within 4 hours
- Issues must be resolved within 4 business days (some claims may need exception)

At LAZ Parking, our process is to **LEARN** from issues:

- Listen Attentively
- Empathize
- Acknowledge the Concern
- Respond with Outcome
- Never get Defensive



CUSTOMER SERVICE SURVEY & IMPROVEMENT PLAN

At LAZ Parking, we take customer feedback very seriously and use it to continuously improve the quality of our services. We use a variety of methods to gather customer feedback, including online surveys, in-person interviews, and social media monitoring. This allows us to get a comprehensive understanding of our customers' experiences and identify areas where we can make improvements.

HOW OUR SURVEY SOLUTION WORKS

By regularly surveying customers, LAZ Parking can help MSO identify any issues or problems with the parking operation and act quickly to address them. This can improve your customers' experience and ensure travelers are satisfied with the parking services they receive.

Our proposed customer survey program was developed using best practices in the parking industry as well as other service industries. We recommend that these surveys be reviewed at least quarterly, if not monthly, to measure our performance and provide suggested areas of improvement that should be focused on.

LAZ CUSTOMER SERVICE METRICS: SURVEYS & SECRET SHOPPERS

LAZ is committed to providing the highest level of customer service and quality programs. We believe that setting relevant, important, and meaningful Key Performance Indicators (KPI's) are critical to sustaining high levels of service and articulating our success to our clients. LAZ believes in a balanced scorecard approach to ensure that we are delivering (and measuring) all aspects of our business, Quality, Service, People, and Financial.

These are just a few of the Key Performance Indicators that we can report to our clients. A detailed list can be developed in partnership with our clients and can be customized to be site-specific.



Secret Shoppers

An integral part of our Quality Assurance program is the user of “Secret Shoppers” to audit the quality of customer service of our own staff. The secret shopper will verify proper validation and evaluate overall appearance, attitude, and helpfulness as well as the facility overall condition and cleanliness. These reports will be a part of the monthly reporting package. The results are then shared with the RVP, Resident, and the client. The secret shopper company will conduct at least 2 visits each quarter, with the goal for scoring to be 95% (A) or above. All reports are fed into our BI system.

Customer Surveys

Our proposed customer survey program was developed using best practices in the parking industry, as well as other service industries. We recommend that these surveys be distributed regularly to measure our performance and provide suggested areas of improvement. Our customer survey program can be physical survey cards, digital, mobile, or all of the above. We recommend that these surveys be reviewed at least quarterly, if not monthly, to measure our performance and provide suggested areas of improvement. We collect data reports from several channels and can customize the questions to the specific parking facility, using a simple rating scale. For instance, a rating scale of 1 to 4 will be used with 1 = Very Dissatisfied and 4 = Very Satisfied.



LAZ is confident through our Business Intelligence Department, that we can meet all the reporting requirements of the Contract.

CAPABILITIES IN AIRPORT PARKING SERVICES

While we look forward to having more active discussions with your key stakeholders, the list below summarizes the unique benefits Missoula Montana Airport will receive from LAZ Parking. We look forward to serving you as a collaborative and accountable provider – now and in the years ahead.

- **Business Intelligence:** Our Business Intelligence program will provide unique data visualization via a custom dashboard, keeping you constantly apprised of your facilities and operations. This solution is also integrated with most leading technology vendors.

- **Customer Care Center (CCC):** We will also apply our experience with our internal Centralized Customer Care Call Center program to integrate with your technology systems and benefit local automation processes, if desired. This US-based call center has trained customer service representatives standing by on a 24/7 basis to support the operation.
- **Integrated PARCS Management Solution:** We propose integrating with your current parking access and revenue control system (PARCS) for real-time visibility and access. This includes seamless integration and interface with our proposed collections, mobile pay, and business intelligence solutions.
- **Consulting & Audit Services:** LAZ Parking offers our consulting services free of charge, working alongside you to develop unique and innovative parking solutions.
- **Financial Stability:** Our strong balance sheet lets us stand ready to invest in new parking management systems and capital projects for this opportunity. We have significant working capital through a \$20 million revolving credit facility, plus long-term vendor relationships and buying power.
- **Professional Full-Service Customer-Focused Operation:** We provide highly trained and supported staff with a commitment to stellar customer service. Our ambassadorial approach will highlight our approach that reflects our organizational values. This includes immediate response to inquiries, complaints, and requests for assistance, as well as ongoing training in conflict resolution.
- **Unmatched Airport Expertise:** LAZ Parking’s airport team brings you decades of experience operating parking at many of the largest and busiest airports in the US and around the world. We continue to invest in our customer service and safety training programs to address the constantly changing landscape of your operations and FAA, TSA and airport-specific policies and regulations.
- **Operational Efficiency:** From rate analysis and new technologies to automation and efficient, cross-trained staffing, our streamlining programs generate considerable revenue and operational savings.
- **Transitions:** We manage hundreds of transitions every year and know that accurate execution is the key to ensuring that your customers experience only positive enhancements.
- **Accounting & Revenue Control:** In addition to a time-tested accounting system, we focus on training, separation of duties and accountability. We use our highly trained management and administrative team to implement our stringent revenue management policies and procedures.
- **Digital Mapping and Predictive Analytics:** As a customer focused initiative, LAZ Parking will provide enhanced analytics, digital mapping, and predictive analytics providing MSO and our mutual customers with real-time web and app-based information.
- **LAZgo & E-Commerce Solutions:** Unique e-commerce solutions with reservations, text to park and pre-payment features. Allowing customers multiple simple, efficient, and fast ways to pay.
- **Customer Oriented Culture:** We hire people that are excited to come to work and that love to interact with the public and then we train them to put customers first.
- **Community Outreach & Local Hiring:** LAZ Parking takes an active role in the community, from second chance programs to reduce poverty and recidivism to intensive public outreach. We offer existing parking program employees first consideration for hiring – keeping their valuable knowledge.

PRODUCTS USED

Ground Parking Transport

PARKING ACCESS REVENUE CONTROL SYSTEM (PARCS)

LAZ Parking has relationships with all major Airport PARCs providers. We receive negotiated preferential pricing as well as software, warranty, and maintenance benefits that others do not receive. For this opportunity we priced out a few different systems that would meet the needs of the MSO operation. We strongly recommend that whichever system the Airport selects (Flash, HUB: TIBA & Jupiter and Amano) that the Airport select to implement LPR (License Plate Recognition). This technology opens a host of other benefits, such as:

- 1) Eliminate need for nightly LPI (License Plate Inventory) resulting in daily cost savings
- 2) Ability for the facility to become fully automated
- 3) Future ability for the facility to become ticketless
- 4) Immediate access to lots through registering License Plates instead of issues cards, stickers, etc.
- 5) Assist in dynamic pricing if the Airport decides to implement this revenue enhancing concept.

We welcome working with the Airport to illustrate the positives and negatives of each system so we can work together to purchase, install, and manage the best system for the MSO parking facilities. LAZ Parking is willing to provide the capital and/or financing for identified and mutually agreed upon capital projects including but not limited to: New or upgraded PARCs system, Shuttle Vehicles, EV charging stations and infrastructure, more efficient lighting, wayfinding systems (w/social media) and any other projects up to and including parking structures and CONRAC facilities. We also know that MSO has budget requirements, so we stand ready to implement the improvements in advance and minimize the Airport's initial capital outlay.

A few, recent PARCs Investments and Capital Projects at Airport:

- Manchester Boston Regional Airport: PARCs, Lighting, Parking Guidance, Commercial Vehicle Management
- Kalamazoo/Battle Creek International Airport: PARCs
- Minot International Airport: PARCs
- Bozeman Yellowstone International Airport: PARCs and Luggage Cart System
- Rogue Valley International Medford Airport: EV Chargers
- Destin Fort Walton Beach International Airport: PARCs, Shuttle, Lighting, Wayfinding & EV charges

LAZ Parking has decades of experience designing, installing, and maintaining Parking Access Revenue Control System (PARCS) equipment. We work closely with equipment vendors and strategic PARCS partners to help design hardware, software, and functionality specific to the airport environment. A fully automated system can provide significant operational savings, superior accountability, additional security while maintaining a very high-level customer service.

As a leader in providing innovative PARCS equipment to its clients, we have been purchasing and installing equipment for decades. In the past 3 years, LAZ Parking has overseen the purchasing and installation of new PARCS equipment and other capital projects at many of our airports. Including installing FLASH equipment at MHT, MOT, BZN, GTR, ASE, MLI, SBY, and PVD, along with TIBA equipment at AVL, GSP, TUL, and Scheidt and Bachman at OAK. We have managed HUB equipment like your current system at AMA, PNS, BZN, VPS.

PARCS SUGGESTIONS

We do not believe that one system is the best solution for every Airport, as such, we actually have two options that we believe would provide the Airport with the level of technology and integration that will see the MSO parking system through the next 10+ years. If selected, we want to sit down with you and your staff to determine the goals and objectives in order to select the best system for MSO.

HUB (FAAC): TIBA - The new TIBA system is an exceptionally reliable system. The new TIBA line will require the addition of an EMV Gateway. We have requested pricing from TIBA (TIBA) to add LPR in lane cameras to the system. TIBA system is state of the art and extremely reliable, this system will require quarterly technician visits for preventative maintenance and to ensure ongoing functionality. We recently purchased a TIBA system for our Pensacola Airport location. We believe that this LPR technology is the next step in automating your facility. We have included their pricing for MSO as [Attachment 2](#).



FLASH - We have solicited pricing to replace the PARCs system from FLASH Parking. The system would include all new PARCs equipment with the option for FlashVision (LPR). We have provided the detailed quote in [Attachment 3](#). We have strategic pricing with FLASH, and they are a great system to help MSO reach its goals of cashless, ticketless, touchless, and fully automated operations.



Since Flash is basically plug & play it eliminates much of the maintenance required by other systems which in turn eliminated downtime of the system. Due to our strategic partnership, we receive the latest software updates immediately and best prices and response time on service. Their product, FlashVision (LPR w/AI), allows us to go fully automated if that is the airport's

ultimate goal. With this system, the operation will realize significant payroll savings no longer having to perform LPI. LPI is available online and up to date in real time.

It also helps towards the next step toward frictionless (ticketless) parking. It also provides multiple payment options (i.e., credit/debit, cash, pay by phone, Apple Pay, Blue Tooth Pay, Reservation Pay, etc..) as well as real time Data Analytics. Through our partnership with FLASH there are additional discounts at no cost that are reflected in our pricing sheet.

PARCS REVENUE CONTROL SYSTEM

LAZ Parking has a proven track record for revenue control and cash-handling procedures. We have in place PCI compliance as well as security processes and procedures to maintain control over cash receipts, prevent theft, track revenue, and improve the operation's bottom line.

Our internal systems are fully integrated with the new both your current HUB PARCs system as well as any system (including upgraded TIBA and FLASH) to be installed. Allowing predictive and proactive management of the facilities. Our Team is very familiar and trained on all first level maintenance requirements of all PARCs systems as well as some more advanced maintenance and upkeep of the system. Beyond our capability for repairs, we have an excellent relationship with TIBA & FLASH and receive premium pricing and response time due to our large volume of use of this system.

Prior to commencing operations at MSO, we will conduct a thorough review of existing operations and prepare detailed recommendations for any needed improvements. There are numerous processes and steps to our revenue control and accountability procedures. A fully functioning, well maintained PARCs system that can adapt to industry changes is extremely important in that process.

PARCS MAINTENANCE

The new PARCs system(s) we have proposed have shown to have very minimal downtime and this is in large part due to the "plug & play" nature of their hardware. LAZ suggests maintaining an inventory of spare parts for each part of the system. In the event of a part failure, we "plug and play" the part in inventory for virtually no

down time. That part is then sent back to the manufacturer for repair and replacement in inventory. We will also have annual visits from the PARCS provider to monitor equipment performance and effectiveness. The beauty of our relationship with both HUB and Flash is that we receive all software updates and technology advances as part of our relationship. For extreme cases, we will bring a representative from the manufacturer in to provide service to the system installed.

PCI COMPLIANCE

In an effort to combat data theft, we are committed to the protection of cardholder data and to the compliance of PCI DSS security requirements. Our company-wide PCI compliance program includes protecting cardholder data, maintaining a secure network, implementing strong access control measures, monitoring, and testing networks to ensure security breaches are negated, ensuring the maintenance of PCI security policies.

ON-LINE PARKING RESERVATIONS PLATFORM

RESERVATIONS & TEXT TO PARK

LAZgo is LAZ Parking's industry-leading Parking Reservations System, designed and built on modern, mobile platforms for maximum power, flexibility, and ease of use.



No other parking operator has its own, wholly owned parking reservation system and this point is critical to our clients. Unlike other operators, which use third party systems, or platforms that they have a minority stake in, all decisions relating to LAZgo are made by LAZ Parking at the behest of our clients, whom we solely serve.

In addition to our own system, we can integrate and use other reservation platforms and can work with any system. So basically, depending on the Airports direction/request, we are agnostic to all platforms. The benefit to the Airport with the LAZGo platform is that it comes at no additional cost to the Airport.



LAZ Parking has built a powerful parking reservation system that integrates with all leading PARCS and technology vendors and allows parkers to search, view and pay for parking online, via phone, tablet, or desktop. With LAZgo, parkers can find and pay for parking right from their phones. **There is no cost to the airport for these services.**

LAZgo provides powerful and secure mobile, web and app-based search and payments for ungated and gated locations. Capabilities include text to park, snap to park, app-based parking, touchless parking, "Reserve Ahead" and pre-pay, "Pay as you Go" program and more.

LAZ has a team of in-house and contract developers who constantly develop and update LAZgo to include new features, rate types, front end interfaces and reports. This makes LAZgo the most modern and up to date reservation system, with the most thorough product and inventory management. Both the LAZGo Reservations and Text to Park are free to the Airport.

BUSINESS INTELLIGENCE AND ANALYTICS

Many operations today short-change their performance management activities due to the time wasted on manual tasks such as data collecting, validating, and correcting data rather than spending adequate time on more important tasks of analysis. These often rely on systems ranging from spreadsheets to ERP solutions that are disconnected, outdated, static, insecure, completely dependent on IT, and lacking the performance and data reliability that are essential for today's analytics.

LAZ Parking's Advanced Business Intelligence and Dynamic Reporting transforms all parking information and related data to establish a more dynamic, reliable performance management system. With over 17 years of



Business Intelligence, Revenue Management and Pricing experience, LAZ Parking has established key metrics that enable us to measure progress towards key revenue and expense targets set by the County.

The core underlying software used has long been an industry leading platform and it is used by organizations large and small, from multinational corporations to smaller companies and public sector agencies. The software has been fully customized for the parking industry.



Speed of Information
Linked to Multiple Sources
Scalability
One Source of Data
Ease of use and access
24/7 Access + Client Access Portal



Dynamic Reporting on Multiple Platforms
Fully Flexible & Customisable
Automated Data Flow
Full Security and User tracking
MS Office Integration

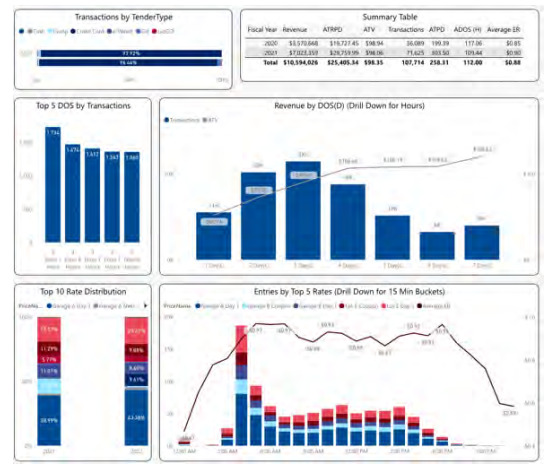


Yield, Pricing & Occupancy Methodology base
Pricing Matrix and Levels
Advanced Dash Boarding
What-If and Scenario Modelling
PREDICTIVE ANALYSIS
Data Spreading - AA



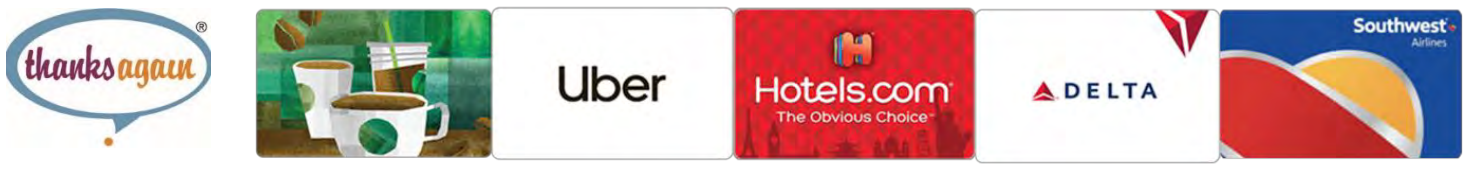
Market Database
End User Tool
Competitor Screen
Grab / Tracker
On-Line Analytics feed from GA
No Outsourced Component

Think Smart with BIG DATA



CUSTOMER LOYALTY INCENTIVE PROGRAMS

CUSTOMER LOYALTY PROGRAM: We can Customize a program for MSO parkers that creates long-term, above the line, customer involvement. We have experience in airport marketing for current parking facilities, and we are confident that a differentiated, unique loyalty program will have significant impact on raising awareness and changing behaviors around MSO parking. Having an engaging parking loyalty program will increase the web traffic and ultimately generate additional parking revenues. An integrated parking specific loyalty program will set the tone and increase awareness of the benefits of parking at MSO. The web strategy will support the development of the loyalty program and raise the customer experience; it will allow innovative advertising and promotional campaigns and be a fundamental piece of the puzzle in developing the consumer database.



PRICING & SHORT ANSWER FORM

ATTACHMENT A FINANCIAL WORKSHEET

Management Fee Expenses		
Insurance	\$ 18,250	
Personnel Selection/Drug & Criminal	\$ 1,980	
Uniforms (ACDBE)	\$ 2,640	ACDBE
Tickets (ACDBE)	\$ 4,500	ACDBE
Phones	\$ 3,600	
Office Supplies	\$ 1,200	
General Supplies	\$ 1,200	
Maintenance	\$ 1,200	
Audit	\$ 3,500	
Home Office Accounting	\$ 5,160	
Snow Removal (Airport Expense)	\$ -	
Vehicle	\$ 5,000	
Start-up & Equipment	\$ 15,000	Yr. 1 Exp.
Travel	\$ -	
Corporate & Regional Overhead plus Profit	\$ 40,000	
Total Direct Expenses	\$ 103,230	

** Please check [Attachment 4](#) to view MDOT ACDBE Certificates of ICS & Image Concepts.

		Merchant of Record	
Blended Hourly Rate		Proposer Rate/Hr	Airport Rate/Hr
Overall blended hourly rate including FICA, taxes, overtime, benefits.			
	Year 1	\$26.00	\$26.00
	Year 2	\$27.00	\$27.00
	Year 3	\$28.00	\$28.00
	Year 4 (opt)	\$29.00	\$29.00
	Year 5 (opt)	\$30.00	\$30.00

		Merchant of Record	
Credit Card Processing Fees		Proposer Fee/%	
Provide information relative to the credit card processing services in the following format. Credit card processing fee shall be a percentage (%) fee on the total credit card revenue collected and/or flat fee per transaction.			
		3.00%	w/EMV Gateway
		Flat Fee (Per Trans)	
		\$0.00	

		Merchant of Record	
Annual Management Fee		Proposer	Airport
Specify the total annual management fee for each and every year of the initial three-year term and two-year option in the following format.			
	Year 1	\$103,000	\$103,000
	Year 2	\$92,000	\$92,000
	Year 3	\$94,000	\$94,000
	Year 4 (opt)	\$95,000	\$95,000
	Year 5 (opt)	\$97,000	\$97,000

Required Equipment	Unit Costs	Required Units
Pay Station (AC Powered, Cash Capable)	\$ 29,220.00	1
Pay Station (AC Powered, Not Cash Capable)	\$ 52,800.00	4
Lot Entry Station (AC Powered, Hardwired)	\$ 84,000.00	7
Toll Booth Fee Computer and Peripherals	\$ 3,199.20	1
Barrier Gates (AC Powered)	\$ 54,990.00	15
Barrier Gates (AC Powered, Pass Through ST)	\$ 7,332.00	2
Fiber Converters	\$ 2,250.00	15
Network Kit	\$ 2,000.00	1

Installation, Project Management and Testing			
System Programming Costs		\$	2,950.00
Project Management, Commissioning and Testing			
On-Site Installation, Training and Travel		\$	86,850.00
Shipping		\$	7,500.00
Old Equipment Removal (less salvage)			
Equipment Total Price (Sum of Total Price of Items Listed Above)			\$333,091.20

Monthly Operational Costs			
Software Licensing		\$	720.00
Wireless Communication (If Required)			
Etc.			
Monthly Equipment Recurring Price (\$/Month)			\$720.00

Optional, ala carte items (Please add/remove items as needed)			Total Price
Recommended Spare Parts			\$7,150.00
Equipment Consumables (Receipt Stock, Etc.)			\$220.00
Lobby Kiosk Pay Station			\$13,200.00
License Plate Recognition Integration	kit, pole, installation - \$13,910		\$1,300/month
Extended Service Plan			\$9,500.00
Online Reservation Integration			Free



ATTACHMENT B SHORT ANSWER FORM

Missoula Montana Airport Parking Schedule													
Management													
Hours per Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly	Monthly	Annual	Annual/Hrly	FTE	Hrly Rate
Manager	8	8	8	8	8	0	0	40	173	2080	\$ 60,000	1.0	\$ 28.85
Asst. Manager/Supervisor	8	8	8	8	8	8	8	56	243	2912	\$ 62,608	1.4	\$ 21.50
Total	16	16	16	16	16	8	8	96	416	4992	\$ 122,608	2.4	
Hourly													
Hours per Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly	Monthly	Annual	Rate	FTE	Hrly Rate
Cashiers	16	16	16	16	16	16	16	112	485	5824	\$ 101,920	2.8	\$ 17.50
CSR/Maintenance	8	8	8	8	8	8	8	56	243	2912	\$ 50,960	1.4	\$ 17.50
Other	0	0	0	0	0	0	0	0	0	0	\$ -	0.0	\$ -
Total	24	24	24	24	24	24	24	168	728	8736	\$ 152,880	4.2	
TOTAL ALL	40	40	40	40	40	32	32	264	1144	13728	\$ 275,488	6.6	

Please provide and describe your proposed staffing plan and schedule to meet RFP requirements. Schedule can be attached as a separate sheet.

Please see attached proposed schedule. We propose having 1 General Manager, 2 Assistant Managers, 16 daily hours of cashiers and 8 hours daily of the CSR position. This schedule will provide 24 hour management/supervisory coverage. In addition, we introduce the CSR (Customer Service Representative) position which is a more active, customer visible position, cross-trained to handle all duties within the facility. It will allow for a simple transition to a more automated operation once the new PARCs is installed and operating. Most importantly it focuses customer service visibility and assistance, facility cleanliness and maintenance of the facility and equipment. Transitioning to a more automated operation will move cashiers out of the booth circulating the facilities and provide a significant savings within the operation.

Please list certified ACDBE firms that the company will work with to complete or perform requirements of this RFP. Please include firm's name, NAICS code and State certification.

ICS (International Card Solutions): NAICS Codes: 522320 & 541611, MDOT Certificate #5456
 Image Concepts: NAICS Codes: 313310 & 315210, MDOT Certificate # 5476
 Please see attached Certificates.

Describe your plan to migrate full system management to the airport within 3-years

LAZ and our Airport Teams will support the Airport's initiative to self operate the parking facilities. The Airport will have several items that they will need to have lined up in order to effectively self manage the parking facility such as: established revenue control procedures, equipment replacement, PCI DSS/credit card security requirements. In addition the Airport staff will need to be well versed on PARC's firewall, bank reconciliation and insurance requirements. All of the previously mentioned items will take additional staff and LAZ stands ready to advise you on all of the above items and ensure that if MSO takes the operations in house they you are set up for success.

Describe the proposed PARCs equipment, capabilities and benefits

LAZ has provided two PARC's options, our preferred vendor FLASH provides additional discounts and benefits that make them our optimal choice for the MSO PARC's solution. FLASH has integration with many of the LAZ bank end process like our Business Analytics, reservation solution, scan to pay, and click to pay options. FLASH also has some of the best cutting edge LPR/AI technology that does not read a license plate, but looks at the entire back portion of the vehicle. This provides a much higher read rate and provides quicker learning for the AI portion of the PARC's system.

Briefly describe plan to transition from current PARCs to new PARCs and associated timelines

As with any transition of a PARC's system there needs to be a transition plan. LAZ has weekly meetings leading up to the actual on the ground work and then daily debriefs once the equipment installation is in process. We identify a timeline and schedule during these calls. With a notice of award at the end of April and a tentative start date sometime after that we see no issue with installation of the new system prior to the last quarter of 2024 before the winter months occur. We typically work with the PARC's installation team to minimize lane downtime and as we recently did at our Bozeman Airport installation LAZ brings in additional staff for training and support of our local management team so that they can continue to operate the location while also learning a new system.



INSURANCE

EVIDENCE OF INSURANCE

LAZ Karp Associates, LLC is the parent company of all the state and regional LAZ Parking entities throughout the United States. LAZ Parking maintains insurance which covers all our operations. LAZ Parking has not had its insurance coverage (on current or past operations) cancelled during the last 10 years. You are welcome to contact our current insurance provider representative:

Agency: Brown & Brown of MA, LLC
 Contact: Frank Griffin
 Phone: 617.471.1220
 Email: frank.griffin@bbrown.com

ACORD 25 (2010/05)

AGENCY CUSTOMER ID: 25084
 LOC #: See ACORD 25

ADDITIONAL REMARKS SCHEDULE Page ___ of ___

AGENCY Amly Insurance A Division of Brown & Brown of MA LLC	NAMED INSURED See ACORD 25
POLICY NUMBER See Certificate	NAIC CODE
CARRIER See Certificate	EFFECTIVE DATE: 7/31/2023

ADDITIONAL REMARKS
 THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM.
 FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER G: American Guarantee & Liability Insurance Company	26247
INSURER H: Westfield Specialty Insurance Company	16992
INSURER I: Great American Assurance Company	26344
INSURER J:	

If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits

NSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (mm/dd/yyyy)	POLICY EXPIRATION DATE (mm/dd/yyyy)	LIMITS
D	EXCESS GENERAL LIABILITY			XLXD61099005	7/31/2023	7/31/2024	AGGREGATE \$4,000,000
E	UMBRELLA LIABILITY			79863543	7/31/2023	7/31/2024	AGGREGATE \$25,000,000
F	EXCESS LIABILITY			XC9EX00286231	7/31/2023	7/31/2024	AGGREGATE \$15,000,000
G	EXCESS LIABILITY			AEC011173109	7/31/2023	7/31/2024	AGGREGATE \$15,000,000
H	EXCESS LIABILITY			XSL345214K00	7/31/2023	7/31/2024	AGGREGATE \$10,000,000
I	EXCESS LIABILITY			EXCS125913	7/31/2023	7/31/2024	AGGREGATE \$10,000,000
E	EXCESS LIABILITY			78187246	7/31/2023	7/31/2024	AGGREGATE \$25,000,000

ACORD CERTIFICATE OF LIABILITY INSURANCE DATE (MM/DD/YYYY) 7/28/2023

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 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 Brown & Brown of MA, LLC 500 Victory Rd. Marina Bay North Quincy MA 02171	CONTACT NAME: Frank Griffin PHONE (AG No. Exp): (617) 471-1220 FAX (AG No.): (617) 479-5147 EMAIL ADDRESS: Frank.griffin@bbrown.com
INSURED LAZ Parking Northwest, LLC 255 Stewart Street Seattle WA 98101	INSURER(S) AFFORDING COVERAGE INSURER A: Liberty Mutual Fire Insurance 23035 INSURER B: LM Insurance Corporation 33600 INSURER C: Berkley Insurance Company 32603 INSURER D: HDI Specialty Insurance Company 16131 INSURER E: Federal Insurance Company 20281 INSURER F: Everest National Insurance Company 10120

CERTIFICATE NUMBER: 23-24 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.

NSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Contractual Liability			IR2611260451033	7/31/2023	7/31/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ EXCLUDED PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> HIRE AUTOS			AS2611260451013	7/31/2023	7/31/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Ea accident) \$
X	UMBRELLA LIAB EXCESS LIAB			SEE ATTACHED LIST OF POLICIES	7/31/2023	7/31/2024	EACH OCCURRENCE \$ 100,000,000 AGGREGATE \$ 100,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROHIBITIVE EXCLUSIONS EXCLUSIVE OF MEMBER EXCLUDED? (Mandatory in MA) If yes, describe under DESCRIPTION OF OPERATIONS below			MA5610260451053	7/31/2023	7/31/2024	<input checked="" type="checkbox"/> WC STATE <input type="checkbox"/> TORT LIMITS E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	GARAGEKEEPERS LIABILITY			AS2611260451013	7/31/2023	7/31/2024	\$1,000,000 LIMIT
C	CRIME/EMPLOYEE DISHONESTY			BCCR4500289226	7/31/2023	7/31/2024	\$5,000,000 LIMIT

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
 IF agreed upon in a written contract or agreement, the certificate holder is included as an additional insured for general liability, but only with respect to the operations of the named insured. This insurance is primary and non-contributory to the additional insureds if agreed upon in a written contract or agreement.

CERTIFICATE HOLDER SAMPLE CERTIFICATE	CANCELLATION 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 Frank Griffin/FG

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Parking Management Operations
 Insurance

MINIMUM REQUIREMENTS

AIRPORTS EXPERIENCE

EXPERIENCE & QUALIFICATIONS: LAZ Parking exceeds all minimum requirements as set out by the RFP document. We believe you will find we have significant Airport specific experience and qualifications that will bring a fresh perspective and foster success to the parking operation. We have a proven track record of success with similar projects evidenced by our operations at more than 33 airports domestically including BZN, FWA, MYR, DEN, BNA, LAX, PIT, SMF, TUL, MOT, PVD, and MHT (to name just a few), managing very similar responsibilities as your requirements.

At all our airport operations, we provide operations management and maintenance as described and requested in this RFP. Our response to your RFP goes into more detail regarding our current airport operations and our ability to meet and exceed all the requirements for Missoula Montana Airport (MSO).

We understand parking operations are an instrumental piece of the travel experience and needs to be fast, friendly, and convenient. As one of the nation's premier operators specializing in landside operations, LAZ Parking fulfills that expectation. Our airport clients across the United States have benefited from our focus on maximizing annual operating revenues and minimizing costs, all while providing premium customer service to airport visitors and passengers. We stand ready to serve Missoula Montana Airport, now and in the years ahead.



We have highlighted above a few of the Airports that are similar in size and scope of operation or where we have made major capital improvements working with the Airport.

