REQUEST FOR PROPOSALS ANNOUNCEMENT
PARKING MANAGEMENT SERVICES
BIRMINGHAM-SHUTTLESWORTH INTERNATIONAL AIRPORT

May 3, 2017

The Birmingham Airport Authority (BAA) is seeking proposals from qualified firms to provide Parking Management Services at the Birmingham-Shuttlesworth International Airport. Beginning Wednesday, May 3, 2017, the complete Request for Proposal (RFP) Package will be available for download from the BAA’s website at http://www.flybirmingham.com/aboutbhm-business.aspx. To obtain additional information regarding this RFP, please send your request, via email, to:

Marcelo Lima, Financial Project Manager
Birmingham Airport Authority
5900 Messer Airport Highway
Birmingham, AL 35212
Phone: (205) 599-0748
mlima@flybirmingham.com

All proposals, regardless of method of delivery, must be received by 2:00 p.m. CST on Tuesday, June 6, 2017. Electronic or faxed submissions will not be accepted. Proposals received after the deadline will be returned, unopened. A general scope of the work includes:

PARKING MANAGEMENT SERVICES
FOR THE (7) LEVEL PARKING DECK AND ASSOCIATED FACILITIES
AT THE BIRMINGHAM-SHUTTLESWORTH INTERNATIONAL AIRPORT

A Proposal Bond or Certified Check, payable to the Birmingham Airport Authority, in the amount of Ten Thousand dollars ($10,000.00) must accompany each proposal as evidence of good faith. A Pre-Submittal Conference, beginning at 2:00 PM CST on Tuesday, May 16, 2017, will be held in Meeting Room A, located on the lower level of the Terminal at the Birmingham-Shuttlesworth International Airport, 5900 Messer Airport Highway, Birmingham, AL 35212. All participants in this RFP are strongly encouraged to attend this conference.

All information regarding this RFP (including any Addenda) will be distributed, electronically, by the BAA. Printing of the associated material will be the responsibility of the recipient. The BAA reserves the right to accept or reject any or all proposals, to award proposals on a split-order basis by item number when applicable, to waive any proposal informalities and to re-advertise for proposals when deemed in the best interest of the BAA. The selected firm(s) will contract directly with the BAA for these services.

END OF ANNOUNCEMENT
PROPOSAL INSTRUCTIONS AND GENERAL CONDITIONS

PROPOSAL DOCUMENTS

Proposals must be identified, visibly presented on the exterior of sealed packaging, as “PROPOSAL FOR PARKING MANAGEMENT SERVICES FOR THE BIRMINGHAM AIRPORT AUTHORITY”. Contents of the proposal must be submitted and organized using the format provided under this RFP.

MODIFICATIONS OF PROPOSAL DOCUMENTS

Notwithstanding anything else stated herein, the BAA reserves the right to modify the RFP documents by issuing addenda to all parties. All addenda will be posted on the BAA’s website at http://www.flybirmingham.com/about-bhm/doing-business-at-bhm/.

WITHDRAWAL OF PROPOSALS

No proposal may be withdrawn, after closing time for receipt of proposals, for a period of one hundred twenty (120) calendar days. The agreement shall be legally binding at the time of award by the BAA.

REJECTION OF PROPOSALS

The BAA reserves the right to accept or reject any or all proposals, to waive any minor proposal irregularities, technicalities, or informalities, and to re-advertise for proposals when deemed in the best interest of the BAA.

CONTRACT INCLUSIONS

These instructions, specifications, and statements accompanying the proposal, and the proposal itself, shall be included in the Agreement that will be entered into for this operation.

EXCEPTIONS TO SPECIFICATIONS

Proposals will not be accepted which are conditional in any manner. Strict compliance with the proposal solicitation is required. No addenda, alternates or changes to the attached management agreement shall be accepted in any proposal and inclusion of such shall provide justification for rejection of the proposal.

PROPOSAL GUARANTEE

Whenever any form of proposal by the BAA shall specify that a good faith deposit be made by way of a certified check accompanying such proposal, such requirement shall be satisfied by the Proposer depositing in lieu of such check, a cashier’s check or proposal bond made payable to the BAA.

Proposal Guarantees accepted as good faith deposits will be retained by the BAA until award and execution of agreement is complete. Any proposer withdrawing his proposal after the proposal opening forfeits the right of return of his good faith deposit.

The particular item(s) or service(s) outlined within the specifications attached hereto, requires that a certified check, cashier’s check, or proposal bond made payable to the Birmingham Airport Authority in the amount of ten thousand dollars ($10,000.00) accompany your proposal.
INTERPRETATIONS

All questions concerning the specifications or conditions shall be directed in writing to the BAA Financial Project Manager, Marcelo Lima, or Staff Accountant, Henley Kelly, at least seven (7) days prior to the proposal opening. Inquiries must reference the proposal item and the date of the proposal opening. Responses to inquiries submitted to the Financial Project Manager or Staff Accountant will be distributed electronically to all RFP participants in the form of an addendum. The BAA shall not be responsible for explanation or interpretations which are not documented via Addendum issued by the BAA Financial Project Manager or Staff Accountant.

GOVERNING PROVISIONS

All applicable provisions of Federal, State, County and local laws including all ordinances, rules, and regulations shall govern the development, submittal, and evaluation of all proposals received in response to these specifications, and shall govern any and all claims between person(s) submitting a proposal response hereto and the BAA, by and through its officers, employees and authorized representatives. A lack of knowledge by the proposer concerning any of the aforementioned shall not constitute a cognizable defense against the legal effect thereof.

CIVIL RIGHTS ASSURANCES

During the performance of this Agreement, the successful Respondent, for itself, its assignees and successors in interest agrees as follows:

1. Compliance with Regulations. The Contractor shall comply with the regulations relative to nondiscrimination in federally-assisted programs of the Department of Transportation (hereinafter, DOT) Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, hereinafter referred to as the “Regulations”), which are herein incorporated by reference and made a part of this contract.

2. Nondiscrimination. The Contractor, with regard to the work performed by it during the Agreement, shall not discriminate on the grounds of race, color or national origin, in the selection and retention of subcontractors, including procurement of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including practices when the Agreement covers a program set forth in Appendix B of the Regulations.

3. Solicitations for Subcontractors, Including Procurement of Materials and Equipment. In all solicitations either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, either potential subcontractor or supplier shall be notified by the Contractor of the Contractor’s obligations under this Agreement and the Regulations relative to nondiscrimination on the grounds of race, color or national origin.

4. Information and Reports. The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by Owner to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of the Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to Owner as appropriate, and shall set
forth what efforts it has made to obtain the information.

5. **Sanctions for Noncompliance.** In the event of the Contractor’s noncompliance with the nondiscrimination provisions of this Agreement, Owner shall impose such contract sanctions, as it may determine to be appropriate, including, but not limited to:
   
   a. Withholding of payments to the Contractor under the Agreement until the Contractor complies, and/or
   
   b. Cancellation, termination, or suspension of the Agreement, in whole or in part.

6. **Incorporation of Provisions.** The Contractor shall include the provisions of paragraphs A through E in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as Owner may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event the Contractor becomes involved in, or is threatened with litigation with a subcontractor or supplier as a result of such direction, the Contractor may request Owner to enter into such litigation to protect the interests of Owner and, in addition, the Contract may request the United States to enter into such litigation to protect the interest of the United States.

**LICENSES, REGISTRATIONS AND CERTIFICATES**

Each proposer shall possess, at the time of submitting its proposal, all license, registrations and certificates necessary to engage in the business of contracting (or special contracting if the work to be performed necessitates a particular type of specialty contractor) in the City of Birmingham, AL. Proposer must also possess all licenses, registrations and certificates necessary to comply with federal, state and local laws and regulations. The BAA may, at its sole discretion waive this requirement if previously requested, in writing, by the proposer.

**MISTAKES**

Proposers are expected to examine conditions, scope of work, proposal prices, extensions, and all instructions pertaining to the services involved. Failure to do so will be at the proposer’s risk. Unit prices bid will govern in award.

**PROTESTS**

Protests of the plans, specifications, and other requirement of bids and requests for proposals must be received in writing by the Financial Project Manager at least seven (7) working days prior to the scheduled bid or proposal opening. A detailed explanation of the reason for the protest must be included. Protest of the award or intended award of bid, proposal or contract must be in writing and received by the Financial Project Manager within seven (7) working days of the notice of award. A detailed explanation of the protest must be included.

**DETERMINATION OF AWARD TO BE BASED ON BEST INTEREST OF OWNER**

There is no obligation on the part of the BAA to award a contract to the lowest proposer and the BAA reserves the right to award a contract or to negotiate a contract with a responsible proposer submitting a responsive or best alternative proposal with a resulting negotiated contract which is most advantageous and in the best interest of the BAA. The BAA shall be the sole judge of the proposal and the resulting negotiated contract that is in its best interest and its decision shall be final.
PERMITS AND TAXES

The successful Respondent shall procure all permits, pay all charges, fees, and taxes, and give all notices necessary and incidental for the due and lawful prosecution of the work. The BAA, including all requirements required under this RFP and its scope of work, is exempt from all State and Local sales tax.
REQUEST FOR PROPOSALS

FOR PARKING MANAGEMENT SERVICES AT THE
BIRMINGHAM-SHUTTLESWORTH INTERNATIONAL AIRPORT

May 3, 2017

SCHEDULE (TENTATIVE)

<table>
<thead>
<tr>
<th>ACTIVITY (All times are CST)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue RFP</td>
<td>5/03/17</td>
</tr>
<tr>
<td>Pre-Submittal Conference at 2:00 PM CST</td>
<td>5/16/17</td>
</tr>
<tr>
<td>Deadline for Submittal of Written Questions at 4:00 p.m.</td>
<td>5/30/17</td>
</tr>
<tr>
<td>Proposal Submittals Due by 2:00 PM CST</td>
<td>6/06/17</td>
</tr>
<tr>
<td>Evaluation of Proposals</td>
<td>6/09/17 – 6/16/17</td>
</tr>
<tr>
<td>Short Listing &amp; Respondent Interviews (if applicable)</td>
<td>Week of 6/26/17</td>
</tr>
<tr>
<td>Committee Review and Approval</td>
<td>TBD</td>
</tr>
<tr>
<td>BAA Board of Directors Approval</td>
<td>TBD</td>
</tr>
<tr>
<td>Service Agreement Estimated Start Date</td>
<td>TBD</td>
</tr>
</tbody>
</table>

RFP Respondents must submit six (6) hard copies and (1) electronic copy of their Proposal using one of the methods outlined below, no later than **2:00 CST on 6/6/17**:

1. Courier or delivered in person to the BAA Receptionist inside the BAA Offices located at 5900 Messer Airport Highway, Birmingham, AL 35212. The offices are located on the lower level of the Birmingham-Shuttlesworth International Airport Terminal, just past the escalators at Concourse C. For additional assistance in locating the offices, contact the BAA Receptionist via phone at (205) 595-0533.

2. United States Postal Service addressed as shown below:

   BIRMINGHAM AIRPORT AUTHORITY
   ATTN: MARCELO LIMA, FINANCIAL PROJECT MANAGER
   5900 MESSER AIRPORT HIGHWAY
   BIRMINGHAM, AL 35212
   PHONE: (205) 595-0533

3. UPS, FEDEX or other similar carrier, addressed as shown below (please note different shipping address):

   BIRMINGHAM AIRPORT AUTHORITY
   ATTN: MARCELO LIMA, FINANCIAL PROJECT MANAGER
   1710 40th Street North, Suite D
   BIRMINGHAM, AL 35217
   PHONE: (205) 595-0771

Delivery of Proposals, regardless of method used, must be received and signed for by the BAA receptionist, receiving department or Financial Project Manager. Respondents are encouraged to require signatures for all packages delivered in response to this RFP. Proof of delivery (with signature) will be
be required for any response to this RFP which has not received by the RFP submittal deadline.
**TABLE OF CONTENTS**

I. INTRODUCTION
II. EXISTING PARKING FACILITIES AND SCOPE OF PROPOSED SERVICES
III. ELIGIBILITY AND DISQUALIFICATION OF RESPONDENTS
IV. MISCELLANEOUS INFORMATION
V. PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS
VI. PROPOSAL FORM
VII. SELECTION CRITERIA AND AWARD OF CONTRACT
VIII. EXHIBITS TO THIS RFP
   a. Exhibit A: BHM Facilities Parking
   c. Exhibit C: BAA Contractors Safety & Security Program
   d. Exhibit D: BAA DBE Program
SECTION I: INTRODUCTION

The Birmingham Airport Authority (BAA), as owner and operator of Birmingham-Shuttlesworth International Airport (“BHM”), is seeking Proposals from qualified parking facility operators for Parking Management Services (“Services”) to be provided at BHM. The goals and priorities of the Services are as follows:

1. to increase customer service and amenities through a qualified and experienced provider;
2. to maximize efficiency through strategic staffing and operations;
3. to promote customer awareness through friendly and professional staff;
4. to promote diversity, inclusion and local business growth and
5. to minimize the BAA’s costs while maximizing revenue through the parking facilities at BHM.

The complete Request for Proposal Package includes the information, requirements and forms necessary for a complete proposal. A Pre-Submittal Conference will be held at 2:00 CST on Tuesday, May 16, 2017. The conference will be held in Meeting Room A located inside the Birmingham-Shuttlesworth International Airport at 5900 Messer Airport Highway, Birmingham, AL 35212. The conference should last no more than two hours and may include a site tour. The name of the individual or individuals representing the Respondent at the Pre-Submittal Conference and the email address for the Respondent’s primary point of contact should be submitted to the BAA’s Financial Project Manager, Marcelo Lima, via email at mlima@flybirmingham.com. Prior to and after the Pre-Submittal, any questions concerning the RFP may be submitted in writing to Marcelo Lima via email at mlima@flybirmingham.com or Henley Kelly via email at hkelly@flybirmingham.com. However, no response will be provided for questions submitted after 4:00 PM CST on Tuesday, May 30, 2017. Answers to all written questions will be issued via written Addendum. All addenda will be issued by the BAA Financial Project Manager and it will be the responsibility of the Respondent to frequently check for such additions. In case any Respondent fails to acknowledge opening of any such Addenda in the space provided on the Proposal Form, its proposal will nevertheless be construed as though the addenda had been received and acknowledged and may be disqualified by the BAA. Respondents shall neither rely upon, nor will the BAA or their designees make, verbal responses regarding this RFP.

The Services required under this RFP specifically relate to the management, staffing & collection of revenue generated from approximately (4,500) public parking spaces on Airport property adjacent to or near the Terminal. There is currently (1) dedicated office space in which parking services is established and operating from. See Exhibit A for additional information on the existing facilities.
SECTION II: EXISTING PARKING FACILITIES AND SCOPE OF SERVICES

Existing Facilities
See Exhibit A

Objective
To operate the Airport parking deck and economy lot as described in this RFP, which also includes the BAA Parking Operations Manual provided under Exhibit B.

Services Personnel
The Services provide for a unique opportunity to offer first-class parking services at Alabama’s largest airport. The successful Respondent will have the opportunity to expand the current operations and incorporate new amenities and ideas upon review and approval by the BAA. BHM’s current staffing level provides a number of positions to support the growing public parking operation. The positions required by the successful Operator shall include a Manager, Shift Leaders, Cashiers and, License Plate Recognition Technicians in accordance with the BAA Parking Operations Manual. However, the BAA reserves the right to modify the requirements of the necessary staffing matrix. The successful Respondent shall provide parking Management staff, in the form of at least one Shift Leader on duty at all times as well as the necessary number of cashiers and support staff to meet the needs of all patrons parking at BHM.

All detailed job descriptions are located in the BAA Parking Operations Manual.

Revenue Collection and Delivery to the BAA
- Daily Management & Reconciliation of all revenues generated by the parking services provided at BHM
- Manager shall deliver all receipts, reports and revenue collected daily to the designated BAA staff member.

Reporting
- Daily Transaction Reconciliation
- Daily License Plate Inventory (equipment provided by BHM)
- Daily Monetary Shortages
- Daily Incident Report
- Monthly Training Report

Areas and Hours of Operation
- Short Term / Hourly Parking – approximately (250) spaces within the (7) level parking deck
• Long Term / Daily Parking – approximately (4,200) spaces within the (7) level parking deck
• Economy Parking – approximately (770) spaces
• The successful Respondent shall provide sufficient staffing 24/7 365 days.