- Los Angeles International Airport (LAX)
- John Glenn Columbus Intl. Airport (CMH)
- Oakland International Airport (OAK)
- Pittsburgh International Airport (PIT)
- Cross Border Express (CBX)
- Quad City International Airport (MLI)
- Martha's Vineyard Airport (MVY)
- Golden Triangle Regional Airport (GTR)
- Sacramento International Airport (SMF)
- Asheville Regional Airport (AVL)
- Salisbury Airport (SBY)
- Aspen/Pitkin County Airport (ASE)
- Minot International Airport (MOT)
- Fort Wayne International Airport (FWA)
- Myrtle Beach International Airport (MYR)
- Bozeman Yellowstone International Airport (BZN)
- Destin-Fort Walton Beach Airport (VPS)
- Nashville International Airport (BNA)
- Tulsa International Airport (TUL)
- Greenville Spartanburg Intl Airport (GSP)
- TF Green Airport (PVD)
- Teterboro Airport – Valet (TEB)
- Manchester Boston Regional Airport (MHT)
- John Wayne Airport (SNA)
- Tweed New Haven Airport (HVN)
- Kalamazoo Battle Creek International Airport (AZO)
- Pensacola International Airport (PNS)
- Long Beach Airport (LGB)
- Amarillo International Airport (AMA)
- Eagle County Regional Airport (EGE)
- Rogue Valley International (MFR)
- Denver International Airport (DEN)

MINOT INTERNATIONAL AIRPORT (Minot, ND)

LAZ Parking was awarded the contract to operate the public parking facilities at MOT during the summer of 2021. Transition occurred on August 1, 2021. The transition included a full replacement of the PARCS system to an updated Flash Park system and transitioning to a cashier less operation, all while increasing the customer service level and reducing overall costs. Revenue is currently up 33.2% since we began operations in MOT.



Contact: Maria Romanick	Maria.Romanick@MinotND.org	701.420.4503
Address:	305 Airport Road, Suite 216	City, State: Minot, ND 58703
Date:	August 2021	Spaces: 1,509
Revenue:	\$1,200,000	Employees: 2
Equipment:	FLASH	Services: Parking Management



BOZEMAN YELLOWSTONE INTERNATIONAL AIRPORT (Belgrade, MT)

LAZ Parking transitioned the paid parking facilities and luggage carts management (6 stations) at BZN on October 1, 2023. LAZ purchased and installed a new PARCS system (FLASH) with LPR transitioning the facility to fully automated. LAZ manages and maintains all parking facilities with customer service representatives in and around the terminal. We also provide comprehensive data analysis report each year using LAZWay and LAZ BI (Business Intelligence) program.



Contact: Scott Humphrey	scott.humphrey@bozemanairport.com	406.8.6632 ext. 117
Address: 850 Gallatin Field Road, Ste 6	City, State: Belgrade, MT 59714	
Date: October 2023	Spaces: 3,771	
Revenue: \$9,000,000	Employees: 12	
Equipment: HUB DataPark & FLASH	Services: Parking & Luggage Cart Management	

LONG BEACH AIRPORT (Long Beach, CA)

LAZ Parking was awarded the contract to manage the parking operations at Long Beach Airport. LAZ oversees the 24/7 parking operations, including managing monthly tenant parking. Also, LAZ will help the Airport procure a new Parking Access Revenue Control System and lead a new Navigator Program for in-person customer service.



Contact: Dale Worsham	dale.worsham@longbeach.gov	562.570.2606
Address: 4100 E Donald Douglas Dr.	City, State: Long Beach, CA 90808	
Date: May 2023	Spaces: 3,912	
Revenue: \$9,000,000	Employees: 21	
Equipment: SKIDATA	Services: Parking Management	

ASHEVILLE REGIONAL AIRPORT (Asheville, NC)

In 2017, LAZ Parking was awarded the contract to manage parking operations at Asheville Regional Airport. We also managed temporary shuttle operations during garage construction. We transitioned this operation on Nov 1, 2017. LAZ is responsible for managing and overseeing the transition, 24/7 operations, 20 employees, and maintenance operations.



Contact: John Coon	jcoon@flyavl.com	828.209.5102
Address: 61 Terminal Dr #1	City, State: Fletcher, NC 28732	
Date: November 2017	Spaces: 2,234	
Revenue: \$10,000,000	Employees: 20	
Equipment: TIBA	Services: Parking & Transportation Management	

MANCHESTER-BOSTON REGIONAL AIRPORT (Manchester, NH)

LAZ Parking was awarded the contracts to manage self-park, valet, and shuttle operations at MHT. LAZ Parking designed, purchased, and installed (at our expense) new PARCS system, garage space directional system and a customized ground transportation collection solution for the Airport. As the parking manager, LAZ is responsible for instituting additional payment methods, customer loyalty program and reservation system. All these improvements increased revenue almost 20% in the first year of operations.



Contact: Ted Kitchens	TKitchens@flymanchester.com	603.624.6539
Address: One Airport Road, Suite 300	City, State: Manchester, NH 03103	
Date: July 2022	Spaces: 6,453	
Revenue: \$11,000,000	Employees: 25	
Equipment: FLASH	Services: Parking Management	

TULSA INTERNATIONAL AIRPORT (Tulsa, OK)

Our operations for Tulsa International Airport transitioned July 1, 2019. We were awarded the contract to operate the parking, valet, and shuttles operations consisting of a 3-level covered long term parking facility, a surface shuttle lot with shuttle operations, taxi queuing system, reserved parking spaces, valet parking and employee parking surface lots. LAZ is also responsible for the operation of shuttle buses and as curbside concierge to manage traffic and assist travelers.



Contact: Alexis Higgins	AlexisHiggins@tulsaairports.com	918.838.5000
Address: 7777 E. Apache Street	City, State: Tulsa, OK 74115	
Date: July 2019	Spaces: 4,624	
Revenue: \$12,000,000	Employees: 60	
Equipment: TIBA	Services: Parking, Valet & Shuttle	

** [Attachment 5](#) to see some reference letters from our current airport clients.



FINANCIAL ABILITY

LAZ Parking provides the peace of mind of contracting with a focused regional provider with the support and backing of our national organization.

Our strong balance sheet lets us stand ready to invest in this project. We have significant working capital through a \$175 million syndicated revolving credit facility provided by JPMorgan Chase Bank, N.A. Our long-term vendor relationships and buying power also provide significant cost savings.

AWARDS & ACCREDITATION

LAZ Parking is well-known in the industry and holds several awards and accreditations that set us apart from other providers. Dozens of our management team members have earned the Certified Administrator of Public Parking (CAPP) designation, including Don Barrett, Vice President, Airport Operations on the Airport Services team. Our company is also an IPMI recognized organization and an Accredited Parking Organization (APO), as described below. We pledge to continue this level of service excellence.

CAPP Certification



LAZ Parking currently has more than 38 managers that are either CAPP or CPP certified. We also have several managers/executives Parking that are going through the CAPP program and are anticipated certification by the end of the year.

2021 Awards of Excellence Winner



LAZ Parking was also recognized as an organization by the IPMI with 2021 IPMI Awards of Excellence. These awards showcase outstanding parking and transportation facilities and innovative programs to further the parking, transportation, and mobility industry.

In 2021 Los Angeles World Airports and LAZ Parking were recognized by IPMI with an Award of Excellence for the LAX-it program. LAX-it received the award for Innovation in a Mobility, Transportation, or Parking Program, placing the service among the industry's top programs. The IPMI Award of Excellence winners exemplify creativity, future-thinking, and a commitment to mobility and sustainability.



Accredited Parking Organization (APO)



APO is a designation for parking organizations that have achieved a comprehensive standard of excellence. It recognizes best practices in responsible parking management and operations, customer service, professional development, safety,

and security. In March 2022, LAZ Parking officially received APO Certification and is now fully accredited through 2025.



OTHER INFORMATION

LAZ PARKING SYSTEMS OVERVIEW

In addition to investing in our support departments that support our operations, LAZ parking has developed strategic partnerships with all the major PARC's providers. Our IT and Business Intelligence staff are very familiar with the current HUB PARC's system, and we have already been in discussions with them on integrating the PARC's data into our Business Intelligence Dashboard. We will also pull in data from all the other areas listed below so that our staff and the Airport staff have a clear picture of the parking operation. Our BI dashboard pulls together data from multiple sources, below of some of the data sources we typically pull from in the various areas of operations:

Parking

- PARC's data (revenue and transactions)
- Parking Occupancy Data
- Reservation Data
- Park Assist Data
- Thanks Again/Glidepath user data

Ground Transportation

- Trip Data
 - Volume Trends
 - Revenue data
- ### Shuttles
- Passenger Count Data
 - Safety Events
 - Average Wait Times

- Maintenance alerts

Other Data

- Enplanements
- Weather
- Payroll expense
- Operating Expenses

By having all this data on one dashboard this allows LAZ and the Airport to provide trend analysis of impacts and what results they might have on the overall operation. Our initial Network Architecture is attached below. This is a draft as we would need to develop some APIs from vendors in order to fully integrate all systems above.

STANDARD OPERATING PROCEDURES (SOP)

OPERATION POLICY & PROCEDURES MANUAL

We have included as [Attachment 6](#) a sample table of contents for one of our standard operating procedures manuals (SOPs). The attached table of contents illustrates some of the information that will be included in a customized SOP document such as hiring and training, financial controls, auditing, reporting, recordkeeping, equipment, and facility maintenance, etc. A customized SOP manual will be created for Missoula Montana Airport (MSO) operation once contract terms, PARCs selection and obligations are finalized.

TRANSITION INFORMATION

SEAMLESS TRANSITION

LAZ Parking stands ready to begin services rapidly upon contract award. We have a proven track record for similar projects and look forward to working as your partner. LAZ Parking will provide Missoula Montana Airport with the highest possible orderly transfer of the operations and responsibilities of your parking system. We understand and recognize the sensitivity of a transition in parking services, especially one as dynamic as yours. Because we fully acknowledge the adjustments and challenges of a transition, LAZ Parking will take full responsibility and ownership of the process. We provide the airport with our full commitment that we will do everything needed to ensure a smooth and successful transition. **LAZ Parking has transitioned 12 airports seamlessly in the last 24 months.**

Transition planning will begin the day the contract award is announced, and our top priority is ensuring a seamless transition for the airport and all your customers.

RETAINING CURRENT STAFF



LAZ Parking believes that incumbent workers possess valuable knowledge, skills, and experience that contribute to the success of Airport operations. We also believe that these capable employees have not had the regional or corporate support and development that should be delivered for an operation of MSO's magnitude. Should MSO desire us to retain any or all existing employees from the current operations, including current management staff, we are more than willing to do so. LAZ Parking recognizes the skills and benefits that the staff working in the Parking operation provide, and as your designated partner in parking, we are committed to retaining as much of the team as possible to ensure your ongoing success.

DEDICATED TRANSITION SUPPORT TEAM

We will provide all necessary implementation support, bringing in additional personnel and subject matter experts through the process until the operation is stabilized, and keep MSO fully informed step-by-step, of our progress. Our transition plan and budget include bringing in subject matter experts from around the city to assist and oversee specific functions of the transition process. The transition support team will be in addition to the project management team that will be hired at the commencement of the agreement. The transition support team will include but not be limited to the following:

LAZ Airport Personnel

Chris Howley – Contract & Client Support
Don Barrett – Transition Team Leader
Bryan Burnett – Airport Operations

LAZ Regional Personnel

Royce Williams – Regional Vice President
Madeline Kwan – Human Resources
Brian Bluma – Regional General Manager

LAZ Corporate Personnel

Tom Williams – Head of Accounting and Audit
Amy Anderson – Senior Director of Technology
Carrie Ann Verge – Director of Finance, Airports

EV STATION

As it currently stands, our desired approach to EV Charging Station installation is only done with a minimal impact upon the existing parking facilities. The impact on standard vehicles is minimal, while not impacting the total capacity in the slightest. But the impact that it will have on the growing infrastructure shift towards EVs is a positive change for the future.

This installation will cement our chosen vendor as a resource for the countless new EV drivers searching to find charging stations as they develop a new routine with their newly purchased EVs.



PROPOSER ATTACHMENTS

Throughout our proposal, LAZ Parking has referenced a variety of supplemental attachments and documentation. These are summarized below and included in the following pages.

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Attachment 2	TIBA Quote	13	27-49
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ATTACHMENT 1 - JOB DESCRIPTIONS

ASSISTANT MANAGERS/SUPERVISORS

The Assistant Manager will serve as the field operational manager for daily parking operations at MSO, supporting the General Manager and ensuring the program's overall operational success. This is a working manager position. The duties and responsibilities of the Assistant Manager will include, but not be limited to, all the following.

- Works Monday through Friday, 8AM to 5PM; Reports to the General Manager.
- Assists the General Manager with operational, financial, and personnel management.
- Management of all hourly staff to include Supervisors, Cashiers, Shuttle Drivers, Customer Service Representatives, Lot Checkers, Parking Specialists, Traffic Directors, and Maintenance attendants.
- Creates and monitor daily schedules & break relief.
- General oversight of Daily Parking Operations.
- Assigns duties and work shifts to all employees working closely with scheduling personnel.
- Assists in hiring, training, evaluating, and developing all LAZ employees.
- Responsible for adherence of LAZ personnel to all safety standards.
- Promotes "The LAZ Way" (Motto's, Values & Practices).
- Ensure all LAZ Parking staff are adhering to superior service standards in each department.
- Maintains elevated levels of customer service for all parking personnel.
- Serves in the capacity of the General Manager in the event of the General Manager's absence.
- Performs periodic spot audits on staff with the auditing team.
- Oversees maintenance programs including contract administration with contractors; this includes inspection of the parking lots to ensure contract compliance.
- Ensures that existing maintenance of parking equipment is maintained at the highest level.
- Completes special projects as requested by the General Manager or MSO Management.
- Assists the General Manager in the review of the Secret Shopping Reports & Customer Surveys to ensure superior customer service standards are consistently being delivered by all LAZ Parking employees.
- Attends internal meetings with MSO Management as needed.
- Possesses an elevated level of interpersonal skills to handle sensitive and complex situations including difficult customers and timely response and resolution of any customer complaints.
- Meets regularly with hourly employees.

CUSTOMER SERVICE REPRESENTATIVE/MAINTENANCE (CSR)

- Responsible for acting as a liaison for customers.
- Works different time slots.
- Reports to Parking Supervisor and Manager
- Resolve customer complaints
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Advise on company information.
- Take payment information & other pertinent information such as addresses and phone numbers.
- Inform customers of parking options.
- Work with manager to ensure proper customer service is being delivered.
- Provides excellent customer service to all patrons of MSO
- Provide general cashier duties.
- Provide general facilities and equipment maintenance.
- Cross trained on all aspects of the operation.
- Provide customer assistance services as needed within the parking facilities.

CASHIER

The Cashier will work a regular shift collect fees and tickets from assisting customers to exit, will complete a report at the end of the shift to balance revenue with tickets collected.

- Works different time slots
- Reports to Parking Supervisor
- Completes all required paperwork and reports accurately to account for all parking revenues.
- Greets by/use name, be responsive and timely with correspondence and problem resolution, and display a caring attitude, develop a rapport with the customer base.
- Assist customers in lobbies, lanes, and in the parking office; help direct traffic.
- Promotes good customer relations by consistently providing premier customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times.
- Accepts monthly and debit payments and process credit cards.
- Basic computer skills in the parking revenue control system (add/delete accounts, key in required information from monthly applications).
- Responsible for running any reports related to daily revenue, credit cards, or garage data.
- Must work with or without supervision.
- Responsible for general maintenance of the garage – sweeping, wiping down surfaces and equipment, emptying trash, picking up trash, changing light bulbs, etc.
- Maintain and repair any malfunctioning parking equipment.
- Other related duties as assigned.

[Back To Attachment List Page](#)

ATTACHMENT 2 - TIBA QUOTE



TIBA
PARKING SYSTEMS

Modular Components
Superior Technology
Flexible Software



Missoula
MONTANA AIRPORT

Missoula Montana Airport – TIBA SPARK Suite Cloud
Parking Access and Revenue Control System (PARCS)



FAST



FLEXIBLE



CREDIBLE

March 19, 2024

Don Barrett, CAPP
LAZ Parking
6714 Stillmead Drive
Dayton, OH 45414

Re: Missoula Montana Airport

On behalf of TIBA Parking Systems, LLC (TIBA), we are pleased to provide the following proposal for the Parking Access and Revenue Control System (PARCS) at Missoula Montana Airport. We believe the TIBA SmartPark system, paired with superior installation and service performed by Time Equipment Company, is the best fit/least risk solution for this project, and we want to be your PARCS Partner.

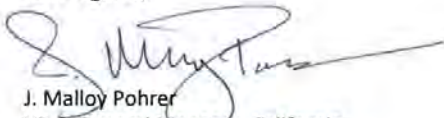
We are proposing our SPARK Suite with SmartPark Cloud solution which provides the many benefits associated with Software-as-a-Service (SaaS) computing, but with the same reliability as our on-premises server-based system. The SaaS model creates cost savings by eliminating server hardware, local software, OS maintenance and upgrades, and power costs connected to running and cooling servers. There is also increased security, quality control, and disaster recovery provided with the Cloud solution. For added reliability, TIBA provides a Fog Computing environment with intelligent edge devices, and our MC-60 master controller for modular redundancy that keeps your PARCS running even when the Cloud is unavailable. **ALL CLOUD SYSTEMS ARE NOT CREATED EQUAL!** This is a serious game changer, because every cloud will experience downtime (Microsoft Azure and Amazon Web Services included) and most parking systems don't function without connectivity. TIBA performs even when others can't!

When you choose TIBA Parking Systems – you get a Company that knows Parking! We understand, and know how to create systems to accommodate, the unique needs of any parking environment. Our experienced professionals have worked directly on thousands of complex projects over the years, and we look forward to sharing this experience with you and your team to provide an accurate, reliable, and full-featured solution.

Our primary objective is to make your parking system more reliable and efficient, which will result in a better parking experience for your users, heightened customer loyalty and reduced operating costs.

TIBA is proud of our outstanding record of delivering complete solutions and we appreciate your consideration.

Best regards,



J. Malloy Pohrer
VP & General Manager, California
e. Malloy.Pohrer@TIBAParking.com
c. 213.200.3352

As a PARCS provider and software developer with 30+ years of industry experience, TIBA is recommending a suite of products including our X60 hardware that will assist with your parking technology needs well into the future. The TIBA PARC System includes all necessary services including equipment, software, hardware, programming, testing, and commissioning which will deliver a fully functioning system for even the most challenging facility.

X60



-  **Smarter and faster than ever** – most modern product architecture
-  **Increased security** to protect your data
-  **Connectivity using Native TCP/IP connectivity and RS485**
-  **User engagement through extra large, high contrast touch screen**
-  **Easy to install, service and maintain**

NEW

- Ticketless
- Personalized graphics
- Pre-Pay options
- Multi Use ticket conversion
- Dynamic Rate presentation

The TIBA X60 Equipment is designed for parking with the most modern processor-based (OS-less) technology. The design facilitates fast installation, maintenance, and repair along with separate compartments for installers and operators that further protects the systems from accidental tampering. The newer family of hardware also supports a multitude of credential readers and sensors, with a customizable faceplate for personalized branding and an extra-large multifunctional touch screen display. A modern look and feel and smaller footprint provide the X60 series a sleek and elegant appearance.

The X60 has both the flexibility for native TCP/IP and RS485 based connectivity allowing a complete mix-and-match between TIBA’s X30 hardware line and the newer X60 hardware family, protecting our customers’ investment in their selection of PARCS equipment. The **Extra-Large Touch Screen Display** allows for more sophisticated user interaction with dynamic rate displays and multiple payment options providing an enhanced personalized experience. The X60 line also provides the largest ticket roll in the industry and a VoIP intercom to round out the engaged parking experience. Your customers will find ease-of-use being able to mix and match various parking and access credentials, including printed barcodes, cell phone QR codes, and third-party reservations and validations.

Investment Summary:

Missoula Montana Airport			
Products – Description	Part No	Qty	Extended
Short Term Entrance			
TIBA MP-60 Entry Station - with Ticket printer, HID Proximity reader, QR Barcode scanner, and VOIP Intercom.	PM-MP6S-2002	2	\$24,483.00
TIBA Voice Upgrade - voice annunciator for patron instructions.	IM-0103-1095	2	\$859.50
TIBA/Magnetic Parking Pro-MT - barrier gate, communication controller and 10' STRAIGHT aluminum gate arm.	IM-0206-1057	2	\$7,095.00
Long Term Entrance West			
TIBA MP-60 Entry Station - with Ticket printer, HID Proximity reader, QR Barcode scanner, and VOIP Intercom.	PM-MP6S-2002	2	\$24,483.00
TIBA Voice Upgrade - voice annunciator for patron instructions.	IM-0103-1095	2	\$859.50
TIBA/Magnetic Parking Pro-MT - barrier gate, communication controller and 10' STRAIGHT aluminum gate arm.	IM-0206-1057	2	\$7,095.00
Long Term Entrance East			
TIBA MP-60 Entry Station - with Ticket printer, HID Proximity reader, QR Barcode scanner, and VOIP Intercom.	PM-MP6S-2002	1	\$12,241.50
TIBA Voice Upgrade - voice annunciator for patron instructions.	IM-0103-1095	1	\$429.75
TIBA/Magnetic Parking Pro-MT - barrier gate, communication controller and 10' STRAIGHT aluminum gate arm.	IM-0206-1057	1	\$3,547.50
Short Term to Long Term Crossover			
TIBA AU-60 Lane Controller - <for Remote Vend>.	PM-AU6S-2001	2	\$5,807.20
TIBA/Magnetic Parking Pro-MT - barrier gate, communication controller and 10' STRAIGHT aluminum gate arm.	IM-0206-1057	2	\$7,095.00
Short Term & Long Term Exit			
TIBA CT-60 POS Terminal - with receipt printer, barcode scanner, cash drawer and customer fee display.	PM-CT6P-2009	1	\$8,007.00
Windcave POS EMV - desktop contactless chip & pin reader.	IB-0311-1016	1	\$1,785.00
TIBA VPS-60 Exit Pay-In-Lane Station - with Cash acceptance and 2 Note dispensing (No Coin), Receipt printer, HID Proximity reader, QR Barcode scanner, and VOIP Intercom.	PM-VP6X-2001	1	\$30,441.00
TIBA 3 Note Upgrade - additional 3rd note dispensing unit for VPS-60.	IB-0601-1012	1	\$3,130.00
TIBA Voice Upgrade - voice annunciator for patron instructions.	IM-0103-1095	1	\$429.75
TIBA Spare Cash Cassette - spare cash cassette for Fujitsu Dispenser	IB-0601-1026	3	\$2,250.00
TIBA Bill Vault - bills cassette 600 notes, US currency, with lock.	IB-0601-1019	1	\$400.00
AXIS Pinhole Camera - IP camera installed in the face of the lane device.	IB-0311-1261	1	\$699.00
Windcave EMV - SCR200 Contact Reader, including Lan 300 Driver. (EVENT Mode)	IM-0206-1153	1	\$1,800.00
Windcave NFC - BRF210 contactless reader Add-on to EMV (Tap-and-Go).	IB-0311-1014	1	\$522.00
TIBA SW-60 Exit Station - with Receipt printer, HID Proximity reader, QR Barcode scanner, and VOIP Intercom.	PM-SW6S-2002	2	\$24,483.00
TIBA Voice Upgrade - voice annunciator for patron instructions.	IM-0103-1095	2	\$859.50
AXIS Pinhole Camera - IP camera installed in the face of the lane device.	IB-0311-1261	2	\$1,398.00
Windcave EMV - SCR200 Contact Reader, including Lan 300 Driver. (EVENT Mode)	IM-0206-1153	2	\$3,600.00
Windcave NFC - BRF210 contactless reader Add-on to EMV (Tap-and-Go).	IB-0311-1014	2	\$1,044.00

TIBA/Magnetic Parking Pro-MT - barrier gate, communication controller and 10' STRAIGHT aluminum gate arm.	IM-0206-1057	4	\$14,190.00
Pay By License Lot			
TIBA MP-60 Entry Station - with Ticket printer, HID Proximity reader, QR Barcode scanner, and VOIP Intercom.	PM-MP6S-2002	2	\$24,483.00
TIBA Voice Upgrade - voice annunciator for patron instructions.	IM-0103-1095	2	\$859.50
TIBA SW-60 Exit Station - with Receipt printer, HID Proximity reader, QR Barcode scanner, and VOIP Intercom.	PM-SW6S-2002	2	\$24,483.00
TIBA Voice Upgrade - voice annunciator for patron instructions.	IM-0103-1095	2	\$859.50
AXIS Pinhole Camera - IP camera installed in the face of the lane device.	IB-0311-1261	2	\$1,398.00
Windcave EMV - SCR200 Contact Reader, including Lan 300 Driver. (EVENT Mode)	IM-0206-1153	2	\$3,600.00
Windcave NFC - BRF210 contactless reader Add-on to EMV (Tap-and-Go).	IB-0311-1014	2	\$1,044.00
TIBA/Magnetic Parking Pro-MT - barrier gate, communication controller and 10' STRAIGHT aluminum gate arm.	IM-0206-1057	6	\$21,285.00
Parking Office System & Software			
Network Enclosure - Lockable network cabinet.	IB-0405-3529	1	\$689.00
TIBA Master Controller - Embedded industrial controller (TCP/IP & RS-485).	MC-60	1	SaaS
APC UPS - UPS Battery Backup.	IB-0310-1018	1	\$463.00
Workstation Computer - Laptop workstation computer and software.	WS-12	1	\$1,440.00
Workstation Printer - Color laser printer.	PRINT	1	\$549.00
TIBA SPARK Suite Onboarding - Cloud Platform Onboarding.	SPK-ONB	1	\$750.00
TIBA SPARK Suite FMS Cloud - Centralized Facility Management Software, core deployment for single site - includes <i>SmartSticker Validation</i> printing.	SPK-STE	1	SaaS
TIBA eValidations Cloud - Virtual Web Validations, unlimited users - Single facility.	EVAL-VIRTUAL	1	SaaS
TIBA EMV Connect Cloud - EMV Credit Card Processing Software license.	EMV-CONNECT	1	SaaS
Windcave Gateway Setup - EMV Credit Card gateway, account setup fee.	SB-0806-1094	1	\$1,575.00
Commend Compact IP Intercom Server - with switching power supply and wall mount kit.	C-S3	1	\$3,968.00
Commend Virtuosis - Basic Licence Professional PRO12.x.	C-L-SIS-12- S3	1	\$0.00
Commend Power cord - plug to C7 for S3 intercom server.	C-KAB-C7-US	1	\$30.00
Commend Rack - mounting kit 2RU for one Intercom Server S3.	C-RM-S3-2RU	1	\$612.00
Commend License for 8 Subscribers - Feature Level B.	C-L-SIS-SIP-8B	2	\$4,408.00
Commend Licence Virtuosis - 2 SIP subscriber ports, Feature level B.	C-L-SIS-SIP-2B	1	\$556.00
Commend Licence Virtuosis, SIP - 2 SIP subscribers, Feature level D.	C-L-SIS- SIP-2D	1	\$840.00
Commend Desk Kit - with USB Handset for ID5.	C-ID5-DKHS	1	\$940.00
Commend IP Indoor Station - with Touch Display. Standard Version - IP - Communication via SIP.	C-ID5-TD	1	\$2,776.00
Consumables & Supplies			
TIBA Ticket Stock - for MP-60 - paper roll / 110gr, top-coated with back preprinted disclaimer, each roll bagged. 5000 tickets/roll. One case (4 rolls).	IB-0408-1049	7	\$1,701.00
TIBA POS Receipt Paper - for use with CT-60 - with back pre-printed T.A. Parking / each roll bagged. One case (80 rolls).	IB-0408-1040	1	\$390.00
TIBA Receipt Paper - for SW/VPS-60 - with back pre-printed T.A. Parking / each roll bagged. One case (18 rolls).	IB-0408-1039	5	\$1,215.00

PARCS Subtotal	\$289,948.20
Installation, Training, and Technical Services	\$139,897.50
Warranty Labor Years 1&2 (Includes Quarterly Preventive Maintenance)	\$42,000.00
Shipping	\$3,360.00
Estimated Sales tax (0%)	\$0.00
Grand Total <i>*Requires SaaS Cloud Fees (outlined below)</i>	\$475,205.70

SaaS Cloud Pricing - 5 Year Agreement	
TIBA Software Module	Annual Payments
TIBA MC-60 Master Controller - Property of TIBA	No Fee
SPARK Suite w/Smartpark Cloud - supporting 15 Edge Devices	\$10,152.00
eValidations Cloud - Single Facility, Virtual Web Validations	\$1,080.00
EMVConnect Cloud - Credit Card Processing with 6 Payment Terminals	\$60.00
Total Cost Per Year	
\$11,292.00	
Acceptance	

SYSTEM UPGRADES & OPTIONS	
Scan-to-Pay - Mobile Pay with Ticket Scan (Nayax). Custom Branded Faceplates - Add fully customized graphic panels [MP/SW/CPS] (per unit). TIBA Standalone Validation Unit - Desktop validation encoder with motorized transport (per unit).	\$600.00/Quarter Nayax processing = 4.5% + \$.14 per transaction \$310.00 \$1,561.00

All UPGRADES & OPTIONS include sales tax and installation

OPTION : License Plate Recognition (LPR) System			
Survison MICROPAK LPR - WL illumination all-in-one camera (5-35 ft).	MPK3VA256V	15	\$56,250.00
Survison Power Supply - 24V for Micropak and Nanopak.	IB-0308-1152	15	\$1,417.50
Survison Power Cable - 10ft Micropak.	IB-0504-1042	15	\$1,350.00
Survison Ethernet - Waterproof connector Micropak.	IB-0301-1090	15	\$450.00
Survison Pole Mounting Kit - assembly for Micropak.	IB-0405-3593	15	\$1,050.00
Survison Mounting Bracket - Micropak Fixation Bracket.	IB-0405-3594	15	\$2,550.00
LPR Camera Mounting Post - P90B 90" H camera mounting post.	IB-0307-1038	15	\$11,325.00
Option Subtotal			\$74,392.50
Installation, Training, and Technical Services			\$50,940.00
Shipping			\$1,275.00
Estimated Sales tax (0%)			\$0.00
Option Total <i>*Plus Additional SaaS Cloud Fees (see below)</i>			\$126,607.50

ADDITIONAL SaaS Cloud Fees (LPR) - 5 Year Agreement	
TIBA Software Module	Annual Payments
LPRConnect Cloud - Supporting 15 Lanes	\$4,320.00
Total ADDITIONAL Cost Per Year	\$4,320.00
Acceptance	

OPTION : Central Credit Payment Station			
TIBA CPS-60 Central Credit Payment Station - with receipt printer, QR barcode scanner, HID Reader, and VOIP intercom.	PM-CP6C-2002	1	\$13,131.75
AXIS Pinhole Camera - IP camera installed in the face of the lane device.	IB-0311-1261	1	\$699.00
Windcave EMV - SCR200 Contact Reader, including Lan 300 Driver (P2PE).	IM-0206-1153	1	\$1,800.00
Windcave NFC - BRF210 contactless reader Add-on to EMV (Tap-and-Go).	IB-0311-1204	1	\$522.00

Option Subtotal	\$16,152.75
Installation, Training, and Technical Services	\$3,712.50
Shipping	\$190.00
Estimated Sales tax (0%)	\$0.00
Option Total <i>*Plus Additional SaaS Cloud Fees (see below)</i>	\$20,055.25

ADDITIONAL SaaS Cloud Fees (PM-CP6C-2002) - 5 Year Agreement	
TIBA Software Module	Annual Payments
Smartpark Cloud - supporting 1 additional Edge Device	\$504.00
EMVConnect Cloud - Credit Card Processing, 1 Payment Devices	\$60.00
Total ADDITIONAL Cost Per Year	\$564.00
Acceptance	

Warranty and Maintenance

TIBA’s 2-Year Warranty (served by **Time Equipment Company**) will include regularly scheduled preventive maintenance visits, all service calls during regular business hours, and loaner or replacement parts if required for all equipment as described in the base proposal. Damage due to misuse, moisture/acts of nature and vandalism are not covered in this agreement.