**Rates**

• All parking rates are set by the BAA. Please see current rates below;

<table>
<thead>
<tr>
<th>LOCATION (LOT)</th>
<th>MAXIMUM (24 HRS)</th>
<th>PER HOUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economy</td>
<td>$10.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Hourly</td>
<td>$24.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Daily</td>
<td>$12.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Lost Ticket- Plaza</td>
<td>$24.00</td>
<td>1 day or less</td>
</tr>
<tr>
<td>Lost Ticket- Economy</td>
<td>$10.00</td>
<td>1 day or less</td>
</tr>
</tbody>
</table>

**Exiting**

• At all times the successful Respondent shall make every effort to minimize customer wait times when exiting through a cashier-attended exit lane.
• There are (10) exit lanes in the Exit Plaza: (5) cashiered booths and (5) express exit lanes
Services Provided by the BAA

As part of the Management Agreement, certain essential services / furnishings will be provided by the BAA for use by the successful Respondent. These items include:

- Basic Utilities (power, water/sewer, phone, internet)
- Maintenance is provided by the BAA. This includes trash pick-up only. Daily cleaning is the responsibility of the tenant. Tenant is required to return the office space(s) to the BAA in the same (or better) condition in which Tenant received.
- All Parking Revenue Control Equipment
- All IT Equipment (Desktop Computers, Monitors and Printers) required by the Revenue Control System.
- Complete phone system integrated with the existing phone system for the Airport Terminal Building.
- Office space complete with basic furnishings (desks, chairs, etc.)

Transition Services

The successful Respondent will be responsible for preparing and managing an orderly and effective transition and start-up of the Services. As part of the proposal, please include a transition plan.

Contract Term

The term of the Service Agreement will be (2) years from the earliest date the successful Respondent starts performing any Service at BHM with an option of (2) one-year extensions. Respondent will be required to enter into an Operating Agreement between the BAA and itself that encompasses the requirements and terms set forth in this RFP.

Management Review

On a quarterly basis, the BAA and at least one representative of the upper management of the successful Respondent will meet face to face to discuss any operational and contractual concerns. As part of the proposal, the members of upper management that would be included in this meeting must be provided.

Budget

Prior to the beginning of each fiscal year, the successful Respondent must submit a budget outlining the projected cost of the Services. The budget must be submitted no later than April 1st prior to the start of each fiscal year. For the remaining of FY2017 and for FY2018, the successful Respondent must submit a
budget prior to the Service Agreement effective date.

**Monetary Shortages**

The successful Respondent will be responsible for any monetary shortages as determined by the difference between the revenues collected and the number of transactions. These shortages shall be reported to the BAA daily and a monthly summary report, reflecting all of the month’s shortages, shall be submitted to the BAA attached to their monthly management fee invoice. Upon receipt, the BAA will invoice, or otherwise adjust, invoices from the successful Respondent for such shortages.

**Training**

The BAA will provide “Train the Trainer” for the successful Respondent’s identified personnel. Upon completion of the “Train the Trainer” the successful Respondent will be expected to provide training to all other personnel on the relevant computer systems and the minor repairs required under the Services.

**Customer Complaints**

The successful Respondent is responsible for responding to customer complaints. Such responses must be in writing and provided to the BAA within (24) hours of receipt. Equivalently, all complaints received by the BAA will be properly conveyed to the management of the successful Respondent. As part of the Proposal, please include a short description of how these complaints and conflict management will be handled.

**Personnel Background Checks & Assurance**

The successful Respondent must conduct background checks, separate and apart from that required for any badge identification issued by the BAA, for all personnel providing Services at BHM. As part of the proposal include the type and scope of the background checks conducted, including at a minimum a driver’s record check. The proposal should be clear on what the Respondent would consider a disqualifying offense. Further, all personnel providing Services at BHM must be bonded against theft, embezzlement and other losses of customer and the BAA property.

**Personnel Driving and Safety Requirements**

All personnel providing Services at BHM must have a valid driver’s license. Further, while operating at BHM the successful Respondent’s employees must obey all traffic laws, rules and regulations or operating directives of BHM staff. In addition, Respondent and its employees agree to abide by a strict no weapons policy while on Airport property to include firearms, knives, explosives or weapons of any kind.
Uniforms

The successful Respondent will supply employees with uniforms with the company’s insignia and name tags. Management staff should be provided with unique uniforms to distinguish them from other airport employees. For relevant positions, the successful Respondent should also provide inclement weather gear. Include as part of your proposal how you plan to meet this goal or in the alternative, why using a standard uniform would be more beneficial to customer service. Uniforms must be submitted to and approved by the BAA prior to commencement of services.

Storage and Office Space

Office and storage space will be made available to the successful Respondent. The location and amount of the available space will be discussed at the Pre-Proposal Conference.

Payroll Taxes, Insurance, Licenses and Fees

The selected Respondent will be responsible for reporting and collecting all payroll taxes, applicable licenses, permit fees or other applicable costs associated with the Services that may be levied by the City, County, State, Federal or other agencies.

Performance Bond

A Performance Bond of fifty percent (50%) of the total estimated yearly value of the contract will be required of the selected Respondent. The acceptable use of such is set forth in the Operating Agreement attached below as Exhibit B.

Advertising and BHM Trademarks & Logos

The BAA retains the right to advertising at all locations where the Services operate. Further, any use of BHM’s trademarks and logos by the successful Respondent is prohibited, absent written consent by the BAA. All advertising related to the Parking facilities / operation at BHM must be authorized through the office of the PR and Marketing Manager of the BAA.

Compensation: Management Fee Proposal

Respondent shall submit, in response to this RFP, the proposed fee to be paid to the Respondent, by the BAA as annual compensation for the operation of the Services.
SECTION III: ELIGIBILITY AND DISQUALIFICATION OF RESPONDENTS

Experience

Respondents, regardless of the Package proposed, must be able to demonstrate at least five (5) years of experience specific to the Services requested under the Package to which the Respondent is responding at an operation of similar size. For Staffing Services similar size is based on the number of parking spaces and transactions. For Services, similar size is based on number of transactions. As part of the proposal also include any relevant experience of providing the Services at other airports. If a company was formed within the last five (5) years, then the controlling interest of ownership or the company’s management must meet these requirements.

Financial Capacity

Respondents are expected to have the financial stability to move forward with the Services and are required to provide the financial data requested in Proposal Section E. Upon inspection of the Proposals, the BAA reserves the right to request additional financial data it deems relevant in assessing the validity of the Proposal.

Outstanding Claims and Litigation

Respondents are not eligible if at the time of submission the Respondent, or any individual or entity of Respondent, is in default, has any past due amounts or arrearages or is in breach of contract with any previous or existing contract with the BAA. Furthermore, the BAA also has the right to disqualify any Respondent with whom the BAA has any existing or pending litigation against the Respondent or any of its subcontractors included as part of the proposal, if the BAA deems that such litigation may adversely affect the ability for the parties to effectively work together.

Disqualification of Proposal

Without in any way limiting the BAA’s right to reject any or all proposals, Respondents are advised that any of the following may be considered as sufficient cause for the disqualification of a Respondent and the rejection of a proposal: (i) failure to meet initial eligibility requirements; (ii) submission of more than one proposal by an individual, firm, partnership or corporation under the same or different names, including the names it does business under; (iii) evidence of unacceptable collusion among Respondents; or (iv) improper communication. Proposals will be considered irregular and may be rejected for omission, alterations of form, additions not called for, conditions, limitation, unauthorized alternate proposals or other irregularities of any kind. All of the foregoing notwithstanding, however, the BAA reserves the right to waive any such irregularities.
Acknowledgement of Respondent

Respondents shall thoroughly examine and become familiar with this RFP, including exhibits, and any addendum that may be issued. The failure or the neglect of a Respondent to receive or examine any RFP document shall in no way relieve it from any obligation with respect to its proposal or the obligations that flow from making a successful proposal. No claim based upon a lack of knowledge or understanding of any document or its contents shall be allowed.
SECTION IV: MISCELLANEOUS INFORMATION

Interpretation of the RFP

All questions concerning interpretation of the RFP documents must be made in writing to Marcelo Lima, Financial Project Manager via email at mlima@flybirmingham.com or Henley Kelly, Staff Accountant, via email at hkelly@flybirmingham.com no later than 4:00 PM CST on May 30, 2017. Interpretations and answers to general questions will only be made by written addenda. The BAA shall not be responsible for any other explanation or interpretation.

Consent to Investigate

The selection of the Respondent will be based on a thorough investigation into the areas of interest expressed in the RFP. As part of that, the BAA may request the Respondents to provide additional information including, but not limited to, financial records, information on managing partners or participation in an interview process. By submitting a proposal, each Respondent consents to any investigation the BAA deems necessary.

BAA’s Right to Cancel, Reject, Modify or Reissue RFP

The BAA, in its sole discretion, reserves the right to modify, cancel, reissue or take any other action it deems necessary in the issuance of this RFP. The BAA also reserves the right to reject any or all proposals. Prior to the execution of the Service Agreement, no action taken by the BAA may be inferred or construed to give rise to any obligation by the BAA.

Attempts to Influence Selection Process

Except for clarifying written questions sent to the BAA in compliance with this RFP, all Respondents, including any and all persons acting on their behalf, are strictly prohibited from contacting elected or appointed City officials, officers, or employees regarding any matter relating to this RFP.

Respondent’s Cost of Proposal Preparation

Respondents are responsible for any and all costs associated with the proposal process including, but not limited to, the creation of the proposal and any interviews (if applicable). The BAA will not accept any promotional items as part of the proposal process and any such items included will be returned to the Respondent at its own cost.

Ownership and Public Record

All proposals and supplementary material provided as part of this process will become the property of the BAA. Respondents are advised that all information included in the material provided may become
available to the public under Alabama’s Public Records Law.
SECTION V: PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

Submission Requirements
Respondents shall submit five (5) hardcopies and one (1) electronic copy of the Proposal to the BAA prior to the deadline established in this RFP.

Amendment of Proposal
Amendment of a submitted proposal may occur at any time prior to the submission deadline by written request. Amendments will only be accepted through the submission of completely new materials that meet the requirements set forth in the Submission Instructions section above.

Withdrawal of Proposal
Withdrawal of the proposal may occur at any time prior to the submission deadline by written request. Withdrawal of one proposal will not preclude the submission of another timely proposal but no withdrawal will be allowed after the submission deadline.

Delivery of Proposals
All Proposals must be sealed and delivered to the Birmingham Airport Authority using one of the following methods, prior to the deadline established in this RFP:

4. Hand delivered to the BAA Receptionist inside the BAA Offices located at 5900 Messer Airport Highway, Birmingham, AL 35212. The offices are located on the lower level of the Birmingham-Shuttlesworth International Airport Terminal, just past the escalators at Concourse C. For additional assistance in locating the offices, the receptionist can be reached by phone at (205) 595-0533.

5. United States Postal Service addressed as shown below.

6. UPS, FEDEX or other similar carrier, addressed as shown below.

All Proposals must be addressed as follows:

BIRMINGHAM AIRPORT AUTHORITY
ATTN: MARCELO LIMA, FINANCIAL PROJECT MANAGER
5900 MESSER AIRPORT HIGHWAY
BIRMINGHAM, AL  35212
PHONE: (205) 595-0533

Delivery of Sealed Proposals, regardless of method used, must be received and signed for by an authorized employee of the BAA. Authorized BAA employees include the Front Desk Receptionist and the Financial Project Manager for this RFP. Respondents are encouraged to require signatures for all packages delivered in response to this RFP. Proof of delivery will be required for any package(s) not received by the RFP submittal deadline. Unless otherwise noted in the RFP, Proposals sent via email or facsimile will not be accepted.
ORGANIZATION OF PROPOSAL RESPONSE PACKAGES

All Sealed Proposals, in response to this advertised RFP, shall be bound and organized in accordance with the outline below. All items defined in this outline are required to be included with the Proposal. Failure to include all items may result in rejection of the Proposal, in its entirety.

1. Clearly displayed on exterior of binder:
   a. Title of Project:
   b. Proposal Due Date and Time
   c. Name, Address and Phone Number of Respondent

2. Contents of the Proposal Response Package contain the following documents and shall be organized, under separate divider sections (tabs), using the following outline:

<table>
<thead>
<tr>
<th>Section (Tab)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Respondent Questionnaire</td>
</tr>
<tr>
<td>B</td>
<td>Experience, Background and Qualifications</td>
</tr>
<tr>
<td>C</td>
<td>References</td>
</tr>
<tr>
<td>D</td>
<td>Litigation Disclosure Form</td>
</tr>
<tr>
<td>E</td>
<td>Proposal Form</td>
</tr>
<tr>
<td>F</td>
<td>Proposal Security / Bond</td>
</tr>
<tr>
<td>G</td>
<td>Section G shall be used for additional information provided by the respondent, which is not required by the Specifications or identified above.</td>
</tr>
</tbody>
</table>

3. Proposals shall be bound using a standard, 3-ring binder. Proposals requiring multiple binders, for a single copy, shall be further identified as Volume “X of Y”.

TECHNICAL PROPOSAL RESPONSE

Technical proposals shall only convey an understanding of the scope of services required and shall not contain any reference to price. Through its Proposal, the Respondent offers a solution to the objectives, problems, or needs specified in the RFP and defines how it intends to meet or exceed the RFP requirements.
PROPOSAL PACKAGE SECTION A: RESPONDENT QUESTIONNAIRE

- Using a separate document, provide responses for the following information regarding the Respondent.
- Each question should be retyped and included with your Bid with the response immediately following.
- Questions should be in order as outlined in this section.
- Responses should be brief and direct and address all subset questions. Please do not reference any preprinted materials.
- Responses should reflect your programs, organization, and administrative systems as they currently exist.
- Any questions asking for statistics should be answered with actual, not anticipated or target statistics.

(Note: Co-Respondents are two or more entities proposing as a team or joint venture with each signing the contract, if awarded. Sub-contractors are not Co-Respondents and should not be identified here. If this proposal includes Co-Respondents, provide the required information in this Item #1 for each Co-Respondent by copying and inserting an additional block(s) before Item #2.)

1. Company Name: ____________________________
   (Note: Provide exact legal name as it will appear on the contract, if awarded.)

1. Principal Address:
   City: ____________________________ State: ________________ Zip Code: ____________

2. Telephone: ____________________________ Fax: ____________________________

3. Website address: ____________________________

4. Year established: ____________________________

5. Provide the number of years in business under present name: ____________________________

6. Federal Employer Identification Number: ____________________________

7. Business Structure: Check the box that indicates the business structure of the Proposing Firm:
   □ Individual or Sole Proprietorship □ Partnership □ Corporation
   Other: ____________________________

8. Printed Name of Contract Signatory: ____________________________

9. Job Title: ____________________________
   (Note: This RFP solicits proposals to provide services under a contract which has been identified as “High Profile”. Therefore, Respondent must provide the name of person that will sign the contract for the Respondent, if awarded.)

10. Provide any other names under which Respondent has operated within the last (10) years and length of time under for each:
    ____________________________
    ____________________________
    ____________________________.

11. Provide address of office from which this project would be managed:
    City: ____________________________ State: ________________ Zip Code: ____________
12. Annual Revenue: ____________________________

13. Total Number of Employees: ________________

14. Contact Information: List the one person who the BAA may contact concerning your proposal or setting dates for meetings.

   Name: _____________________________________ Title: ________________________________
   Address: _____________________________________________
   City: __________________ State: ______ Zip Code: ______
   Telephone: __________________ Fax No: __________________
   Email: ____________________________________________

15. Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next two (2) years?

   ☐ Yes ☐ No

16. Is Respondent authorized and/or licensed to do business in Alabama?

   ☐ Yes ☐ No  (If “Yes”, list authorizations/licenses)

   __________________________________________________
   __________________________________________________
   __________________________________________________

17. Where is the Respondent’s corporate headquarters located?

18. Local / County Operation: Does the Respondent have an office located in close proximity to Birmingham, Alabama and, if so, where?

   ☐ Yes ☐ No

   __________________________________________________
   __________________________________________________
   __________________________________________________

19. Has the Respondent ever been suspended by or received any other disciplinary action (pending or resolved), from any regulatory bodies or professional organizations? If “Yes”, state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.

   ☐ Yes ☐ No

20. Surety Information: Has the Respondent ever had a bond or surety canceled or forfeited?
21. Bankruptcy Information: Has the Respondent been declared bankrupt or filed for protection from creditors under state or federal proceedings within the past (10) years?

□ Yes □ No

(If “Yes”, state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.)

22. Describe and demonstrate your understanding of the scope of work and requirements specific to the Airport’s parking operations services.

23. Has the Respondent ever failed to complete any contract awarded?

□ Yes □ No

(If “Yes”, state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.)

24. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?

□ Yes □ No

(If “Yes”, state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.)

25. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?

□ Yes □ No

(If “Yes”, state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.)
PROPOSAL PACKAGE SECTION B: EXPERIENCE, BACKGROUND, QUALIFICATIONS

Prepare and submit narrative responses to address the following items. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. Describe Respondent’s airport experience relevant to the Scope of Services requested by this RFP.

2. Identify and describe up to five (5) projects installed or being installed in the continental U.S. within the last five (5) years with similar functionality and complexity to the proposed system, including airport projects with comparable environmental conditions to Birmingham, if any. In the following sequence, include project name, location, your firm’s role (prime or subcontractor), completion date, project duration (projected vs. actual), contract value (projected vs actual), project scope, your firm’s project manager, primary subcontractors (if your firm was prime), and any violations, claims, litigation – whether pending or resolved - associated with the identified project. For each project, identify client point of contact (name & title) and current contact information (phone & email).

3. If Respondent has provided services for the Birmingham Airport Authority in the past, describe the services provided, your role (prime or subcontractor) and the department and date for which Respondent provided services.