Extended Warranty and Maintenance Programs

On behalf of TIBA, Time Equipment Company will extend comprehensive services on the installed system (*Base Bid Components*) after the 2-year warranty per the following estimated annual price schedule (without any price changes if optioned prior to the end of the original warranty period):

- Extended Warranty / Full Service Contract** (*Includes the Quarterly Preventive Maintenance*)

	Year 1	Year 2	Year 3	Year 4	Year 5
Extended Warranty / Full Service Contract	Included with warranty <input checked="" type="checkbox"/> <i>No billing will occur</i>	Included with warranty <input checked="" type="checkbox"/> <i>No billing will occur</i>	\$50,000.00 <input type="checkbox"/>	\$53,000.00 <input type="checkbox"/>	\$56,000.00 <input type="checkbox"/>

Project Schedule Overview (actual installation timeline is dependent on size and scope)

From the time of order/deposit:

- **2-3 WEEKS** – from PO/Signature for equipment arrival at TIBA's setup facilities. During this time, communications will begin from a coordination perspective and information will start to be gathered for equipment programming.

Once equipment arrives in the TIBA setup facility, the work begins to set up not only the equipment, but work with the customer, GC, and EC to ensure the site is ready for wiring and network purposes. Network conversations will commence, and planning will occur.

An onsite walk-through led by the Project Manager will occur to make sure everyone is on the same page and equipment locations are correct.

- **3 WEEKS** – for Equipment Setup, Programming, Shipping, and Coordination with Parking Garage's Network and Parking Services departments.

Once the equipment is programmed, the network is in place, and merchant information is set, the installation is ready to start. Each lane will be closed for a day as our installation team installs loops and places equipment. (All necessary x-ray of lanes will be performed before saw-cutting). We will work with parking services to ensure that lane closure is minimal and at ideal times of day. After the installation and wiring is complete, a 24-hour period of testing is needed before the system is deployed. This is to ensure that all connections, wiring, port openings, and programming information are correct. A final Equipment Installation/Testing Checklist is completed and signed by the customer as a final quality check during this time.

- **2 WEEKS +/- due to Facility Size** – for onsite installation of the PARCS solution. (Contingent on Civil and Electrical work requirements)

Go-Live Training is done on-site and includes a full day of training immediately following the installation of the hardware.

A detailed Project Schedule will be provided by the Project Manager upon award of the contract.

INCLUDED IN THIS PROPOSAL:

- Procure all material and deliver to site on installation dates.
- Mount and wire all equipment, program rates and operational parameters per client specifications.
- Complete system testing and commissioning. Conduct full system operation and maintenance training.

EXCLUSIONS:

- Permits and shop drawings are not included in this quotation.
- X-ray scanning is not included if required for core drills or saw cutting.
- All Conduits, Cable, Networking, and Power Circuits for equipment by others.
- Vehicle detector loops by others.
- Painting, Striping, Signage & Wayfinding are not included unless specified.
- Client must provide Firewall and ISP (Highspeed Internet required for Cloud and credit card processing).

NOTES:

- Proposal contingent upon acceptance of Terms and Conditions of Sale and credit approval.
- All proposed labor is at non-union and non-prevailing wage, Monday to Friday, 8:00 AM to 5:00 PM.
- Any variation to this proposal may be provided at an additional cost and must be documented in writing.
- No performance bond, payment bond or permits are included in the base price of this proposal.
- A 20% restocking fee will apply to any material that is cancelled after receipt of the signed proposal.
- This proposal is valid for 30 days. Prices are subject to change without advance notice.
- Payment Terms:

50% Deposit (Base + Options Selection) Upon Proposal Acceptance
40% Payment (Base + Options Selection) Due Upon Mobilization to Site
Balance Upon Project Completion

Missoula Montana Airport

Customer Acceptance: *(Please also initial acceptance of SaaS Cloud Fees and any Options)*

Authorized Signature

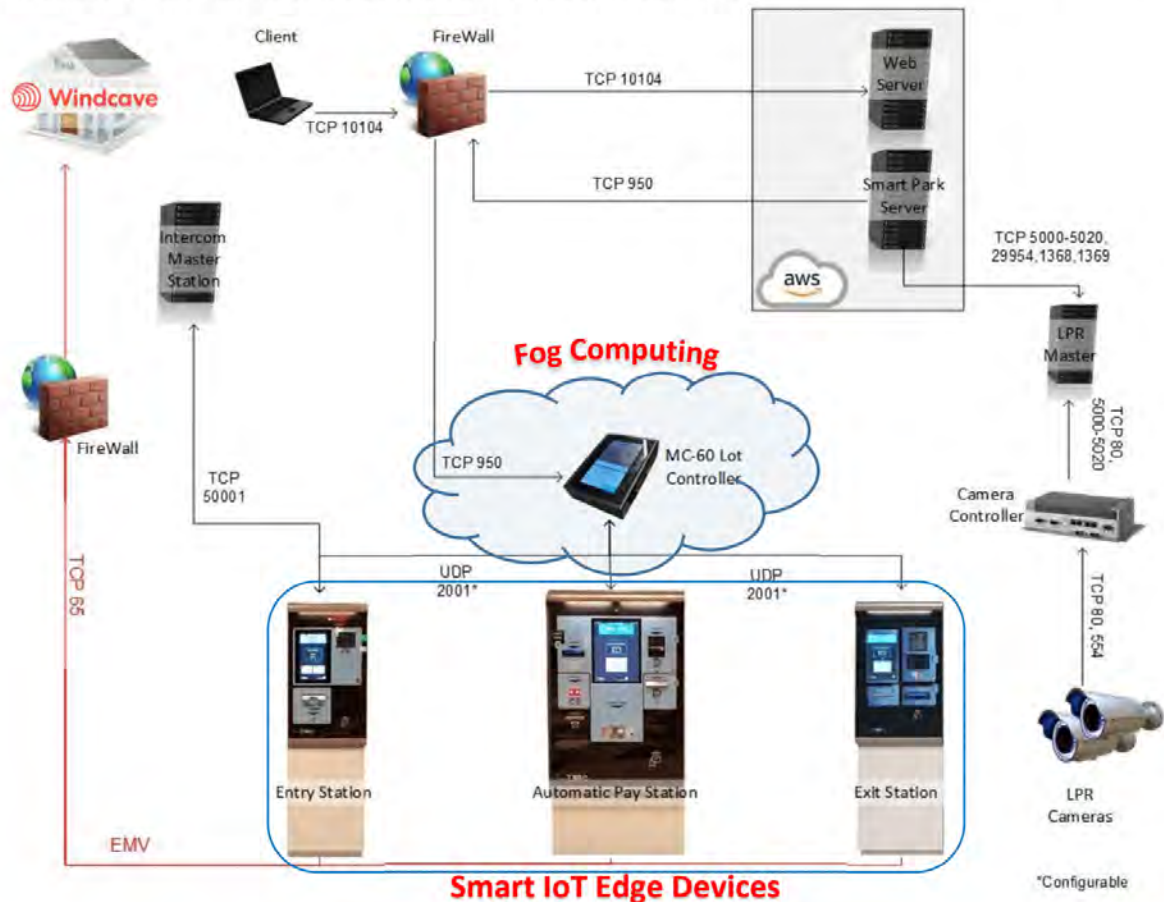
Date

TIBA/Amazon Web Services (AWS) Cloud-Based System Architecture Diagram and Overview

TIBA teamed up with Amazon Web Services (AWS) to offer a secure Cloud option for offsite server housing and data storage. Developing, managing, and operating site applications requires a wide variety of complex technology services, and with the industry leaning more towards Cloud-Based Service versus the traditional on-site server systems, entities migrate their information off-site, 3rd party data management warehouses to lessen their liability. This business practice shift has been initiated by new federal regulations such as FACTA, PCI, and PA-DSS. TIBA recognizes this trend and is providing a modern, robust, industry-leading technology infrastructure platform backed by Amazon, highly qualified in the deployment of business-critical applications in a cloud environment. **TIBA chose Amazon Web Services (AWS) because they offer the most storage services, data-transfer methods, and networking options to build solutions that protect our customer's data with unmatched durability and security.**



Data Durability – Protects backups with 99.9999999999% data durability. Copies of all data uploaded to AWS are created and stored across at least three devices in a single AWS Region. Even when following best practices, on-premises capabilities cannot match AWS' durability due to their global scale and security.



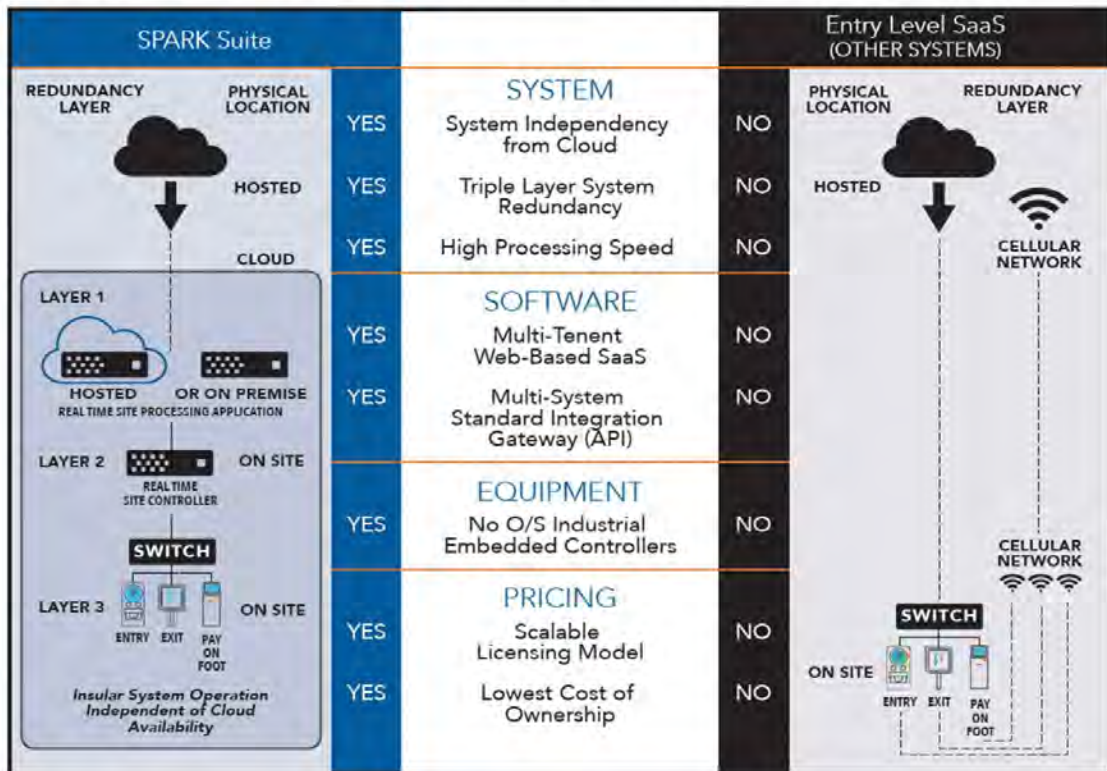
TIBA's SPARK Suite Platform

The TIBA SPARK Suite Platform is a cloud-based, web environment that allows parking operators and owners to control, manage, and monitor all their facilities from a central location. SPARK utilizes the successes of SmartPark and expands the user experience in a streamlined and accessible way. Spark can be accessed from any Internet-ready device, from virtually anywhere in the world.



The architecture is built in the AWS Cloud and takes full advantage of modern, best practices technology. It allows the Platform to be fault-tolerant and highly available as well as dynamically scalable to ensure a better user experience. It will also serve as the architecture for future global and consumer facing product offerings. Customers maintain their independence and TIBA holds true to our belief in data ownership staying with our customers. Spark Suite expands on the mature, proven logic engine of SmartPark. Our Master Controller remains prominent for unequalled fog level computing. Maintaining local as well as offline decision point integrity in our multi-layered approach. This minimizes downtime and feature-loss when the Internet isn't available. Connections from the local side to

the platform are designed to be outbound only, eliminating the need for the owner to purchase static, public IPs. Spark modules reflect evolution and allow owners and operators to maintain control of all facilities with a single login.



TIBA's SmartPark Facility Management System (FMS)

TIBA's proposed SmartPark Facility Management System (FMS) allows the user complete control over the facility's Parking Access and Revenue Control Operations. This flexible and secure solution provides level count and count control, reporting and data import/export capabilities, complete revenue control and auditing and central credit card management through our proposed payment solutions. The system will provide you the ability to maximize vehicle throughput, revenue and access control, and data interchange to ensure full system accountability.

SMART PARK

- Feature Rich Parking Management System
- On-Premise or Cloud Installation
- Secure Multi-User Authentication
- Doesn't Require Frequent or Costly Upgrades
- Highly Scalable
- Monitoring & Control
- Revenue Management
- Reporting

SmartPark is reliable, flexible and feature-rich and does not require frequent and costly upgrades. With SmartPark, you can monitor and control all aspects of their facilities including occupancy, system alarms, signage, validation usage, equipment status, and lane traffic. SmartPark allows you to easily open/close barrier gates, restart lane equipment, or even send a new fee to a pay station. Additionally, key facility personnel can receive email alerts and/or reports for virtually any system activity.

Revenue Management – SmartPark is your turnkey facility management solution due to its robust functionality including real time transactions, ticket tracking, occupancy counts, alarm monitoring, parking rate programming, coupons, validations, zone counts, sign controls and much more. View alarms, revenue transactions, equipment status, cardholder traffic, open tickets, and facility occupancy from a single dashboard. Validation coupon production and management is made simple and cost effective with an integrated module that comes standard with SmartPark.

Access Control – Parking access today requires a wide range of controls and billing options that provide flexible options to owners and facility managers. SmartPark is your enterprise parking access control solutions. Whether it's a single, monthly, or entire company, SmartPark provides intuitive access control management. SmartPark supports cardholder payments and value card recharge at pay-on-foot stations in our standard product.

Validation Solutions – SmartPark offers a wide range of intelligent validation solutions including our **SmartSticker "Discount Stickers" Validations (included with SmartPark), Chaser Tickets for Credit Card In/Out Functionality, and e-Validation Web Validations.**

The validation user interface is very user friendly. An unlimited amount of merchant accounts can be created in SmartPark. Additionally, validation types such as, one-hour free, \$1 discount, or percentage discount, are created once and can be utilized by any merchant account. After the validation profiles are created, they are available for all applications. Included in the base system, our **SmartSticker Validation** means no more chaser tickets required offering your client a customer friendly and less confusing approach to validations.

See more at <https://spark-cloud.tibaparking.net/>.

TIBA MP-60 Entry Terminal

TIBA's NEW MP-60 Entry Terminal is the industry's most reliable ticket issuance device for fast vehicle throughput.

Engineered for unmanned parking tickets, each encoded and imprinted with a unique ticket number, entry date & time, and lane number. The MP-60 support ticketless entry by LPR, Employee Mag-Stripe and/or proximity credentials, loyalty cards, driver licenses, eValidations, and more.

The MP-60 features minimal motorization and a highly accessible cabinet with less cables and connectors. The Hinged door can also be unmounted for table-top repair/exchange.

Standard Features Include:

- Motorized Ticket Printer/Dispenser
- QR Barcode Scanner
- Stainless Steel Construction
- Thermostat Controlled Heater
- VoIP Intercom and Pinhole camera included
- PCI 3.2 Compliant
- 10" LCD Color Touch Screen
- ADA Compliant
- Built-in Surge Protection
- Touchless Wave Button (OPTIONAL) -infrared sensor



MP-60
Entry Terminal



TIBA SW-60 Exit Terminal

TIBA's SW-60 Exit Terminal is the industry's most reliable ticket processing device for high-throughput, unattended exit lanes.

- Calculates and Displays Parking Fees
- Processes Traditional Credit & Debit Card Payments
- Prints Patron Receipts Upon Request
- Controls Barrier Gates, Electronic Signage, and More

Additionally, the SW-60 Exit Terminal accepts and processes paid, unpaid or expired tickets, validation stickers, vouchers, and chaser tickets. The device supports traditional or EMV bank card processing, proximity access cards, and hotel room keys (Mag-Stripe or MIFARE).

TIBA's SW-60 also features a highly accessible cabinet with less cables and connectors. The Hinged door can also be unmounted for table-top repair/exchange.

Standard Features Include:

- PCI 3.2 Compliant
- QR Barcode Scanner
- Thermal Receipt Printer
- High Resolution 10" LCD Color Touch Screen
- Communications Line Surge Protector
- LPR Imaging Support
- ADA Compliant
- MIFARE Card Reader Accepting Hotel Keys
- RFID Proximity Reader for Monthly Parkers/Employees
- Stainless Steel Construction
- Thermostat Controlled Heater
- Motorized Ticket Reader (OPTIONAL)



SW-60
Exit Terminal



TIBA VPS-60 Exit Pay-In-Lane Station

TIBA's VPS-60 Exit Pay-In-Lane Station is the industry's most reliable ticket payment kiosk for high-traffic locations.

The VPS-60 accepts and processes paid, unpaid or expired tickets, validation stickers, vouchers, and chaser tickets. The pay station also handles prepaid payments for special events, debit cards, and monthly customers.

The full featured Payment station supports EMV bankcard processing. The device reads proximity cards, Mag-Stripe, and MIFARE, in addition to all types of printed and electronic credentials.

Standard Features Include:

- Bankcard or Currency Acceptance
- PCI 3.2 Compliant
- Dispenses Cash – No Coin
- VoIP Intercom
- Locking Cash Vaults with alerts
- ADA Compliant
- Color TFT Display
- Stainless Steel Construction
- QR Barcode Scanner
- Motorized Ticket Reader (OPTIONAL)



TIBA MC-60 Master Controller – The Differentiator

TIBA's MC-60 Master Controller delivers a secure Fog Computing Layer that leaves the other Platforms lost in the Clouds!

Designed with a distributed infrastructure for quick decisions, efficient data storage, processing, and analysis. Fog Computing removes latency and application failures associated with plain Cloud Computing. It quickly processes and distributes thousands of data transactions, events, and statuses from hundreds of devices, and keeps everything communicating and fully operational without dependency on the cloud.

As always, there is no 3rd party Operating System (OS-less), removing the risk of obsolescence and security threats. Supports EMV and hosts an encrypted data link to TIBA's TIB@PAY [PCI 3.2 Certified].

Standard Features Include:

- Cross compatible with X30 and X60
- Supports PCI 3.2 and EMV bankcard transactions
- Stores thousands of event transactions
- Advanced pricelists and multiple tariffs
- Supports PCI 3.2 and EMV bankcard transactions
- Supports On-Premise and SmartPark Cloud
- CE, FCC, CSA, UL certified
- Rugged tamper-proof steel construction
- Visual and audible status indicators
- CE, FCC, CSA, UL certified



Windcave PCI Point-to-Point Encryption (P2PE) Solution

Windcave is the global leader in unattended cashless payments

Windcave is a high growth, innovative global leader in payment technology providing PCI DSS Compliant, L1, L2, & L3 Certified Payment Solutions which are certified with all major card schemes. Merchants who use this solution significantly reduce their PCI Scope while simultaneously increasing their security.

The proposed SCR200 Secure Card Reader is EMV compliant supporting magnetic stripe, ICC (chip card), and (OPTIONAL) contactless payment through the BRF210 contactless antenna.



Windcave has options to store and forward credit numbers by encrypting data at the reader when the system is offline. Store and forward occurs when the device attempts to connect to the host 2x and fails. The devices then begin to store the encrypted messages up to the limits of the agreed upon risk parameters. Devices can store up to 1,000 transaction messages per event. Offline operation details per agreement between the Merchant and Banking Institution.

TIBA/Magnetic Parking Pro-M-T Vehicle Barrier Gate

TIBA's Parking Pro-M-T Vehicle Barrier Gate manufactured by Magnetic offers best-in-class performance for high-traffic applications. Parking Pro-M-T barriers deliver ultra-fast 1.3 second opening time, high reliability and superior quality.

TIBA's intelligent serial communication makes for pain-free installation and on-site troubleshooting. As a fully integrated part of a TIBA managed parking facility, these barriers provide real-time remote control, operations, monitoring, and diagnostics, all through TIBA's SmartPark FMS.

Parking Pro-M-T barriers support selectable opening and closing times, auto-open on the loss of power, up to four integrated loop detectors and programmable I/O allocation.



Parking Pro-M-T Vehicle Barrier

Straight, Articulated, ADA, and LED lighted arm options available.

Standard Features Include:

- 1.3 seconds opening speed
- Remote diagnostics via SmartPark FMS
- Configurable for auto-opening on power failure
- Articulated gate-arm optional
- Break-away flange optional
- Real-time monitoring and control
- Supports up to four loop detectors
- Low power consumption
- LED lighted gate-arm (OPTIONAL)
- Red dot design award winner



TIBA Mobile & Web eValidation Online Validation System

TIBA's Mobile and Web eValidation Online Validation System turns any regular computer or mobile device with an internet connection into a validation unit. e-Validation works simply and easily by logging into a secure website and entering the ticket number for the validation to apply to the transaction in real time. Various validation types can be applied such as flat rate, discounted rate, hours discount and more. All PARCS system components recognize the validation in real-time, calculate the new parking fee and update the balance accordingly. A barcode scanner is available for high volume validation accounts.



The user interface is very simple. After logging in, the user enters the patron's ticket number and authorizes the transaction. The exit transaction can be viewed by the user after the patron exits the facility. An ongoing summary of daily transactions will display in the user interface screen. The user can select different validation types, companies and accounts based on the permissions granted by the administrator of SmartPark. SmartPark provides detailed audit reports of the e-Validation usage. Future billing of merchants is quick and easy and summarized reports show exactly how much to bill the merchant. In addition, reports can be exported into several formats such as: PDF, RTF, and Excel.

TIBA Scan2Pay Pay by Phone Module (OPTIONAL)

TIBA's Scan2Pay functionality allows your parkers to pay by phone before getting to the exit – without the costs of a pay station.



01 Enter

Driver enters the garage (paper ticket, LP, phone number)



02 Scan

Before leaving, driver scans a QR located on signs around the garage and enters ticket, LPN, or Mobile Number.



03 Pay

Fee is displayed and driver can pay with **ApplePay, GooglePay, Credit Card**. Receipt is provided and Grace time displayed for exit.



04 Exit

Ticket is paid for immediate exit. Frictionless with integrated LPR!



And No App is Required!

TIBA CPS-60 Credit Card Payment Station (OPTIONAL)

TIBA's CPS-60 is the industry's most reliable ticket payment kiosk, designed for high-traffic entrance lobbies and pedestrian areas.

The CPS-60 accepts and processes paid, unpaid or expired tickets, validation stickers, vouchers and chaser tickets. The pay station also handles prepaid payments for special events, debit cards, and monthly customers.

The payment station supports traditional magstripe or EMV Chip & Pin bankcard processing. The device reads proximity cards, Mag-Stripe, and MIFARE, in addition to all types of printed and electronic credentials.



Standard Features include:

- PCI 3.2 Complaint
- QR Barcode Scanner
- Thermal Receipt Printer
- Communications Line Surge Protector
- RFID Proximity Reader
- CE, FCC, CE, & UL Certified
- ADA Compliant
- LPR Imaging Support
- EMV Chip & Pin
- Stainless Steel Construction
- High Resolution 10" LCD Color Touch Screen
- Motorized Ticket Reader (OPTIONAL)



SURVISION LPR | License Plate Recognition (OPTIONAL)



MICROPAK

Place it everywhere

Delivered in a rugged housing, this is the option for ceiling, wall and pole installations.

Ideal for any installations.

5 ft - 35 ft

Recognition Distance



NANOPAK TOTEM

LPR, Ready to go!

No need to install a pole or a bracket, just open the box, plug it in and the LPR is ready.

Ideal for ground installations and gated environment.

4.9 ft - 16.4 ft

Recognition Distance

Common Features

- Recognition engine embedded = no server
- All-integrated = low network impact
- Flexible installation
- Short recognition distance
- Integrated lighting & bracketing
- Ultra-compact
- Confidence level
- Remote adjustment
- Free-Running or Triggered
- High definition (HD)
- Real-time video stream
- Common SDK

LPR Benefits Include:

- Increased revenue collection
- Increased traffic throughput
- Enhanced customer satisfaction
- Efficient carpool management
- Extra convenience for Monthly parkers
- Reduced CO2 in garage
- Various notifications for security or VIP
- Determination of exact duration of visit in case of lost ticket

TIBA DV-30SA Desktop Validation Unit (OPTIONAL)

The DV-30SA Desktop Validation Encoder is an intelligent parking ticket validation device. It requires only power, and this unit allows the merchant to validate parking tickets with a pre-defined rate or to select a different validation type (up to 4 types). Includes fast thermal barcode printing and a rugged steal housing.

Validation types can be flat rate, discount rate, hours discount, percentage discount, special pricelist assignment and more. Validations are monitored in the Smartpark FMS management software. Validations can be associated to a specific user group for future billing. All parking devices in the system will recognize the validation, calculate the validated parking fee, and update the balance accordingly.



TIBA Custom Branded Faceplates (OPTIONAL)

TIBA's customized graphic panels allow you to tailor every device to your location and functional specification. The faceplates are constructed of a high-grade epoxy-based material that is incredibly durable and resists fading. Graphics are printed directly to the back side of the panels to provide a high-quality finish that is scratch resistant.

Apply your company logo, designer colors and graphics to provide a distinctive look and feel. Professional design guidance is available to assist your art or marketing department in producing the striking appearance best suited for your location.



TERMS & CONDITIONS OF SALE

1. TERMS EXCLUSIVE. This document, comprised of the terms and conditions of sale set forth below and those (if any) on Seller's attached proposal (the "Proposal", and, collectively, with these Terms and Conditions, the "Agreement"), constitutes the complete and final agreement by which TIBA LLC, an Ohio limited liability company ("Seller") offers to sell, and Buyer agrees to purchase, the vehicle access control equipment, supplies and related components (collectively, "Equipment"), and installation services and related services (collectively "Services", and together with the Equipment, the "Goods"), described in this Agreement and in the Proposal. It may not be added to, modified or superseded by act of any agent, employee or representative of Seller, except in a writing signed by an officer of Seller, even though other terms may appear on Buyer's purchase order, request for submittal, quotation, or other Buyer documents (all of which are objected to and rejected by Seller without further notice). This Agreement is expressly conditioned upon Buyer's consent to any terms contained herein that are additional to or different from those contained in Buyer's documents. Buyer's acceptance of Seller's performance shall constitute Buyer's acceptance of the terms in this Agreement. In the event of a conflict between the terms set forth herein and those contained in the Proposal, the latter will control.

2. ADDITIONAL SERVICES. In the event that Buyer retains Seller to provide Services related to the installation, programming, adjustment or start-up of the Equipment as set forth in the Proposal, Seller (and its installers), is authorized to render only those Services specifically provided for in writing under the Proposal and this Agreement. Any request by Buyer that Seller's personnel engage in any activities or services beyond those specifically required by the Proposal or this Agreement shall constitute an authorization by Buyer for such activity and Buyer's agreement to pay for the same at the rates provided by Seller. In addition, Buyer specifically assumes the risk for all such additional activities and services and shall indemnify, and hold harmless Seller, its officers, directors, employees, agents, and representatives from and against any loss, damage, claim or liability arising out of or in any way related to such additional activities and services, except for any such damage, claim, loss or liability resulting solely and directly from the intentional wrongful act or gross negligence of Seller.

3. PRICES; QUOTE; DELIVERY. Unless otherwise specifically stated in the Proposal, prices quoted by Seller are F.O.B. shipping point and exclude applicable taxes, tariffs, duties, impositions, demurrage, shipping costs, insurance and other charges as may be required for the sale of Goods. All shipping and transportation costs for the Equipment shall be at Buyer's expense. Seller's pricing as contained in the Proposal shall be effective for a period of thirty (30) days from the date of such Proposal. Any Buyer order received after such thirty (30) day period shall be subject to change in pricing and other terms. If at any time delivery of Equipment is deferred or delayed at Buyer's request, Buyer will nevertheless be invoiced as of the date that such Equipment is ready for delivery, and payment shall be due as set forth in Section 4 of this Agreement. If, as a result of such deferred or delayed delivery, it is necessary for Seller to store the Equipment for Buyer, such storage shall be at Buyer's own risk and expense, and Buyer shall pay Seller an agreed upon storage fee.

4. PAYMENT AND SECURITY INTEREST. Unless otherwise specifically stated in the Proposal, all payments due under this Agreement shall be made in cash, and shall be due and payable not later than the thirtieth (30th) day after the date of invoice. Credit as to all new Buyers shall be at Seller's discretion. Any payment received by Seller after the due date may be subject to a carrying charge of one and one-half percent (1.5%) per month on the unpaid balance. Seller reserves the right to require a deposit prior to delivery of the Goods in its discretion. Buyer shall have no right to offset any amounts against obligations owed to Seller. Buyer specifically grants to Seller a security interest in the Goods to secure Buyer's payment to Seller for the same, and authorizes Seller to execute for Buyer and to file a financing statement with respect to the Goods in order to perfect such security interest. Buyer agrees to cooperate with Seller as requested in order for Seller to perfect its security interest. Any bank receiving Buyer's payments to Seller shall do so solely as a clearing agency without authority to determine whether such payments constitute payment in full. Any

payments marked to indicate payment in full will be deposited by the bank with full reservation of Seller's rights notwithstanding such markings, and such deposit shall not indicate an acceptance by Seller of such payment as payment in full, unless explicitly specified by Seller in writing. Notwithstanding the foregoing, if at any time Seller, in its sole and absolute discretion, determines that Buyer's credit worthiness or financial position has for any reason become financially impaired, unsatisfactory or insecure, Seller shall have the right to: (a) declare all Buyer obligations to Seller immediately due and payable; (b) refuse to accept any order of Goods from Buyer, make any shipment or delivery, or perform any work, except upon receipt of payment or upon terms satisfactory to Seller; or (c) both (a) and (b).

5. TAXES. Unless otherwise specifically stated in the Proposal, all applicable federal, state or local sales, use or excise taxes shall be in addition to the prices stated in the Proposal and are the sole responsibility of Buyer. Seller shall have the right to invoice separately any such taxes which may be imposed at a later time. Applicable tax exemption certificates must accompany orders to which such exemptions are to apply.

6. PERFORMANCE; FORCE MAJEURE. Stated shipping dates, dates of delivery and dates for performing labor, if any, are approximate, and are not a guarantee of any particular date of shipment, delivery, or performance. Seller shall not be liable for any damages suffered by Buyer or any retail, wholesale or other contractor or customer of Buyer, by reason of any delay in shipment, delivery or performance of labor by Seller, if such delay in performance is due to causes beyond Seller's control, including, but not limited to, acts of God, war, acts of government (whether state local or federal), fire, flood, adverse weather condition, natural disaster, labor dispute, delay in transportation or otherwise. In the event of such delay, Seller may, at its option, and without liability to Buyer, cancel this Agreement or delay performance hereunder for any period necessary due to any such cause. Should Seller delay performance as provided herein, this Agreement shall remain in force and effect during the period of such delay. Seller shall have the right, in its sole discretion, to allocate its available goods, services, and other resources among any or all of its customers, upon any such basis as Seller may determine, without liability to Buyer. **IN THE EVENT OF A DELAY OR FAILURES OF PERFORMANCE NOT EXCUSED UNDER THE FOREGOING, SELLER'S LIABILITY SHALL NOT EXCEED THAT PORTION OF THE INVOICE PRICE REPRESENTED BY THE QUANTITY OF GOODS DELAYED OR NOT SHIPPED.**

7. CANCELLATION. Seller shall have the absolute right to immediately cancel this Agreement upon breach by Buyer of any of its obligations to Seller, upon Buyer's failure to make any payment required by this Agreement when due, or upon the insolvency or bankruptcy of Buyer. Seller's right to cancel or terminate may be exercised by Seller without liability to Buyer. Should Buyer cancel an order placed with Seller pursuant to this Agreement, Buyer must provide written notice of cancellation to Seller and shall be responsible for payment of the following: (a) all Services performed by Seller up to and including the date of termination; (b) all costs incurred by Seller in the shipment (resulting from the cancellation), disassembly, reassembly, testing, and performance of the Equipment, including labor in completing the same at Seller's prevailing standard rates; and (c) if Buyer's cancelled order included Equipment that Seller would have to purchase from a third party provider, all penalties, charges and costs incurred by Seller (up to and including the total purchase price paid by Seller to the third party provider for such Equipment) related to Seller's cancellation of such purchase with the third party provider.

8. BREACH. If Buyer wrongfully rejects the Goods or wrongfully repudiates all or any part of this Agreement, fails to timely pay for such Goods or otherwise breaches any provision of this Agreement, then with respect to any Goods affected and, if the breach is of the whole Agreement, then also with respect to the whole of the undelivered balance of Goods, Seller may withhold delivery of such Goods, remove installed or delivered Goods not yet paid for, and recover damages from Buyer for such rejection, repudiation, or breach, including, but not limited to, reasonable attorney fees and costs.

9. LIMITED WARRANTY; LIMITATION OF LIABILITY. The Goods provided hereunder shall be subject to the terms of Seller's standard limited warranty at the time of sale (the "Warranty"), a copy of which shall be provided to Buyer. Except as set forth in such Warranty, Seller makes no other warranties concerning the Goods whatsoever. For any and all causes of action whatsoever arising out of or related to this Agreement or to any Equipment or Services provided hereunder, whether for breach of contract, at law or in equity, Seller shall not be liable for any special, incidental, consequential or punitive damages, and its liability shall not exceed the paid purchase price of the Goods. With respect to any such Goods, the applicable warranty period shall begin on the date that the last piece of Equipment that is the subject of Buyer's order has first been put into commercial use (i.e. - the date that it first generates revenue for Buyer or the end user).

10. INDEMNIFICATION. Buyer agrees to indemnify, defend (at its sole expense) and hold harmless Seller, its past, present, and future directors, officers, employees, agents, members, owners, affiliates, subsidiaries, parent companies, representatives, insurers, successors and assigns, and anyone acting on its or their behalf from and against any and all third party charges, claims, demands, causes of action, suits, and/or liability (including reasonable attorney fees and expenses) of whatever nature (collectively, the "Claims") involving or related in any way to the installation (if not performed by Seller), maintenance (if not performed by Seller), operation, and/or use of the Equipment, including, but not limited to, any personal injury, property damage, destruction, or other loss; provided, however, that such obligation shall not apply to any Claims resulting solely and directly from the intentional wrongful act or gross negligence of Seller. Buyer shall not have the right to settle any Claim without the prior written consent of an authorized representative of Seller.

11. QUOTATION NOT A BINDING OFFER. The quotation set forth in the Proposal does not constitute a binding offer but is an invitation to place an order with the terms and conditions stated therein and herein. All orders received by Seller shall not be binding until accepted in writing by an authorized officer of Seller.

12. LIMITATION ON ACTIONS. Any claim, suit, or cause of action against Seller arising out of or related to this Agreement or to any Equipment or Services provided hereunder must be commenced within one (1) year of the date that such claim, suit or cause of action has accrued.

13. MISCELLANEOUS. This Agreement shall be governed by and construed in accordance with the laws of the State of Ohio. Buyer hereby submits to the sole and exclusive jurisdiction and venue of state and Federal courts in Ohio with regard to any litigation resulting hereunder. If any term of this Agreement is deemed invalid, illegal or unenforceable, the remaining terms shall in no way be affected or impaired thereby. No right, interest or obligation herein may be assigned by Buyer without Seller's consent. Seller's rights and remedies herein are cumulative and additional to any others provided in law or equity. Waiver of any default under this Agreement by either party shall be limited to particular instance and shall not be deemed to waive past or future defaults of the same or other terms, conditions or covenants. Any notice or other communication required or permitted hereunder shall be sufficiently given if sent in writing by registered or certified mail, postage prepaid, to the other party hereto at its respective address set forth on the attached proposal document. Any such notice, if so mailed, shall be deemed to have been received upon the third business day following such mailing. Each party hereto may change its address for notice purposes only by giving written notice to the other party. This Agreement may be amended only by a written document signed by both parties.

ATTACHMENT 3 - FLASH QUOTE

FLASH



Missoula Airport
Q-65672

Proposal for:
Missoula Airport
03-18-2024

Facility at:
5225 Broadway Street W
Missoula, Montana, 59808
United States

Created By:
Drew Carpenter
FlashParking, Inc.
drew.carpenter@flashparking.com



FlashParking, Inc. | 2500 Bee Caves Road suite 400 Austin, TX 78746 | Sales@flashparking.com | (800) 213-3706



Quote Summary

Product Type	Monthly Recurring Subtotal	One-time Subtotal
Hardware	\$0.00	\$233,541.20
Software - Term:24 months	\$720.00	\$0.00
Installation	\$0.00	\$77,150.00
Implementation	\$0.00	\$20,150.00
Custom	\$0.00	\$2,250.00
Warranty	\$0.00	\$0.00
Total	\$720.00	\$333,091.20



Hardware

Product	Qty	Unit Price	Subtotal
Smart Station (RFID+Barcode+EMV)(LAZ)	5.00	\$13,200.00	\$66,000.00
Smart Station (RFID+Barcode+MSR)(LAZ)	7.00	\$12,000.00	\$84,000.00
Spare Cash Box for Bill Recycler	1.00	\$1,020.00	\$1,020.00
Smart Station Bank Note Recycler (BNR) LAZ Blue	1.00	\$15,000.00	\$15,000.00
10' Straight Arm	17.00	\$210.00	\$3,570.00
Magnetic Gate Column	17.00	\$3,456.00	\$58,752.00
950 W Heater	13.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	34.00	\$0.00	\$0.00
Network Kit	1.00	\$2,000.00	\$2,000.00
Cashier Kit (MSR) for Lane without Smart Station with iPad 8th Generation	1.00	\$3,199.20	\$3,199.20
Smart Station Hat LAZ Blue	11.00	\$0.00	\$0.00
Smart Station Combination Hat Kit LAZ Blue	1.00	\$0.00	\$0.00
Total			\$233,541.20

Installation

Product	Qty	Unit Price	Subtotal
Cash Machine Installation	1.00	\$2,250.00	\$2,250.00
Gate Installation	17.00	\$2,200.00	\$37,400.00
Smart Station Installation	12.00	\$2,250.00	\$27,000.00
EMV Gateway Setup	1.00	\$3,000.00	\$3,000.00
LAZ Monthly Mgmt-Subscription Service Setup Fee (per location)	1.00	\$0.00	\$0.00
LAZBI Module Setup Fee (per location)	1.00	\$0.00	\$0.00
Shipping and Handling	30.00	\$250.00	\$7,500.00
Total			\$77,150.00

Implementation

Product	Qty	Unit Price	Subtotal
Software Suite and Configuration for FULL system-Flash	8 days	\$2,950.00	\$2,950.00
Implementation Fee	8 days	\$7,200.00	\$7,200.00
Travel & Expenses	8 days	\$10,000.00	\$10,000.00
Total			\$20,150.00

Warranty

Product	Qty	Unit Price	Subtotal
PARCS Two Year Standard Warranty	12.00	\$0.00	\$0.00
Total			\$0.00

Software - Term:24 months

Product	Qty	Monthly Cost
LAZGO	1.00	Included
FLASH Permit	1.00	Included
Cash Acceptance Module	1.00	Included
Real-time Reporting Suite	1.00	Included
24/7 Phone and Online Support	1.00	Included
Digital Ticket Checkout (DTC)	1.00	Included
Full System Base Software - Flash	1.00	\$240.00

FLASH

Advance Portal for Customer Support Module	1.00	Included
LAZBI Integration (per location/per month)	1.00	Included
Managed Network Services with 4G/LTE Back-up	1.00	Included
Full System - Device Software License - Flash	12.00	\$480.00
Mobile App Module (for managing parking operations)	1.00	Included
LAZ Monthly Mgmt-Subscription Service Integration (per location)	1.00	Included
Ongoing PCI compliance + Software Updates and general software patches	1.00	Included
Total		\$720.00

Custom

Product	Qty	Unit Price	Monthly Recurring Subtotal	One-Time Subtotal
Fiber Converters	15.00	\$150.00		\$2,250.00
Total			0	\$2,250.00

Optional Items

Product	Qty	Unit Price	Monthly Recurring Subtotal	One-Time Subtotal
Custom Vinyl Wrap - Smart Station Combo Hat	1.00	\$0.00	\$0.00	\$0.00
Custom Vinyl Wrap - Smart Station Hat	12.00	\$0.00	\$0.00	\$0.00
Custom Vinyl Wrap - Smart Station	14.00	\$850.00	\$0.00	\$11,900.00
Smart Station (RFID+Barcode+EMV)	2.00	\$13,200.00	\$0.00	\$26,400.00
Custom Vinyl Wrap - Smart Station Cash Machine	1.00	\$850.00	\$0.00	\$850.00
Flash Care Kit for Touch Screen Kiosk-EMV	1.00	\$6,600.00	\$0.00	\$6,600.00
Straight Gate Arm Care Kit	1.00	\$550.00	\$0.00	\$550.00
FlashVisión License Plate Recognition Kit	13.00	\$10.00	\$0.00	\$130.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
Universal mounting pole	13.00	\$310.00	\$0.00	\$4,030.00
Smart Station Installation	2.00	\$2,250.00	\$0.00	\$4,500.00
LPR Installation	13.00	\$750.00	\$0.00	\$9,750.00
eParking Reservations Setup Fee (per location)	1.00	\$0.00	\$0.00	\$0.00

FLASH

Flash Kiosk Large Ticket Roll Case of 8	1.00	\$220.00	\$0.00	\$220.00
FlashAccess Bluetooth-Module	1.00	\$2,880.00	\$120.00	\$0.00
Validation Module	1.00	\$0.00	\$0.00	\$0.00
FlashVision LPR	13.00	\$2,400.00	\$1,300.00	\$0.00
ParkWhiz Integration	1.00	\$0.00	\$0.00	\$0.00
eParking Reservations (includes three integrations; +\$15/integration for additional)	1.00	\$1,920.00	\$80.00	\$0.00
Smart Station Hat FP Grey	1.00	\$0.00	\$0.00	\$0.00
Total			\$1,500.00	\$64,930.00

Lane Details

Facility Level Group

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Spare Cash Box for Bill Recycler	1.00	\$1,020.00	\$0.00	\$1,020.00
Network Kit	1.00	\$2,000.00	\$0.00	\$2,000.00
EMV Gateway Setup	1.00	\$3,000.00	\$0.00	\$3,000.00
LAZBI Module Setup Fee (per location)	1.00	\$0.00	\$0.00	\$0.00
Software Suite and Configuration for FULL system-Flash	8 days	\$2,950.00	\$0.00	\$2,950.00
LAZ Monthly Mgmt-Subscription Service Setup Fee (per location)	1.00	\$0.00	\$0.00	\$0.00
24/7 Phone and Online Support	1.00	\$0.00	\$0.00	\$0.00
Shipping and Handling	30.00	\$250.00	\$0.00	\$7,500.00
Implementation Fee	8 days	\$7,200.00	\$0.00	\$7,200.00
Travel & Expenses	8 days	\$10,000.00	\$0.00	\$10,000.00
PARCS Two Year Standard Warranty	12.00	\$0.00	\$0.00	\$0.00
Managed Network Services with 4G/LTE Back-up	1.00	\$0.00	\$0.00	\$0.00
Ongoing PCI compliance + Software Updates and general software patches	1.00	\$0.00	\$0.00	\$0.00
Full System Base Software - Flash	1.00	\$5,760.00	\$240.00	\$0.00
Cash Acceptance Module	1.00	\$0.00	\$0.00	\$0.00
Advance Portal for Customer Support Module	1.00	\$0.00	\$0.00	\$0.00
Full System - Device Software License - Flash	12.00	\$960.00	\$480.00	\$0.00
LAZGO	1.00	\$0.00	\$0.00	\$0.00
Real-time Reporting Suite	1.00	\$0.00	\$0.00	\$0.00
Digital Ticket Checkout (DTC)	1.00	\$0.00	\$0.00	\$0.00
Mobile App Module (for managing parking operations)	1.00	\$0.00	\$0.00	\$0.00
FLASH Permit	1.00	\$0.00	\$0.00	\$0.00
LAZ Monthly Mgmt-Subscription Service Integration (per location)	1.00	\$0.00	\$0.00	\$0.00
LAZBI Integration (per location/per month)	1.00	\$0.00	\$0.00	\$0.00

Total			\$720.00	\$33,670.00
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Short Term Entry 1

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+MSR)(LAZ)	1.00	\$12,000.00	\$0.00	\$12,000.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$20,116.00

Short Term Entry 2

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+MSR)(LAZ)	1.00	\$12,000.00	\$0.00	\$12,000.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$20,116.00

Long Term Entry 1

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+MSR)(LAZ)	1.00	\$12,000.00	\$0.00	\$12,000.00

10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$20,116.00

Long Term Entry 2

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+MSR)(LAZ)	1.00	\$12,000.00	\$0.00	\$12,000.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$20,116.00

Long Term Entry 3

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+MSR)(LAZ)	1.00	\$12,000.00	\$0.00	\$12,000.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$20,116.00

New Entry 1

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+MSR)(LAZ)	1.00	\$12,000.00	\$0.00	\$12,000.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$20,116.00

New Entry 2

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+MSR)(LAZ)	1.00	\$12,000.00	\$0.00	\$12,000.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$20,116.00

Plaza Exit 1 w/ Cash

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+EMV)(LAZ)	1.00	\$13,200.00	\$0.00	\$13,200.00
Smart Station Bank Note Recycler (BNR) LAZ Blue	1.00	\$15,000.00	\$0.00	\$15,000.00

10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Cash Machine Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Combination Hat Kit LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$38,566.00

Plaza Exit 2 w/ Cashier Kit

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Cashier Kit (MSR) for Lane without Smart Station with iPad 8th Generation	1.00	\$3,199.20	\$0.00	\$3,199.20
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Total			\$0.00	\$9,065.20

Plaza Exit 3

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+EMV)(LAZ)	1.00	\$13,200.00	\$0.00	\$13,200.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$21,316.00

Plaza Exit 4

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+EMV)(LAZ)	1.00	\$13,200.00	\$0.00	\$13,200.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$21,316.00

New Exit 1

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+EMV)(LAZ)	1.00	\$13,200.00	\$0.00	\$13,200.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$21,316.00

New Exit 2

Product	Qty	Unit Price	Monthly Cost	One-time Cost
Smart Station (RFID+Barcode+EMV)(LAZ)	1.00	\$13,200.00	\$0.00	\$13,200.00
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00

Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
950 W Heater	1.00	\$0.00	\$0.00	\$0.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Smart Station Installation	1.00	\$2,250.00	\$0.00	\$2,250.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Smart Station Hat LAZ Blue	1.00	\$0.00	\$0.00	\$0.00
Total			\$0.00	\$21,316.00

Short Term Pass Through 1

Product	Qty	Unit Price	Monthly Cost	One-time Cost
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Total			\$0.00	\$5,866.00

Short Term Pass Through 2

Product	Qty	Unit Price	Monthly Cost	One-time Cost
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Total			\$0.00	\$5,866.00

Rental Entry Pass Through

Product	Qty	Unit Price	Monthly Cost	One-time Cost
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00

Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Total			\$0.00	\$5,866.00

 **Rental Exit Pass Through**

Product	Qty	Unit Price	Monthly Cost	One-time Cost
10' Straight Arm	1.00	\$210.00	\$0.00	\$210.00
Magnetic Gate Column	1.00	\$3,456.00	\$0.00	\$3,456.00
3X6 ft Loop with 50 ft Lead in SC18-50	2.00	\$0.00	\$0.00	\$0.00
Gate Installation	1.00	\$2,200.00	\$0.00	\$2,200.00
Total			\$0.00	\$5,866.00

DISCLAIMERS

Travel & Expenses

Travel & Expenses to be billed post installation on final invoice including:

- Market rates for airfare and hotel
- Per diem rates for meals not to exceed \$90 per day per person

Access Credentials Compatibility

Any proximity cards, AVI (minus toll tag) credential devices, and hotel room key cards that are existing and in use prior to installation of new FlashPARCS equipment must be submitted to Flashparking by mail for compatibility testing to ensure compatibility with Flash Systems. Unless expressly authorized and confirmed in writing following compatibility testing, FlashParking does not guarantee compatibility of Customer's existing proximity cards, AVI (minus toll tag) credential devices, and hotel room key cards.

FlashPARCS Equipment

- Equipment orders are subject to a 50% deposit payment at time of signing to ensure timely delivery of project. FlashParking reserves the right to charge a cancellation fee of 20% of the total of the contract to be paid immediately at time of cancellation.
- The remaining 50% will be invoiced upon successful installation and commissioning of the FlashPARCS equipment, or within two months of equipment receipt by Customer if Customer delays the installation, whichever comes first.
- Orders for NON-FlashHaaS (FSH) Equipment are subject to a 50% deposit payment at time of signing to ensure timely delivery of project. FlashParking reserves the right to charge a cancellation fee of 20% of the total of the contract to be paid immediately at time of cancellation. The remaining 50% will be invoiced upon successful installation and commissioning of the FlashPARCS equipment, or within two months of equipment receipt by Customer if Customer delays the installation, whichever comes first.

Delivery Lead Time

- Smart Stations and Magnetic Barrier Gates delivered and installed on average within 6-8 weeks for standard installations of 10 units or less - from time of contract signature (contingent upon credit approval and good standing of existing accounts receivable).

Excludes orders with LED Barriers, Custom Wrapping for Smart Stations, LPR Cameras, AVI Readers or any other third-party equipment as these may have longer lead times from manufacturer.

Cash Machine

- Cash Machine can be delivered and installed on average within 6-8 weeks for standard installations of ten (10) units or less - from time of contract signature, and after 50% deposit payment is received.
- Bill acceptor manufacturer provides a limited warranty on its equipment that covers all mechanical and electrical components, but excludes parts subject to wear and tear, for a period of two years for parts and RTF (return to factory or authorized service center) labor warranty.

Standard Installation

- Internet connectivity and electricity is required and is to be provided by venue or parking operator. Installation also assumes there is a pathway to run CAT5/6 for internet from the source to the final installed location.
- Installation quote is based on the information provided by client. All other requirements not provided by the client before installation are subject to review, and additional fees may be assessed to cover the work.

- Assumes a concrete surface on each lane, that the concrete is in good enough condition to install the saw cut loop, it has no major cracks and is not post tension construction. If the location is post tension construction then please inform install team during the kickoff process to send a concrete contractor to perform a surface penetration scan to ensure it is safe to make the cut for the loop, additional fees will apply.
- All work installation services to be performed during normal business hours, Monday through Friday, excluding holidays, by non-union labor.
- Installation assumes free and unfettered access to the island area for FlashParking or its installer to install equipment, energize and perform all necessary start-up and testing procedures during normal weekday business hours, unless mutually agreed upon in writing. Delays resulting from limited access to the work area or unfinished work that is to be provided by others as noted herein may result in additional costs.
- The installation includes uninstalling and removing of the existing in-lane equipment (and POFs, if applicable) and reusing certain aspects of the existing power, in-ground and other wiring that is currently installed in the lanes. Such removal must be done in a manner that ensures the preservation of this infrastructure otherwise additional costs may occur. However, because we are uncertain as to the quality of the existing conduits in the concrete or other infrastructure items, the installation cost may increase based on actual, unknown site conditions.
- Reusing or running one ethernet cable from the network demarcation point to the FlashPARCS Smart Station Kiosk using existing pathway or conduit **
- Mounting FlashPARCS network kit with back-up LTE in each lot or garage (will be pre-configured prior to shipping)
- Removing old entry (ticket/spitter) or exit (exit verifier) machine
- Removing old gate (when applicable)
- Cutting, installing & calibrating new arming and safety loops
- Connecting both loops to the gate
- Bolting down the Smart Station kiosk (they immediately get their configuration from the cloud infrastructure upon powering-up)
- Bolting down gate
- Running 3 pairs of cables from the Smart Station Kiosk to gate for (a) gate vend, (b) arming loop detection, and (c) closing loop detection
- The installation of door readers requires the door have the necessary electrified components/hardware, a pathway for a dry contact connection between our reader and the locked door, and 110 power within 25' of our reader (or 24vdc within 100 feet in same conduit as CAT5) – all of which is to be provided by others and therefore has been excluded from our pricing herein.
- We will provide a set of dry contact wires to fire the overhead door (if applicable). Final Connections to the overhead door are to be done by overhead door vendor and are not our responsibility.
- For facilities requiring newly constructed parking island(s) in a mutually agreed-upon layout approved by us which will be provided by others. The island construction will include form, pour, and concrete finish and electrical conduits within the island as needed for the connection to line voltage via conduits and circuit/low voltage communications.
- LPR Solution (if ordered) requires runway length of about 33 feet from gate to cameras. Functionality may be compromised, and solution may not be possible if site conditions do not meet runaway length requirements.
- Commend (and AXIS security cameras, if applicable) pricing is for the hardware only. Any configuration and/or setup fees by Commend are subject to a separate agreement between management and Commend and are excluded from our pricing herein. Installation of AXIS cameras (if applicable) will be quoted once the final position of the devices is mutually agreed upon between management, ownership and us.
- Umojo pricing is for the hardware only. Any configuration and/or setup fees by Umojo are subject to a separate agreement between management and Umojo and are excluded from our pricing herein. Installation of Umojo cameras (if applicable) will be quoted once the final position of the devices is mutually agreed upon between management, ownership and us.
- Clean up: placing old machine and gate in a designated area within the facility (Old Equipment disposal not included)
- Testing all components: getting a ticket, and every entry or exit method including real credit card payment transaction, microphone & speakers (placing a support call), barcode scanner, proximity card reader, Bluetooth access, vending gate and loop detection. For existing building / parking access prox cards, FlashParking must be sent active prox cards to test compatibility and match batch numbers with monthly credentials. If cards cannot be reused, new prox cards will have to be purchased for the HID readers.
- Extending or re-routing existing electrical power lines to new SmartStation Kiosk and gate ****. Because we are uncertain as to the quality of the existing conduits in the concrete or other infrastructure items, the installation cost may increase based on actuals.

** Not to exceed 15 feet

*** Old Equipment disposal not included in price

EXCLUSIONS:

- All utility company charges, deposits and fees if any; Repairs for unforeseen underground utilities that may become damaged during installation of underground conduits; Performance and Payment Bonds. All other requirements if any are extra and are subject to review; (All Permit and Inspections are a Pass Through - plus Service Fees if applicable).

Standard Installation EXCLUDES anything not specifically listed above.

Standard Installation EXCLUSION examples:

- Removing booths, structures, or similar
- Replacing or installing new bollards
- Disposing of old equipment in a remote site or dump site
- Establishing new electrical lines
- Re-routing electrical lines
- Performing any civil work such as, but not limited to, island construction
- Obtaining permit or licensure in any capacity or anything that requires a permit
- Installing or adjusting post tension cable requiring alternative vehicle detection mechanisms
- (Anything not specifically listed in "Standard Installation Includes." section above.)

HaaS Warranty

LIFETIME RETURN TO FACTORY WARRANTY on Smart Station, Mini-Smart Station, and Pay-on-Foot Smart Stations for HaaS equipment and Magnetic Barrier Gates. This warranty excludes (EMV/Chip readers).

For avoidance of doubt, customer must pay Traditional Product prices for any equipment or services not listed in the "HaaS Product" section.

Customer must pay Traditional Product prices for Items not specifically included in "HaaS Product" section; examples include:

- Cash Machines, cash boxes, and related cash machine parts
- Additional gate kits
- AVI/LPR equipment, set-up, and installation
- Any gate more than 12 feet in length
- Any LED gate
- Installation costs in excess of standard rip and replace (See above for what is included and excluded.)
- Valet subscription services
- Valet hardware
- Kiosk wrap
- Custom controllers
- Any "new" integrations (outside the current existing LAZGO API integration), but subject to Section 2.8
- Any additional modules, but subject to Section 2.8
- Any custom software modifications
- Bollards
- Pedestal (i.e. prox only)
- Commend Intercoms
- EMV Chip Credit Card Reader
- Rate Display
- Prox cards

Transcore Reader

- Products are warranted by TransCore to Purchaser against defects in workmanship and material for one (1) year after the date of installation. Warranty service will be provided in the United States at a repair facility designated by TransCore. Transportation costs to and from the repair facility shall be paid by Purchaser.

LPR Cameras

- LPR (License Plate Recognition) Cameras can be delivered and installed on average within 8-10 weeks for standard installations of ten (10) units or less - from time of contract signature, and after 50% deposit payment is received.

Gates

- Gates manufacturer provides a limited warranty on its barriers that covers all mechanical and electrical components, but excludes parts subject to wear and tear, for a period of two (2) years from the date of first use provided that the operating instructions have been complied with, no unauthorized servicing of machine components has taken place, and that no mechanical damage to the machines is evident.
- LED lights for gates have a lead time of 2-3 weeks in addition to regular install schedule.

Tagmaster Reader

- TagMaster provides a two (2) year (24 month) warranty period on all own products starting at the date of delivery. (Exceptions: Hard drives and batteries are warranted for one (1) year, commodities are excluded from warranty). A warranty repair or replacement during the warranty period shall not have the effect of extending the warranty period for the products.

FlashValet

- FlashValet charges \$0.49 per each mobile payment. Or \$69/mo for unlimited mobile payments (when applicable).
- Order for FlashValet equipment, tickets, decals and texting number will be completed during kick-off call. These items will not be automatically ordered (when applicable). FlashValet equipment model and pricing is subject to change based on inventory availability.
- Flash Valet Standard package price includes 500 vehicles per month. Additional vehicles will be billed at \$.10 per vehicle.
- Flash Valet Monthly Parking package includes up to 50 monthly parkers. Additional parkers will be billed at \$1 per parker.
- Flash Valet mobile "ticketless" tickets (Ticketless Valet Module) will be billed at \$.05 per mobile ticket.
- For the FlashValet solution the Agreement will commence on the Effective Date and will continue for a period of (1) one month (the "Term"). After the initial term unless otherwise specified in the schedule, the Agreement will be automatically renewed on a monthly basis unless one party notifies the other party in writing at least thirty (30) days prior to the end of the current Term of its desire not to renew.

BILLING BEGINS UPON LOCATION GO-LIVE DATE, AND NO LATER THAN 30 DAYS AFTER SIGNING OF AGREEMENT. UNLESS OTHERWISE SPECIFIED BY CLIENT.

* For EMV transactions Client requires to open an account with Windcave. FlashParking is not responsible for Merchant and Gateway fees associated with EMV transactions.

* Merchant services related to the processing of credit card transactions must be sourced and paid for directly by the owner/parking operator. In addition, the following policy related to credit card gateway services applies: Magnetic stripe readers (non-EMV): FlashParking uses USA ePay as the gateway for magnetic stripe reader applications. The FlashParking software subscription fee includes gateway related charges for the first 5,000 magnetic stripe card reader-based payment transactions, per location/per month. FlashParking will bill at a rate of \$49 per location for each additional 5,000 credit card transactions for those months where the gateway transaction volume allowance is exceeded.

Chip readers(EMV): FlashParking uses Windcave as the gateway for chip reader applications. Windcave requires a separate gateway agreement with the owner/parking operator. Payment gateway transaction fees apply and are payable directly to Windcave. <https://www.windcave.com/>

* Onsite support available upon request. Fees and response time varies by region.

* All prices are exclusive of taxes, shipping, installation, electrical, or civil work, and any other item not specified in this quote unless otherwise clearly stated in the proposal.

Equipment Service Options :

A) Self-Served with 24/7 Remote Hands FlashParking Support Team: FlashParking designed its solutions with simplicity and efficiency as the driving tenets. We supply every customer with a FlashCare maintenance kit containing all the replacements components needed for every machine and gate supplied by FlashParking. Should any of them fail, the client can easily remove the failed part and insert the replacement part with assistance from our remote hands 24/7 support team.