4. Describe any innovative aspects/solutions implemented by your firm in projects identified in question two (2) above and the associated benefits.

5. Include an organization chart of proposed installation team. Identify the key staff members (include Project Manager and software development staff) to be assigned to the project and describe their professional qualifications and airport relevant experience.

6. Additional Information: Identify any additional skills, experiences, background, qualifications, certifications, and/or other relevant information you wish to be considered.

Note to Respondent: Each question must be addressed directly and included within proposal submittal. No brochures or pamphlets may be substituted for a response to a question.
PROPOSAL PACKAGE SECTION C: REFERENCES

Provide three (3) references, that Respondent has provided services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

**Reference No. 1:**
Firm/Company Name: ________________________________
Contact Name: ________________________________
Contact Title: ________________________________
Address: ________________________________
City: __________________ State: ______ Zip Code: __________________
Telephone: __________________ Fax: __________________
Date and Type of Service(s) Provided: __________________

**Reference No. 2:**
Firm/Company Name: ________________________________
Contact Name: ________________________________
Contact Title: ________________________________
Address: ________________________________
City: __________________ State: ______ Zip Code: __________________
Telephone: __________________ Fax: __________________
Date and Type of Service(s) Provided: __________________

**Reference No. 3:**
Firm/Company Name: ________________________________
Contact Name: ________________________________
Contact Title: ________________________________
Address: ________________________________________________________________
City: __________________________ State: _____ Zip Code: ___________________
Telephone: _______________________ Fax: ________________________________
Date and Type of Service(s) Provided: ______________________________________
                                                                                   ______________________________________
                                                                                   ______________________________________
PROPOSAL PACKAGE SECTION D: LITIGATION DISCLOSURE FORM

Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

1. Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?
   Yes_______ No________

2. Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the Birmingham Airport Authority or any other Federal, State or Local Government, or Private Entity?
   Yes_______ No________

3. Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the Birmingham Airport Authority or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?
   Yes_______ No________

If you have answered “Yes” to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.
1. Each Respondent shall include with their response to this RFP, a copy of its financial statements for the past (3) years.

2. Each Respondent may provide additional documentation, of their own determination, which shall provide sufficient evidence of the financial stability necessary to execute the requirements of the scope of work.

3. The BAA shall have the right to request and receive additional supporting evidence of financial stability, as needed.
PROPOSAL PACKAGE SECTION F: RESPONDENT’S PROPOSED OPERATIONAL APPROACH

1. Describe and demonstrate your understanding of the scope of work and requirements specific to the Airport’s parking operations services.

2. Describe your proposed methods for cash handling.

3. Describe your proposed methods for auditing.

4. Describe your proposed methods for enhancing customer level of service.

5. Describe your proposed methods for maintaining high employee morale.

6. Describe your proposed methods for increasing public parking facility net revenues.

7. Describe your proposed methods for minimizing material expenses.

8. Describe your proposed staffing plans for current conditions.

9. Provide your preliminary, detailed operating budget.

10. Describe the recent relevant experience of the members of the team to be assigned to the Airport.
SECTION V: SELECTION CRITERIA AND AWARD OF CONTRACT

Upon review and evaluation of all qualifying proposals, including any interviews that the BAA may elect to require, the selection committee will select the Respondent(s) and proposal(s) that it determines, in its absolute discretion, would best provide the Services. The BAA will inform the selected Respondent(s) that it has been selected, subject to final agreement on all terms and conditions of the Operating Agreement. If the BAA and the selected Respondent(s) are unable to agree on the final terms, the selected Respondent(s) will be excused from further consideration and The BAA may, at their discretion, select another Respondent(s). Until the Agreement and all supporting ancillary documents have been approved & executed by the BAA, the BAA shall have no obligations hereunder.

SELECTION PROCESS/CRITERIA

A Proposal Evaluation Committee will review all compliant Proposals submitted. The BAA may retain external experts to provide advice and support in the review of the submissions. Each Proposal will be evaluated based on the following criteria:

FINANCIAL RETURN TO THE BAA (Weight: 70%)

Proposed Management Fee
Reasonableness and completeness of proponent’s Pro-Forma Financial Forecasts

ACDBE PROGRAM (Weight: 20%)

The BAA has adopted a 25% ACDBE goal as part of this project. Firms are urged to obtain the ACDBE project goal.

PROPOSED MANAGEMENT/OPERATIONAL PLAN (Weight: 5%)

The proposed schedule of transition and the projected dates of full operation; and
The financial stability and capability of each Proponent based on the financial statements and bank references that are included as part of the proposal submission.

ORAL PRESENTATION (Weight: 5%)

At the sole discretion of the BAA, Respondents may be asked to present their Proposals orally and/or provide clarification regarding their Proposals. The time, date, and location of these presentations will be determined after the Closing Date of the Request for Proposals and the BAA’s initial review of the Proposals.
**SECTION VI: MANAGEMENT FEE PROPOSAL AND ACKNOWLEDGEMENT OF ADDENDA**

Respondent, as stated below, submits a Guaranteed Maximum Price (comprised of direct and indirect operating costs and fees) for each year of the two (2) year term and basis for fee.

Complete the following table defining the Management Fee and ACDBE participation for each year of the Service Agreement:

<table>
<thead>
<tr>
<th>Year</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking Management Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management Fee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACDBE %</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Respondent hereby acknowledges receipt of all Addenda through and including:

Addendum No. ________________, dated ________________.

Addendum No. ________________, dated ________________.

Addendum No. ________________, dated ________________.

Failure to acknowledge receipt of all addenda may result, at the discretion of the BAA, in disqualification of the Respondent.

Respondent (Company): ____________________________

Authorized Signature: ____________________________

Print Name: ____________________________

Date: ____________________________
EXHIBIT A:
BIRMINGHAM-SHUTTLESWORTH INTERNATIONAL AIRPORT FACILITIES
REQUEST FOR PROPOSALS
EXHIBIT A

PARKING FACILITIES

MAY 2017
EXHIBIT B:
PARKING OPERATIONS MANUAL
Parking Deck
Operations and
Procedures
Manual

Birmingham-Shuttlesworth
International Airport

2016
# Table of Contents

**OPERATIONAL OVERVIEW** .................................................................................................................. 5
**ORGANIZATIONAL CHART** .................................................................................................................... 6
**STAFFING SCHEDULE** .......................................................................................................................... 7
**POSITION DESCRIPTIONS** ................................................................................................................... 8

Disability Accommodation ....................................................................................................................... 10
Workers Compensation ............................................................................................................................. 10
Emergency Closing ..................................................................................................................................... 10

**STAFF POLICIES** .................................................................................................................................... 12

Personal Appearance/Uniforms ................................................................................................................... 12
Staff Identification Badges ......................................................................................................................... 12
Reporting for Work ..................................................................................................................................... 13
Attendance Policy ....................................................................................................................................... 13
Break Policy ................................................................................................................................................ 13
Lunch Break Policy ..................................................................................................................................... 14
Bathroom Break Policy ............................................................................................................................... 14
Telephone Policy ......................................................................................................................................... 14
Smoking Policy ........................................................................................................................................... 15
Vehicle Policy ............................................................................................................................................. 15
Harassment Policy ..................................................................................................................................... 15
Absenteeism Policy ..................................................................................................................................... 16
Tardiness ....................................................................................................................................................... 16
Excused Absences ....................................................................................................................................... 17
Partial Day Absence, Late Arrival or Early Departure ................................................................................ 17
Unexcused Absences ................................................................................................................................... 17
Vacation and Leave Policy .......................................................................................................................... 17
Holiday Leave ............................................................................................................................................... 18

**SEVERE MISCONDUCT/PERFORMANCE ISSUES** ................................................................................. 19

**DISCIPLINARY POLICY AND PROCEDURES** ...................................................................................... 20

**CASHIERS: PRIMARY OPERATING PROCEDURES** ............................................................................ 21

Description of Computerized Parking Control System .............................................................................. 21

**BIRMINGHAM-SHUTTLESWORTH INTERNATIONAL AIRPORT PARKING FACILITIES & RATES** ............ 23
PHONETIC ALPHABET ........................................................................................................ 24
NORMAL TICKET PROCEDURES .................................................................................... 25
  Work Stations/Cashier Booths .................................................................................. 28
  Handling Customer Complaints .............................................................................. 29
  Customers with Insufficient Funds/Balance Due .................................................. 29
  Equipment Down Procedure .................................................................................. 30
CASHIER REPORTS AND CLOSEOUT PROCEDURES .................................................. 31
  Cash Drop ............................................................................................................. 31
  Change Needed ..................................................................................................... 31
  Cashier’s Shift Report (Closeout) ......................................................................... 31
  Cashier Shortages/Overages .................................................................................. 32
  Shift Interrupt ....................................................................................................... 32
  Switching Shifts ..................................................................................................... 32
  Unscheduled Audit of Cashier’s Funds ................................................................. 33
BOOTH OPENING PROCEDURES .................................................................................. 34
  PERSONAL/TRAVELERS CHECK ACCEPTANCE .................................................. 35
EXCEPTIONS .................................................................................................................. 37
  Lost/Missing Tickets ............................................................................................ 37
  Unreadable Ticket ................................................................................................. 38
  Damaged Tickets ................................................................................................... 38
  POFS Receipt without Ticket .............................................................................. 39
  Validations ............................................................................................................. 39
  Alarm Tickets ....................................................................................................... 40
  No Ticket Issued .................................................................................................... 41
CASHIER POLICIES, RULES & STANDARDS OF BEHAVIOR ..................................... 42
LPR: PRIMARY OPERATING PROCEDURES .................................................................. 44
  Description of WebPARCS ................................................................................... 44
  Logging into WebPARCS ....................................................................................... 44
  Home Page .......................................................................................................... 45
  Alarms List ............................................................................................................ 45
  Accepting Alarms ................................................................................................. 48
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SHIFT LEADER: PRIMARY OPERATING PROCEDURES</strong></td>
<td>52</td>
</tr>
<tr>
<td>Changing the exit Plaza signs</td>
<td>52</td>
</tr>
<tr>
<td>Cashier Closeout</td>
<td>52</td>
</tr>
<tr>
<td>Giving Change</td>
<td>54</td>
</tr>
<tr>
<td>Accepting Validations</td>
<td>54</td>
</tr>
<tr>
<td>Validation</td>
<td>55</td>
</tr>
<tr>
<td>Description</td>
<td>55</td>
</tr>
<tr>
<td>Remote Transaction Processing (RTP)</td>
<td>55</td>
</tr>
<tr>
<td><strong>AIRPORT POLICE ASSISTANCE</strong></td>
<td>57</td>
</tr>
<tr>
<td>Robbery Response</td>
<td>57</td>
</tr>
<tr>
<td>Other Airport Police Assistance</td>
<td>57</td>
</tr>
<tr>
<td>Identifying Suspicious Activity</td>
<td>57</td>
</tr>
<tr>
<td>Recognizing Suspicious Activity</td>
<td>58</td>
</tr>
<tr>
<td><strong>ACCIDENT AND INCIDENT PROCEDURES</strong></td>
<td>58</td>
</tr>
<tr>
<td>Customers Needing Vehicle Assistance</td>
<td>58</td>
</tr>
<tr>
<td><strong>TICKET POLICIES</strong></td>
<td>59</td>
</tr>
<tr>
<td>Ticket Storage</td>
<td>59</td>
</tr>
<tr>
<td>Ticket Retention Policy</td>
<td>59</td>
</tr>
<tr>
<td>Administrative Logs</td>
<td>60</td>
</tr>
<tr>
<td>Shortage Log</td>
<td>60</td>
</tr>
<tr>
<td>ISF Check Register</td>
<td>60</td>
</tr>
<tr>
<td>Manager Logs</td>
<td>60</td>
</tr>
<tr>
<td>Check Requests</td>
<td>60</td>
</tr>
<tr>
<td>Storage of Supplies</td>
<td>61</td>
</tr>
<tr>
<td>Parking Control Equipment Failure</td>
<td>61</td>
</tr>
<tr>
<td><strong>ADMINISTRATIVE REPORTS</strong></td>
<td>61</td>
</tr>
<tr>
<td>Daily Cashier Report</td>
<td>62</td>
</tr>
<tr>
<td>Exception Transactions</td>
<td>62</td>
</tr>
<tr>
<td>Financial, Auditing and Accounting Procedures</td>
<td>62</td>
</tr>
<tr>
<td>Cashier Audits</td>
<td>62</td>
</tr>
<tr>
<td><strong>EMERGENCY PHONE NUMBERS</strong></td>
<td>63</td>
</tr>
</tbody>
</table>
Important Telephone Numbers .................................................................................................................. 63

EMERGENCY AND SAFETY PROCEDURES .......................................................................................... 63

Fire .......................................................................................................................................................... 63

Fire Extinguishers ..................................................................................................................................... 64

Vehicle Leaking Gas or Oil ......................................................................................................................... 64

Receipt of Bomb Threat ............................................................................................................................. 64

Cash Security ............................................................................................................................................. 64

OTHER OPERATING PROCEDURES ...................................................................................................... 65

Responding to Customer Comments and Complaints .............................................................................. 65

Parking Fee Adjustments/Refunds ............................................................................................................ 65

Abandoned Vehicles ................................................................................................................................. 65

GOT PROBLEMS? WHERE/WHEN TO REACH OUT FOR HELP ...................................................... 66
OPERATIONAL OVERVIEW

The purpose of the Parking Deck Operations and Procedures Manual is to provide a broad overview of the parking operations at Birmingham-Shuttlesworth International Airport (BHM). The manual provides basic guidance on policies, practices, and procedures covering aspects of facility management and operation.

The manual and procedures contained herein have been developed by the Birmingham Airport Authority, (BAA) upon our best judgment, and reflects an understanding between a potential Parking Management Company and BAA on how the Airport Parking Facilities shall be operated. The manual also provides information useful for staff education on their duties and responsibilities.

This manual and all revisions thereto, shall be incorporated into a Parking Facilities Management Agreement. The manual shall be updated as necessary by the Birmingham Airport Authority and communicated to the potential Parking Management Company throughout the operating period of the Contract. The information in this manual shall be reviewed between the potential Parking Management Company and BAA at least annually, unless otherwise agreed by the parties.
The organizational chart below reflects current management and staff positions established and approved by the airport. Oversight of the parking operations and administration is a function of the Finance and Administration Departments.
STAFFING SCHEDULE

Parking Manager: Monday – Friday during normal business hours

Assistant Parking Manager: Monday – Friday during normal business hours

Office Staff:

1st Office Staff position works 7:00 a.m. to 3:30 p.m., Monday through Friday

2nd Office Staff position works 8:30 a.m. to 5:00 p.m., Monday through Friday

Shift Leaders: On duty 24/7

1st Shift 7:00 a.m. to 5:00 p.m.
2nd Shift 3:00 p.m. to 1:00 a.m.
3rd Shift 11:00 p.m. to 7:00 a.m.

Cashiers (Main Plaza): On duty 24/7

1st Shift 6:00 a.m. to 2:30 p.m.
2nd Shift 2:00 p.m. to 10:30 p.m.
3rd Shift 10:00 p.m. to 6:30 a.m.

Cashiers (Economy Lot): On duty 24/7

1st Shift 6:30 a.m. to 2:30 p.m.
2nd Shift 2:30 p.m. to 10:30 p.m.
3rd Shift 10:30 p.m. to 6:30 a.m.

LPRs: On duty 24/7

1st Shift 7:00 a.m. to 3:00 p.m.
2nd Shift 3:00 p.m. to 11:00 p.m.
3rd Shift 11:00 p.m. to 7:00 a.m.

*Staffing levels may vary depending on anticipated and actual customer volume.
POSITION DESCRIPTIONS

Parking Manager

The Birmingham Airport Authority has selected and approved an experienced and knowledgeable Parking Manager, whose only responsibility is the full-time management of the Parking Facilities and Equipment. The Parking Manager is in complete charge of the potential Parking Management Company’s operation at the Airport and is vested with full power and authority in respect to the conduct of the potential Parking Management Company’s operation. The Parking Manager is expected to act with the utmost honesty and integrity and subdue any issues in a polite and professional manner.

The Parking Manager has been assigned to an office in the Parking Administration Building and is ordinarily available during regular business hours. The Parking Manager is accessible at all times by telephone or cell phone for emergencies.

Assistant Parking Manager

The Assistant Parking Manager is a qualified and experienced representative of the Birmingham Airport Authority (BAA) whose primary function is to assist the Parking Manager in maintaining operational standards on a continual basis. The Assistant Manager typically works the same hours as the parking manager and is in charge of operations.

Office Staff

The Office Staff is responsible for record keeping, accounts payable, accounts receivable, payroll entry, customer complaints, abandoned vehicles, answering telephones, storing of records and other tasks as assigned by the Parking Manager. In addition, the Office Staff is responsible for the preparation of financial and statistical reports and performing various audit functions. The Office Staff acts as a contact between the parking operation and Birmingham Airport Authorities Finance Department on accounting related issues.