B) Remote/Smart Hands Support: Should you chose not to use our Self-Served with 24/7 Remote Hands FlashParking Support option. FlashParking employs an extensive network of highly vetted, independent repair technicians under the following terms below:

Regions	Mon-Fri (8-4PM)	Mon-Fri (all day Sat) 4-8PM	Sundays and Holidays
AK, CA, HI, NY, TX, WA & Puerto Rico	\$ 177.8	\$ 267.4	\$ 357
1 HR	\$ 287.80	\$ 377.40	\$ 467.00
2HRS	\$ 465.60	\$ 644.80	\$ 824.00
3 HRS	\$ 643.40	\$ 912.20	\$ 1,181.00
4 HRS	\$ 821.20	\$ 1,179.60	\$ 1,538.00

Regions	Mon-Fri (8-4PM)	Mon-Fri (all day Sat) 4-8PM	Sundays and Holidays
AZ, CO, OR & PA	\$141.68	\$212.52	\$283.36
1 HR	\$251.68	\$322.52	\$393.36
2HRS	\$393.36	\$535.04	\$676.72
3 HRS	\$535.04	\$747.56	\$960.08
4 HRS	\$676.72	\$960.08	\$1,243.44

Regions	Mon-Fri (8-4PM)	Mon-Fri (all day Sat) 4-8PM	Sundays and Holidays
Everywhere else (US only)	\$130.20	\$195.30	\$260.40
1 HR	\$240.20	\$305.30	\$370.40
2HRS	\$370.40	\$500.60	\$630.80
3 HRS	\$500.60	\$695.90	\$891.20
4 HRS	\$630.80	\$891.20	\$1,151.60

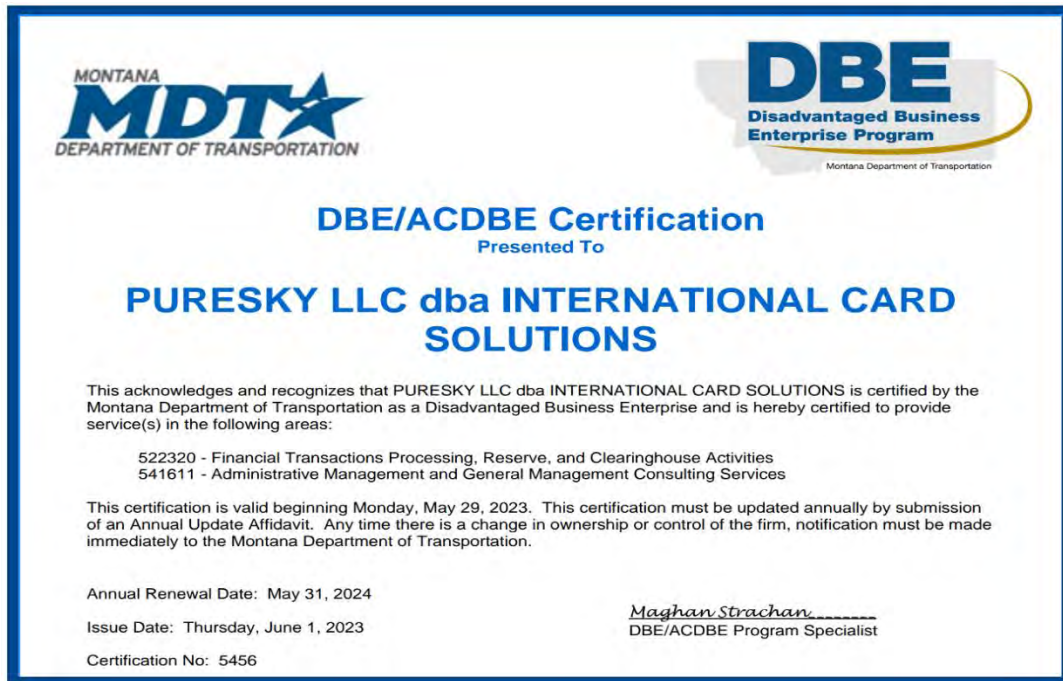
FLASH

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ATTACHMENT 4 – MDOT ACDBE CERTIFICATIONS

INTERNATIONAL CARD SOLUTIONS (ICS)



MONTANA MDTA DEPARTMENT OF TRANSPORTATION

DBE Disadvantaged Business Enterprise Program
Montana Department of Transportation

DBE/ACDBE Certification
Presented To

PURESKY LLC dba INTERNATIONAL CARD SOLUTIONS

This acknowledges and recognizes that PURESKY LLC dba INTERNATIONAL CARD SOLUTIONS is certified by the Montana Department of Transportation as a Disadvantaged Business Enterprise and is hereby certified to provide service(s) in the following areas:

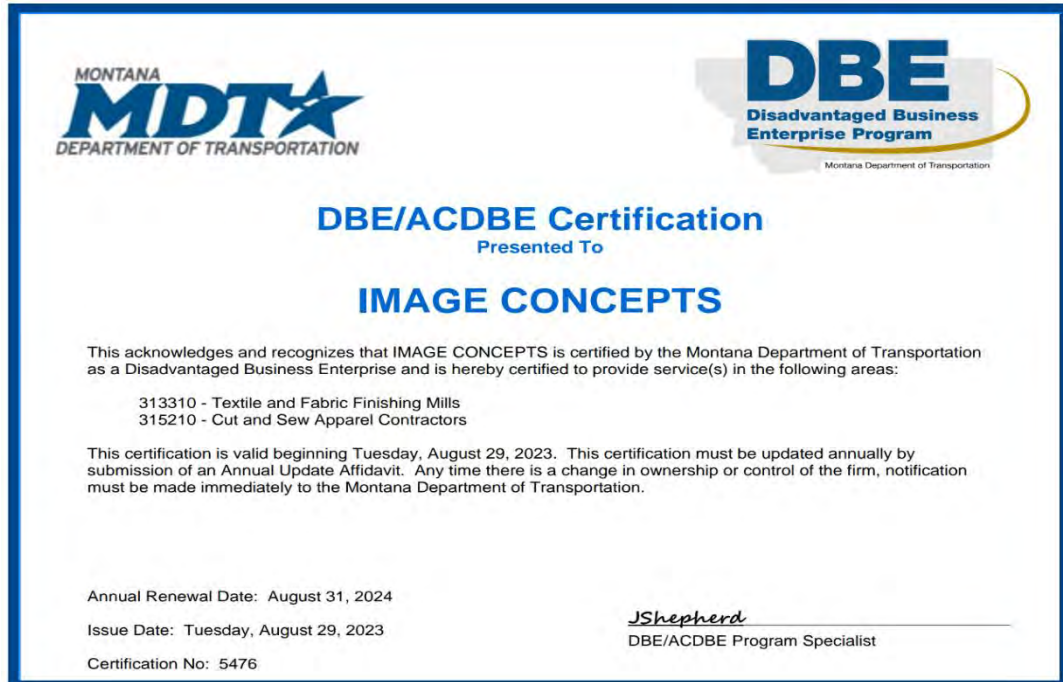
- 522320 - Financial Transactions Processing, Reserve, and Clearinghouse Activities
- 541611 - Administrative Management and General Management Consulting Services

This certification is valid beginning Monday, May 29, 2023. This certification must be updated annually by submission of an Annual Update Affidavit. Any time there is a change in ownership or control of the firm, notification must be made immediately to the Montana Department of Transportation.

Annual Renewal Date: May 31, 2024
Issue Date: Thursday, June 1, 2023
Certification No: 5456

Maghan Strachan
DBE/ACDBE Program Specialist

IMAGE CONCEPTS



MONTANA MDTA DEPARTMENT OF TRANSPORTATION

DBE Disadvantaged Business Enterprise Program
Montana Department of Transportation

DBE/ACDBE Certification
Presented To

IMAGE CONCEPTS

This acknowledges and recognizes that IMAGE CONCEPTS is certified by the Montana Department of Transportation as a Disadvantaged Business Enterprise and is hereby certified to provide service(s) in the following areas:

- 313310 - Textile and Fabric Finishing Mills
- 315210 - Cut and Sew Apparel Contractors

This certification is valid beginning Tuesday, August 29, 2023. This certification must be updated annually by submission of an Annual Update Affidavit. Any time there is a change in ownership or control of the firm, notification must be made immediately to the Montana Department of Transportation.

Annual Renewal Date: August 31, 2024
Issue Date: Tuesday, August 29, 2023
Certification No: 5476

JShepherd
DBE/ACDBE Program Specialist

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ATTACHMENT 5 – REFERENCE LETTERS



One Airport Road
Suite 300
Manchester, NH
03103-7450
Tel: 603-624-6539
Fax: 603-666-4101
www.flymanchester.com

Theodore S. Kitchens, A.A.E.
Director of Aviation

March 20, 2023

Dear Members of the Selection Committee:

In summer 2021, the Manchester-Boston Regional Airport ("MHT" or the "Airport") issued an RFP for parking, shuttle, valet and ground transportation management services. This RFP was issued as Airport management wanted to make significant improvements in parking management through the introduction of new creative ideas and technology investment into the operation. Our goal was to improve the overall customer experience and infuse more technology and best practices into the operation.

Through a competitive RFP process LAZ Parking came out as the clear leader. We specifically asked in the RFP that the management firm should be both an *advisor* and an *implementer* to the Airport. LAZ presented an excellent understanding of our goals and provided a clear pathway to accomplishing those goals. Their team provided the most comprehensive proposal response, and their presentation reinforced our initial opinion that they were the best choice to be our operator.

In selecting LAZ, we replaced a firm that had been managing our parking for 20+ years. During the transition process the LAZ team was in regular contact with Airport staff. The LAZ team professionally laid out a plan that included total replacement of our PARCs system, installation of a parking space guidance system, and a new ground transportation management system all over the July 4th holiday weekend. Their pre-planning and execution made the transition very smooth from an airport staff and customer perspective. Throughout the implementation process, which, regardless of the amount of pre-planning always has its challenges; the LAZ team showed flexibility and willingness to work with the Airport team to achieve the common goal of a smooth and successful opening.

Since the transition, the Airport has seen an increase in revenue and financial return, and we routinely receive positive customer feedback on the technology. In LAZ, we have a partner that has improved our entire landside operations especially in the areas of customer service, technology, efficiency, investment, responsiveness, and communication. We additionally have streamlined employee roles and responsibilities freeing up my team members to focus on managing the operation versus wasteful spending of valuable hours managing the old system.

It is without debate that LAZ has met and exceeded our expectations as an organization. Please feel free to contact me if you have any questions or I can provide any additional information that may be of service to the selection committee.

Warm Regards,

A handwritten signature in black ink, appearing to read 'Theodore S. Kitchens', written over a white background.

Theodore S. Kitchens, A.A.E.
Director of Aviation



March 15, 2023

RE: LAZ Parking Reference

The Minot International Airport (MOT) recently overhauled its parking operations by transitioning to a fully-automated PARCS operation as well as a change in the operator and the operating agreement. The success of this major transition is attributed to the professionalism and expertise of LAZ Parking and their excellent team. From the initial stages of the bid process to the final implementation of the equipment and operation as a whole, LAZ far exceeded the expectations and requirements.

LAZ presented MOT with opportunities for improvement in equipment, customer experience, and the potential for increased revenue with the implementation of automated PARCS equipment. Because of their industry knowledge, LAZ was able to provide MOT with access to technologically advanced Flash PARCS equipment. The new PARCS equipment allows for more efficient operations and improved revenue control management.

Leading up to and throughout the transition, LAZ worked diligently at keeping MOT informed and often included MOT in communications to best prepare for the overnight transition of operations. The amount of work done "behind the scenes" by LAZ was evident in the successful transition and in the days following as numerous situations were mitigated and solved seamlessly.

Through continuous communication such as monthly meetings and frequent check-ins, LAZ continues to support MOT well. MOT is grateful for the opportunity to work with LAZ and we look forward to the continued successful partnership.

A handwritten signature in blue ink that reads "Maria Romanick".

Maria Romanick, C.M.
Airport Operations and Maintenance Manager



305 Airport Road, Suite 216 • Minot, North Dakota 58703 • 701.857.4724 • 701.857.4710 Fax •
MOTairport.com



March 20, 2023

To Whom It May Concern:

LAZ Parking was awarded the contract to manage the self-park, shuttle, and valet parking operations at Tulsa International Airport (TUL) in June 2019. LAZ assumed responsibility on July 1, 2019, managing revenues of approximately \$9.5 million per year with 60 employees. LAZ ensured the transition was seamless.

Since the inauguration of the contract, LAZ has provided TUL customers and employees with excellent, responsive service. Their team has contributed to many airport parking programs, all while improving customer service and overseeing facility improvements.

The LAZ team is consistently delivering what is required to ensure quality service in the self-parking, shuttle, and valet operations. Their team effectively addresses operational challenges presented by winter weather and always remains committed to providing personal service to customers facing unplanned vehicle challenges. I strongly recommend LAZ for their commitment, professionalism, and proactive approach to all services they provide to our customers.

Please feel free to contact me if you would like further information about their operation at TUL.

Sincerely,



Alexis Higgins, A.A.E.
Chief Executive Officer
Tulsa International Airport

7777 Airport Drive, Suite A211
Tulsa, OK 74115
P: 918.838.5000 F: 918.838.5199
flytulsa.com



March 23, 2023

To Whom It May Concern:

I am pleased to provide this letter of recommendation for LAZ Parking. LAZ Parking was awarded a contract to manage the parking and shuttle operations at the Asheville Regional Airport (AVL) in September of 2017. LAZ Parking assumed responsibility on November 1, 2017, managing revenues of approximately \$4 million per year with 15 employees. LAZ ensured the transition from the outgoing contract holder was seamless. Due to LAZ Parking commitment to work with the Asheville Regional Airport, the Greater Asheville Regional Airport Authority recently extended the LAZ Parking contract for another 5 years.

LAZ supported the airport in opening a new self-park garage which included the installation of a new TIBA revenue control system. During the construction of the garage, LAZ was instrumental in providing shuttle services for both the traveling public and employees of the various companies operating at the airport.

The LAZ team is consistently delivering what is required to ensure quality service in both the parking management and the shuttle operation. I strongly recommend LAZ for its commitment, professionalism, and proactive approach to all our services.

Regards,

A handwritten signature in blue ink that reads "John Coon".

John Coon, A.A.E.
Vice President - Operations and Maintenance
Greater Asheville Regional Airport Authority
61 Terminal Drive, Suite 1
Asheville, North Carolina 28732
E-mail: jcoon@flvavl.com
Office: 828-209-5102



**long beach
airport**

where the going is easy®

To whom it may concern:

As the Commercial Development Officer for Long Beach Airport (LGB), I wholeheartedly endorse our operations and collaboration with LAZ Parking. LAZ's transition into managing LGB's parking facilities last May represented not just a change in operations but a transformative shift in the guest experience, something that has been acknowledged by both our customers and stakeholders alike.

The shift in parking management to LAZ brought about a profound change in the "culture of customer service" at LGB through its management team and hiring and training of LAZ staff. This change has been overwhelmingly positive, reflecting our core belief that the right partnerships can transform service delivery for the better.

LAZ's approach to its partnership with LGB has always been fundamentally collaborative. LAZ's local and executive management team has been engaged and responsive to all our needs. LAZ understands that the success of the airport and its services is a shared responsibility, one that benefits from open communication, flexibility, and a shared vision. This was especially evident in our joint efforts on special projects that enhanced the airport's ambiance and customer experience. A notable example of this is the wall art project, which not only beautified the parking areas but also created a sense of place and engagement among travelers.

A couple of months after transitioning the parking operation, LAZ implemented the "Navigator" program, a service designed to assist passengers and visitors to the airport with directions, luggage handling, airport information, and any other travel needs they may have. The introduction of the Navigator program is a testament to LAZ's commitment to exceeding expectations. This initiative has significantly improved the customer service experience, making navigation and the use of airport facilities more accessible and user-friendly for all airport visitors.

I can say that hiring LAZ to manage LGB's parking operations have made our airport a better place and experience for our customers and LGB staff alike. As you pursue this change in your organization, I am confident that LAZ's excellence will be evident.

Sincerely,

Dale Worsham
Administrative Officer
(562) 570-2606
dale.worsham@longbeach.gov

1100 E. Donald Douglas Drive, Terminal B, Long Beach, CA 90801
Tel: (562) 570-2600 Fax: (562) 570-2601 lgb.org





JACKSON COUNTY

Airport Authority

Rogue Valley International- Medford Airport

Amber Judd
Airport Director

1000 Terminal Loop Pkwy, Ste 201
Medford, OR 97504
Phone: (541) 776-7222
Fax: (541) 776-7223
JuddAJ@jacksoncountyor.gov
www.jacksoncounty.org

January 2, 2024

Subject: Letter of Recommendation for LAZ Parking

I am writing to express my satisfaction and commendation for the exceptional services provided by LAZ Parking Airport Services at Rogue Valley International-Medford Airport. Over the course of our partnership, LAZ Parking has demonstrated outstanding commitment, service improvements, and exemplary leadership. They truly are a valued partner.

LAZ Parking has consistently elevated the parking services at our airport, implementing notable improvements that have positively impacted our passengers. Their commitment to efficiency and customer satisfaction is evident in the seamless parking experience they provide. The introduction of innovative technologies and streamlined processes has significantly enhanced the overall parking service quality.

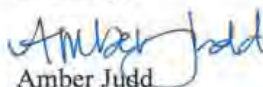
The LAZ Parking team has exhibited exceptional professionalism, dedication, and a proactive approach to addressing challenges. Their leadership has been instrumental in fostering a positive work environment, resulting in a team that is both motivated and customer-focused. It is evident that LAZ Parking prioritizes excellence in all aspects of their operations.

One of the key strengths of our partnership with LAZ Parking lies in their collaborative and communicative approach. They have consistently demonstrated a willingness to engage in regular and open dialogue, actively seeking feedback to improve their services further. This collaborative spirit has allowed us to work together seamlessly, ensuring a parking solution that aligns with the evolving needs of our airport and passengers.

I would recommend LAZ Parking based on their exemplary service improvements, outstanding leadership, and collaborative partnership. It has been a pleasure working with LAZ Parking, and we look forward to continuing this successful collaboration.

Should you require any further information or have additional questions, please do not hesitate to contact me.

Sincerely,


Amber Judd

Department of Airports
Cindy Nichol
Director



County of Sacramento

Divisions
Operations & Maintenance
Finance & Administrative Services
Commercial Development
Planning & Development

February 22, 2024

To Whom It May Concern,

In January of 2016, LAZ Parking was awarded the contract to manage parking and shuttle operations at the Sacramento International Airport (SMF) and, in a seamless transition, assumed responsibility in April 2016. LAZ provides maintenance, customer service, and custodial maintenance of nearly 20,000 spaces in five (5) surface lots and 1 six story parking garage and a fleet of 44 electric and CNG shuttles. They administer revenues of approximately \$73.2M annually and employ over 100 staff, both union and non-union.

LAZ also supports the Airport with oversight and technical assistance of the SKIDATA revenue control system and the HTS inventory/recognition system. For shuttle operations, LAZ has also been innovative in their deployment and use of a video telematics system installed in all of our airport shuttles. We are pleased to see an increase in driver safety awareness, customer service, and accountability.

The LAZ team at SMF consistently delivers the elements required to ensure quality service in both parking management as well as shuttle operations. I strongly recommend LAZ for their commitment, professionalism, and proactive approach to all improvements related to service.

Sincerely,

Nick Van Looy
Airport Manager-Landside, Parking, and Ground Transportation
vanlooyni@saccounty.gov
(916) 809-0123

ATTACHMENT 6 – SAMPLE SOP TABLE OF CONTENTS

Operations and Procedures Manual
Airport Parking Facilities

DRAFT Sample



LAZ Parking, LLC

(Parking Office Address)

(Parking Office Phone Number)

www.lazparking.com

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GENERAL OVERVIEW

Introduction to Parking System

The purpose of this manual is to provide a day-to-day operational overview for the Airport Parking System.

Terminal Parking Location:
 Spaces:
 Type:

(Lot/Garage) Parking Location:
 Spaces:
 Type:

Valet Parking Location:
 Spaces:
 Type:

Employee Lot Location:
 Spaces:
 Type:

Parking System

(NAME OF DISTRICT/COUNTY/AUTHORITY) has selected LAZ Parking as the Airport Parking Facility operator. LAZ Parking is a subsidiary of LAZ Parking LTD, which is headquartered in Hartford, Connecticut.

LAZ Parking is one of the largest national parking companies in the United States, It was formed in 1981, LAZ Parking is headquartered in Hartford CT, with operations in 325 cities and regional offices in San Francisco, Los Angeles, Atlanta, Boston, Chicago, New York, New Jersey, Baltimore, Washington DC, Miami, Dallas and San Antonio. As LAZ Parking has continued to grow, our founders and the three original partners are still deeply involved in the company, bringing their strengths to various aspects of our parking business. The success of our business stems from building strong client relationships, empowering employees to "Think like an Owner" and never losing touch with our roots.

In the fall of 2007, LAZ Parking formed a partnership with the world's largest parking operator, INDIGO Park. This transaction represents a mutual growth strategy by both parking leaders. INDIGO Park has

built an extremely successful network of parking operations in countries throughout Western and Eastern Europe and Canada. INDIGO Park currently operates over 1 million parking spaces in 300 cities in 14 countries. This joint venture between LAZ and INDIGO Park has enabled LAZ Parking to support INDIGO Park's growth in the United States by giving it the benefits of the top-quality management and a successful track record of significant growth. The sister companies share best practices and people, learning from one another and implementing new ideas throughout the world of parking.

Organizational Chart of Parking System

The organizational chart of the Airport Parking System reflects a focused, centralized approach to managing the parking system. The following pages include the current organizational chart, job descriptions, and the current names and contact information for each employee



General Job Descriptions and Responsibilities

General Manager

Reports To: Regional Vice President
Oversees: Assistant General Manager, Valet Manager, Revenue Clerk/Office Manager, Janitorial Subcontractor, Car Wash Subcontractor
Budgetary Scope: Overall P&L (Revenue, Operating Expenses, Capital Expenses), Insurance, Banking/Credit Card Expenses, Operation, Marketing

- LAZ Parking's General Manager will have overall management responsibility for the implementation and enforcement of operational, financial, personnel, accounting and maintenance procedures related to the parking and shuttle operations. The General Manager will be responsible for the ongoing coordination between LAZ and Airport Management. The duties and responsibilities of the General Manager will include, but not be limited to, all of the following:
 - Works Monday through Friday, 8AM to 5PM, on call 24/7
 - Reports to Airport Management and the Executive Vice President of LAZ Parking's Airport Division
 - Responsible for the overall management, operation and maintenance of all facets of the parking program
 - Responsible for adhering to all Airport and FAA and local government regulations and laws
 - Responsible for revenue enhancement initiatives to increase profitability to the airport
 - Responsible for overall profitability of location
 - Responsible approving annual budgets for revenue and expenses for locations
 - Ensuring adherence and compliance by LAZ Parking personnel to all established policies, rules, procedures and regulations of LAZ Parking
 - Responsible for negotiations of potential union contract and ongoing relations with Teamsters with support of Vice President for LAZ Parking
 - Evaluation, of daily, weekly and monthly revenue reports to the Airport
 - Regular review of Secret Shopping Reports & Customer Survey results to ensure superior customer service standards are consistently being delivered by all LAZ employees
 - Promote "The LAZ Way" (Motto's, Values & Practices)
 - Possess a high level of interpersonal skills to handle sensitive and complex situations including difficult customers and timely response and resolution of any customer complaints
 - Administer an effective audit and risk assessment program of all parking operations
 - Approval of expense, invoice payment and account payable programs
 - Assist with vendor negotiations
 - Regular daily and weekly communication with approved representatives of the Airport
 - Maintain close liaison with and assuring complete cooperation with Airport staff on matters of accountability, security and daily operational requirements
 - Assist LAZ Parking's Human Resources department with hiring, training, evaluating, and developing employees
 - Meet regularly with management staff
 - Other duties as assigned
 - Responsible for the oversight of the entire Parking System
 - Act as liaison between Airport and the Parking System

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- Act as a liaison between the Community and the Parking System
- Communicate pertinent information to Airport and Home Office Staff
- Supervise all administrative and operational managerial staff
- Review all Facility expenditures and overall budget compliance
- Responsible for interviewing, and hiring, Administrative personnel as necessary
- Communicate with local Sheriff department and emergency management teams regarding Facility operations

Supervisor

Reports To: General Manager
 Oversees: Self-Parking Operations, Maintenance and Porter Operations, Valet Attendants, Revenue Control Equipment, Revenue Reporting and Vehicle Inventory
 Budgetary Scope: Revenue, Payroll, Parking and Operational Related Expenditures

- Organize and narrate parking Management skills for the Cashiers, Valet Attendants
- Manage traffic flow of surrounding areas for parking lots
- Dispatch employees to designated location for cashier operations and traffic control
- Organize and manage the oversight of all self-parking and maintenance employees
- Oversee the timely input of payroll for all Self-Parking employees
- Ensure enrollment in time keeping device for all employees
- Monitor, review, and analyze the market rate structures
- Responsible for research and implementation on major projects

Bookkeeper

Reports To: General Manager and Regional Controller
 Oversees: Administrative staff
 Budgetary Scope: Revenue, Payroll, Parking and Operational Related Expenditures

- Oversee daily operations of the administrative staff
- Assist with special projects/reports as needed for analysis and development
- Responsible for the data entry of all daily paperwork into the daily revenue reporting packet
- Prepare financial reports and analysis including Parking System Management Report
- Prepare daily revenue reporting
- Responsible for the oversight of all group accounts
- Oversees the timely input of payroll for all administrative staff and Control Room employees
- Responsible for all onsite record keeping and storage
- Prints validation tickets and oversees proper payment
- Prints validation tickets and oversees proper payment
- Auditing of daily paperwork, keycards, change fund, etc.

Cashier

The Cashier will work a regular shift collect fees and tickets from exiting customers, will complete a report at the end of the shift to balance revenue with tickets collected.

- Works different time slots
- Reports to Parking Supervisor
- Completes all required paperwork and reports accurately and efficiently to account for all collected parking revenues.
- Greets by/use name, be responsive and timely with correspondence and problem resolution, and display a caring attitude, develop a rapport with the customer base.
- Assist customers in lobbies, lanes, and in the parking office; help direct traffic.
- Promotes good customer relations by consistently providing premier customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times.
- Accepts monthly and debit payments and process credit cards.
- Basic computer skills in the parking revenue control system (add/delete accounts, key in required information from monthly applications).
- Responsible for running any reports related to daily revenue, credit cards, or garage data.
- Must work with or without supervision.
- Responsible for general maintenance of the garage – sweeping, wiping down surfaces and equipment, emptying trash, picking up trash, changing light bulbs, etc.
- Maintain and repair any malfunctioning parking equipment to ensure appropriate access to customers.
- Other related duties as assigned.

Shuttle Driver

The Shuttle Driver will drive a regular shift on an Airport parking shuttle bus, will handle luggage, and will interact with customers.

- Works different time slots.
- Reports to Supervisor.
- Must be able to read, write and communicate effectively in English.
- Must be at least 21 years of age and have a driving record of three years or more.
- Must have a high school diploma or GED.
- Must have complete employment history.
- Must have a current Class B license with endorsements required by applicable federal, state and local regulations.
- Must possess a current DMV Medical Examiners Certificate or be able to pass a FMCSR physical.
- Must have no felony convictions.
- Must have no more than one moving violation within the past 36 months,
- No more than two points by the Department of Motor Vehicles (counted individually or combined) within the immediately preceding two (2) year period.
- May not have more than one preventable at-fault accident within the past 36 months.
- May not have a conviction for DWI, DUI or implied consent within the past seven years.
- No conviction for drug possession or use within the past seven years.
- Never have a conviction for drug trafficking or manufacturing.
- No conviction for assault within the past seven years.

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- No pattern of illegal activities within the past seven years.
- No conviction for a sexual offense.
- Must be able to pass a FMCSR pre-employment drug screen.
- Two (2) years customer service
- Proven interpersonal skills dealing with the public
- Strong verbal communication and listening skills
- English speaking skills
- Excellent written communication skills
- Ability to interact professionally and in a friendly manner with internal and external customers on all levels
- Ability to work well with diverse groups
- Ability to deal patiently and in a friendly manner with external customer problems and complaints
- Able to remain courteous when faced with difficult or angry customers
- Must be a team player but able to work independently
- Must be able to work various shifts in an outside environment (job is 100% outdoors)

Valet Attendant

The Valet Attendant greets and creates a welcoming atmosphere for our customers and clients.

- Works different time slots.
- Reports to Supervisor
- Effectively and efficient park customer vehicles; return customer vehicles upon request in a timely manner.
- Greet by/use name, be responsive and timely with correspondence and problem resolution, and display a caring attitude, develop a rapport with the customer base.
- Assist customers into the facility, provide a gracious sense of arrival, and help direct traffic.
- Promote good customer relations by consistently providing premier customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times.
- Take extreme caution and care when valeting car.
- Must work with or without supervision.
- Other related duties as assigned.

Maintenance Attendant

The Maintenance Position will provide cleaning and garbage pick-up in all Airport public parking areas and facilities, will paint as needed, will assist security as needed.

- Works different time slots
- Daily inspections of all facilities.
- Picks up trash from all facilities.
- Removes graffiti from all surfaces.
- Performs weekly inspections of all equipment.
- Performs minor repairs on equipment.

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[Back To Attachment List Page](#)

ATTACHMENT 7 – BID BOND

Construction Services Group



LAZ Parking Northwest, LLC

Re: Obligee: Missoula County Airport Authority
Project: RFP for the Parking Management Operations
at Missoula Montana Airport
Est Bid Amount: \$TBD +/-
Bid Date: 3/22/2024

Dear Heather:

Enclosed please find the above captioned bid bond executed, per your request.

The bid bond must be signed by an authorized representative of your company, notarized (if applicable), and sealed with the corporate seal.

We urge you to double-check all signatures, dates, amounts and job descriptions for accuracy. This will avoid the possibility of have a low bid rejected because of a clerical error. Please verify again that the bid bond form we executed is the form required by the specification and/or Owner/Obligee. In addition, please verify that anything unusual that has been requested by the Owner/Obligee is attached.

The bid bond authorization is based upon your original estimate. If the actual bid price exceeds this estimate by 10% or more, please contact us for additional authority!

Please call our office if you should have any questions or need any further assistance.

Good Luck on your Bid!

Sincerely,

Jessica L. Piccirillo

Jessica L. Piccirillo
AVP – Account Manager LEAD

<u>Contractors Name</u>	<u>Bid Amount</u>
1. _____	\$ _____
2. _____	\$ _____
3. _____	\$ _____

Where did LAZ place _____ and your bid amount \$ _____

Alliant Insurance Services, Inc. • 40 Stanford Drive, 2nd Floor, Farmington, CT 06032
PHONE (860) 269-2163 • jpiccirillo@alliant.com • CA License No. 0C36861





U.S. Specialty Insurance Company
601 S. Figueroa Street, Suite 1600, Los Angeles, California 90017
main 310 649 0990 fax 310 649 0416

BOND NO. N/A
PREMIUM \$0.00
BID DATE: 3/22/2024

BID BOND

KNOW ALL MEN BY THESE PRESENTS, That we, LAZ Parking Northwest, LLC

(hereinafter called Principal), as Principal, and U.S. Specialty Insurance Company, a corporation, organized and existing under the laws of the State of Texas and authorized to transact a general surety business in the State of Montana

(hereinafter called Surety), as Surety, are held and firmly bound unto Missoula County Airport Authority

(hereinafter called Obligee) in the penal sum of Ten percent (10 %) of amount bid not to exceed Five Thousand and 00/100 Dollars of the proposed management fee, whichever is greater ~~XXXXXX~~ (\$ 5,000.00 NTE \$5K)

for the payment of which the Principal and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, That, whereas the Principal has submitted or is about to submit a proposal to the Obligee on a contract for Parking Management Operations at the Missoula Montana Airport

NOW, THEREFORE, if the said contract be awarded to the Principal and the Principal shall, within such time as may be specified, enter into the contract in writing, then this obligation shall be void. If the Principal shall fail to do so, then the undersigned shall pay the obligee the damages which the obligee may suffer by reason of such failure up to and not exceeding the penal sum of the bond.

SIGNED, SEALED AND DATED THIS 6th DAY OF March, 2024

LAZ Parking Northwest, LLC PRINCIPAL

By: [Signature]



U.S. Specialty Insurance Company
By: [Signature]
Jessica L. Piccirillo, Attorney-in-Fact

HCC52220B04/10





POWER OF ATTORNEY
AMERICAN CONTRACTORS INDEMNITY COMPANY TEXAS BONDING COMPANY
UNITED STATES SURETY COMPANY U.S. SPECIALTY INSURANCE COMPANY

KNOW ALL MEN BY THESE PRESENTS: That American Contractors Indemnity Company, a California corporation, Texas Bonding Company, an assumed name of American Contractors Indemnity Company, United States Surety Company, a Maryland corporation and U.S. Specialty Insurance Company, a Texas corporation (collectively, the "Companies"), do by these presents make, constitute and appoint:

Jessica L. Piccirillo

its true and lawful Attorney(s)-in-fact, each in their separate capacity if more than one is named above, with full power and authority hereby conferred in its name, place and stead, to execute, acknowledge and deliver on its behalf:

Surety Bond Number: N/A Amount of Bond: See Bond Form
Principal: LAZ Parking Northwest, LLC
Obligee: Missoula County Airport Authority

This Power of Attorney shall expire without further action on April 23rd, 2026. This Power of Attorney is granted under and by authority of the following resolutions adopted by the Boards of Directors of the Companies:

"Be it Resolved, that the President, any Vice-President, any Assistant Vice-President, any Secretary or any Assistant Secretary shall be and is hereby vested with full power and authority to appoint any one or more suitable persons as Attorney(s)-in-Fact to represent and act for and on behalf of the Company subject to the following provisions:

Attorney-in-Fact may be given full power and authority for and in the name of and on behalf of the Company, to execute, acknowledge and deliver, any and all bonds, recognizances, contracts, agreements or indemnity and other conditional or obligatory undertakings, including any and all consents for the release of retained percentages and/or final estimates on engineering and construction contracts, and any and all notices and documents canceling or terminating the Company's liability thereunder, and any such instruments so executed by any such Attorney-in-Fact shall be binding upon the Company as if signed by the President and sealed and effected by the Corporate Secretary.