Shift Leaders

Shift Leaders are responsible for the direction and guidance of cashiers and oversight of cashier operations during their assigned shift to include filling cashier shifts, coordinating breaks, handling equipment and supply needs/issues and collecting and verifying revenues, tickets, tapes, and reports. Shift Leaders are also responsible for shift facility inspections and maintaining the accuracy of available space signage displays. In addition, Shift Leaders are also responsible for answering alarms generated by WebPARCS and to assist the LPRs and Cashiers when needed.
Cashiers

Cashiers are responsible for collection of parking tickets and appropriate fees from patrons in a polite and professional manner as they exit the parking facilities. Cashiers are also responsible for processing and recording exception transactions, completing shift reports, and practicing the Birmingham Airport Authority’s generally accepted customer service standards with each customer. They must also exercise good judgment when dealing with customers and know when to escalate a problem to a manager or shift leader.

LPRs

License Plate Recognition technicians are responsible for correcting license plate data (plate #, state) using the WebPARCS management software. LPRs are also responsible for assisting the Cashiers during the processing of any exception transaction including but not limited to verifying customer claims, looking up LPR data to confirm an entry or exit time, monitoring and accepting alarms in the appropriate manner described in the LPR procedures, and maintaining accurate and up to date License Plate Inventory records in the WebPARCS system. In addition, the LPR is responsible for aiding with the answering of phones when needed as well as assisting the Shift Leaders.
Disability Accommodation

The BAA is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. An employee who believes that he or she may need an accommodation for a disability should contact his or her supervisor or the Human Resources Administrator.

Workers Compensation

The BAA workers’ compensation insurance program covers any injury or illness sustained by an employee while performing job duties if that injury requires medical, surgical, or hospital treatment. It is the responsibility of the employee to report the injury immediately to their supervisor.

The supervisor must investigate the cause of the injury or illness, then prepare and submit a First Report of Injury Form to the Human Resources Department within 24 hours. Employee should NOT go to their personal physician. Those who disregard this instruction may lose compensation benefits for that care.

The supervisor will need to provide an Authorization to Provide Medical Treatment to the employee before leaving the premises. The Workplace OHC is located on 1201 11th Ave. South, Suite 100, Birmingham, Al. 35205 and open is open Monday – Friday from 7:00am – 5:00pm. No Appointment is necessary.

If the Workplace is closed, the employee should go to UAB Hospital Highlands Emergency Department. The emergency is located on 1201 11th Ave. South, Birmingham, Al. 35205 (physically located on the 12th street side of Highlands). For serious injuries that require hospital care, go directly to the emergency room at UAB Hospital Highlands Emergency Department.

Emergency Closing

In general, the Authority does not close its operations for inclement weather or other emergency conditions.

In case of severe weather or emergency condition, employees may use available vacation if they are unable to come to work safely. Likewise, in cases of severe weather or emergency conditions, employees are still required to follow procedures and notify their supervisor if unable to come to work.

Employees who do not have any accrued vacation and are unable to come to work will not receive compensation for that time period. Employees who fail to report for work and do not notify their supervisor will be regarded as absent without leave and are
subject to disciplinary action including termination.

The parking division is operational seven days a week. In cases of severe weather or emergency conditions, the Authority may require essential employees to be at the airport. In such cases, the Authority will provide accommodations.
STAFF POLICIES

Personal Appearance/Uniforms

With professionalism being an underlying company value, staff assigned to the BAA Parking Facilities are expected to maintain a high standard of personal appearance, dress, and general grooming. You should be neat, clean, and well-groomed at the time you report to work.

If you have cultural, medical, and/or religious requirements to wear something that may not conform to these guidelines, please contact your supervisor or a Human Resources representative to discuss accommodations.

You are expected to wear the complete uniform provided to you at all times while working, with polo buttoned and tucked in. Shoes worn to work must be closed toed. During colder weather, you may wear a solid black or white long sleeve shirt under your uniform shirt. In addition, your BAA provided jacket, skull hat, or cap. Your hair should be clean, combed, and well-maintained in a business-like style. Male staff are permitted to wear neat and well-trimmed beards, mustaches, and/or sideburns. The company reserves the right to restrict the use of piercings. Staff must wear staff identification badges at all times while on duty; badges shall be visible on the outermost garment.

Employees shall be fully responsible for the safe keeping, basic upkeep, and cleaning of uniforms issued to him or her. Employees shall report immediately to his or her supervisor when any uniform becomes damaged or is lost. Violations of this policy may also result in disciplinary action.

Staff Identification Badges

All employees are required to have an Airport Security Badge issued through the BAA Badging Office. The badge must be worn at all times. The inability to receive this badge for any reason is grounds for termination. The Airport Parking Manager is responsible for insuring that each staff member receives their Airport Security Badge within 3 days of employment. The managers will ensure that each staff member completes the proper form and is scheduled with Airport Badging for issuing. All staff will complete the badge application and return it to the supervisor. The manager will check the application for accuracy and forward it to the Birmingham Airport Authority Operations Department for approval. The badge will be issued by the Birmingham Airport Badging Department after approval. The Airport ID will be renewed annually on the birthday month of the staff.
Reporting for Work

Staff must report for work in uniform or appropriate business attire at your scheduled time. If it appears that you will be late or absent from work due to an illness or some other unforeseen circumstance, it is your responsibility to personally notify your immediate supervisor as soon as possible by telephone to report your reason.

You should be ready to begin work immediately after clocking in (Staff can only punch in 5 minutes prior to shift start time). At the end of your shift, you should clock out before preparing to leave work. Washing up, changing clothes, etc. should be done after you clock out. Violations of this policy may also result in disciplinary action.

Attendance Policy

A Leave Request Form must be submitted and approved in advance for tardiness and leaving early in the event that they will be in excess of one hour or the occurrence will count against you. All Leave Requests must be turned in at least 5 days prior of the day being requested. The Parking Manager must approve all Leave Request Forms in order for them to be considered valid.

This policy is subject to change.

Break Policy

All staff are required to clock out when leaving the premises for anything that is not BAA Parking related.

All staff must clock themselves in and out for all breaks. Managers and Office staff are never permitted to punch another staff’s time card for any reason except for when a cashier is completing a double shift at the Economy Lot.

Cashiers working on the Economy Lot are to work entire shift with no leave breaks. The Economy Lot booth is furnished and offers amenities needed to accommodate all cashier needs.

Supervisors may permit break periods of up to 15 minutes in each four-hour work period. You may not work through established break periods and then use that time to make up for a late arrival at work or an early departure from work, and you may not "save up breaks" to accumulate paid time off from one workday to another.
Lunch Break Policy

The following are the rules and procedures for lunch breaks:

All full-time non-exempt (hourly) employees are provided with one unpaid, 30-minute meal period per shift. Employees are required to clock in/out for the entire 30-minute lunch period. Hourly employees will be relieved of all job responsibilities during meal periods and will not be compensated for that time. This should be taken at the managers’ discretion based on the amount of traffic present at the time. Failure to return from lunch break on time will result in a documented lateness. Managers will determine when cashiers will break for lunch. No cashier is permitted to break for lunch until he/she receives final approval from the manager. Lunches may be taken in the Parking Management office break room or off the premises, provided the cashier returns to his/her post within the 30-minute period. Every staff member is responsible for cleaning up after themselves and keeping the break room clean (at all times). Only after being asked to do so by a manager, a cashier may voluntarily cut his/her lunch break short in which case the break may be completed at a later time in the shift or not at all.

Bathroom Break Policy

The following are the rules and procedures for bathroom breaks:

Bathroom breaks can be taken as necessary as long as permission is granted by the supervisor on duty. Common sense and good judgment should be used when deciding when to take a break. (i.e., Breaks should not be taken during busy times or when another cashier is taking a break.) Restrooms are available in the parking office. Every staff member is responsible for cleaning up after themselves and keeping the bathrooms clean (at all times). Abuse of bathroom break privileges will result in disciplinary action.

Telephone Policy

Telephones are an important tool for conducting business and for use in our relationships with both customers and clients and should be utilized to meet business needs. All staff members should minimize the use of Company telephones for personal calls, both incoming and outgoing. Cell phones/PDA’s can only be used when you are not performing your assigned job function. Violations of this policy may also result in disciplinary action.
Smoking Policy

Smoking is prohibited in all Company corporate offices, garage offices, cashier booths and company vehicles. Individuals working at the Main lot/Office have a designated smoking area located adjacent to the office. Individuals working on the Economy lots have designated smoking areas beside the cashier booth. Staff members can only smoke in designated smoking areas.

Cashiers working at the Main lot and office staff are only allowed to smoke during lunch or break times. Violations of this policy may also result in disciplinary action.

Vehicle Policy

Parking of personal and company vehicles is prohibited beside the main toll plaza office. This is a one-way road and should never be blocked.

Smoking and eating is prohibited in all company vehicles. It is your responsibility to notify the supervisor if the vehicle you take over is not in satisfactory condition (dirty, damaged, or otherwise unfit for service deployment).

Violations of this policy may also result in disciplinary action.

Harassment Policy

It has been and continues to be Birmingham Airport Authority’s policy to (i) provide staff with a work environment free from harassment, and (ii) prohibit harassment of staff in the workplace by any person, in any form.

The Authority is committed to maintaining a work environment that is free from discrimination, harassment, and violence, in which employees at all levels can devote their full attention and best efforts to the job. Harassment on the basis of race, sex, national origin, age, disability, religion, or any other characteristic that is protected by law is strictly prohibited.

Harassment that is covered by this policy includes but is not limited to: physical conduct, offensive language, pictures, jokes, verbal or written references and/or depictions relating to the employee’s sex, race, religion, national origin, age, disability, or other factor protected by law that would make a reasonable person experiencing such behavior feel uncomfortable or would interfere with the person’s work performance.
If you believe that you have experienced or witnessed harassment you must report the matter immediately to the Human Resources Division, Kristi Mays at 599-0531 or Leslie Murray at 599-0534. You are expected to report any person in the workplace whose conduct you find unwelcome or offensive. Any employee found to have violated the Authority’s No-Harassment/No-Violence Policy will be subject to disciplinary action up to and including termination.

Absenteism Policy

Failure to observe scheduled working hours reduces productivity and places an unfair burden on fellow staff. You are expected to report to work as scheduled, and are to be at your work station in proper attire (this may include a uniform) and ready to begin work at the assigned starting time and again at the prescribed time after break and meal periods. On any occasion when you are unable to report to work due to an unscheduled absence (e.g., due to an illness or emergency), you must call your manager/supervisor at least two hours prior to the starting time, or as soon as possible if the circumstances do not allow for such prior notice. You should advise your manager/supervisor of the reason for the absence, and tell him/her when you can be expected to return to work. If you are uncertain of the length of the absence required, you must call in each day in advance of the scheduled starting time and notify your manager/supervisor of the continued absence.

YOU are responsible for ensuring that proper notice of absence or late arrival is given directly to your manager/supervisor. Do not leave a voice mail message, send an email message, or leave a message with a co-worker.

If an absence is due to an illness or injury, you may be required to provide appropriate medical certification to support the absence and/or fitness to return to work. Failure to provide proper notification or certification of absence or lateness, as well as unexcused absences, late arrivals, or early departures from work may result in disciplinary action up to and including discharge.

If you fail to report to work for two consecutive work days and fail to notify your manager/supervisor of the absence, you will be treated as if you have resigned from employment with the Company.

Tardiness

Employees are required to arrive for work on time. There is not a grace period. Employees are subject to disciplinary action including termination for tardiness that occurs at the start of the shift, breaks, meal, or other occurrences during the shift.
Excused Absences

- Bereavement Leave
- Absence due to participation as a member of a jury or as a witness in a court case
- Military Leave
- Family Medical Leave
- Vacation Days
- Pre-approved Leave
- Sick days (For which staff has accrued sick time)

Partial Day Absence, Late Arrival or Early Departure

A partial day absence is defined as an occasion on which an employee arrives late or departs early and only works a portion of his scheduled shift. In such a case, the employee is required to give 24-hour notice of the absence. If unforeseen circumstances prevent the employee from providing advance notice of the partial day absence, management may, at its discretion, designate the time off as excused (sick/vacation leave, whichever is applicable). Any deviation from one’s assigned shift must be covered by an approved leave slip.

Unexcused Absences

Any absence in which the employee fails to notify his/her manager of their absence before his normal schedule begins will be considered an unexcused absence.

Vacation and Leave Policy

The scheduling of vacations is the responsibility of each supervisor for his or her shift or section. Supervisors must ensure that staffing levels are adequate to meet the operational requirements of the Authority. Thus, management reserves the right to deny a request for a vacation at a specific time based on the needs of the Authority.

Vacation leave is considered approved when the leave form is signed and marked approved by the supervisor and a copy of the form is returned to the employee.

Employees who are assigned to these divisions are considered essential employees and must request vacation a minimum of 2 weeks in advance. The leave may or may
not be approved based on scheduling demands. In either case, an employee who fails to provide the proper notice of a vacation request may receive disciplinary action, up to and including discharge.

**Holiday Leave**

Employees who are assigned to the Parking Divisions are considered essential employees and are required to submit their holiday requests no later than January 31st of each calendar year. Management will attempt to allocate holidays equitably among essential employees. In addition, management reserves the right to deny holiday requests based on the operational demands of the Authority.
SEVERE MISCONDUCT/PERFORMANCE ISSUES

As noted above, The BAA reserves the right to deviate from the procedure outlined above if a staff’s conduct is so severe that immediate suspension or termination is warranted.

Examples of offenses which warrant immediate suspension and/or discharge include, but are not limited to, the following:

• Dishonesty, theft, or violation of Company procedures for handling cash and tickets, and unsatisfactorily explained repeated errors in parking tickets or collection;
• Drinking or using narcotics while on duty; possessions of alcohol or illegal drugs on your person, in booths, at work stations or on airport/landlord property or under the influence of alcohol or illegal drugs;
• Failure to immediately report any accident, or any loss or damage to customer or company equipment or property;
• Willful destruction of Company, customer’s, fellow staff’s, or public property;
• Insubordination including a refusal to obey a reasonable direct order, or swearing at a Manager;
• Using Company vehicle for personal use;
• Falsification of records or employment applications;
• Sleeping on duty;
• Disorderly conduct, fighting, or attempting to fight on Company or customer’s property or while on duty;
• Action on the part of any individual or group of staff to disrupt or intimidate fellow staff, or to interfere with normal and efficient operations or restricting, hindering, or otherwise limiting production, output, or services;
• Gambling on Company or customer’s property;
• Punching another staff’s time card;
• Unauthorized possession of weapons;
• Swearing or use of abusive or obscene language with customers;
• Swearing or use of abusive or obscene language within earshot or proximity of customers;
• Sexual or other harassment of fellow staff, management or customers and/or violations of the Company’s Non-Harassment Policy;
• Leaving work station or work area without supervisory approval;
• Accident with a company vehicle exceeding $1500.00 where the staff is at fault;
• Two accidents with a Company vehicle within a one hundred-eighty (180) day period where damage is less than $500.00 per accident and the staff is at fault.
• Refusal to pay shortages where clear proof is shown.
• Threatening a staff member whether written or verbal.
DISCIPLINARY POLICY AND PROCEDURES

All staff is expected to comply with the Company’s standards of conduct, attendance, and performance. Any noncompliance with these standards will be addressed, documented and remedied.

The BAA and the potential Parking Management Company will not assess disciplinary penalties against staff without conducting an objective investigation which ordinarily includes providing staff with an opportunity to explain or defend their actions. For certain serious rule violations – for example, theft, assault on another staff, insubordination, or a willful violation of a safety rule – it may be necessary to terminate a staff for a first offense – and we reserve our right to do this.

Examples of offenses which warrant disciplinary action but may not require immediate dismissal include, but are not limited to, the following:

• Violation of safety rules
• Loafing, failure to attend to work or other abuse of time
• Unsatisfactory work
• Changing schedules without manager’s approval
• Failure to wear the prescribed uniform in the prescribed manner; failure to maintain a neat, clean appearance
• Failure to maintain a neat, clean work area
CASHIERS: PRIMARY OPERATING PROCEDURES

Revenue collection and control including procedures for operation of the computerized parking control system.

Description of Computerized Parking Control System

Parking activity and revenue collection is controlled through the utilization of a personal computer-based facility management system manufactured by HUB.

The HUB system will store all information on a hard drive, automatically “backup” daily records and print various reports related to the facility. The HUB system allows tracking of the activity in and out of the parking facilities as well as allows the operator to monitor and control the gates.

Parking software maintains the total counts for cars, monthlies, transients, and vacancies. It also maintains total counts for illegal entries and illegal exits for each of the lots. The HUB System also allows the operator to monitor the status of lanes and to send direct commands to gates.

The HUB software provides the interface between the system’s computer and the Fee Computers. The system allows the operator to create, store, send and receive all Fee Computer programming. The system also allows the operator to upload Auditor reports and remotely clear the totals. The uploaded reports can be displayed, printed, and saved on disk.

The revenue control equipment and devices used with the HUB system at the Birmingham – Shuttlesworth International Airport includes the following:

Fee Computers

This fee computer computes simple and complex parking rates and maintains detailed revenue and statistical information and cashier records. Fee computers interface with HUB software. Validators are used with the Fee Computers to read and encode magnetic stripe tickets.

Port Controllers

Port Controllers are communication devices that provide the two-way link between the HUB computer and communicating devices. HUB Port Controllers are configured to communicate with the above devices and the corresponding HUB software.
PARCS Computer

The PARCS Computer gathers, stores, analyzes and locates system data, as well as monitors real-time system performance.

Ticket Dispensers

Ticket Dispensers issue a magnetic stripe parking ticket whenever an entering vehicle drives onto an arming loop and either presses the green button or presses the bottom of the touch screen to generate a ticket. The date and time are encoded onto the magnetic stripe and printed on the ticket. The ticket is then presented to the cashier upon exit for processing.

Credit Card Express Lanes

There are five (5) Express Lanes located at the exit plaza and (1) at the remote lot. Customers who wish to use the Express Lanes to exit insert their parking ticket into the machine. The machine will read the ticket, calculate the parking charges, and display the charges to the customer on the fee display screen. The customer then inserts his credit card into the machine. The machine will scan the credit card and apply the appropriate fee. The machine will then dispense the customer’s credit card. After the credit card is removed the receipt will be printed. Once receipt is removed from the throat of the machine, the gate will raise automatically to allow the customer to exit. At the end of each day Express Lane reports are created and the machines are batched along with all other credit card machines.
### BIRMINGHAM-SHUTTLESWORTH INTERNATIONAL AIRPORT PARKING FACILITIES & RATES

<table>
<thead>
<tr>
<th>Lot</th>
<th>Maximum Per 24 Hours</th>
<th>Per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economy</td>
<td>$10.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Hourly</td>
<td>$24.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Daily</td>
<td>$12.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Lost Ticket- Plaza</td>
<td>$24.00</td>
<td>1 day or less</td>
</tr>
<tr>
<td>Lost Ticket- Economy</td>
<td>$10.00</td>
<td>1 day or less</td>
</tr>
</tbody>
</table>

* Lost Ticket Fee is only assessed if the tag number of the vehicle cannot be found in the system in order to determine correct time of entry.
**PHONETIC ALPHABET**

The phonetic alphabet is used in some situations to clarify words over the radio to ensure effective communication as follows:

<table>
<thead>
<tr>
<th>Letter</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Alpha</td>
</tr>
<tr>
<td>B</td>
<td>Bravo</td>
</tr>
<tr>
<td>C</td>
<td>Charlie</td>
</tr>
<tr>
<td>D</td>
<td>Delta</td>
</tr>
<tr>
<td>E</td>
<td>Echo</td>
</tr>
<tr>
<td>F</td>
<td>Foxtrot</td>
</tr>
<tr>
<td>G</td>
<td>Golf</td>
</tr>
<tr>
<td>H</td>
<td>Hotel</td>
</tr>
<tr>
<td>I</td>
<td>India</td>
</tr>
<tr>
<td>J</td>
<td>Juliet</td>
</tr>
<tr>
<td>K</td>
<td>Kilo</td>
</tr>
<tr>
<td>L</td>
<td>Lima</td>
</tr>
<tr>
<td>M</td>
<td>Mike</td>
</tr>
<tr>
<td>N</td>
<td>November</td>
</tr>
<tr>
<td>O</td>
<td>Oscar</td>
</tr>
<tr>
<td>P</td>
<td>Papa</td>
</tr>
<tr>
<td>Q</td>
<td>Quebec</td>
</tr>
<tr>
<td>R</td>
<td>Romeo</td>
</tr>
<tr>
<td>S</td>
<td>Sierra</td>
</tr>
<tr>
<td>T</td>
<td>Tango</td>
</tr>
<tr>
<td>U</td>
<td>Uniform</td>
</tr>
<tr>
<td>V</td>
<td>Victor</td>
</tr>
<tr>
<td>W</td>
<td>Whiskey</td>
</tr>
<tr>
<td>X</td>
<td>X-ray</td>
</tr>
<tr>
<td>Y</td>
<td>Yankee</td>
</tr>
<tr>
<td>Z</td>
<td>Zulu</td>
</tr>
</tbody>
</table>


NORMAL TICKET PROCEDURES

- Most of the tickets processed will be normal transactions.
- Enter ticket with the black writing facing up and arrow first into validator.
- The fee will be calculated and displayed on the fee computer/register and the amount tendered.

  o If paying by cash:

    - When receiving cash, first ask the customer if they would like a receipt. If yes, then press the <RECEIPT> key on the fee computer and then enter the amount of cash received and press the <CASH> button. Upon pressing the <CASH> button the drawer will open and the amount of change to be given will be shown on the screen. Next, deposit the cash received into the drawer and give the customer their change if needed along with a receipt if requested. The gate arm will open once the cash drawer is closed and the customer may then exit.

  o If customer is paying by credit card:

    - Insert the credit card into the validator with logo facing up and to the left. (The magnetic strip will be down and to the right.) *MAKE SURE FEE IS DISPLAYED PRIOR TO INSERTING THE CREDIT CARD.
    - System will automatically process credit card information and approve it.
    - If approved, a credit card receipt will be printed and a small customer copy will print second.
    - If the fee is greater than or equal to $150, the customer must sign the line at the bottom of the long receipt which printed first.
    - If the fee is greater than or equal to $150, the customer must sign the line at the bottom of the long receipt which printed first.
    - The long receipt is to then be collected by the cashier and placed in the envelope, and the small customer receipt should be given to the customer. If the customer refuses a copy of their receipt, please staple the customer copy to the long receipt.
    - Press the <OK> button under the “Open Barrier” message that will appear on the screen to allow the customer to exit.

  o If card is not read by the validator, the card information must be entered manually:

    - When this occurs, press the <CREDIT> button and the manual entry screen will appear.
    - Manually enter the credit card number and expiration date found on the unreadable card and press <ENTER> to process the transaction.
− Once the transaction is processed a long form receipt will print first followed by a shorter customer receipt.
− For transactions greater than or equal to $150 have the customer sign the line at the bottom of the long receipt and put the receipt in the cashier envelope.
− Hand the customer receipt and credit card back to the customer and press <OK> under the “Open Barrier” message to allow the customer to exit.

○ If the customer is paying by check:

− Once the ticket is processed and the fee is displayed on the fee computer screen, instruct the customer of the amount they owe and that the check should be made out to the “Birmingham Airport Authority”.
− Collect the check from the customer and process it through the Telecheck machine.
− Once the check has been processed and approved by Telecheck, press the <CHECK> button on the fee computer screen which will confirm the payment as processed.
− Staple the check to the transaction and put the Telecheck receipt in the cashier envelope.
− Press the <OK> button under the “Open Barrier” message to allow the customer to exit.

If the customer is paying in the form of a split payment:

- **Cash and Credit**

  − Enter the cash amount received first and press the <CASH> button.
  − The cash drawer will open.
  − Insert cash into the cash drawer and close the drawer.
  − The remaining balance will be displayed on the fee computer screen.
  − Next, insert the credit card into the ticket validator to charge the remaining balance.
  − A long form receipt and customer receipt will print.
  − If the amount charged to the credit card exceeds $150, have the customer sign the line at the bottom of the long receipt and give the customer the smaller customer copy.
  − Put the long receipt in the cashier envelope.
  − Press <OK> under the “open barrier” message to raise the gate arm and allow the customer to exit.
Multiple Credit Cards

- Once the ticket has been processed and the amount due has appeared on the screen, ask the customer how much of the fee they would like to process to the first credit card.
- Reduce the amount to be processed by highlighting the fee displayed and manually typing in the first amount followed by <ENTER>.
- Once the fee is adjusted, the customer may then enter the first credit card into the validator for the processing of the first amount.
- After the amount has been processed, the remainder of the fee to be collected will be displayed at which point the customer may place their second card into the validator.
- Once the entirety of the fee has been collected, the receipt will be printed.
- The long receipt should be signed if the amount charged is greater than or equal to $150 dollars, and the short receipt should be given to the customer.
- Put the long receipt in the cashier envelope.
- Press <OK> under the “open barrier” message to open the gate.

Check and Credit

- Once the ticket has been processed and the fee is displayed on the screen, instruct the customer to write a check for the partial amount they would like to pay by check.
- Once they have made the check out in the proper manner described in the normal check procedures, process the check through the Telecheck machine.
- After the check is processed and approved, enter the amount of the check into the fee computer and press the <CHECK> button.
- The remaining balance will be calculated and displayed on the screen at which point the customer may enter their credit card into the validator to be processed for the remainder.
- Once the transaction is complete, staple the check to the transaction to keep and give the customer the credit card receipt and press <OK> under the “Open Barrier” message to allow the customer to exit.
Check and Cash

- Once the ticket has been processed and the fee is displayed on the screen, instruct the customer to write a check for the partial amount they would like to pay by check.
- Once they have made the check out in the proper manner described in the normal check procedures, process the check through the Telecheck machine.
- After the check is processed and approved, enter the amount of the check into the fee computer and press the <CHECK> button.
- Staple check to the receipt to turn in with your envelope.
- The remaining balance will be displayed on the screen at which point the customer may then present cash to satisfy the balance.
- Collect the cash from the customer and enter the amount received into the fee computer and then press the <CASH> button.
- The cash drawer will open and the cash should be deposited into the drawer and change given if any.
- Close the cash drawer to open the gate only after cash is deposited and change is given.

Work Stations/Cashier Booths

Employees should not leave your assigned work station or area without permission from your manager/supervisor, except in the line of duty or in case of emergency. Cashiers should handle all transactions through the booth window, with the window slid completely open. The window should be opened immediately as a vehicle is approaching. The booth door must remain closed and locked at all times. Cashiers and other employees are not permitted to eat in the booths except at the economy lot and those isolated instances where express authorization to the contrary is given and only if kept away from the revenue control cashier stations and other electrical equipment.

The booths must be kept neat with no notes taped in any location visible to the customer. Cashiers must sit in chairs tall enough to make them visible to the exiting customers. Booths should be re-stocked and trash emptied at the end of each shift. It is the cashier’s responsibility to keep the booth clean and orderly at all times. Radios are allowed only if the manager/supervisor has authorized such use; radio volume must be kept at a reasonable level and radios should be kept out of sight. Television watching is not allowed at any time. Electronic devices are prohibited.

Violations of this policy may also result in disciplinary action.
Handling Customer Complaints

Any parking employee who cannot resolve a customer complaint will call the immediate Supervisor or Parking Manager. If the customer wants to make a formal complaint, the cashier will instruct the customer to email or call the relevant Birmingham Airport Authority Department.

Parking Issues:
Phone: (205)-599-0800
Email: info@flybirmingham.com

Parking Deck Issues (Operations):
Phone: (250)-599-0519

Personnel Issues (Public Relations):
Phone: (205)-599-0503
Email: info@flybirmingham.com

Customers with Insufficient Funds/Balance Due

- If all methods of payment have been exhausted, and the customer does not have sufficient funds, a partial payment using the Insufficient Funds Procedure can be used.
- The cashier will immediately call the supervisor for approval.
- The cashier will:
  - Please inform the patron that they have 10 days to pay the fee and there is a ten-dollar processing fee in addition to the parking fee that is now due.
  - Press the <ISF> button which will display the ISF information page on the screen of the fee computer.
  - Collect the customer’s driver’s license to get the required information.
  - All fields on the ISF information page must be filled in for the customer including:
    - Driver’s License State
    - Driver’s License Number
    - First and Last Name
    - Address (City, State, Street, Zip)
    - Phone Number
    - License Plate State
    - License Plate Number
  - Upon completion of filling out these fields, press <ENTER>.
  - Supervisor must approve the alarm accepting the ISF transaction.
A receipt will print along with the ISF form which is then to be signed and dated by the customer. (Customer must print and sign name).
- Put the signed ISF form into the cashier envelope
- Give the customer an unsigned copy of the information to make the payment.
- Press <OK> on the screen to raise the barrier gate and allow the customer to exit.

**Equipment Down Procedure**

- In the event that the parking equipment is not functioning and patrons cannot exit through your cashier lane:
  - First direct customers to another lane that is functioning correctly and notify your shift leader to alert IT.
  - If all lanes are out of service, you must process tickets manually.
  - Take the customer’s ticket and write down the ticket number and the tag number of the vehicle.
  - Calculate the correct fee by hand.
  - If taking cash, have the shift leader open the cash drawer so that change can be made.
  - Take note of all cash transactions.
  - Credit cards may be processed using the handheld credit card machine.
  - All receipts must be printed and signed by the customer before being collected.
  - Once payment has been received, allow the customer to exit the plaza by a supervisor either badging the customer out or requesting assistance from IT to raise the barrier gate.
  - Once equipment has become operational again place all receipts and information taken during down time into the cashier envelope.
CASHIER REPORTS AND CLOSEOUT PROCEDURES

The cashier reports and cash drop procedures record your activities during the shift, provide positive control of cash and credit card receipts, and provide the documentation of all transactions. Fully understanding how and when to complete the reports is crucial to your success as a Parking Cashier.

Cash Drop

- Your first drop will be $250 when your drawer contains $350. Each time your collected revenue is $250, you must alert the Shift Leader to come make a cash pickup.
  - Once the shift leader arrives to the booth, Press the <CASH FILL/WITHDRAW> button on the screen.
  - Enter the amount to withdraw and press <ENTER>.
  - The Cash Drawer will open.
  - Take out the desired amount of cash and count it out in front of the shift leader to confirm it is the same amount that you entered.
  - Close the cash drawer to continue shift.
  - Shift leader will drop in Compu–Safe and a receipt will print with the amount.
  - Shift leader gives the cashier the cash drop receipt.

Change Needed

- In the event that a cashier needs change they must call the shift leader to request the amount of change needed and the denomination of the bills.
  - Once the shift leader arrives at the booth the cashier must:
    - Press the <CASH FILL/WITHDRAW> button on the screen and enter the amount of cash that is being withdrawn and re filled to make change (should be the same amount) and press <ENTER>
    - Remove the bills once the drawer opens and count them out for the shift leader.
    - Once the amount has been verified the shift leader will then hand you the same amount withdrawn but in smaller bills as requested.
    - Once you receive the change, count out the bills in front of the shift leader to confirm the amount.
    - Put cash change in the drawer.
    - Close the drawer.

Cashier’s Shift Report (Closeout)

- The Shift Leader will come out to your booth to end your shift.
- When your shift is complete and the shift leader is at your booth, press <CLOSE SHIFT> on the Fee Computer screen.
− Press <ENTER> to confirm your request followed by <YES> when asked if you are sure you want to close your shift and the cash drawer will open.
− Take all money out of the cash drawer and place it in your cashier pouch. Place all receipts signed and collected during your shift into your envelope and close your cash drawer.
− Remove all tickets from the ticket bin and place them into the Cashier Envelope.
− Write your closing shift number on the cashier envelope.
− Make sure you leave the booth clean and stocked of supplies.
− Take your cashier envelope and pouch inside with the shift leader.

Cashier Shortages/Overages

A cashier shortage/overage is defined as: upon shift close out, your cash does not equal report totals on the Daily Shift Report or when the Bookkeeper completes the final audit. Upon discovery of any shortage/overage, the cashier will be notified at which point the cashier is responsible for covering their shortage.

Shift Interrupt

In the event of a shift interrupt for any reason the cashier must press the <SUSPEND SHIFT> button which will suspend the shift. After pressing the suspend shift button a message will appear asking if you are sure you want to suspend your shift. Press <ENTER>. Make sure that the cash drawer is securely locked and exit the both. Upon returning, the cashier must sign back into the fee computer as they do at the beginning of their shift. Before leaving your booth, you must ensure your lane sign reads “Closed”. When signing back on after you return, you must make sure your lane sign reads “Cash/Credit”.