Be it Resolved, that the signature of any authorized officer and seal of the Company heretofore or hereafter affixed to any power of attorney or any certificate relating thereto by facsimile, and any power of attorney or certificate bearing facsimile signature or facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking to which it is attached."

IN WITNESS WHEREOF, The Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 18th day of April, 2022.

AMERICAN CONTRACTORS INDEMNITY COMPANY TEXAS BONDING COMPANY
UNITED STATES SURETY COMPANY U.S. SPECIALTY INSURANCE COMPANY

State of California
County of Los Angeles SS:



By: [Signature]
Daniel P. Aguilar, Vice President

A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

On this 18th day of April, 2022 before me, Sonia O. Carrejo, a notary public, personally appeared Dan P. Aguilar, Vice President of American Contractors Indemnity Company, Texas Bonding Company, United States Surety Company and U.S. Specialty Insurance Company who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument and acknowledged to me that he executed the same in his authorized capacity, and that by his signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature [Signature] (seal)



I, Kio Lo, Assistant Secretary of American Contractors Indemnity Company, Texas Bonding Company, United States Surety Company and U.S. Specialty Insurance Company, do hereby certify that the above and foregoing is a true and correct copy of a Power of Attorney, executed by said Companies, which is still in full force and effect; furthermore, the resolutions of the Boards of Directors, set out in the Power of Attorney are in full force and effect.

In Witness Whereof, I have hereunto set my hand and affixed the seals of said Companies at Los Angeles, California this 6th day of March, 2024.

Corporate Seals



[Signature]
Kio Lo, Assistant Secretary

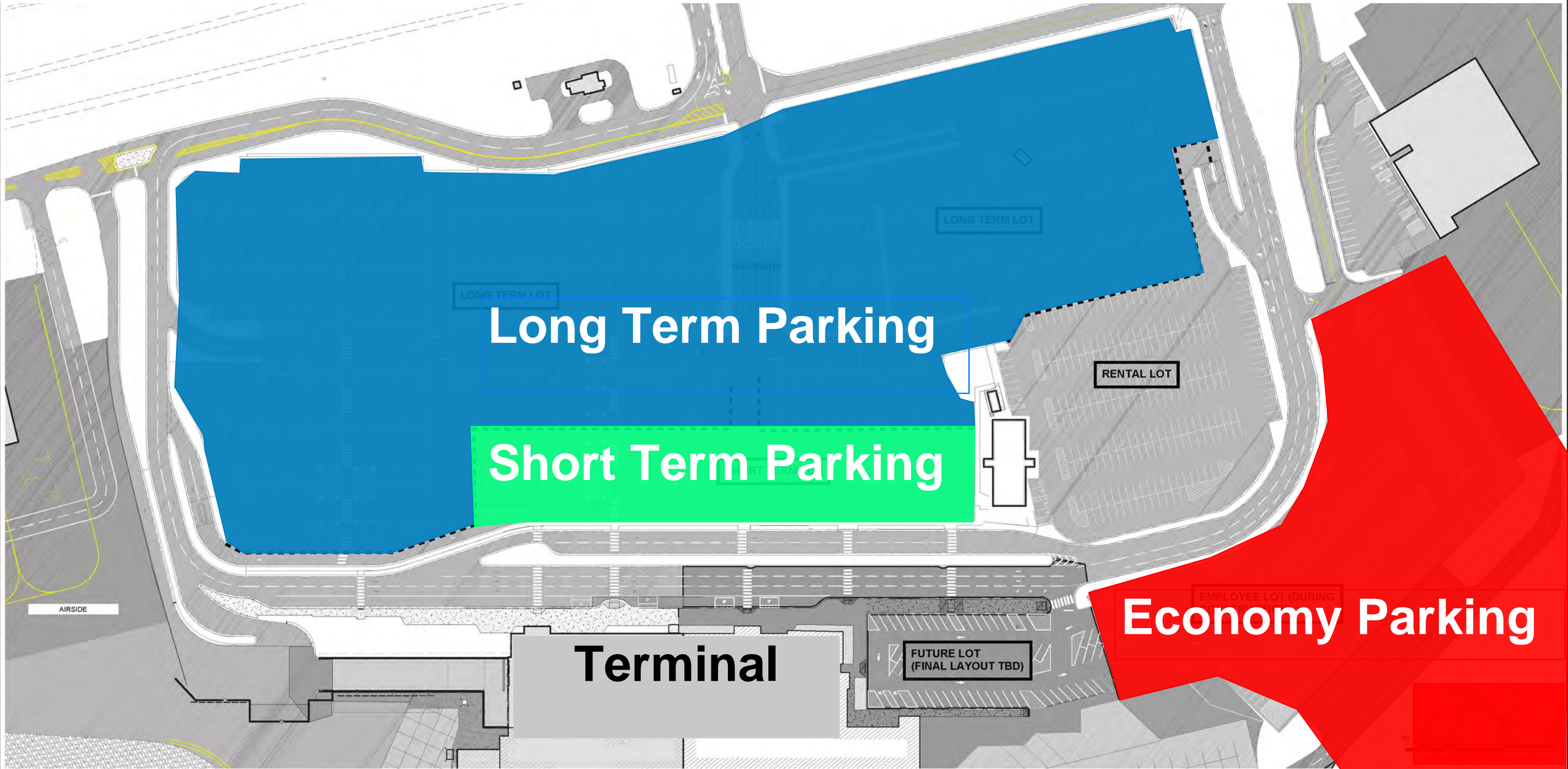
Visit tmhcc.com/surety for more information

HCCSPOACONSOLSW4/2022





Missoula Montana Airport Parking Overview



VERIFY SCALE!		REVISIONS			
NO.	DESCRIPTION	BY	DATE		
#	#	#	#		
#	#	#	#		
#	#	#	#		
#	#	#	#		

THESE PRINTS MAY BE REDUCED. LINE BELOW MEASURES ONE INCH ON ORIGINAL DRAWING.

MODIFY SCALE ACCORDINGLY!



DRAWN BY: SPS
 DSGN. BY: _____
 APPR. BY: _____
 DATE: 7/2022
 Q.C. REVIEW BY: _____
 DATE: _____

MISSOULA MONTANA AIRPORT
 MISSOULA MONTANA
 OVERALL SITE PLAN

PROJECT NUMBER: 3366.022
 SHEET NUMBER: 2
 DRAWING NUMBER: 147 B

M:\3366\022 - TERMINAL ACAD\EXHIBITS\2022-0725 TERMINAL PARKING LOT OVERVIEW.DWG PLOTTED BY SHAUN P. SHEA ON 06/25/2022

Parking Rate Structure

• Overview

- Structure will be implemented over coming months and dependent on construction progress and equipment availability
- Implement “Economy Lot” Rates
- Future discounts for pre-pay, loyalty programs

• Proposed Rate Structure

- Rates are “Not to Exceed”
- Short Term (\$20/day)
- Long Term (\$12/day)
- Economy (\$10/day)

Current Rate Structure

Short Term	BZN	GPI*	PSC	MSO
0 - 30 Min	FREE	FREE	FREE	FREE
30 - 60 Min	FREE	\$6	\$2	FREE
Addtl. Hour	\$4	\$6	\$2	\$3
Daily Rate	\$24	\$18	\$16	\$15

Proposed

MSO
FREE
FREE
\$10
\$20



Long Term	BZN	GPI*	PSC	MSO
0 - 30 Min	FREE	FREE	FREE	FREE
30 - 60 Min	FREE	FREE	\$2	FREE
Addtl. Hour	\$4 - \$6	\$6	\$2	\$1
Daily Rate	\$10 - \$20	\$15	\$12	\$10

MSO
FREE
FREE
\$6
\$12



Economy	BZN	GPI*	PSC	MSO
0 - 30 Min	FREE	FREE	-	-
30 - 60 Min	FREE	FREE	-	-
Addtl. Hour	\$2	\$6	-	-
Daily Rate	\$10	\$15	-	-

MSO
FREE
FREE
\$5
\$10



**MISSOULA COUNTY AIRPORT AUTHORITY
RESOLUTION NO. 2024-03
RESOLUTION GRANTING AUTHORITY TO SET PUBLIC PARKING RATES**

RECITALS

- A. The Missoula County Airport Authority (the "AUTHORITY") owns and operates the Missoula Montana Airport (the "Airport"), a commercial service airport, pursuant to Title 67, Chapter 11, Montana Code Annotated.
- B. The AUTHORITY is charged with the obligation to operate, regulate and protect the Airport as a public facility for the accommodation of air commerce.
- C. The AUTHORITY is authorized to adopt, amend, and repeal such reasonable resolutions, rules, and orders as it shall deem necessary for the management of the Airport.
- D. The Airport has seen an increased need for public parking in the last year and has responded by investing in expansion and modernization of the lot, including preparations to add an economy lot which is scheduled to open in late Spring 2024.
- E. The AUTHORITY has leased the parking lot to a concessionaire since 1999 and the lease agreement shall terminate on June 30, 2024 ("Parking Lease").
- F. Pursuant to the Parking Lease, the AUTHORITY and the concessionaire were required to mutually agree to rate increases.
- G. Upon termination of the Parking Lease, the AUTHORITY desires to provide staff with the flexibility to set and adjust parking rates within a not to exceed range.

NOW THEREFORE, BE IT RESOLVED that the AUTHORITY hereby delegates to the Airport Director and Deputy Director the ability to set and adjust parking rates within the following structure:

Long Term Lot	\$12/Day Maximum
Short Term Lot	\$20/Day Maximum
Economy Lot	\$10/Day Maximum

BE IT FURTHER RESOLVED that the Airport Director or the Deputy Director shall report all changes in parking rates to the Board at its next regularly scheduled meeting after the change occurs.

ADOPTED BY THE MISSOULA COUNTY AIRPORT AUTHORITY BOARD OF COMMISSIONERS this 23rd day of April 2024.

MISSOULA COUNTY AIRPORT AUTHORITY

Chair Winton Kemmis

ATTEST:

Secretary Pat Boyle

APPROVED AS TO FORM AND CONTENT

Carolynn Fagan, Legal Counsel

Missoula County Airport Authority

Agenda Action Sheet

Meeting Date: April 23, 2024

1. **TITLE:** Award of Insurance Broker of Record RFQ

Review, discussion and possible approval of an award of Insurance Broker of Record RFQ and matters related thereto.

ACTION ITEM

2. **AGENDA CATEGORY:** (Please highlight)
UNFINISHED BUSINESS **NEW BUSINESS** COMMITTEE REPORTS
INFORMATION/DISCUSSION ITEM

3. **TIME REQUIRED:** 10 Minutes

4. **BACKGROUND INFORMATION:** MCAA has used Payne Insurance as its broker for the last 16 years or so. It has been at least ten years since we went out to bid for another broker. Staff issued a Request for Qualifications for an insurance broker-of-record on March 6, 2024. Proposals were due on April 5, 2024. We received four proposals from MarshMcLennan Agency (formerly Payne Insurance), Gallagher Insurance, EBCO Aviation Insurance, LLC, and Avsurance Corporation. A review committee consisting of Vice Chair Deb Poteet, Finance and Administration Director Will Parnell, Legal Counsel Lynn Fagan and Deputy Director Tim Damrow, reviewed the proposals. MarshMcLennan and Gallagher were the two highest scoring proposals. After interviewing Gallagher, the committee determined that the proposal from Gallagher is the most advantageous to the airport and is recommending an award to Gallagher.

5. **BUDGET INFORMATION:** No budgetary impact at this time.

6. **SUPPLEMENTAL AGENDA INFORMATION:**

7. **RECOMMENDED MOTION:** Move to accept the committee's recommendation and appoint Gallagher as broker-of-record for MCAA.

8. **PREPARED BY:** Lynn Fagan

9. **COMMITTEE REVIEW:** None



Insurance | Risk Management | Consulting

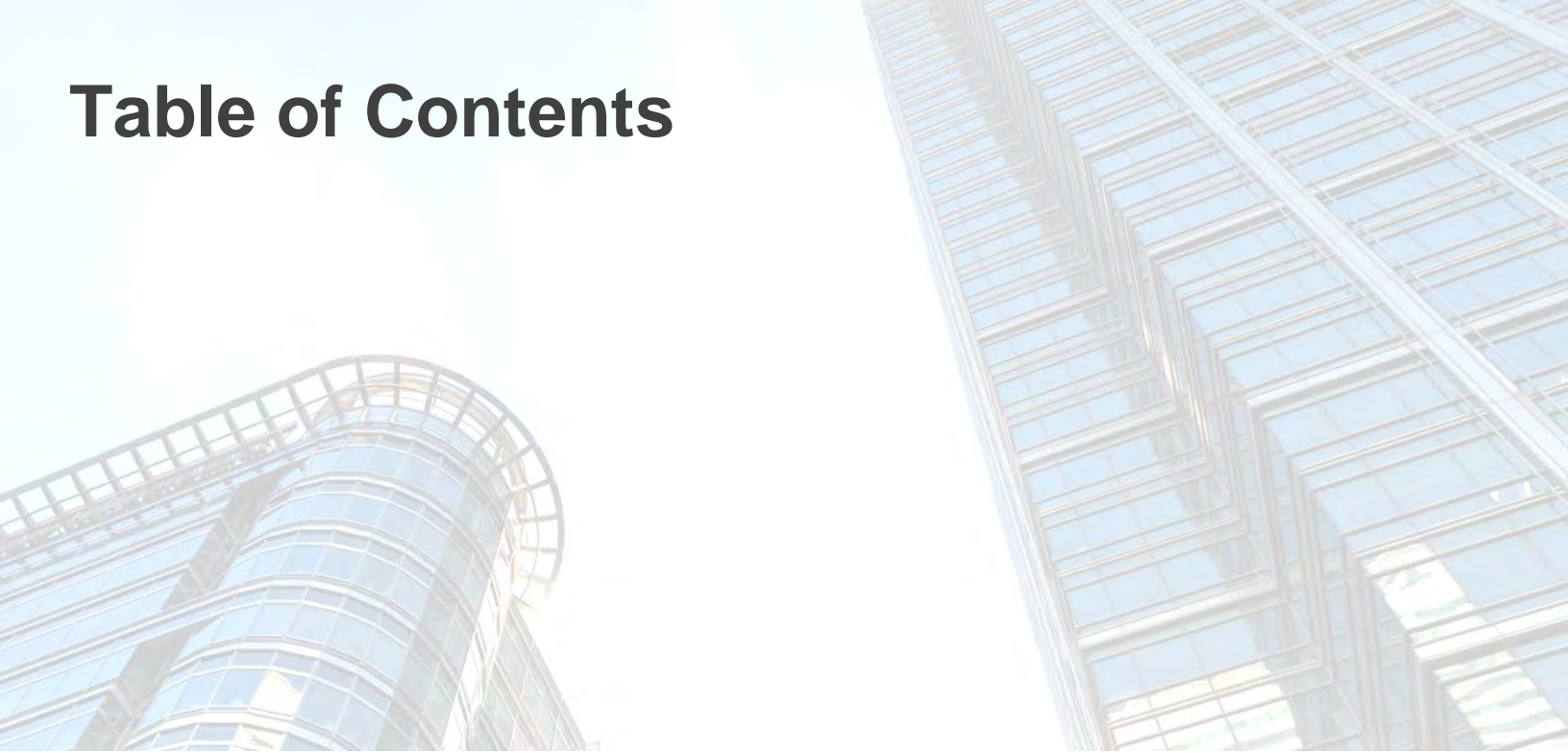
APRIL 5, 2024

Missoula County Airport Authority

RESPONSE TO REQUEST FOR
QUALIFICATIONS (RFQ)
INSURANCE BROKER OF
RECORD



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We are a Sales and Marketing Company dedicated to providing excellence in Risk Management Services to our clients.

The Gallagher Way. Since 1927.

Executive Summary

Arthur J. Gallagher Risk Management Services, LLC (“Gallagher”) is pleased to present our response to Missoula County Airport Authority (“MCAA”) request for qualifications for Insurance Broker of Record. Gallagher can perform all services requested in a timely fashion and we have specifically demonstrated our experience and qualifications within our response. As the largest insurance broker specializing in aviation and public sector we have the expertise, resources, and insurance market relationships to significantly impact the Airport’s risk management costs.

Gallagher has organized our team and resources to include a strong servicing team complimented by dedicated expertise in Aviation, Public Entity and Property. We also have assigned and dedicated advocates within our National Risk Control team for loss control and claims advocacy. MCAA’s objectives and technical requirements are met and exceeded by the Gallagher RFP response in a variety of ways, including:

Proven Experience with Airports: Our team has unmatched experience servicing Airport Authorities as we currently provide brokerage services to airports including MCO, TPA, MIA, GRR, and others. Airport Authorities are unique in their diversity of operations which requires in-depth expertise to manage their related insurance and risk management challenges. We have this experience with your proposed servicing team, Gallagher will work with the Authority to analyze existing programs, provide creative solutions and improved negotiation of your insurance program to achieve the best possible outcome. We have saved our airport clients millions of dollars by providing creative solutions including, package program, standalone terrorism, and multi-year programs.

Staff Qualifications: The Airport’s servicing team provides the Authority with a specialized group of individuals who devote 100% of their time and resources on serving the public sector or aviation clients. This specialization allows us to provide new ideas and perspectives to the Airport’s risk management program. Nick Terlecki leads the Gallagher team. Nick has been awarded Power Broker for Public Sector” in 2022 & 2023 by Risk and Insurance magazine and regularly presents at Airport Council International North America Risk Management Conference about “State of the Market”. Nick also works with Missoula County on their Property Insurance program and Montana Association of Counties Property and Casualty Program. Our team includes Brad Meinhardt, National Aviation Director. We have subject matter expertise for every line of coverage that MCAA currently purchases and with the continued expansion at MCAA we have the staff expertise in various niches including construction, cyber and enterprise risk management. Our team has additional expertise tied to MCAA operations and their vendors who can be contacted by a phone call away to discuss any insurance related issues.

Gallagher’s National Risk Control Team: We have developed specific aviation risk control and loss prevention resources. The Authority can learn from the successes and challenges of our experience with other airports as it looks to implement various claims and risk control activities. Our team has direct experience with working with carrier’s claims teams and their resources that can be provided to our airport clients. Many carriers offer difference services including engineering, cyber-tabletops, and loss control trainings. Our team includes risk control, claims advocacy and property risk engineers to assist MCAA.

Fully Transparent: Gallagher is the only insurance brokerage firm that has been awarded Ethisphere Most Ethical Company award and have received this for 12 consecutive years. We are fully transparent on all our proposal documents of any commission earned by Gallagher or any Wholesaler. We have proven to the Authority that when a carrier is unable to net commission out of programs that we have reduced our fee by this amount.

Market Access– Our access to 100% of the world’s markets and our long-term relationship with the top management and key underwriters with insurers who are committed to the Construction Industry. Our Public Sector practice places over \$2.7 Billion in premiums each year and we work with over 10,000 Public Entities. An important differentiator of your Gallagher team is we are the only broker to fully integrate all forms of capacity – direct retail, wholesale E&S, facultative reinsurance, treaty reinsurance, and capital markets – into a seamless access point for our clients.

Data and Analytics: Gallagher’s largest practice groups are Public Entity and Aviation; therefore, we have been able to invest millions of dollars into data and analytics tools that help our clients benchmark their current program, model property exposures, and provide a comprehensive picture of their loss history. We have provided the Authority with this data and analytics within our Gallagher Drive Platform and Claims Connect reports which shows the Authority the claims trend by department and injury.

General Information

History of the Firm and its experience.

Gallagher started as a single office in Chicago and has grown to a publicly traded global organization with more than \$9.5 billion in adjusted revenues, 860+ offices globally, more than 52,000 team members with service capabilities in 150-plus countries. Our business units and subsidiaries provide the full spectrum of specifically tailored risk management products and solutions for complex operations. Gallagher became a publicly-traded company in 1984 (NYSE: AJG). Gallagher's history is a compelling story of the insurance business; to learn more visit www.ajg.com/aboutus. Our most recent financial report can be found on our website <http://www.ajg.com> under the "Investor Relations" tab.

About Gallagher

Sustained growth. Steady focus on quality.

SOCIAL RESPONSIBILITY

Companywide focus on ethical conduct, employee health and welfare, environmental integrity and community service.

\$9.5B

Total Adjusted Brokerage & Risk Management Revenues (2023)

52,000+

EMPLOYEES WORLDWIDE

Family run

FOUNDED IN 1927

The Gallagher Way

25 tenets that have guided a team-oriented culture for 30+ years

860+

OFFICES GLOBALLY

150+

COUNTRIES SERVED

GLOBAL REACH. LOCAL PRESENCE.

Shared Values + Passion of Excellence = Promises Delivered

Our Structure & Benefits to Missoula County Airport Authority (MCAA)

Gallagher's flexible structure and entrepreneurial approach sets us apart from our competitors. Gallagher is built upon a client service model that is unencumbered by management bureaucracy. Our executive management team and leaders across our organization are brokers who remain engaged with clients and bring value to our clients' risk management programs daily. Our flexibility and personal touch with servicing and marketing allows us to focus on meeting our clients' needs, rather than corporate mandates.

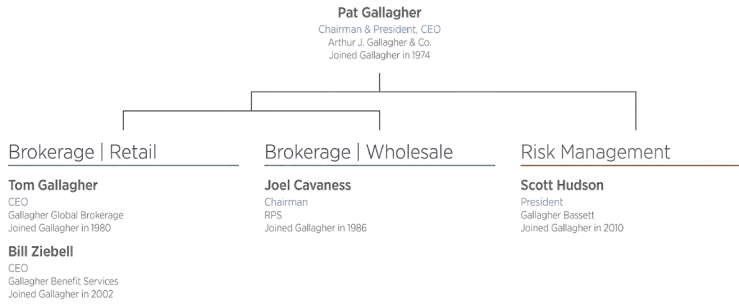
As one of the world's leading insurance brokers, Gallagher plans and administers a full array of insurance, risk management, self-insurance, claims management and employee benefit products and services through a group of specialized companies whose operating units are illustrated below. These companies can be accessed anytime the resources are needed to serve our clients.



Names and resumes of the principals in the firm.

Operating Divisions

23010_AG-000_Corating-Divisions-Chg1_CR



Locations of offices where work will be performed.

Orlando, FL (Team Lead and Day-to-Day Contact) & Las Vegas, NV (Aviation Liability Expertise)

Total number of active or current clients (do not include former clients).

While the number is constantly changing, Gallagher currently has 642,884 clients. The Team Leader, Nick Terlecki has a manageable account load of 12 clients including two aviation authorities.

Total number of local government entity clients.

The Gallagher Team is proud to serve two esteemed local government entity clients: Missoula County and the Montana Association of Counties. Our commitment to these partnerships is demonstrated through our dedication to in-person interactions and support, as evidenced by our team's travel to Montana an average of 4-6 times per year. This hands-on approach ensures we remain closely aligned with our clients' needs and objectives, providing tailored solutions and immediate assistance whenever required.

Total number of airport clients and list of these clients.

Gallagher has experience with airports across the country and the global. Gallagher works with over 500 airports, authorities, and air navigation service providers across the world. Below is a chart of our airport clients that we currently work with and the number of years we have serviced them. This depth of clients allows us large purchasing power and strong relationships with the underwriting community, which leads to better pricing, terms, and conditions.

LARGE HUB		YEARS SERVICES
Greater Orlando Aviation Department	Orlando, FL	20+ Years
Miami International Airport	Miami, FL	5+ Years
MEDIUM HUB		
Albuquerque International – Sunport	Albuquerque, NM	10+ Years
Lambert St. Louis International	St. Louis, MO	10+ Years
Tampa International Airport	Tampa, FL	15+ Years
Manchester Airports Group	Manchester, UK	5+ Years
Palm Beach International	West Palm Beach, FL	5+ Years
Reno/Tahoe International	Reno, NV	10+ Years
Civil Aviation Department of Singapore (CAAS)	Singapore	5+ Years
Boise Air Terminal/Gowen Field	Boise, ID	15+ Years
OTHER PRIMARY (NON-HUB) AIRPORTS		
Aspen-Pitkin County/Sardy Field	Aspen CO	10+ Years
Central Illinois Regional Airport, Bloomington	Normal, IL	10+ Years
Chicago Executive Airport	Wheeling, IL	10+ Years
DuPage Airport	West Chicago, IL	10+ Years
Grand Canyon National Park Airport	Grand Canyon, AZ	15+ Years
Idaho Falls Regional	Idaho Falls, ID	10+ Years
Joslin Field –Magic Valley Regional	Twin Falls, ID	15+ Years
Key West International Airport	Key West, FL	10+ Years
Lafayette Regional	Lafayette, LA	10+ Years
Gerald R Ford International Airport	Grand Rapids, MI	15+ Years

Firm's experience as it relates to the Scope of Services and history of experience providing similar services.

Gallagher has experience in placing the insurance policies that MCAA purchases and the Gallagher team has direct experience of working with Aviation Authorities and local governments. Nick Terlecki the Gallagher team leader is only focused on Public Entities and Airports for the past seven years. Nick has worked with Missoula County for the past seven years on their property program and other lines of coverage. Nick and the Gallagher team has experience in providing creativity solutions to our clients including Captives, Reinsurance and shared and layered programs. Gallagher has experts that specialize in various coverages and we are able to include them in the MCAA team to assist in discussing any new coverage, existing coverages and strategies to lower the Authorities total cost of risk.

AVIATION LIABILITY PROCESS

Gallagher has provided aviation insurance services for over 35 years to airport owners and other public entities. We understand the elements associated with the ownership and operation of airports and can effectively communicate the operational aspects of the airport owner to the underwriters.

As evidenced by our customer list of airports clients from helipad/heliport facilities to large, medium and small hub airports, to small municipal and private operations. We understand both the constraints and opportunities faced by airports. We will work with the Authority to structure an insurance program that extends far beyond simply placing the insurance.

Our intent is to identify the liability loss exposures present at the airport and remove, retain or insure the possible financial consequences. In association with loss control personnel, we inspect the operations to be certain that the risks are properly identified. Working with the risk management staff of the airport, decisions can be made as to opportunities to eliminate exposures or to retain a specific layer of losses and to what extent should they be insured.

Exposure Evaluation

- Review the most recent annual Certification Report
- Conduct a physical inspection of the airport including the AOA and SIDA.
- Evaluate all off-premises exposures.
- Meet with the respective airport staff including the Airport Security Coordinator
- Identify all uses of owned and no-owned aircraft
- Review the airport mutual aid agreements.
- Gallagher Aviation has contract wording recommendations and minimum standards for airport tenants and vendors. We will review the contracts the airport has with tenants and vendors to ensure adequate transfer of risk where contractually possible.

Claims and Loss Evaluation and Control

Hold quarterly meetings either in person or via a virtual meeting/call with the airport staff and insurance carriers. The objective of these meetings will be to:

- Evaluate the claims process and reserves set for each loss
- Evaluate the loss frequency and severity trending
- Identify losses by occurrence type and recommend prevention or mitigation opportunities.
- Review reportable incidents not resulting in a claim, such as runway incursions and other vehicle and pedestrian deviations in the movement area.

Description of the proposer's project understanding and approach with respect to scope of services.

Our team structure and service approach offer MCAA the opportunity to collaborate with our national public entity practice staffed by industry experts keeping MCAA informed on issues impacting both the overall insurance marketplace and the public sector risk management field. We have also included in our team subject matter experts for all the current lines of coverage that the Authority purchases.

Gallagher's national resources are a major part of the core team supporting the service team, and will enhance MCAA's market access, improve communications, support, and strengthen internal risk management practices, streamline the delivery of service, and improve quality control. Your Gallagher service team has a large account focus and as such maintains relatively small account load to assure that we can provide the best possible service to our clients.

Gallagher's philosophy for providing brokerage and risk management services is focused squarely on our addressing our clients' specific needs. We assist MCAA in managing its risk management needs by taking an aggressive approach to reducing both risk financing costs and loss costs through proactive loss prevention. We provide a unique combination of experience and expertise that is unmatched by any of our competitors. Our approach toward client engagement addresses your total cost-of-risk, not just your cost of insurance/self-insurance. Our goal is to anticipate your future exposures to loss and analyze how to best deal with those exposures from a risk management perspective.

Approach to Marketing

Gallagher's approach is different from other leading brokers. The same team that interacts with the client is the team that communicates and negotiates with the underwriters. This way, we build successful, long-term underwriting relationships for both our clients' and carrier partners' benefit.

Streamlined Communication

We break down walls that can exist between your organization and carriers who should hear your story. Gallagher ensures that communication between client and insurer only travels through one person – your Gallagher point of contact. We streamline this communication as well by hosting carrier meetings and visits with the Authority's risk management and leadership staff.

Consistent, High-Quality Submissions

By providing underwriters with a complete submission that paints a clear picture of your organization, we make it easy for underwriters to determine their interest in writing the account. A high-quality submission, packed with relevant information, gets viewed more favorably.

Marketing Strategy and Plan

At least 150 days prior to renewal, we review MCAA's goals and objectives as we develop our marketing strategy together. In general, we believe it's prudent to market an account at least once every three years. Of course, if conditions warrant, more frequent marketing may be necessary. We've found that "over-marketing" an account hurts the client's ability to obtain favorable terms from insurance company underwriters.

Our marketing strategy and insurance placement process is summarized below:

Pre-renewal Meeting. The first step in marketing MCAA's account is a pre-renewal or pre-marketing meeting held with MCAA 180 days to 150 days in advance of your renewal. During this meeting we discuss the current market situation and any projected rate changes from the incumbent carriers and discuss new carriers to consider. We will also analyze your claims history and review your exposures, benchmark limits, discuss MCAA's strategic plan, and any changes in your organization. We will survey your building(s) – inside and out—to intimately get to know your premises. We will also review prior underwriting applications and loss control reports.

Concurrent with this phase, we will review your current insurance policies and assemble updated underwriting information including building values, auto schedules, estimated payrolls, etc. We will suggest alternatives and enhancements with you, and structure an insurance program that accurately reflects your risk appetite and profile, as well as current exposures and unique program features.

The next step in the marketing/placement process involves the creation of a thorough, high-quality submission. Our goal is to make MCAA stand out in the eyes of underwriters who may have 50-60 competing submissions on their desk or in their inbox. We do this by providing all relevant information to the underwriter: underwriting information, explanations of important or unusual exposures, detailed loss summary, photographs, flood maps, etc. We also outline our coverage and pricing expectations. If desired, we can review our submissions with you in advance of going to the market.