Switching Shifts

It is the employee’s responsibility to find another employee who has agreed to a change of shift. The individual requesting the shift change will complete the Off Day or Swap Schedule form. The individual who has agreed to the shift change will sign the Off Day or Swap Schedule form. The Request Form will then be forwarded to the Parking Manager. The Parking Manager will evaluate the request and approve or disapprove the request and make required schedule adjustments. All requests must be made at least 5 days prior to day of leave. You must confirm that your request has been approved before your change is to take place.
Unscheduled Audit of Cashier’s Funds

An unscheduled audit will be performed on all Cashiers periodically during their 8-hour shift. Parking Supervisors will conduct these audits. At no time will a Cashier be advised in advance of these audits. Audits will be made using the appropriate Parking Cashier Audit Sheet. If for an explainable reason any of the subtotals do not agree, the explanation must have already been noted on the Cashier’s Daily Report. These audit sheets will be turned over to the Airport Parking Manager for review. If a cashier does not balance in any of these areas, i.e., money, gate counts, etc., a meeting will be set up with his / her Supervisor and the Airport Parking Manager. The outcome in this meeting and the nature of the offense will determine the need for and or extent of disciplinary action.
BOOTH OPENING PROCEDURES

- Each Cashier will be assigned a booth by the Parking Manager.
- Prior to walking to a booth to begin shift, cashier must first receive their $100 start cash at the Shift Leader desk.
- Each Bank will contain $100.00. The outgoing cashier will insure that the bank contains sufficient change. The ideal bank is $50.00 in ones and $50.00 in fives.
- The cashier will make sure their zipper pouch has:
  - Paper clips
  - Staples
  - Rubber bands
  - Counterfeit pen
  - Writing pen
  - Cashier Envelope
- The incoming cashier will make sure the booth has at least:
  - 10 Blank Magnetic stripe tickets
  - Stapler
  - Lost ticket forms
  - 2 rolls of fee computer tape
- At the beginning of the shift, complete the top portion of the Cashier’s Envelope.
  - Date
  - Booth
  - Beginning shift number
  - Name
- Put all of bank money in the Fee Computer Cash Drawer
- To Sign on:
  - Enter your cashier user name
  - Enter your password and press <ENTER>
  - Enter $100.00 for “Start Money”.
  - Press <ENTER>
- Ensure that the Telecheck machine does not have any transaction by pressing “Clear”.
- Make sure your lane sign reads “Cash/Credit”.
- Start accepting customers.
PERSONAL/TRAVELERS CHECK ACCEPTANCE

Personal Checks
* (All Checks must be made out to “BAA” or “Birmingham Airport Authority”)

Checks will be accepted subject to the following:

- The check must be drawn on a bank in the United States.
- The customer must have a valid current Driver’s License.
- The check must be pre-printed by the bank. No blank or temporary “counter checks” are acceptable.
- Checks will be accepted only for the amount of the parking charge.

If all the above conditions cannot be satisfied, the customer will be required to provide another means of payment.

Accepting Checks

Checks must be written in ink on pre-preprinted checks. Checks with entries in pencil will not be accepted. Checks must be made payable to “BAA” or “Birmingham Airport Authority”. Checks will be written only for the amount of parking charges. No cash will be returned to the customer. Confirm that the person writing the check is the same as the individual pictured on the license and that the license is valid. Verify the address and phone number. The Supervisor will be notified if there are any discrepancies.

Travelers Checks

Travelers’ checks will be accepted subject to the following:

- The check must be payable in United States dollars.
- The customer must have a valid Driver’s License, or valid passport.
- The check must not have been defaced, mutilated or altered.

If all the above conditions cannot be satisfied, the customer will be required to provide another means of payment.

Accepting Travelers Checks

Travelers’ checks should be accepted in small denominations to minimize the amount of change refunded. Check must be made payable to “BAA” or “Birmingham Airport Authority”. Obtain the check and the identification (driver’s license or passport) from the customer. Inspect the check for acceptability per Section 1, above. Return the check to the customer. Observe the customer signing the check. Confirm that both signatures on the check are the same. Check the customer’s identification. The person signing the check must be the same as the picture on the identification. The signature on the check must be the same as the signature on the identification. Refund any change to the customer. Return the customers identification.
Claim of Incorrect Change

If a cashier is certain that a customer’s claim is valid, he/she will make payment in the amount of the claim. If the Cashier is uncertain about the claim, the Cashier will, call the manager to close out cashier. Obtain the customer’s name and telephone number. Write the information and an explanation of the circumstance on the Cashier’s Envelope. The next day it will be audited and the customer will be contacted on whether a refund is due.

Cashier should be given a new start cash and reopen with a new shift.

Counterfeit Money and Foreign Currency

Since Cashiers are held responsible for all revenue collected, it is imperative that each Cashier has a thorough knowledge of methods for detecting counterfeit money, and to know the procedure to be followed in the event a customer offers such money. Use the counterfeit pen to make a mark on the suspected bill. When a Cashier is satisfied that the currency offered for a parking fee is counterfeit, the Supervisor will be called at once and the bill or coins turned over to him/her. The Supervisor will furnish a receipt for the bill or coin. The customer will then be required to furnish another form of payment of the parking fee.

The Secret Service recommends the following:

▪ DO NOT return to customer.
▪ DELAY the customer and notify the Supervisor immediately if possible.
▪ TELEPHONE the Airport Police Department.
▪ If the customer refuses to remain, make note of the customer’s description and the description of any companions, vehicle used and license number.
▪ WRITE your initials and the date on a piece of paper, and turn it in to the Parking Manager.
▪ The cashier is responsible for accepting US Currency only.
▪ The cashier is responsible for the counterfeit money as a shortage if the pen was not clearly used.

Customers Attempting to Pay with Foreign Money

The Airport system will not accept foreign money. If a customer offers foreign money in payment, the cashier will:
• Return the money to the customer, and
• Explain that parking fees are payable only in U.S. currency.
EXCEPTIONS

NOTE: All exceptions require the license plate number written on the ticket or receipt.

Lost/Missing Tickets

An LPR check for license plate number must be done for all tickets to determine the number of days the vehicle has been parked in our facility.

− Cashier will write down the license plate number and state.
− Call the on duty LPR and give them the license plate number so that they can verify the date and time of entrance.
− Ask customer for Driver’s License, and fill out the Lost Ticket Form seen below while the LPR is searching for the correct date and time of entry.
− If supervisor verifies date and time, an RTP will be sent to the station, or the cashier can enter the date/time of entrance and rate to be charged (hourly/daily) and a manual entry ticket can be processed by pressing the <ENTRY TICKET> button.
− Amount will be calculated.
− The customer may pay using any of the excepted methods.
− Once payment has been satisfied, a dialog box will appear instructing the cashier to insert a blank ticket.
− Once the ticket has been entered and processed by the UCD; remove the ticket from the throat.
− Staple the ticket processed to the receipt and lost ticket form.
− Place the receipt ticket and lost ticket form in the cashier envelope and press <OK> to raise the barrier to allow the customer to exit.

![Lost Ticket Form Image]
Unreadable Ticket
If a customer's ticket is unreadable for any reason, the cashier must first collect the tag number and ticket and call the supervisor for an LPR lookup based on either the ticket number or License plate number:

- After the date and time has been confirmed with the tag number, the cashier can then process the transaction as a manual entry ticket or the shift leader will send down an RTP.
- If the shift leader is unavailable to send down an RTP, press manual ticket on the fee computer screen.
- Enter the date and time on the ticket that has been confirmed by the LPR.
- When processing a manual ticket make sure to choose daily/hourly correctly.
- Press enter to calculate fee which can then be satisfied using any of the expectable payment methods.

Damaged Tickets
If a ticket appears to be damaged, DO NOT insert it into the validator. This may cause the validator to jam up, which will prevent anyone from exiting until it is repaired, and will certainly result in unhappy customers.

In the event of a Damaged Ticket first call the LPR with the ticket number, time, date and tag number listed for verification. Once the time/date and tag number have been verified the cashier may then process the ticket as a manual ticket only if the shift leader is unavailable to send down an RTP and cashier must receive approval for a manual ticket.

On Menu Screen (If Shift Leader cannot send down an RTP):

- Press <OVERRIDE LPR> and then <ENTRY TICKET>
- Enter the Time and Date of the entry and the rate in the drop down box (hourly/daily) to be charged and press <ENTER>.
- Fee will be calculated.
- Once the fee is displayed, the customer may satisfy the payment using any of the acceptable methods.
- Once the payment has been satisfied, a dialog box will appear instructing the cashier to insert a blank ticket.
- Once the ticket has been entered and processed by the UCD; remove the ticket from the throat.
- Staple the ticket processed along with the damaged ticket to the receipt.
- Press <OK> to open the barrier.
POFS Receipt without Ticket

If a customer arrives at a cashier lane with a Pay on Foot receipt but no ticket:

- Verify the date/time they paid on receipt against the actual date/time to make sure that they are within their 45-minute grace period.
- Call the shift leader to inform him/her of the last four digits of the credit card and type of credit card used to pay as well as the tag number of the vehicle.
- Shift leader will then run the credit card request and response report based on the last four digits of the credit card sorted by credit card type.
- Shift leader will record the ticket number listed on that payment line in the report.
- Shift leader will then enter the ticket number in the plate activity media ID section to verify that the tag number matches with the vehicle in the lane.
- Once confirmed that the customer did in fact pay for the ticket at the Pay On Foot Station and that they are still within the grace period, an RTP for zero dollars as a flat rate may be processed to allow the customer to exit.
- The Pay on Foot receipt is to then be given back to the customer.

Validations

Properly cashiering the Validation ticket is a crucial and important part of cashiering. It is imperative that you fully understand how to cashier each exception. If there is any doubt on how to process a validation ticket, look in the cashier manual, call the supervisor, or ask another cashier how to process a validation exception that you do not understand.

NOTE: All ticket Validations require a license plate number, validation type, name, and employer of the customer.

- Insert ticket into the Validator.
- Make sure to press the receipt key after the fee comes up.
- Once the fee is calculated:

(1) Validations Key

Call into the shift leader to request a validation. Once validation has been approved cashier may then press the validation key that applies. Make sure to write tag number on receipt and place in cashier envelope. All validations must be written on the Exception transactions form when a fee computer validation key is used. Chaser tickets do not count as validations in this procedure.
(2) Access Card not working

If transponder is not working ask for the cardholder’s name and call shift leader to raise the gate. The shift leader will then notify the IT Department and Parking Manager to work on a fix for the issue. Shift leader should document in their shift notes the date, time, and lane that the gate was raised and the cardholder’s name.

(3) Tow Truck

If there is no car in tow and the tow truck has been assisting a customer in the garage, the tow truck will not be charged. The shift leader must be called to approve the use of the validation at which point the cashier may proceed to validate the ticket. If a car is in tow, the cashier must press <TOW TICKET> on the screen before the ticket is inserted.

An information page will be displayed at which point the cashier must enter:
- Tow Truck State
- Tow Truck Plate
- Tow Truck Driver First and Last Name
- Towed vehicle State and Plate Number
- Towed Vehicle Make, Model, and Color.
- Press <ENTER>

*Any blank that has a “MUST” next to it has to be filled in.

- Then tow ticket is entered and a tow validation is done.
- Then press the button for the vehicle ticket and that ticket should then be entered in the UCD and a fee will be displayed.
- Regular payment procedures apply from that point on.

(4) Contractor

All validations for contractors must be first approved by the Shift Leader who will then instruct the cashier on how to validate the ticket.

Alarm Tickets

If a customer does not enter the lot quickly enough after pulling a ticket, the gate will go down, and the ticket will read as an ‘Alarm Ticket’. If you are given an Alarm Ticket, ask the customer if they have another ticket. If they have a second ticket, process it as usual, note ‘Alarm Ticket’ on the first ticket and staple them together.

If the customer does not have another ticket, the cashier will:
Call Your Manager! Alarm Ticket could also mean that a car pulled up to the gate, took a ticket, and then backed up, or that they are trying to get a ticket for another car in the lot or reduce the rate.

Insert ticket; if “INVALID ALARM TICKET” is displayed at the bottom of the screen.

Call a Shift Leader for license plate verification. If the Shift Leader confirms that the date/time on the ticket is correct the shift leader will send down an RTP; if the shift leader is unavailable, the ticket may then be processed as a manual ticket transaction. If the ticket is in fact determined to be an alarm ticket and does not match the vehicle, the cashier must wait for the Manager to determine the correct date and time of entrance which can then be used to calculate a fee.

**No Ticket Issued**

When a customer claims that no ticket was issued, the cashier will:
- Try to determine where the customer entered and what time.
- Get the license plate number of the vehicle
- Inform the supervisor that the customer claims a ticket was not issued
- The supervisor will check the LPR to determine when the customer entered the parking facility
- Once date and time have been confirmed by the LPR or Shift Leader, the Shift leader will send down an RTP. If the shift leader is unavailable, the ticket may be processed as a manual ticket.
- If the Parking Manager is present, he/she may be able to find the tag number in another area.
CASHIER POLICIES, RULES & STANDARDS OF BEHAVIOR

- Cashiers shall familiarize themselves with and abide by all rules. When in doubt as to the meaning of the rules, the employee shall contact their Supervisor for an explanation.
- Employees shall be courteous and orderly in all contacts and dealings with the public.
- Employees finding abandoned or lost property shall make a prompt report to their Supervisor, reporting all information concerning lost articles. Supervisors will insure all lost property is immediately turned into the BHM Lost and Found.
- Cashiers will not leave their booths without prior authorization from their Supervisor while on duty except in a case of absolute emergency and only when properly relieved by their Supervisor.
- Cashiers will not leave money lying on the counter or exposed at any time. All money will remain in the cash register or given to a shift leader to be deposited into the safe.
- The cash register drawer will be closed after every transaction.
- Any change of home address or telephone number shall be reported to your Manager as soon as possible.
- Precautions toward Safety must be practiced at all times. Injury by a careless act could result in disciplinary action.
- The use of profane or abusive language or violence will not be tolerated. In the event of a disagreement or misunderstanding between a customer and employee, the matter shall be referred to the Immediate Supervisor.
- Cashiers shall hear customer's concerns politely, and if justified, shall take immediate steps to correct them. All complaints shall be reported to the immediate Supervisor at the earliest opportunity. Complaints shall be fully recorded by the Supervisors.
- While on duty, a cashier shall not make any purchases, conduct any personal business, solicit or accept any gratuities from a parking customer.
- Employees shall not engage in unnecessary conversation with customers and shall offer information only when requested.
- Employees shall not answer any customer’s questions, unless they are absolutely sure the information given is correct. If the employee does not know, call the Supervisor.
- Cashiers should familiarize themselves of common destinations in the Birmingham Metropolitan area. If a customer should ask for directions, cashier should have correct information.
- Cashiers shall not cash personal checks or payroll checks from their cash register.
- Cashiers will not give change out to employees or customers other than your transaction.
- Loitering and hitchhiking from vehicles in the vicinity of the parking booth is strictly prohibited.
- These restrictions apply to all persons, including Parking Management Company employees, whether on or off duty.
• Under no conditions, will the Supervisor or Cashiers accept personal property on “Hold” until the customer returns with the parking fee dues.
• Loud playing of personal portable radios will not be permitted.
• Televisions and laptops are not allowed.
• The door to the cashier booth will be kept locked at all times during the normal work shift. Employee will not visit in other employees’ booths. Only cleaning, maintenance, and Supervisors will be allowed to enter booth for Company business only. Each booth has a key. The cashier is responsible for the key. The cashier is to be sure he/she has the key when he/she leaves the booth on authorized breaks.
• Cashiers will give a receipt to all parking customers. If a cashier’s fee computer malfunctions or runs out of receipt paper, the Cashier will immediately report the problem to the Supervisor on duty.
• Cashiers should never discuss or reveal any airport or parking procedures with customers.
LPR: PRIMARY OPERATING PROCEDURES

The primary function of the LPR position is to assist the cashier and shift leader by maintaining accurate and up to date records of each and every car and license plate that enters the parking facilities at the Birmingham-Shuttlesworth International Airport. This is to ensure that the BAA in conjunction with the Parking Management Company can operate with zero tolerance for fraud and system manipulation at the airports parking facilities. They do this using the WebPARCS software application which is described in detail in this section of the manual.

Description of WebPARCS

This web application is used to view the standard PARCS Reports, control the hardware, view counts, view and accept alarms, manage accounts, and maintain cardholder information. The reports tree contains all reports configured to be displayed in the PARCS database. The reports are designed to assist facility managers in managing and reconciling their parking equipment. From revenue control to providing a list of cashiers, the reports provide much-needed detail and broad summaries to assist in analyzing daily, monthly, and annual business trends. Reports can be viewed on the screen, sent to the printer, exported to Excel, and saved to disk as PDF.

Logging into WebPARCS

_Without a valid unique log-on, you cannot access the WebPARCS system. An Event log will show all actions performed for the logged in user._

The user is prompted for a username and password if Forms users are used. Windows users are automatically logged in and will not see this screen.

**User Name:** Enter the name of the forms user

**Password:** Enter the password of the forms user and click Login to access the home page. Your password will always appear as *asterisks (****)*

*This is for security reasons, so that no one can look over your shoulder and see your password.*
Home Page

After logging into WebPARCS you will see the Home Page. The Home page provides a dashboard for monitoring and acting on exception-based activity in WebPARCS. The Home page is the default WebPARCS page, encouraging users to monitor and take action on Alarms and Counts in a timely manner. Counts that meet a specific threshold and significant Alarms (both configurable) will be displayed on the screen. The number [#] next to the Home page link identifies how many current Alarms exist. The default refresh rate for the Home page is 2 seconds.

NOTE: Any actions performed or edits that are made in the system are tagged with a username/date/time and stored within the database. Auditing reports may be run to monitor this information.

Alarms List

The number of alarms is shown next to the All Alarms title, as well as next to the Home page button.
- Alarms are grouped by priority and identify how many alarms exist in each group. Within each group, alarms are displayed chronologically.
- The Alarm information displayed in each row includes date, time, type of alarm, an Actions button, location, and device. Note that if the same alarm continues to occur, it will be “stacked”. It is identified by the number of times the alarm has occurred.