We will meet with key underwriters and loss control representatives early to discuss your account, our coverage and pricing objectives, and the timeline for the delivery of quotes. When possible, we like to bring underwriters to meet with you and see your facilities. These meetings are important in forming a personal relationship and enhancing mutual understanding between MCAA and the carriers, allowing us to achieve the best possible terms and pricing.

Once quotations are received from the carriers, we review them for accuracy and negotiate with all potential insurers to determine final terms, conditions, and premiums. We will copy you on relevant correspondence, so you are fully part of the process. Our goal is to deliver the renewal proposal to you in 60 days in advance of the renewal date, giving you time to consider all options. This Proposal will include the following:

- An Executive Summary summarizing the contents of the proposal.
- Marketing Overview outlining Marketing Efforts and Outcomes
- Insurance Quotations including an overview of the carrier, limits, retentions, terms and conditions and premiums.
- Various options as respects limits and retentions
- Overview of the Financial Stability, Best's Ratings of the Insurance Companies presented.

Upon your instructions, we will bind coverage with the carriers on your behalf, and issue MCAA's binders after we've checked them for accuracy. Our goal is to bind coverage no later than three weeks before your renewal date so there is enough time to issue certificates of insurance to your vendors and others. This will also assist in obtaining your insurance policies from the carriers promptly, so that we can meet our goal of delivering policies to you within 60 days of your renewal, after we've checked them for accuracy.

The Stewardship Process

We will submit annual stewardship reports and hold stewardship meetings where you can evaluate our performance and offer feedback. Stewardship meetings are designed for one purpose – open, clear communications between the risk manager and the broker. In the case of the Authority, we will bring your carriers to the table as part of the stewardship process to evaluate coverage and goals.

Market Access

Gallagher is unique in our ability to access the marketplace through our wholly owned subsidiaries in the U.S., London, Bermuda, Asia and Europe and through independent firms. Gallagher enjoys access to the global insurance marketplace without having to go through a third-party, unlike some of our competitors not having full-range insurance marketplace access as we do. This global access allows us to access global capacity with speed and efficiency while eliminating many potential problems.

Gallagher currently places over \$16.6 Billion in Premiums over the past 12 months. As you can see with the chart listing our top ten market partners. This amount of premium placed in the global marketplace allows us to negotiate with carriers to provide our clients with the best pricing and terms.

Gallagher's Marketing Process & Direct Carrier Access

As a top global broker, our team facilitates carrier competition continually for a spot in the Authority' risk transfer programs. Through a mix of established, and new market entrants, we can weather tough market environments without the peaks seen for many clients. This has been especially true during difficult market cycles.

Identifying Carrier Partners

We perform a thorough analysis of risk identification and loss analysis to have a complete understanding of your risk profile. Once that is performed, we will design the appropriate structure for your program.

An important differentiator of your Gallagher placement team is we are the only broker to fully integrate all forms of capacity – direct retail, wholesale E&S, facultative reinsurance, treaty reinsurance, and capital markets – into a seamless access point for our clients. The Authority can find comfort in knowing all forms of capacity were methodically accessed to determine the most appropriate mix of capital to accomplish your objectives. Additionally, this provides enhanced compensation disclosure and certainty regarding compensation practices of all firms involved in Authority's insurance placements.

Top 10 Issuing Carriers by Premium



Issuing Carrier	Premium
Lloyd's of London	\$1,468.8M
Travelers Group	\$1,081.0M
Chubb Limited	\$1,053.5M
Zurich Financial Services Ltd	\$736.5M
American International Group, Inc.	\$688.8M
Liberty Mutual Insurance Company	\$618.5M
Berkshire Hathaway Insurance Group	\$532.4M
Old Republic Insurance Group	\$505.6M
Fairfax Financial Holdings Limited	\$442.8M
The Hartford Insurance Group	\$429.4M
All Others	\$9,071.6M
Total	\$16,628.8M

TIMELINE & STANDARDS

Initiative	Task	Critical Dates
Pre-renewal Meeting & Program Analysis	<ul style="list-style-type: none"> Review goals and objectives with MCAA Review market conditions Develop marketing plan/budget Review loss experience and develop claims analysis trend Make coverage recommendations Discussions with potential markets 	180 days prior to renewal
Exposure and Marketing Analysis	<ul style="list-style-type: none"> Prepare request for underwriting information Draft marketing strategy including analysis of existing program and identify markets Review loss experience Prepare underwriting submission and review with MCAA Specifications to marketplace 	150-120 days prior to renewal
Program Marketing	<ul style="list-style-type: none"> Schedule underwriter meetings with MCAA Negotiations with markets to achieve best possible terms and conditions Keep MCAA abreast of negotiations with carriers 	120 days prior to renewal
Final Negotiations/ Binding	<ul style="list-style-type: none"> Analyze all proposals and quotes from carriers Request revisions from carriers Finalize proposal Presentation of proposal to MCAA Place coverage upon MCAA approval Issues binders, invoices, and Auto ID cards 	90-60 days prior to renewal
Ongoing Support	<ul style="list-style-type: none"> Meeting between MCAA and strategic partners/ carriers Review policy from carriers for accuracy and request necessary endorsements Deliver policies to MCAA Issue and review certificates on an as-needed basis Schedule quarterly review meetings 	Quarterly and continuous

Brief explanation of what proposer sees as MCAA's key exposures.

- **Property Damage and Business Interruption:** Given the substantial value of airport infrastructure, including terminals, runways, and support facilities, MCAA is exposed to significant property damage risks. These can arise from natural disasters, such as severe weather, and man-made incidents. Additionally, business interruption risks could significantly impact operational continuity and revenue, especially considering the airport's role as a gateway to Western Montana and its ongoing terminal expansion projects. In the review of MCAA property program our recommendation would be to explore increased deductibles and removing all co-insurance.
- **Liability Exposures:** MCAA faces considerable liability exposures from various sources, including slip and fall accidents, baggage handling incidents, and other injuries on premises. With the airport's diverse array of services and high passenger volume, general liability coverage is crucial. Moreover, the airport's expanding flight options and increasing annual passenger count underscore the need for tailored liability protections against potential claims. Trip and Falls is the #1 Claim type for all airports, this is where our Risk Control Team can assist MCAA.
- **Cybersecurity and Data Breach Risks:** In an era where digital operations are paramount, MCAA is potentially vulnerable to cyber-attacks and data breaches. These risks can compromise sensitive data, disrupt operational systems, and result in significant financial losses and reputational damage. Cyber liability insurance is essential to mitigate these exposures.
- **Environmental Liability:** The operations at MCAA, including fuel storage and vehicle maintenance, present environmental risks that could lead to costly cleanup and legal challenges. Environmental liability insurance is necessary to protect against potential claims related to pollution and contamination incidents. A major topic and discussion for Aviation Authorities is PFAS/PFOS exposure to the property and equipment and the potential for cancer related claims from the use of firefighter foam.
- **Employee-Related Risks:** With a workforce comprising approximately 40 full-time and 40 part-time employees, MCAA is exposed to employment practices liability, including claims of wrongful termination, discrimination, or other employment-related issues.
- **Aviation Specific Risks:** Given the inherent risks associated with aviation, including aircraft accidents on or near the premises, MCAA requires specialized aviation liability insurance. This coverage should be designed to address the unique operational risks faced by airports and provide protection against claims arising from air traffic operations.

Our approach involves a thorough analysis of MCAA's unique risk profile and the implementation of strategic insurance solutions that safeguard against these key exposures. By addressing these areas comprehensively, we aim to ensure that MCAA is well-protected, allowing it to continue its vital role in connecting Western Montana with the world securely and efficiently.

Description of any additional services offered.

Gallagher's National Risk Control

Gallagher's National Risk Control team has over 90 safety and risk control professionals to help MCAA successfully manage and improve their risk program. Our consultants have extensive industry experience with aviation clients and understand the current and emerging risks, regulations, safety and health management systems, and specific operational exposures. We can help you implement risk improvement strategies that focus on human and organizational performance leading to improving injury reduction outcomes. We do this by first gaining a specific understanding your business goals and objectives and we then create a program to complement your operations.

SAFETY CONSULTATION AND LOSS CONTROL

Our NRC consultants are trained to focus on developing core business strategies that create the foundational elements needed to maintain sustainable performance. Safety standards are continually evolving to meet industry demand and best practices. Our national risk control team will enhance your safety program and overall production operations. Gallagher offers a full range of training services to ensure your staff has the training to be legally compliant and to ensure that they have the knowledge to work safely and employ best practices in their daily activities.

Analysis

- Perform needs analysis
- Assist in determining appropriate staffing needs
- Develop disaster response plan
- Develop crisis management plan
- Design master safety plan

Implementation

- Oversight of program safety plan
- Delegate responsibilities
- Periodic onsite surveys
- Incident rate analysis based on payroll or job hours
- Accident investigation oversight
- Tool box training

PROPERTY RISK ENGINEERING

Gallagher Property Risk Engineering (PRE) supports our property clients globally and within our aviation practice group. Our Property Risk Engineers have specific expertise in the protection of aviation and will collaborate with you and your organization, as well as the carrier engineers and your property placement team, to develop a comprehensive property risk management plan that addresses your needs. Whether your organization is already a Highly Protected Risk (HPR), or seeks to improve your current risk rating, PRE can provide guidance and support.

RISK SOLUTIONS & ANALYTICS

Gallagher's Risk Solutions and Analytics (RSA) team is a centralized team generating analytics to enable clients to make informed risk management decisions to improve their position in the market. Our team can provide analytics & business intelligence insight based on lost history suitable for the Authorities size and complexity. RSA uses our clients' loss history to develop analytics tools that help them make data-driven decisions about their program structure and their risk control program. Our team of professionals will conduct a comprehensive review of your risk management program by examining your individual loss history and trend factors. Examples of these services include:

- Benchmarking and trend analysis of client data
- Required reserve study
- Loss stratifications
- Deductible threshold analysis
- Loss projections
- Mod analysis, projections and validation
- Umbrella limit analysis
- Collateral analysis
- Coverage limit analysis

Staff Resources

Identify by name and title, the key personnel who, if your company is selected, will be responsible for providing the scope of services.



Nick Terlecki
Area Assistant Vice President

Client Service Team	Aviation	Claims & Risk Control	Executive Oversight
Kim Zastrow Sandra Sierra	Brad Meinhardt	Bart Douglas Jim Smith Tom Surgalski	Michael Gillon

Summarize the background and experience of these staff and describe the role and responsibilities that each of these individuals will have and indicate their availability.

Nick Terlecki | [Area Vice President – Orlando, FL](#)

Nick works directly with clients with a focus on providing proactive risk solutions and strategies for sophisticated organizations that lack the resources of true internal risk management experts. He designs creative insurance solutions and manages client relationships to ensure top-level service. Nick is responsible for the day-to-day primary oversight of the client's program, including coordination of client/carrier/broker services, claims, loss control, contractual, and coverage needs.

Nick specializes in providing brokerage services to governmental entities. He works with governmental entities across the U.S. ranging from large aviation authorities, states, cities, counties and pools. He has spoken at the Airports Council International Risk Management Conference in 2020 and 2021 on insurance marketplace conditions. Nick has also spoken for the State Risk Insurance Management Association on builder risk for public entities.

Nick received a bachelor's degree from Florida State University and he has earned a Commercial Lines Casualty Specialist designation. He is a member of the Airports Council International-North America, the Association of Governmental Risk Pools, the Public Risk Management Association, and the State Risk and Insurance Management Association.

Kim Zastrow | [Client Service Manager – Jacksonville, FL](#)

Kim's role is to handle the daily servicing responsibilities of her clients' accounts, ensuring all team members are up-to-date on all aspects of the program. She assists in the marketing phase of the insurance renewal cycle, working closely with the clients to help facilitate the gathering of exposure information, and working closely in the negotiations with insurance companies.

Kim brings over 30 years of experience. Since joining Arthur J. Gallagher in 2014, she has focused on designing and servicing private schools and public entity accounts and has experience with a variety of other insurance exposures. She is a licensed Florida 2-20 Property & Casualty Agent.

Sandra Sierra | Client Service Manager – Orlando, FL

In her role of Client Service Manager, Sandra assists with the management of clients' insurance programs including ongoing policy management, negotiating and processing renewals, working with company underwriters and assisting clients with various coverage questions, and providing information with respect to insurance policies and risk retention programs.

Sandra brings over 10 years of insurance industry experience. Her entire career has been focused on managing and designing large insurance portfolios for public sector clients.

Brad Meinhardt | Managing Director, Aerospace – Las Vegas, NV

Brad Meinhardt brings a wealth of knowledge and expertise when it comes to aviation. He provides direct and meaningful advice to a broad range of aviation clients. He develops and maintains underwriting relationships throughout the United States and Europe and serves as a key liaison to Gallagher's London joint venture partners.

Brad began his career in 1991 and joined Gallagher in 2010 through a merger with Aviation Insurance Holdings. He obtained his private pilot's license at 17 and he enjoys working in the aviation and aerospace industries. Brad provides expertise in a number of areas including manufacturers and part manufacturers, workers' compensation, employer's liability, rotor win operations, and private corporate aircraft among other areas.

Brad received a bachelor's degree from the University of Southern California. He is the recipient of the Power Broker Award presented by Risk & Insurance magazine in 2013, 2017 and 2019 for the aviation and aerospace sector and he was named a finalist in 2014.

Michael Gillon | Area President, Public Sector – Orlando, FL

Michael Gillon is the Executive Leadership to the Gallagher Servicing Team. He is an experienced resource to his clients. He will provide assistance to the team on an as needed basis.

Michael specializes in providing services to special districts and public entities. Since 2002, Michael has worked closely with public entities and has been instrumental in designing and negotiating his clients' insurance coverages as well as assisting with contractual risk management concerns. In 2014, Michael was promoted to the Area President of our Orlando branch.

Bart Douglas, AIC | Area Senior Vice President / Managing Director, Claims Advocacy – Orlando, FL

Bart Douglas provides executive claims oversight in all areas of claims advocacy. He is an effective executive with exceptional organizational abilities and strong leadership skills. Bart provides claims expertise on broad claims issues to develop a foundation for best practices which ultimately reduces the cost of claims and interacts with loss control to facilitate strategic planning to proactively manage frequency and/or severity. He acts as an executive claims advocate for the client in specific claims related matters as identified and needed and he acts as a liaison for the client on coverage or claims issues with either the carrier or TPA at the executive claims level as identified and needed.

Bart began his career in 1976 and joined Gallagher in 2002. He has extensive and varied experience in claims and risk management. Prior to Gallagher, Bart was the senior director of risk management for the Sunbeam Corporation. His earlier roles included being part of the senior management team for Ryder Transportation System's claims department and being a multi-line field adjuster for carriers & TPA.

Jim Smith | Risk Control Leader, National Risk Control – Jacksonville, FL

Jim Smith coordinates and manages risk control teams for Gallagher Public Sector. He works with client management teams in creating safety/risk management processes targeted to reduce claim costs and manage the client's risk. Jim provides advanced senior level risk control consultative services to senior leadership, business unit managers and supervisory level positions.

Jim conducts comprehensive gap analyses for baseline assessments of his clients' current safety/risk management needs; develops corporate strategic plans to improve pre-loss performance to reduce claims; and collaborates with the respective management teams to improve risk/safety management system to manage the total cost of risk.

Jim received a bachelor's and master's degree from the University of Central Missouri. He has earned a Certified Safety Professional designation. Jim is a member of the American National Standards, ANSI/ISO Risk Management Standard, ANSI Standard Safety Code for Walking/Working Surfaces, ANSI Standard Construction Multi-Employer Work Projects, and ANSI Z10 Standard Occupational Health and Safety Management System. Jim is the original executive member that created the standard.

Tom Surgalski | Claims Advocate Senior, National Risk Control – Rolling Meadows, IL

Tom Surgalski assists clients during the claims process by using his specialized aviation knowledge to ensure his clients receive all the benefits of their policies. He also serves as a resource for clients with questions about claims-related matters, monitors claims as they are resolved, and assists with any problems that may arise by working with the insurance companies and advocating for clients from a position of knowledge. Tom began his insurance career in 2002 and joined Gallagher through a merger with NationAir Aviation Insurance Agency. His entire career has been in aviation, including 25 years as a pilot/flight department manager.

Tom currently serves as chairman of the Zelenople Airport Authority, a position he has held for the majority of his years on the board. He is an accredited Safety Management System auditor.

Costs

Provide an explanation of brokerage fees; for example, if proposer works on a commission or flat fee and estimates of those fees.

We have provided two options for the Authority to consider. We would appreciate the opportunity to discuss both options with the Authority and answer any questions you may have.

Option A: Retail Broker Fee.

Period	Fee Proposal
5/1/2024 to 4/31/2025	\$50,000 annual fee
5/1/2025 to 4/31/2026	\$50,000 annual fee
5/1/2026 to 4/31/2027	\$50,000 annual fee

Option B: Capped Commission: Provides an alternative to make sure that ALL intermediaries (not just your retail agent) are contained within a maximum commission level. We would Cap our commissions at 15% for all premiums placed for the Authority.

Inclusive and Transparent

We see a wide range of compensation arrangements from our competitors with the overwhelming lesson being that there is a tremendous lack of consistency. Similar risk profiles with similar service needs can see a wide swing in pricing, even with the same broker. We strive for a consistent and disciplined approach to ensure a competitive and user-friendly approach for our clients and adequate compensation to allow us to deliver exceptional service and solutions.

Our philosophy of 100% transparency holds true whether we are working on a fee in lieu of commission basis, pure commission, or combination of both compensation methods. Our goal is to work with you to develop a compensation plan that is readily understood by both parties, captures the service standards you expect and is reflective of the experience of the service team assigned to your account.

Insurance

Page 1 of 2

Page 2 of 2

ARTHUR J. GALLAGHER & CO. MEMORANDUM OF INSURANCE					
<p>This Memorandum of Insurance ("Memorandum") is produced as a matter of information only to authorized viewers for their internal use only and confers no rights upon any viewer of the Memorandum. This Memorandum does not amend, extend or alter the coverage described below. Copyright 2005, Arthur J. Gallagher Risk Management Services, Inc. ("Gallagher"). Gallagher grants permission to you to view, copy, print and distribute the information found on the Memorandum website ("Site") provided that the above copyright notice appears on all copies, that use is internal to you or for personal noncommercial informational purposes only, and that no modification is made to any materials. Any modification, use, reproduction or distribution of this Memorandum, the Site or its contents must be first approved by Gallagher in writing. You will not suffer or permit any unauthorized use of any Gallagher trademark, service mark or logo. This Memorandum, the Site and its contents, including but not limited to text, graphics, images, software, copyrights, trademarks, service marks, logos, and brand names ("Content"), are protected under both United States and foreign laws, and Gallagher or its affiliated entities retain all right, title and interest in and to the Content, all copies thereof, and all copyrights and other proprietary rights therein. The information contained herein is as the date referred to above. Gallagher shall be under no obligation to update such information.</p> <p>DATE: 9/25/2023</p>					
<p>INSURED: Arthur J. Gallagher & Co. and its subsidiaries 2850 West Golf Road Rolling Meadows, IL 60008</p>					
<p>Insurance Companies</p> <p>A. ARCH INSURANCE COMPANY B. THE CONTINENTAL INSURANCE COMPANY C. XL INSURANCE AMERICA, INC D. FEDERAL INSURANCE COMPANY E. LEWINGTON INSURANCE COMPANY F. XL SPECIALTY INS. COMPANY G. ILLINOIS NATIONAL INSURANCE COMPANY H. INDIAN HARBOR INSURANCE COMPANY</p>					
<p>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 Memorandum 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>					
CO. LTR.	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE	POLICY EXPIRATION	LIMITS (In USD unless otherwise indicated)
A	Commercial General Liability Occurrence Per location Aggregate	41GPP4938416	10/01/23	10/01/24	General Aggregate 4,000,000 Products - Comp/Op Agg 4,000,000 Personal and ADV Injury 2,000,000 Each Occurrence 2,000,000 Damage to Rented Premises (Each occurrence) 1,000,000
A	Automobile Liability Any Auto	41CAB4938016-MA 41CAB4938316-A/O	10/01/23	10/01/24	Combined Single Limit 5,000,000 Bodily Injury (per person) Bodily Injury (per accident)
B	Excess/Umbrella Liability Retention: \$10,000	7034611269	10/01/22	10/01/23	Each Occurrence 25,000,000 Aggregate 25,000,000
A	Workers Compensation and Employers Liability	41WCI4938116-A/O 44WCI0501916-FL	10/01/23	10/01/24	Workers Comp Limits Statutory EL Each Accident 1,000,000 EL Disease - Each Employee 1,000,000 EL Disease - Policy Limit 1,000,000
C	Property	US00112916PR22A	10/01/22	10/01/23	Blanket Bldg. & PP 10,000,000
D	Crime/Fidelity Bond (Employee Dishonesty)	J06039418	09/01/23	09/29/24	Single Loss Limit 15,000,000
E	Errors & Omissions (Primary Policy)	014629885	10/01/23	10/01/24	Per Claim and Aggregate 12,000,000
F	Errors & Omissions (Excess Policy)	ELU163265-23	10/01/23	10/01/24	Per Claim and Aggregate 10,000,000
G	Errors & Omissions (Excess Policy)	F10121923	10/01/23	10/01/24	Per Claim and Aggregate 15,000,000
H	Cyber Liability	MTP903416504	05/01/23	05/01/24	Limit of Liability 10,000,000

Description of Operations / Other Information: See ADDITIONAL INFORMATION on the following page.
This Memorandum of Insurance serves solely to list insurance policies, limits and dates of coverage. Any modifications hereto are not authorized by Gallagher or the Insurance Companies.

ARTHUR J. GALLAGHER & CO. MEMORANDUM OF INSURANCE	
<p>ADDITIONAL INFORMATION</p> <p>GENERAL LIABILITY POLICY</p> <p>ADDITIONAL INSURED - MANAGERS OR LESSORS OF PREMISES * Endorsement Form # CG 20 11 04 13 modifies insurance provided under the following:</p>	
<p>COMMERCIAL GENERAL LIABILITY COVERAGE PART</p> <p>SCHEDULE</p> <p>1. Designation of Premises (Part Leased to You): ANY PREMISES OR PART THEREOF LEASED TO YOU! 2. Name of Person or Organization (Additional Insured): ANY AND ALL PERSONS OR ORGANIZATIONS CONTRACTUALLY REQUIRING ADDITIONAL INSURED STATUS AS THE MANAGER OR LESSOR OF PREMISES TO YOU! 3. Additional Premium: INCLUDED</p> <p>(If no entry appears above, the information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)</p> <p>WHO IS AN INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule but only with respect to liability arising out of the ownership, maintenance or use of that part of the premises leased to you and shown in the Schedule and subject to the following additional exclusions:</p> <p>This insurance does not apply to: 1. Any "occurrence" which takes place after you cease to be a tenant in that premises. 2. Structural alterations, new construction or demolition operations performed by or on behalf of the person or organization shown in the Schedule.</p> <p>WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO USE - WORKERS COMPENSATION, GENERAL LIABILITY, AND AUTOMOBILE LIABILITY We waive any right of recovery we may have against the person or organization where required by written contract because of payments we make for injury or damage arising out of your ongoing operations or "your work" done under a contract with that person or organization and included in the "products-completed operations hazard". This waiver applies only where required by written contract as specified and approved per contract.</p> <p>PROPERTY This policy insures against "All Risks" of physical loss or damage, except as excluded, to covered property while on Described Premises, provided such physical loss or damage occurs during the term of this policy. Coverage is subject to policy deductibles, terms, conditions and exclusions. Loss Payable clause included for whom insured has agreed to per written contract.</p>	

This Memorandum of Insurance serves solely to list insurance policies, limits and dates of coverage. Any modifications hereto are not authorized by Gallagher or the Insurance Companies.

Provide evidence that Proposer has not had its insurance coverage (on current or past operations) cancelled during the last 10 years – and if it has –provide an explanation as to why and provide the name/address and name of insurer’s contact person (including phone number for the contact person).

Gallagher has not had its insurance coverage cancelled during the last 10 years. Gallagher has been operating since 1927 and since then we have grown to be the fourth largest insurance brokerage in the United States.

References

Provide at least three references from airports and/or local governmental entities.

Missoula County

Erica Grinde, J.D

Chief People & Risk Officer

406.258.4873

egrinde@missoulacounty.us

Montana Association of Counties

Eric Bryson

Executive Director

406.461.2084

Ebryson@mtcounties.org

Greater Orlando Aviation Authority

Tricia Cottman

Vice President Risk
Management

407.825.2818

Tricia.Cottman@goaa.org



Gallagher

The Gallagher Way. Since 1927.

Forms



Missoula County Airport Authority
 5225 Broadway St West
 Missoula, MT 59808
 (406) 728-4381

MCAA Request for Proposal

Response Form

Missoula County Airport Authority, Missoula, Montana

This form must be completed in full. Indicate "N/A" where appropriate. If additional room is needed for a response attach an additional sheet of paper.

I. Contact Information

Information about the person(s) responding to this RFP. This should be the same person(s) who will be the point of contact for MCAA to reach out to in regard to this RFP.

A. Contact Name Nick Terlecki
 B. Contact Role in the Business Team Leader/Broker- Area Vice President
 C. Contact Phone Number 407-923-2559
 D. Contact Fax 407-563-3550
 E. Contact E-Mail Address Nick_Terlecki@ajg.com

II. Business Information

Information about the business which the contact is responding to the RFP on behalf of.

A. Business Name Arthur J Gallagher
 B. Doing Business As Arthur J Gallagher Risk Management Service LLC
 C. Business Type Insurance Brokerage & Risk Management Consulting
 D. Business Mailing Address

Address Line 1:	200 S Orange Ave
Address Line 2:	Suite 750
City:	Orlando
State/Province:	FL
ZIP Code:	32804
Country:	United States



Missoula County Airport Authority
 5225 Broadway St West
 Missoula, MT 59808
 (406) 728-4381

E. Business Phone Number 407-563-3568

F. Business Fax NA

G. Business E-Mail Address Nick_Terlecki@ajg.com

H. Business Registration State Illinois

I. Business Registration Date 1927

J. Business registered in the state of Montana? Yes

K. Business Owner/Stakeholder(s) NA

III. Business History

Describe a brief history of the Business entity. Note any changes in the Business's name and ownership structure and any other dbas under which the company has been doing business. Please indicate airport experience if any.

Gallagher was formed in 1927 and now is one of the world's largest insurance brokerage, risk management and consulting firms. Gallagher was one of the first brokers to transition from simply brokering insurance to providing true risk management services by identifying exposures, then developing and implementing ways to reduce those risks. In 1938, we designed the first retrospective rating program, which gave clients credit for holding down their losses. In 1984, Gallagher became a publicly-traded company (NYSE: AJG). Gallagher is still a family run organization and has multiple sister companies that focus on specialized areas of risk management and insurance including Captives, Employee Benefits, Wholesaler and Third Party Administrators.



Missoula County Airport Authority
 5225 Broadway St West
 Missoula, MT 59808
 (406) 728-4381

IV. Business Financials

1. List three (3) credit references, including at least one banking reference.

Reference Name	Reference Address	Reference Phone Number
Erica Grinde	223 W Alder St, Missoula, MT 59802	406-258-4873
Eric Bryson	2717 Skyway Dr, Helena, MT 59602	406-461-2084
Tricia Cottman	5855 Cargo Road Orlando, Florida 32827-4349	407-825-2818

2. Please circle Yes or No to indicate whether the Business and any joint venture or affiliate entities have ever been involved in one of the following actions:

- A. File a petition in bankruptcy court. Yes / No
- B. Filed for protection from creditors in bankruptcy court. Yes / No
- C. Had involuntary proceedings filed in bankruptcy court. Yes / No
- D. Have an expectation of doing any of the three (3) actions above in the next six (6) months? Yes / No

3. If you have answered Yes to any of the above, please briefly describe below the circumstances and status of each occurrence.



Missoula County Airport Authority
5225 Broadway St West
Missoula, MT 59808
(406) 728-4381

- 4. Has Business defaulted on a loan or a contract or performance agreement for the delivery of services/product at an airport or other facility? Yes / No

Empty rectangular box with horizontal lines for text entry.

- 5. For owners of a closely held corporation: Attach a personal financial statement current within three (3) months from date of submittal.
- 6. Attach a list of any judgments against Business or any litigation pending against the Business and describe circumstances. Also list any judgments against Business which have been satisfied within the last five (5) years and explain.
- 7. Attach a list of any outstanding tax liens against the Business with an explain of each.
- 8. Business shall supply information as to whether any of its officers and/or principals have been convicted of a felony or whether the Business is currently involved in legal proceedings regarding its performance or delivery of its services to a vendor/service provider, property owner, airport owner or its agent or other party. If it is, it shall supply a brief narrative describing the situation.

V. Conditions of Proposal Submission

Submission of Proposal constitutes a firm offer to the Authority and may be accepted by the Authority at any time prior to 120 days after the submission deadline.

VI. Acknowledgment of the Proposal Required

This Proposal is being submitted in response to a specific Request For Proposal/Qualification supplied to the Business buy an authorized representative of the Missoula County Airport Authority.



Missoula County Airport Authority
 5225 Broadway St West
 Missoula, MT 59808
 (406) 728-4381

Defined terms below shall have the meanings given them in the Request for Proposal.

The undersigned having:

1. Carefully examined the RFP document.
2. Become familiar with all terms and conditions specified in the RFP document.
3. Completed answers to all forms and responded fully to the RFP document requests for information.

represents and warrants to the Authority as follows:

1. The undersigned person(s) are authorized representatives of the Business.
2. All information submitted by the Business in the proposal package is complete, accurate, and truthful.

(Note: If Business is a joint venture, all joint venture partners must sign; if Business is a corporation, at least Business's president and secretary must sign.)

Signatures

Signatory 1

Signature	<i>Michael Gillon</i>	Signatory Title	Area President
Printed Name	Michael Gillon	Date	04/04/2024

Signatory 2

Signature		Signatory Title	
Printed Name		Date	

Signatory 3

Signature		Signatory Title	
Printed Name		Date	

Attested By

Secretary

Signature	<i>Donna Jenner</i>	Signatory Title	Secretary
Printed Name	Donna Jenner	Date	4/4/2024



Gallagher

Insurance | Risk Management | Consulting

Gallagher Tenet #11

We all need one another. We are all cogs in a wheel.

The information contained herein is offered as insurance Industry guidance and provided as an overview of current market risks and available coverages and is intended for discussion purposes only. This publication is not intended to offer legal advice or client-specific risk management advice. Any description of insurance coverages is not meant to interpret specific coverages that your company may already have in place or that may be generally available. General insurance descriptions contained herein do not include complete Insurance policy definitions, terms, and/or conditions, and should not be relied on for coverage interpretation. Actual insurance policies must always be consulted for full coverage details and analysis.

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Insurance brokerage and related services to be provided by Arthur J. Gallagher Risk Management Services, LLC (License No. 100292093 and 0D69293).