Below is a list of the most frequently triggered alarms:

<table>
<thead>
<tr>
<th>Alarm Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm ticket</td>
<td>Ticket was Generated at an entry station, but car never passed C-Loop. This is considered a stolen ticket</td>
</tr>
<tr>
<td>Car entered backwards loop C</td>
<td>Car proceeded thru lanes backwards</td>
</tr>
<tr>
<td>Coldboot</td>
<td>Station booted after being powered off</td>
</tr>
<tr>
<td>Counter reached limit</td>
<td>Counter reached a defined limit of cars for a specific counter</td>
</tr>
<tr>
<td>Entry Fail: Car backed out without inserting Media</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: Card not readable</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: Credit card rejected</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: Creditcard Timeout Ms/Peripherals</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: DP-clientnumber blocked</td>
<td>Commuter card was disabled or &quot;Blocked&quot;</td>
</tr>
<tr>
<td>Entry Fail: Error Anti-Pass-Back</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: Error generate ticket</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: No DP-trace data</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: Ticket blocked (alarmticket)</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: Ticket not taken</td>
<td></td>
</tr>
<tr>
<td>Entry Fail: Unknown carpark-code on DP-trace</td>
<td></td>
</tr>
<tr>
<td>Error creditcard module</td>
<td></td>
</tr>
<tr>
<td>Error UCD Feeder</td>
<td></td>
</tr>
<tr>
<td>Error UCD invalid command</td>
<td></td>
</tr>
<tr>
<td>Error UCD no Ticket</td>
<td></td>
</tr>
<tr>
<td>Error UCD nocom</td>
<td></td>
</tr>
<tr>
<td>Error UCD write</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Car backed out without inserting Media</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Car did not pass loop C</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Card not readable</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Creditcard Timeout</td>
<td></td>
</tr>
<tr>
<td>Ms/Peripherals</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Creditcard Timeout to Clearing Center</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: DP-clientnumber blocked</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Error Anti-Pass-Back</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Error SLG-controller</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Exit grace time exceeded</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: No rejection</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: No ticket in feeder</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Not two datablocks on trace</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Payment cancelled</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Ticket blocked (alarmticket)</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Ticket low</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Ticket not taken</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Too much rebate tickets/amount</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Unknown carpark-code on DP-trace</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Unknown carpark-code on KP-trace</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: Unknown DP-clientnumber</td>
<td></td>
</tr>
<tr>
<td>Exit Fail: VIS no match</td>
<td></td>
</tr>
<tr>
<td>Gate not closed after &quot;Down&quot;</td>
<td></td>
</tr>
<tr>
<td>Gate open too long</td>
<td></td>
</tr>
</tbody>
</table>

UCD is the device that issues tickets.

SLG is an old term for UCD

Attempted to exit at main exit plaza with a Commuter card that only works in the remote lot.

Attempted to leave the main garage with a remote lot ticket or vice versa

Attendant declined LPR alarm
<table>
<thead>
<tr>
<th>Condition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insufficient Fund Authorization Request</td>
<td></td>
</tr>
<tr>
<td>Low confidence factor</td>
<td></td>
</tr>
<tr>
<td>LPR Denial by Attendant</td>
<td></td>
</tr>
<tr>
<td>Multiple entries found</td>
<td></td>
</tr>
<tr>
<td>NO COMM on the VIS/LPR PORT</td>
<td></td>
</tr>
<tr>
<td>No communication</td>
<td></td>
</tr>
<tr>
<td>No parameters</td>
<td></td>
</tr>
<tr>
<td>No plate read</td>
<td></td>
</tr>
<tr>
<td>No program</td>
<td></td>
</tr>
<tr>
<td>Out of order</td>
<td></td>
</tr>
<tr>
<td>Out of paper</td>
<td></td>
</tr>
<tr>
<td>Parameter File corrupt</td>
<td></td>
</tr>
<tr>
<td>Plate found on watch list</td>
<td></td>
</tr>
<tr>
<td>Plate not found</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Card not readable</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Credit Card on Blocked List</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Credit card rejected</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Creditcard Procedure Failed</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Creditcard Timeout to Clearing Center</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Error Anti-Pass-Back</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Payment cancelled</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Ticket blocked (alarmticket)</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Ticket not taken</td>
<td></td>
</tr>
<tr>
<td>Pmt Fail: Unknown carpark-code on KP-trace</td>
<td></td>
</tr>
<tr>
<td>Printer Offline</td>
<td></td>
</tr>
<tr>
<td>Printer paper low</td>
<td></td>
</tr>
<tr>
<td>Push button intercom</td>
<td></td>
</tr>
<tr>
<td>SLG/UCD Error No Tickets</td>
<td></td>
</tr>
<tr>
<td>Swapped media</td>
<td></td>
</tr>
<tr>
<td>Ticket low</td>
<td></td>
</tr>
<tr>
<td>Tow Ticket Authorization Request</td>
<td></td>
</tr>
<tr>
<td>Tran Writer - Error</td>
<td></td>
</tr>
<tr>
<td>Vehicle already in lot</td>
<td></td>
</tr>
<tr>
<td>VIS general error</td>
<td></td>
</tr>
<tr>
<td>VIS no answer in timeout</td>
<td></td>
</tr>
<tr>
<td>Warmboot</td>
<td></td>
</tr>
</tbody>
</table>
Accepting Alarms

All alarms are to be either accepted or declined based upon the alarms nature. To accept or decline an alarm, first press the actions button to the right of the alarm title to display the accept or decline dialog box. Alarms should be dealt with in the following manner:

1) License Plate Alarms (No plate read, Plate not found, Low confidence factor, etc.)
   - First press the actions button to display the entry and exit photos taken by the LPR cameras.
   - If the license plates in both pictures match, then the alarm should be accepted. This primarily occurs when there was an incorrect read by the LPR camera.
   - If the license plates do not match, then the alarm needs to be investigated further to determine the correct time of entry so that the fee can be calculated and satisfied.
   - License plate information needs to be corrected if the camera received an incorrect read.

2) Equipment Alarms (Out of order, Out of paper, No communication, Ticket Low, etc.)
   - In the event of an equipment alarm, immediately contact the IT department or the on-duty HUB technician and notify them of the alarm so that they may address it.

3) Payment Fail Alarms
   - Payment Fail alarms occur when a customer’s payment cannot be satisfied for some reason.
   - When a payment fail alarm occurs, accept the alarm and monitor the alarm page for an additional occurrence because occasionally a card may not be read the first time, therefore triggering an alarm.
   - If the Alarm continues to come up for the same lane, call that lane using the intercom system and ask the customer if you can be of any assistance. Notify the shift leader so that they may take the proper actions to make sure the customer is accommodated.
   - If the payment fail alarm occurs from the Pay on Foot Station, notify the IT department or on duty HUB technician.

4) Exit Fail Alarms
   - All exit fail alarms must be handled similarly to Payment Fail alarms due to the fact that they may cause unwanted jams in the exit plaza or remote lot.
   - If exit fail alarms persist and a customer cannot exit, then the LPR must use the intercom system to see what the issue is.
   - Once the problem is identified it can be handled by either contacting the IT Department (hardware issue) or the Shift Leader so that the patron can be accommodated appropriately.

5) Validation Alarms
   - All validations will create an alarm that must be accepted in WebPARCS.
   - Validations must be confirmed with the shift leader.
Tow Tickets

All tow tickets generated by the cashier will be sent to the alarm screen in WebPARCS for approval by the Shift Leader. Once the alarm is generated, press the action button to view the information populated by the cashier in the Tow Ticket Form. If all information is noted correctly and the exception is valid, accept the alarm and make note of the exception in the LPR log which will then be turned in at the end of the shift.

Insufficient Fund Authorization Request

An insufficient fund request is generated in the event that a patron has exhausted all acceptable forms of payment and has not been able to satisfy the fee. When this occurs, immediately verify with the shift leader that this is a valid exception and that the cashier has taken all of the appropriate steps outlined in the Insufficient Fund procedure. Once verification has been made the alarm may then be accepted.

Lost Ticket

When a patron has lost their ticket and the shift leader is not available to send an RTP then a manual ticket must be processed. The LPR is responsible for verifying the date and time of entrance claimed by the patron. To do this, press the plate activity tab underneath the heading “LPI” at the top of the WebPARCS Home Screen. Once the dialog box appears, enter in the tag number and approximate date of entrance given by the patron. If the patron’s claim is valid, a picture of their license plate along with the date of entrance will be displayed. At this point you may then verify the time to the cashier who can then proceed to issue a manual ticket. If the license plate is not found, further inquisition into the correct time of entrance must be made until it can be verified.

Processing and Monitoring Exceptions

During the regular course of a shift the LPR is responsible for processing and monitoring exceptions. Exceptions are primarily generated upon a vehicle’s entrance to the parking facilities and result from an incorrect read of the vehicle’s license plate by the LPR cameras. Exceptions can be found by clicking the exceptions tab found under the “LPI” heading at the top of the WebPARCS home page. The most frequent exceptions generated are labeled No Read, Low Confidence Factor, and Already in Lot.

To correct an exception:

- Click the actions key to view the photo taken of the license plate upon entry.
Once the picture of the plate appears, match the characters with those already populated in the dialog box.

- If the plate is correct then the exception may be accepted.
- If the characters vary then the correct license plate number must be keyed in as well as the correct state selected from the drop down menu.
- Once the corrections have been made then the “Accept” button may be pressed.

*It is critical to the efficient operations of the parking facilities that all exceptions be handled in a time sensitive manner. Be sure to notify the shift leader in any event that you are unable to satisfy your responsibility of monitoring exceptions so that they may temporarily relieve you of this duty until you are able.

Any exceptions that do not have an attached photo of the license plate must be reported to the IT Department or HUB technician for resolution. In addition, any exceptions that appear to be fraudulent in nature (Swapped Media, Already in Lot, etc.) must be noted and reported to the parking manager for further investigation.

V–Ticket Lookup

Occasionally a cashier will be presented with a V–Ticket that cannot be processed. In this event, they will call the LPR for verification of entry so that the ticket may be processed manually and the fee satisfied. Once the cashier gives you the time and date of entrance along with the last four digits of their credit card number you may then do a V-Ticket Lookup. To do this, first press the “Reports” tab at the top of the WebPARCS home page and then V-Tickets Outstanding on the left of the window. A dialog box will appear at which point you may then enter the time frame that the customer has claimed as entrance. Press Run Report. A report will be generated that will show all V-Tickets generated during that time frame which can then be cross-referenced with the last four digits of the credit card number for confirmation. Once confirmed, notify the cashier of the correct date and time so that they may process the ticket. The shift leader should send down an RTP. If the shift leader is unavailable then the cashier may do a manual ticket. Keep all records and notify the shift leader when he/she returns.

Shift Break

In the event of a shift break for any reason, the LPR must log out of WebPARCS by pressing the logout button at the top right of the Home Page. This is to ensure that no one makes any changes in WebPARCS without your authorization. The shift leader
must also be notified of your break to ensure that they are actively monitoring alarms and exceptions during your absence so no hold ups or traffic jams occur. Upon returning from your break, sign back into WebPARCS and continue with your responsibilities.

**Switching Shifts**

It is the employee’s responsibility to find another employee who is agreeable to a change of shift. The individual requesting the shift change will complete the Off Day or Swap Schedule form. The individual who has agreed to the shift change will sign the Off Day or Swap Schedule form. The Request Form will be forwarded to the Parking Manager. The Parking Manager will evaluate the request and approve or disapprove the request and make required schedule adjustments. All requests must be made at least 5 days prior to day of leave. You must confirm that your request has been approved before your request change occurs.
SHIFT LEADER: PRIMARY OPERATING PROCEDURES

Shift Leaders serve as direct support for both the cashiers and the LPRs. They are responsible for handling all of the duties of the LPR when the LPR is not able, as well as performing multiple functions to assist the cashiers.

LPR Support

Shift Leaders are expected to work as a backup to the LPR technician in answering alarms and correcting exceptions. Both responsibilities ensure that the parking facilities are operating efficiently and without backups and jams. All alarms and exceptions are described in the LPR: Primary Operating Procedure section of this manual and may be referenced to whenever needed.

Changing the exit Plaza signs

- Click on the “V” icon at the bottom of the screen at the shift leader desk.
- When dialogue box comes up click on the display drop down box.
- Click on the booth or express lane you are changing.
- Highlight what is already on that lanes sign
- Click the remove button.
- Click the add button and wait for the dialogue box to come up. This could take a few seconds.
- Choose either “cash/credit”, “credit only”, or “closed”.
- Double click on the desired option.
- You must click “Publish to Display” (sometimes an overwrite message box will pop up and you click “yes”)
- Check the sign to verify that you were successful in changing it.
- After completion click on the minimize button to place the “V” icon back at the bottom of the screen.

Cashier Closeout

It is the shift leader’s job to complete all cashier shift closeouts at the end of a cashier shift. This task must be completed correctly and in accordance with this procedure to ensure no fraudulent activity or conflict.
When completing a cashier closeout:

- First, call the cashier you are closing out and ask them to get all of their paperwork in order and then ask the next cashier to work in that booth to verify their start money.
- After the next cashier and shift leader have verified the start money, change the overhead sign to “closed”
- Walk to the booth with the cashier.
- Witness the cashier pressing “Close Shift” on the fee computer screen and then “Yes” when asked if you want to continue.
- The cash drawer will open at which point the cashier must place all cash in the drawer into the cash pouch that contained their start cash at the beginning of the shift.
- All tickets must be removed from the ticket bin and placed in the cashier envelope along with all receipts and other forms or papers completed during the shift.
- Shift leader then witnesses the next cashier signing on and putting cash in the drawer.
- Shift leader then changes the sign to “cash/credit” when back inside with the “closed out” cashier.
- Once inside the cashier must count out $100 to be placed in a new fill cash bag for the next cashier. (amount must be in the form of 50 $1 bills and 10 $5 bills).
- Shift leader must verify this count before sealing the bag.
- The shift leader and cashier must then both count the remaining cash from the shift so that both are satisfied that they agree to the drop amount.
- The shift leader must then deposit the cash into the Compu-Safe and collect the two long form receipts that print as well as the one short receipt.
- Staple one long receipt along with the short receipt to the cashier report and place into the cashier envelope after you have written the amount deposited in the space provided. Also, write deposited amount on the outside of the envelope in the appropriate place.
- Verify all exception transactions and initial in the appropriate place.
- Give the remaining long receipt to the cashier for their personal records.
- If the cashier booth you are closing out does not have a replacement for the following shift, the shift leader places the fee computer on nightshift mode. When the shift leader and cashier come back inside
the shift leader changes the nightshift booth’s sign to “credit only”. Then continues closing out the cashier.

- If a cashier starting a new shift goes into a booth that was not previously occupied, then the shift leader must change the overhead sign in that lane from “credit only” to “credit/cash” once the cashier has signed into the fee computer and is ready for customers.

Once this process has been completed for all the cashiers, take all of the cashier envelopes to the parking office for processing.

### Giving Change

If a cashier calls requesting change, or it is deemed based on a random cash audit that the cashier has too many large bills, the following procedure must be followed:

- Proceed to the cashier’s booth with the correct change and instruct the cashier to press the “Withdraw/Fill” button on the fee computer screen.
- Once the drawer opens, have the cashier remove any large bills that they need changed and count them out in front of you.
- Once the amount is confirmed then the shift leader should take the large bills and give the cashier smaller bills in the same amount.
- The smaller bills should be counted to verify the amounts are matching and then placed into the cash drawer.
- The shift leader should then take all large bills and deposit them into the Compu-Safe, then give the cashier his/her receipt for their records.
- All deposit receipts and final deposit report should be stapled to the cashier report and placed in the envelope.

### Accepting Validations

A validation is a way for the cashier to discount certain individuals exiting the parking facilities on official business. All validations issued by cashiers are to first be approved by the Shift Leader. When a cashier calls in to the shift leader desk to have a validation approved, the shift leader needs to ask how much the fee is and what company or business the validation is for in order to determine which validation to use. The fee should typically not be for more than two or three hours, but potentially could be a full day in the case of an elevator repair. Under no circumstance should there be an overnight stay involved. The parking manager should be called immediately if this is attempted. Once all information is gathered the shift leader should tell the cashier which validation to use depending on the situation.
The validations available for use are:

<table>
<thead>
<tr>
<th>Validation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keys Locked</td>
<td>A company assisting a customer who has locked their keys in the car. Ex. Pop a Lock</td>
</tr>
<tr>
<td>Veh Assist</td>
<td>A company assisting a customer whose car has died for whatever reason. Ex. AAA</td>
</tr>
<tr>
<td>Meter Read</td>
<td>Utility company coming through the deck to read a meter. Ex. Alabama Power</td>
</tr>
<tr>
<td>Tow - Repo</td>
<td>A tow truck in possession of a repossessed vehicle</td>
</tr>
<tr>
<td>Tow - Disab</td>
<td>A tow truck in possession of a disabled vehicle</td>
</tr>
<tr>
<td>COB Inspec</td>
<td>City of Birmingham Inspector</td>
</tr>
<tr>
<td>Elev Repair</td>
<td>Elevator Repair company Ex. Shindler</td>
</tr>
<tr>
<td>BAA Employ</td>
<td>Employee of the Birmingham Airport Authority</td>
</tr>
<tr>
<td>Police</td>
<td>City of Birmingham Police Officer</td>
</tr>
<tr>
<td>No OS space</td>
<td>No parking space in the oversized area of the deck requiring the vehicle to exit to economy lot</td>
</tr>
<tr>
<td>Lawn Maint</td>
<td>Landscaping management service contracted by the airport</td>
</tr>
<tr>
<td>Double chrg</td>
<td>Validation doubles the amount of a fee in the event of a vehicle or trailer occupying two spaces</td>
</tr>
</tbody>
</table>

**Remote Transaction Processing (RTP)**

Remote Transaction Processing or RTP can be used to send a fee electronically to a cashier booth or express lane to prevent the cashier from having to process a manual ticket. This should be done at an express lane whenever possible in order to
prevent moving a patron to another lane for processing. This functionality is used in events where a date and time of entrance had to be looked up and there was no valid ticket present. Examples include lost tickets, damaged or unreadable tickets, and V-Tickets.