Presentation of Qualifications to

Missoula County Airport Authority

Todd Koster

Todd.Koster@MarshMMA.com
(406) 239-2542

April 2024



Todd Koster
Sales Executive

Marsh McLennan Agency
2925 Palmer Street
Missoula, MT 59808
T +1 406 721 1000

Missoula County Airport Authority
Attn: Board of Directors & Management Team
5225 Highway 10 West
Missoula, MT 59808

April 04, 2024

Subject: Request for Proposal

Dear Missoula County Airport Authority Board of Directors and Management Team:

Marsh McLennan Agency (MMA) and I are pleased to present our insurance and risk management brokerage services proposal to the Missoula County Airport Authority (MCAA).

Marsh McLennan Agency is the Northwest's premier insurance agency. Operating locally since 1972, we provide business and personal insurance, employee benefits, and surety throughout our local offices in Montana, Idaho, Oregon, and Washington. In our Northwest Region, we employ more than 700 insurance professionals, including teams that specialize in highly complex market niches such as healthcare, construction, transportation, aviation, education, agriculture, hospitality, public entities and banking. MMA offers important, cost-saving services including risk mitigation and claim management. In addition, MMA partners with the best and most diverse insurance providers in the country. It is important to recognize our historic growth and success as Terry Payne & Company, Payne Financial Group, PayneWest Insurance, and now, as Marsh McLennan Agency. We are long-term, strategic planners with our clients and financially strong to endure with them for years to come.

Principals for our Northwest Region include Mark Theriault, President, and Sara Walsh, CEO. Their strong leadership has been part of MMA's success. Summaries and highlights of Mark and Sara's careers are included in the attached pages.

I live in Missoula and work here at our Missoula office. The work to support the needs of the Missoula County Airport Authority will take place right here at our Missoula office and I will lead the team providing services. I have 37 years of experience in the insurance industry and have been the insurance agent for MCAA since 2008. My career began with Federated Insurance as a Territory Sales Executive, with promotion to leadership of a four-state region of agency partners. I joined Terry Payne's team in 2000. My team providing service to MCAA includes Senior Client Manager, Traci Ross; Client Manager, Hannah Strong; Senior Risk Control Specialist, Pat McCarthy; and Senior Claims Director, Greg Beery. My team and I proudly serve over 150 clients. MMA supports approximately 96,000 clients in the Northwest Region.

This document is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. Marsh & McLennan Agency, LLC shall have no obligation to update this publication and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting or legal matters are based solely on our experience as consultants and are not to be relied upon as actuarial, accounting, tax or legal advice, for which you should consult your own professional advisors. Any modeling analytics or projections are subject to inherent uncertainty and the analysis could be materially affected if any underlying assumptions, conditions, information or factors are inaccurate or incomplete or should change. Copyright © 2024 Marsh McLennan Agency, LLC. All rights reserved. CA Insurance Lic: 0H18131. MarshMMA.com

MMA insures seven airports in Montana, including MCAA. MMA has provided education, advice, claims service, loss control, risk assessment, and a wide variety of other services. We currently protect MCAA's liability exposures up to \$50,000,000, property coverage of over \$82,000,000, and peace of mind for board of directors and its officers, with both Directors & Officers coverage and Employment Practices Liability exposures. MMA proudly insures 350 other government entities in our four-state region with demonstrated capability. MMA receives 15% commission for our work with MCAA.

MMA, my team, and I are extremely qualified to understand and deliver a complete scope of service to MCAA. This includes insurance quotes, reviewing existing coverage and advising on coverage changes, maintaining an updated policy breakdown, handling claims and questions, providing risk management education, and providing prompt attention to questions and needs throughout the year. We will be marketing MCAA to several markets including our current carriers, working with the MCAA team to assess existing coverage, address carrier questions and provide tours, and handle any claims or incidents, if they occur.

Please know with confidence MMA has the resources and teams to analyze multiple years of data to identify trends and anomalies. We will target areas to build a proactive risk management plan to help control the frequency of claims and, in turn, help reduce the costs of claims. We will continue to focus on key exposures: liability, property, and D&O protection.

For further explanation regarding our qualifications, I invite you to review the following attachments for additional information regarding our staff resources, additional services, evidence of insurance, and references, as requested.

Finally, as the incumbent agent serving MCAA for sixteen years, I can state with certainty I have developed trust and a solid working relationship with the MCAA management team through demonstrated service and expertise. I consider myself fortunate to have worked with this group of people for so long.

It's a pleasure to present our qualifications to you. Thank you for your consideration.

Sincerely,

Todd Koster

Sales Executive

Mobile +1 406-239-2542 | Office +1 406-532-5919

Todd.Koster@MarshMMA.com | MMANorthwest.com



A business of Marsh McLennan

d\b\ Marsh & McLennan Insurance Agency LLC; CA Insurance Lic: 0H18131

General Information

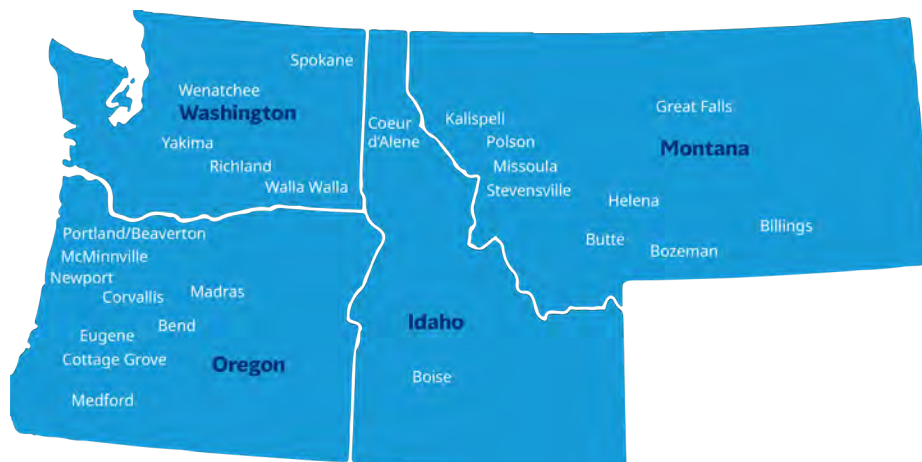
History of the Firm and its experience.

Marsh McLennan Agency

Marsh McLennan Agency (MMA) is the Northwest's premier insurance agency. Operating since 1972, we provide business and personal insurance, employee benefits and surety throughout our local offices in Montana, Idaho, Oregon, and Washington. In our Northwest region, we employ more than 700 insurance professionals, including teams that specialize in highly complex market niches such as healthcare, construction, transportation, aviation, education, agriculture, hospitality, public entities, and banking. MMA offers important, cost-saving services including risk mitigation and claim management. In addition, MMA partners with the best and most diverse insurance providers in the country.

At MMA we are:

- **Fiercely committed.** Clients are our top priority—always.
- **Transparent.** We believe you should understand how we are paid, and the services provided for the compensation we receive.
- **Specialized.** Providing employee benefits, business insurance, personal insurance, bonds, and retirement funding.
- **Value driven.** Our services are developed based on the needs of our clients well into the future.
- **Business focused.** Specialized risk management tools and programs.
- **Long-term strategic planners.** Meeting the needs of clients well into the future.
- **Financially strong.** Our financial strength provides a firm foundation for the long term.
- **Powered by Marsh.** As a company of Marsh McLennan, we provide our clients with best-in-class services that meet their growing needs.

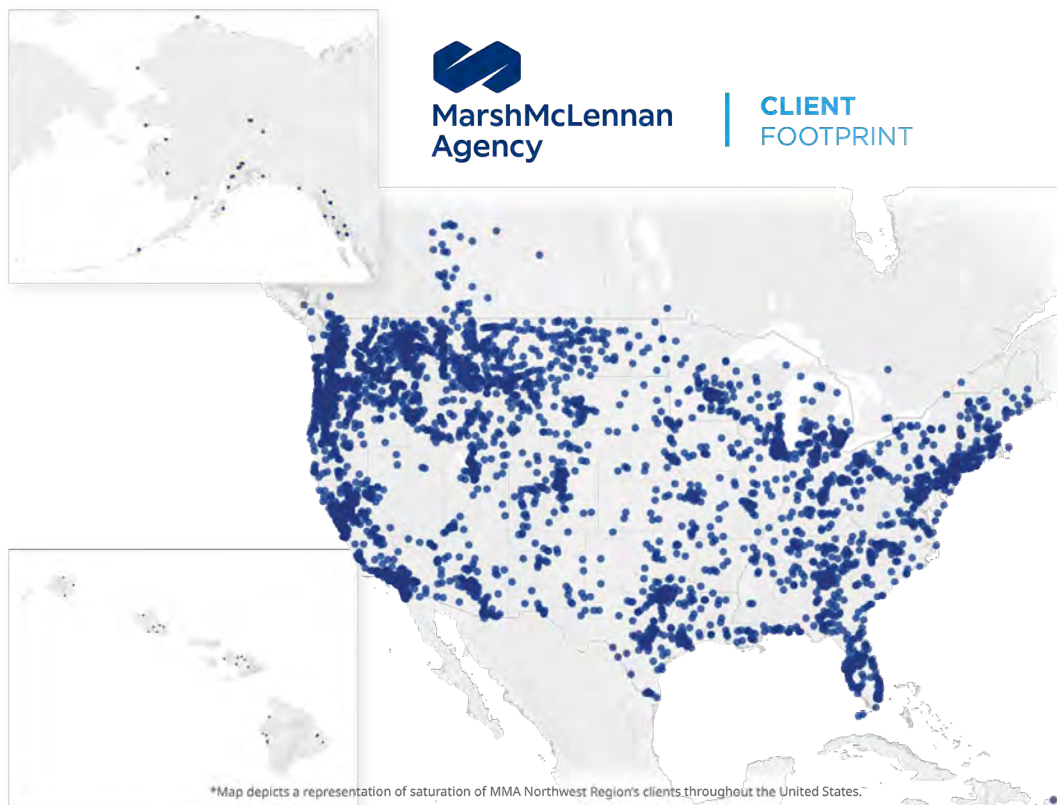


MMA Mission, Philosophy and Culture

MMA's actions and decisions are first informed by service to our **Clients**. Service can be defined in many ways. We define it as a commitment to align our capabilities, resources, and efforts toward furthering the interests of our clients ahead of self-interest.

We embrace our **Colleagues** and firmly believe they are true assets to our company. As a result, we invest in them by providing ongoing training and educational opportunities on insurance and best business practices through MMA University. We strive to be an employer of choice, therefore retaining our skilled employees throughout their career, which brings value to our clients through continuity, knowledge, and commitment.

Finally, we value the **Communities** in which we live and do business. Without our communities, we would not be the premiere agency we are today. MMA supports volunteer days for all employees annually. In addition, our team of consultants are actively involved on boards and as volunteers as part of their work and commitment to our many not-for-profit and governmental agencies. We believe and understand that our success is directly tied to our communities' successes.



Names and resumes of the principals in the firm.

Sarah Walsh, CEO



"Clients, colleagues, communities – at the end of the day, if we've made decisions in light of these three groups, we'll be successful."

As Chief Executive Officer of Marsh McLennan Agency's Northwest region, Sarah leads the region with locations across Idaho, Montana, Oregon, and Washington. MMA Northwest (formerly PayneWest Insurance) has over 700 colleagues, and prior to being acquired by MMA in 2021 ranked 33rd in the "100 Largest U.S. Brokers" as published by Business Insurance in 2020. PayneWest had also been named a "Best Places to Work in Insurance" by Business Insurance for several years. Sarah's responsibilities are to ensure all company practices reflect and reinforce MMA Northwest's strong, healthy culture, of which she is a big fan. "If our colleagues are happy and engaged," she says, "our clients and communities will be well-served." Sarah has been with MMA Northwest since 1993 and has served the company in a variety of roles. Prior to her current position she served as Chief Operating Officer since 2010. Positions prior include Managing Director of Administration, Controller, Operations Manager, and Surety Manager. Sarah enjoys walking, hiking, travel, reading, going to movies, and spending time with her large extended family and friends. She has two children and lives in Helena, Montana.

Mark Theriault, President



Mark joined Marsh McLennan Agency in 2014 and is the Northwest region's President. Mark's responsibilities include helping to shape the strategic direction and growth of MMA's Business Insurance department as well as advising existing clients and new prospects on how best to insure their operations. Mark was formerly executive vice president and practice leader for the New York Construction Practice for Willis where he was involved in marketing, servicing, and consulting for several large owner- and contractor-controlled insurance programs.

He also has worked with a number of small to midsized individual contractors. Mark's dual client service and practice development experience has provided him with an in-depth understanding of the current construction environment and the needs of contractors. Prior to joining Willis, Mark was an associate consultant at a national, independent risk management firm that specialized in OCIP's feasibility, development, and implementation. He worked closely with senior consultants on a variety of OCIP activities involving multi-site school construction, tunnels, and arenas. Mark, his wife, Katy, and their two children enjoy spending time outdoors in the beautiful Northwest.

Locations of offices where work will be performed.

Missoula, Montana

Total number of active or current clients (do not include former clients).

Our region (Montana, Idaho, Oregon, Washington) has approximately 96,000 clients.

Total number of local government entity clients.

MMA proudly insures 350 government entities in our four-state region with demonstrated capability.

Total number of airport clients and list of these clients.

MMA insures 7 airports in Montana, including our three references: *Billings Logan International Airport*, *Flathead Municipal Airport Authority*, *Helena Regional Airport Authority*. Permission is being obtained to disclose the remaining specific entities.

Firm's experience as it relates to the Scope of Services and history of experience providing similar services.

MMA offers important, cost-saving services including risk mitigation and claim management. In addition, MMA partners with the best and most diverse insurance providers in the country. We insured multiple airports across Montana, including MCAA since 2008.

Description of the proposer's project understanding and approach with respect to scope of services.

MMA has insured MCAA for the last 16 years. MMA has provided education, advice, claims service, loss control, risk assessment, and a wide variety of other services. We are thoroughly familiar with MCAA.

Brief explanation of what proposer sees as MCAA's key exposures.

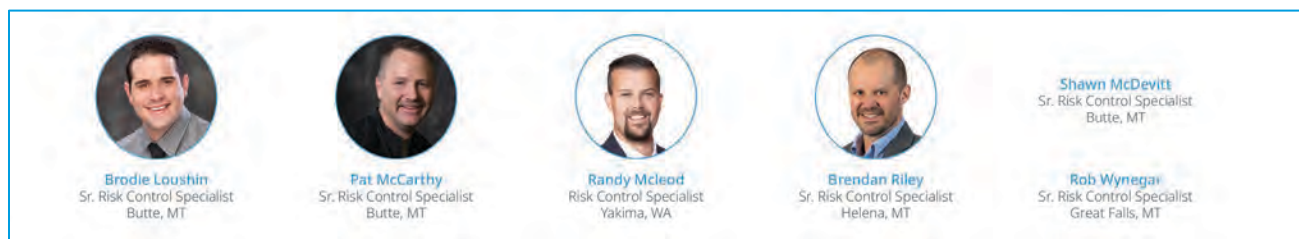
There are many areas of importance for protecting MCAA. Three of the most important are protecting the liability exposures up to \$50,000,000, protecting property coverage up to \$82,000,000, and protecting the board of directors and its officers with both Directors & Officers coverage and Employment Practices Liability exposures.

Description of any additional services offered.

Risk Control Team

MMA has the resources and teams to analyze multiple years of data and identify trends, anomalies and target areas to build a proactive risk management plan to help control the frequency of claims and in turn help reduce the costs of claims. Our resources can provide predictive modeling to forecast the effects on the experience mod and annual premiums.

In addition, MMA has one of the largest and most qualified Risk Control departments of any agency or brokerage in our footprint demonstrating our strong commitment to safety. There is no better way to control your total cost of risk than to minimize accidents and claims. As a client, you would have a risk control specialist assigned as your lead contact, but you also have access to all of our professionals, as needed.



Our highly-qualified professionals assist our clients with protecting people, assets and the environment in which they operate:

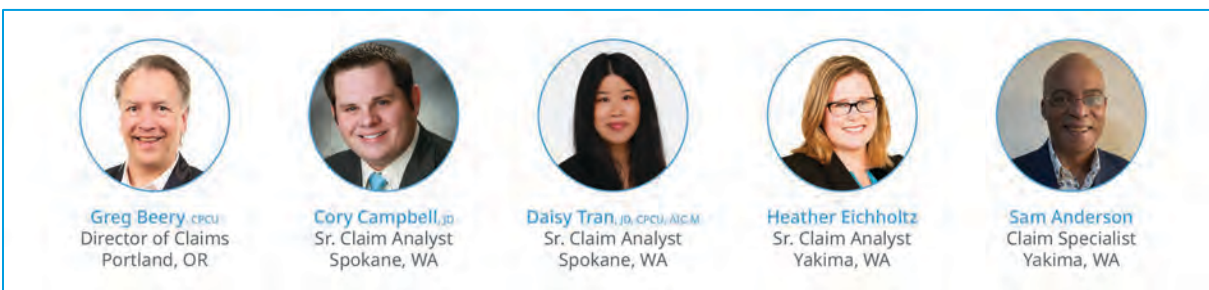
- Regulatory Compliance
- Consensus Standards
- Program Development
- Training Hazard Identification and Control
- Management Systems
- Risk Assessment and Control
- Accident/Incident Investigation

Our risk control services can be applied to a variety of our clients' operational exposures in any business or industry. We know controlling your operational risks is one of the best ways of minimizing your cost of insurance and risk. It also helps our clients be more confident and certain about the success of their operations. Examples of areas where we can assist our clients with risk control include the following:

- Employee Safety and Health
- Public Safety and Health
- Fire and Property Protection
- Transportation Safety Environmental Protection
- Product Safety
- Emergency Response
- Business Continuity

Claim Advocacy Team

MMA employs a team of five in-house claim advocates located throughout our footprint who stand ready to assist you through any type of claim. The education and experience level of our Claim Advocacy team is both broad and deep. The combined industry experience of the team is nearly 100 years. We put our diverse talents and experience to work to ensure our clients have the best possible experience on any claim.



While each claim is unique and will be handled as circumstances warrant, it all starts with prompt notice to MMA. In the event of a loss, a claim advocate will become an engaged member of your team. The remainder of the team's vast education and experience are at your disposal to help with claims or other business exposures. They will facilitate communication between the insurance carrier and involved parties to help ensure fair, timely resolution of claims. Their experience and knowledge give clients a clear understanding of the process, situation, and their rights. Primary services include:

Claim Review and Advocacy

We work on your behalf with the insurance carrier to clarify the process, keep you informed of progress, and ensure fair, prompt resolution of your claim.

Litigation Support

Should a claim reach litigation, our specialists guide you through the process, provide information for attorneys and facilitate understanding amongst all parties.

Coverage/Liability/Damage Analysis and Dispute Resolution

In cases where coverage is disputed or in question, we provide comprehensive policy analysis and work to resolve issues on your behalf. Since June 2013, MMA's Claim Advocacy team has turned this into over **\$17,900,000** in increased settlements on claims where coverage was denied, or the amount of damages was disputed.

Staff Resources

Identify by name and title, the key personnel who, if your company is selected, will be responsible for providing the scope of services.

Todd Koster, Sales Executive | **Traci Ross**, Senior Client Manager | **Hannah Strong**, Client Manager
Pat McCarthy, Senior Risk Control Specialist | **Greg Beery**, Senior Claims Director

Summarize the background and experience of these staff and describe the role and responsibilities that each of these individuals will have and indicate their availability.

Todd Koster. Since joining Marsh McLennan Agency (formerly PayneWest Insurance) in 2000, Todd has been advising and educating clients, including the Missoula County Airport Authority since 2008. Todd has 37 years' experience in the insurance industry, both as a commercial sales executive and territory manager.

The following colleagues will join Todd on the MCAA engagement team. All of the key personnel assigned to this project as described in this proposal are also fully licensed.

Traci Ross. Traci brings over 8 years of insurance experience and functions as a lead client manager for the Koster team. Traci will be a resource to MCAA and will provide technical acumen and strategic consulting on policy structuring options. She will also help navigate the claim process and support the policy placement process.

Hannah Strong. Hannah will provide backup to Traci Ross and additional administrative support on all insurance related needs for MCAA.

Pat McCarthy. Pat has worked in the safety field for 34 years, and in insurance for 22 years. He's an expert in helping clients with safety policies, programs, and safety regulations.

Greg Beery. Greg possesses 33 years of professional property and casualty claim experience spanning many lines of business. Prior to joining MMA, Greg progressed through a wide range of claim adjusting, management and leadership roles at one of the largest US insurance carriers.

Costs

Provide an explanation of brokerage fees; for example, if proposer works on a commission or flat fee and estimates of those fees.

MMA's typical client arrangement is to be compensated directly by the insurance carriers through agreed upon commission contracts that are standard within the industry. Your local Marsh McLennan Agency earns a 15% commission for their work with MCAA.

Insurance

Provide evidence of insurance.

Please see separate attachment, titled *“Certificate of Liability Insurance - Evidence of Coverage”*.

References

Provide at least three references from airports and/or local governmental entities.

Billings Logan International Airport

Marita Herold

Flathead Municipal Airport Authority

Rob Ratkowski

Helena Regional Airport Authority

Jeff Wadekamper

Your future is limitless.SM

Business Insurance

Employee Health & Benefits

Personal Insurance

Surety

MMANorthwest.com

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MCAA Request for Proposal

Response Form

Missoula County Airport Authority, Missoula, Montana

This form must be completed in full. Indicate "N/A" where appropriate. If additional room is needed for a response attach an additional sheet of paper.

I. Contact Information

Information about the person(s) responding to this RFP. This should be the same person(s) who will be the point of contact for MCAA to reach out to in regard to this RFP.

- A. Contact Name _____
- B. Contact Role in the Business _____
- C. Contact Phone Number _____
- D. Contact Fax _____
- E. Contact E-Mail Address _____

II. Business Information

Information about the business which the contact is responding to the RFP on behalf of.

- A. Business Name _____
- B. Doing Business As _____
- C. Business Type _____
- D. Business Mailing Address _____

Address Line 1:	
Address Line 2:	
City:	
State/Province:	
ZIP Code:	
Country:	



4. Has Business defaulted on a loan or a contract or performance agreement for the delivery of services/product at an airport or other facility? Yes / No

Empty response box with horizontal lines for text entry.

- 5. For owners of a closely held corporation: Attach a personal financial statement current within three (3) months from date of submittal.
- 6. Attach a list of any judgments against Business or any litigation pending against the Business and describe circumstances. Also list any judgments against Business which have been satisfied within the last five (5) years and explain.
- 7. Attach a list of any outstanding tax liens against the Business with an explain of each.
- 8. Business shall supply information as to whether any of its officers and/or principals have been convicted of a felony or whether the Business is currently involved in legal proceedings regarding its performance or delivery of its services to a vendor/service provider, property owner, airport owner or its agent or other party. If it is, it shall supply a brief narrative describing the situation.

V. Conditions of Proposal Submission

Submission of Proposal constitutes a firm offer to the Authority and may be accepted by the Authority at any time prior to 120 days after the submission deadline.

VI. Acknowledgment of the Proposal Required

This Proposal is being submitted in response to a specific Request For Proposal/Qualification supplied to the Business buy an authorized representative of the Missoula County Airport Authority.



Defined terms below shall have the meanings given them in the Request for Proposal.

The undersigned having:

- 1. Carefully examined the RFP document.
2. Become familiar with all terms and conditions specified in the RFP document.
3. Completed answers to all forms and responded fully to the RFP document requests for information.

represents and warrants to the Authority as follows:

- 1. The undersigned person(s) are authorized representatives of the Business.
2. All information submitted by the Business in the proposal package is complete, accurate, and truthful.

(Note: If Business is a joint venture, all joint venture partners must sign; if Business is a corporation, at least Business's president and secretary must sign.)

Signatures

Signatory 1

Signature

Handwritten signature of Mark Thurl

Signatory Title

Printed Name

Date

4/3/24

Signatory 2

Signature

Signatory Title

Printed Name

Date

Signatory 3

Signature

Signatory Title

Printed Name

Date

Attested By

Secretary

Signature

Signatory Title

Printed Name

Date



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/10/2023

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 Marsh USA LLC 1166 Avenue of the Americas New York, NY 10036 Attn: NewYork.Certs@marsh.com Fax: 212-948-0500	CONTACT NAME: Marsh USA Inc. - Certificate Specialists	
	PHONE (A/C. No. Ext): 866-966-4664	FAX (A/C. No.):
E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A : National Union Fire Insurance Co. of Pittsburgh, PA		19445
INSURER B : AIU Insurance Co.		19399
INSURER C :		
INSURER D :		
INSURER E :		
INSURER F :		

COVERAGES CERTIFICATE NUMBER: NYC-011736068-01 **REVISION NUMBER:** 1

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	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			GL 9941246	09/30/2023	09/30/2024	EACH OCCURRENCE \$ 3,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 3,000,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 3,000,000 GENERAL AGGREGATE \$ 6,000,000 PRODUCTS - COMP/OP AGG \$ 6,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" 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			AL 7620240	09/30/2023	09/30/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			38178828	09/30/2023	09/30/2024	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC 049154393 (AOS) WC 049154394 (CA) WC 049154395 (WI) WC 049154396 (NY)	09/30/2023 09/30/2023 09/30/2023 09/30/2023	09/30/2024 09/30/2024 09/30/2024 09/30/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 2,000,000 E.L. DISEASE - EA EMPLOYEE \$ 2,000,000 E.L. DISEASE - POLICY LIMIT \$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Coverage.

CERTIFICATE HOLDER

Marsh & McLennan Agency, LLC
360 Hamilton Avenue, Suite 930
White Plains, NY 10601

CANCELLATION

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

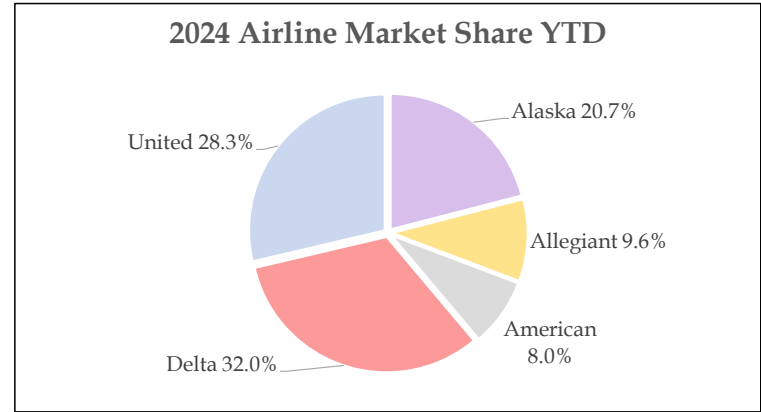
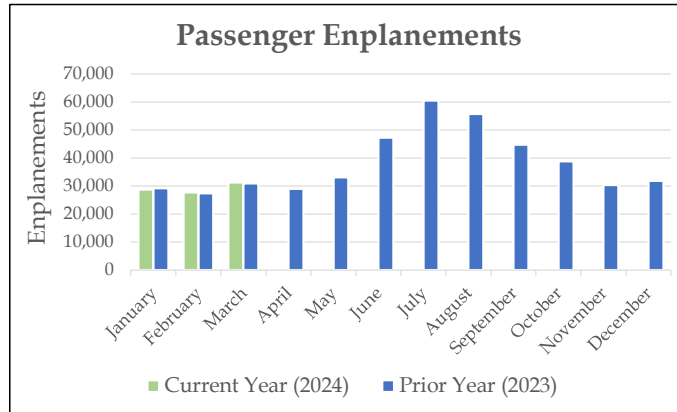
Marsh USA LLC

Summary

- Record total passengers for CY 2023 (913,198)
- Previous record of 907,777 in 2019
- United finished 2023 as largest market share air carrier in MSO
- Record February LF of 87%

Air Service Highlights

- Summer seat growth exceeding +30% Y/Y
- Frontier Airlines returning to MSO in May
- Daily DEN service, 2x service to PHX
- Please reach out with any comments or changes to improve our report going forward!



Tower Operations	Ops Type	January	February	March	April	May	June	July	August	September	October	November	December	Total	Y/Y
	Air Carrier	586	547	622	0	0	0	0	0	0	0	0	0	0	1,755
Air Taxi	325	400	405	0	0	0	0	0	0	0	0	0	0	1,130	1%
GA	658	789	1369	0	0	0	0	0	0	0	0	0	0	2,816	8%
Military	86	14	136	0	0	0	0	0	0	0	0	0	0	236	-15%
Civil	798	983	1171	0	0	0	0	0	0	0	0	0	0	2,952	13%
Total	2024	2,453	2,733	3,703	0	0	0	0	0	0	0	0	0	8,889	7%
	2023	2,617	2,594	3,106	2,974	3,874	3,834	5,308	4,790	4,019	3,869	3,024	2,672	42,681	

Enplaned Passengers	Airlines	January	February	March	April	May	June	July	August	September	October	November	December	Total	Y/Y
	Alaska	5,557	5,833	6,737	0	0	0	0	0	0	0	0	0	0	18,127
Allegiant	2,677	2,621	3,169	0	0	0	0	0	0	0	0	0	0	8,467	-25%
American	2,844	2,043	2,125	0	0	0	0	0	0	0	0	0	0	7,012	-13%
Delta	9,058	8,780	10,230	0	0	0	0	0	0	0	0	0	0	28,068	7%
Frontier	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United	7,446	8,432	8,922	0	0	0	0	0	0	0	0	0	0	24,800	-4%
Charters	1,179	0	99	0	0	0	0	0	0	0	0	0	0	1,278	5225%
Total	2024	28,761	27,709	31,282	0	0	0	0	0	0	0	0	0	87,752	0%
	2023	29,251	27,468	30,928	29,035	33,114	47,254	60,553	55,720	44,774	38,808	30,335	31,921	459,161	
LF	2024	89.8%	87.0%	84.4%										86.9%	
	2023	81.9%	80.1%	84.9%	87.8%	86.4%	80.4%	87.6%	84.3%	89.4%	91.2%	90.4%	89.8%	86.1%	

Deplaned Passengers	Airlines	January	February	March	April	May	June	July	August	September	October	November	December	Total	Y/Y
	Alaska	5,502	6,045	7,096	0	0	0	0	0	0	0	0	0	0	18,643
Allegiant	2,328	2,454	3,115	0	0	0	0	0	0	0	0	0	0	7,897	-28%
American	2,329	1,861	1,960	0	0	0	0	0	0	0	0	0	0	6,150	-15%
Delta	8,628	8,429	10,197	0	0	0	0	0	0	0	0	0	0	27,254	4%
Frontier	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
United	7,088	8,215	9,084	0	0	0	0	0	0	0	0	0	0	24,387	-6%
Charters	1,179	0	99	0	0	0	0	0	0	0	0	0	0	1,278	1041%
Total	2024	27,054	27,004	31,551	0	0	0	0	0	0	0	0	0	85,609	0%
	2023	27,338	27,778	30,782	28,712	34,608	50,955	60,176	53,114	42,099	37,485	29,800	31,190	454,037	

Total Pax	2024	55,815	54,713	62,833	0	0	0	0	0	0	0	0	0	173,361	0%
	2023	56,589	55,246	61,710	57,747	67,722	98,209	120,729	108,834	86,873	76,293	60,135	63,111	913,198	
T12M			857,207												

Legend:
 LF - Load Factor
 T12M - Previous 12 Months
 Y/Y - Year Over Year
 Pax - Passengers