1. To begin, the shift leader writes down the tag number for the vehicle in question.
2. The first option is to click on tools, then remote transaction processing (RTP) in WebPARCS.
3. Select a station from the drop down box and “process method” will automatically come up as “current vehicle”. If the system finds a match, the entry picture will display along with the exit picture and a “process” button will appear. If they match click the process button and then confirm with the cashier or the express lane patron that he/she can see the fee amount.
4. If there is “no match found” through the current lane option and you know the ticket number, then you can click the drop down box and choose “ticket lookup”. Enter the ticket number and if both LPR pictures match you can hit the “process” button. Finally, confirm with the cashier or patron in express lane if they can see the fee amount.
5. If both previous methods fail, then a search needs to be done through LPR “plate lookup”. Once the tag number is found, write down the ticket number, date, time, and park house where the entry was made. You can first try the ticket lookup when you find out the ticket number and then press “process” when the button appears. Confirm with cashier or patron if he/she can see the fee amount.
6. To enter an RTP with a certain dollar amount, click on the drop down box and choose “specify amount for flat fee ticket”. Then enter the flat fee amount. Finally, put the reasons in the comment box and click the process button. Then confirm with the cashier or patron at an express lane that the fee is being displayed.
7. To enter an RTP with a date and time click on “specify entry information” and select the correct park house (commuter cards, daily, hourly, or remote lot). This ensures the correct rate will be calculated. Next, enter the date xx/xx/xxxx and time. Please be aware it is military time (4 means 4 a.m. and 16 means 4 p.m.). Place comments in the comment section and click the process button. Then confirm with the cashier or patron that they can see the fee displayed.
8. For a V-Ticket lookup go to tools, click media search, type in the last four digits of the credit card number in the media/ticket number box,
and then click the search button. If it is clear which V-Ticket is found, write down the ticket number then follow the “ticket lookup” steps for RTP. If the last four digits are on several entries, ask the cashier or patron to give the first six digits of the card to confirm. If this also fails or cannot be found, then follow the LPR “plate lookup” steps.

AIRPORT POLICE ASSISTANCE

Robbery Response

• Cashiers will not attempt to resist the robber, but will cooperate fully with demands that may be made.
• Pressing <FILL/WITHDRAW> opens the cash drawer.
• Cashiers should make an attempt to memorize details about the robber, which will be helpful in apprehending or identifying the assailant.
• The Airport Police are trained to respond, with the Cashier’s safety valued more than the arrest of the robber or the recovery of money.
• When the robber leaves the booth, the Cashier Supervisor will immediately phone the Airport Police Dispatcher (emergency 599-0517) to provide the descriptions of the automobile and driver as well as the direction of travel from the Airport.

Other Airport Police Assistance

• The cashier will call the Parking Manager prior to calling the Airport Police.
• When a Cashier calls and states that there is an unruly person at the booth, the supervisor will call airport dispatch who will notify the Airport Police to proceed directly to the booth and provide whatever assistance is needed.
• When a customer who has lost their ticket, and has no drivers’ license, the supervisor will obtain whatever identifications is available and call the Airport Dispatcher who notify the Airport Police. An officer will be dispatched to the booth to provide assistance and to run a registration check on the vehicle to determine ownership.
• When a Parking Supervisor deems it necessary to relocate an illegally parked vehicle in a parking lot at the owner’s expense, they will call Airport Operations.

Identifying Suspicious Activity
Any unusual incidents that are observed, especially those that may breach Airport or company security, are to be immediately reported to a supervisor.

Recognizing Suspicious Activity

All employees should take notice of:
- Persons walking in the parking facilities.
- Persons monitoring cashier plazas.
- Persons who appear to be waiting for a lull in activity.
- Persons driving vehicles in the lot.
- Persons with a damaged door/key lock.
- Persons with no keys in the ignition.
- Persons who are seemingly unfamiliar with the operation of the vehicle.

ACCIDENT AND INCIDENT PROCEDURES

All employees will immediately inform the Airport Operations Department followed by a written report within twenty-four (24) hours, of any report, discovery, or investigation of any theft, fraud, fire, or significant damage to the Airport or private property. The written report shall include a description of the theft, fraud or damage, the amount of theft, fraud or damage as best can be determined and if the action has taken or intends to take place. In the case of theft, fraud or deliberate damage by a Parking Management Company staff member, the report shall include the name and job title of the staff that committed the theft, fraud or damage, and action taken.

Supervisory staff will utilize the following call down list to immediately notify (before moving vehicles from accident site) Airport Operations of any accidents involving Authority vehicles. After notifying either the Assistant Manager or Manager, contact Airport Operations (205-599-0519). Request a police officer to make a report. You may also request fire or EMT support via this number, if necessary.

Airport Operations will notify appropriate Airport staff (Ground Transportation, Vehicle Maintenance, and Facilities) after notification of an accident or incident involving an airport-owned vehicle.

CUSTOMERS NEEDING VEHICLE ASSISTANCE

Airport Operations provides the following assistance to all customers:
1. Vehicle jump starts
2. Air for the tire (We do not change tires)
3. Vehicle location

- If there is a customer on the lot that needs assistance with their vehicle, staff should notify Airport Operations immediately.
- If the customer needs one of the above services, they will be instructed to wait by their vehicle with the hood up until someone comes by to assist them.
- If a customer has locked the keys in their vehicle or needs assistance beyond what we can provide, we will offer transportation to the parking office, pay phone area, or return them to the terminal in order that the customer may contact the appropriate assistance.

TICKET POLICIES

Ticket Storage

Unused tickets are ordered and stored by the Airport. BHM IT Department is responsible for adding tickets to the ticket dispensers as needed. The potential parking management company is also responsible for tracking tickets and maintaining a perpetual inventory log.

Ticket Retention Policy

Used tickets are required to be retained for no less than three (3) years after the expiration of the transaction, unless otherwise instructed by the Airport.

Collected tickets are stored in the following manner:

- Tickets are separated daily according to shift. The journal tape and tickets are bundled together with the date, booth #, and name of cashier recorded on the cashier envelope.
- IT collects tickets from all express lanes or unmanned mode booths after which they are sorted and stored by the Office Staff.
- The parking office staff stores and destroys tickets and receipts on a given schedule.
Administrative Logs

The Birmingham Airport Authority may request at any time that a potential Parking Management Company maintains and keeps current several administrative control logs used to record information essential to ensuring the quality and integrity of the parking operations.

Shortage Log

A log is kept by month listing each cashier that has worked. An entry is made for each shift worked listing cash short by amount or recording that no variance occurred. The log is updated daily when shift audits are performed. Cashiers are required to make up shortages and are subject to disciplinary action.

NOTE: Shortages are the difference between the actual amount collected and amount of revenue that should have been collected.

ISF Check Register

All ISF checks go directly to BAA for handling and collection.

Manager Logs

A log is kept by day and by shift to record all pertinent information pertaining to the day’s operations. Log entries may include; equipment problems, traffic issues, disciplinary or attendance issues, customer comments/complaints, flight delays, security issues and miscellaneous other.

Check Requests

Payments for amounts charged or invoiced to the location are processed and made from the Birmingham Airport Authority. “Check Request” forms are prepared at the location, listing vendor information, amounts, location and account numbers and invoice number, and approved with Manager’s signature. Check request forms, with original invoices attached are sent to the BAA Office for approval and processing of payment.
Storage of Supplies

Office supplies are stored inside the Parking Administration Building in a locked storage cabinet. Maintenance and cleaning supplies are stored in a locked storage room in the Parking Administration Building. Access to supplies is limited to authorized staff only and all supply re-orders are subject to approval from the Manager.

Parking Control Equipment Failure

All Parking Management Company supervisors and management staff are to be trained on the proper procedures for handling customer transactions “manually” in the event of a power failure or serious malfunction of parking control equipment. Emphasis is placed on customer service and revenue integrity.

If the entrance ticket spitters to a facility become inoperable, supervisors will raise the barrier gates and tickets will be issued manually in sequential order with handwritten dates and times recorded on them. License Plates will also be recorded as well as type of vehicle entering the facilities.

If the fee computers become inoperable at the exit plaza of a facility, supervisors will raise the barrier gates and cashiers/supervisors will calculate tickets manually, recording the exit time and amount collected on each ticket. Revenues collected will be added to receipts as an under-ring adjustment. Exit lane counters will be used to verify manual ticket counts are precise, and every manual ticket collected will be audited to verify calculations are accurate.

If the credit card terminal becomes inoperable, cashiers will process fees either through the Telecheck machine or the handheld credit card processor.

ADMINISTRATIVE REPORTS

Parking Management Company prepares several administrative reports utilized for the reporting of revenues and statistical information related to parking operations at the Airport. Reports are compiled at the location by shift, by day, by week and by month. Daily reports are given to the Parking Manager. Daily information is updated continuously to generate monthly and year-to-date revenue and ticket summaries.
Daily Cashier Report

An individual “Daily Cashier Report” is printed from the fee computer at the end of each shift. The report summarizes all activity in a given lane during a cashier’s shift. The report is used by the cashier to help complete the Cashier Shift Report and by supervisory and office staff to audit the cashier.

Exception Transactions

The on-duty supervisor is required to print an “Exception Transaction Report” each day. The report lists, by transaction sequence and number, all manual entry, void-incomplete, and exception transactions. Every transaction listed on the report is audited separately and verified for legitimacy.

Financial, Auditing and Accounting Procedures

Parking Management Company provides comprehensive auditing and detailed reporting covering all aspects of the parking operation. Responsibilities for compliance with financial, auditing and accounting procedures are divided between local management, regional management, and corporate staff.

Cashier Audits

BAA supervisory and office staff audit every cashier shift every single day to ensure detailed accuracy and accountability of every transaction. The bookkeeper or supervisor verifies all information reported on each Cashier Shift Report as follows:

• Inspects report to ensure all required information is complete
• Physically counts all tickets
• Compares shift totals with the Cashier and reports
• Inspects all manual entry and exception tickets for valid signature and compares totals reported by PARCS
• Reviews all adjustments
• Checks all manually processed credit card slips
• Compares exit lane counts with transaction totals
EMERGENCY PHONE NUMBERS

A list of emergency phone numbers is posted in each cashier booth and in the Parking Administration Office. Numbers include Airport Police, Operations office, Manager and Assistant Manager’s cell phone numbers.

Important Telephone Numbers

- BAA Airport (Main) 599-0533
- Emergency – Fire, Policy, Medical 911
- Airport Police (Non-Emergency-Ops) 599-0519
  Operations 599-0519
- Badging Office 599-0815
- Airport Lost & Found 599-0500
- Airport Parking Manager 599-0710
- Assistant Manager 599-0716
- Administrative Assistant 599-0717
- Parking Deck – Front Office 599-0800
- Economy Lot 595-1056

EMERGENCY AND SAFETY PROCEDURES

BAA is committed to protecting staff, customers and their property against any potential threat or hazard. Safety is a cooperative undertaking requiring participation from every staff.

Fire

BAA supervisory and Parking Management Company staff are trained to respond as follows whenever fire or smoke is detected:

- Dial 599-0519 for Airport Operations.
- If needed, evacuate all staff and customers from the area.
- Notify the Manager on duty. Manager on duty will then notify the Airport.
- Block all entrance lanes into the facility with cones or barriers. Post staff at the entrance as emergency vehicles must be able to gain access when they arrive.
• Open the exit lanes, if necessary, to allow for the easiest evacuation possible.
• Use a fire extinguisher if practical, but never put yourself or others in danger.
• Have someone meet the emergency vehicles to provide necessary information.

Fire Extinguishers

The parking facilities are equipped with fire extinguishers. Every fire extinguisher is checked annually by an Authorized agent and charged as needed.

Vehicle Leaking Gas or Oil

Parking Management Company staff should respond as follows whenever a vehicle leaking gas or oil is detected:

1. Block off area with cones or barriers to prevent others from parking nearby.
2. Put down compound if available to soak up the gas and prevent customers from slipping.
3. Prevent anyone from smoking in the area.
4. Notify the Manager on duty. Manager on duty will notify the Airport

Receipt of Bomb Threat

Parking Management Company staff will report any bomb threat received at the location or the identification of any suspicious packages to the appropriate Airport staff. The Airport’s emergency number is 599-0519.

Cash Security

All Parking Management Company staff are to be trained to comply with company policies and procedures related to the security of cash receipts. Strict security measures, including minimizing the amount of cash exposure through proper change and deposit procedures and use of drop safes, can reduce the chances of a robbery occurring.
OTHER OPERATING PROCEDURES

Responding to Customer Comments and Complaints

Parking Management Company responds immediately to any and all customer complaints and notifies the Airport within twenty-four (24) hours regarding the nature of the complaint and action taken. Copies of written responses are provided to the Airport. Records are maintained by Parking Management Company at the location in a database and shall be made available to the Airport upon request.

Parking Fee Adjustments/Refunds

On occasion a customer will request a refund and/or fee adjustment. Parking Management Company staff will review each request to determine its accuracy. Once the request is confirmed, Parking Management Company will forward the request to the Airport for approval. After the Airport has approved the refund, the refund will be handled in the appropriate manner.

Abandoned Vehicles

Parking Management Company provides a listing of vehicles suspected of being abandoned to the Airport. Listing may include vehicles appearing on the License Plate Inventory for four (4) weeks or longer, vehicles with no plates or expired plates, and vehicles that appear disabled.

The Airport provides necessary information to Parking Management Company and official notification is sent to the owner. If the owner does not respond within 10 days, the vehicle is towed (pending approval from the Airport) to an area designated by the Airport. The airport police are to be notified before a vehicle is relocated. The Airport Police will respond and check the license plate and VIN to check for stolen or wanted. After the police complete their checks they will enter the vehicle information into the VCIN/NCIC. Once the police give the clearance the vehicle will be relocated.
BAA Help Matrix to Guide Requests for Assistance

BAA worked together to develop the below help matrix for managers and supervisors on duty. Concerns are split into three categories: LEVEL ONE Top Priority/Immediate Assistance, LEVEL TWO Priority Requesting Assistance within 12-24 hours, and LEVEL THREE for Non-Emergency or Scheduled Maintenance requests.

<table>
<thead>
<tr>
<th>Level I - Top Priority - Assistance ASAP</th>
<th>OPs</th>
<th>IT</th>
<th>email</th>
<th>Maint.</th>
</tr>
</thead>
<tbody>
<tr>
<td>REPORT BY PHONE AT TIME OF OCCURANCE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Accident or Other Safety/Security</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gate Keeper Application - Not Responding</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Card Processing - Systemwide alarms</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power Outage</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone Problems - All Circuits Out</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic sign displays (Exit Lanes) All</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building/Structural Issues – MAJOR</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>CNG Station Repairs/Alarm Notifications</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNG Bus Fuel Leaks (Dispatch to call AMF Manager)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level II - Priority - 12-24 hr. Response (Report by Phone or E-Mail During Normal Business Hours)</th>
<th>OPs</th>
<th>IT</th>
<th>email</th>
<th>Maint.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daktronics Signage (Space Available) All</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Breakdowns</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Relocations</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LPI Issues</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARCS Reports</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level III - Non-Emergency/Scheduled Maint. (Report by Phone or E-Mail During Normal Business Hours)</th>
<th>OPs</th>
<th>IT</th>
<th>email</th>
<th>Maint.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Problem- Single Line</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Maintenance</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Grounds Issues (Weeds, Shrubs, Obstructions)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Building/Structural Issues – MINOR</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Venus 1500 Display Manager (ENTRY Lane)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PARKING MANAGEMENT SERVICES
REQUEST FOR PROPOSALS

EXHIBIT C:
BAA CONTRACTORS SAFETY AND SECURITY PROGRAM
Contractor Safety and Security Program

Updated: December 2015
NOTE: To All BHM Tenants, Contractors, Suppliers And Vendors:
Under NO circumstances shall any work commence on Airport property without first notifying the Birmingham Airport Authority (BAA) Airport Operations Office at least (48) hours prior to arriving on site to begin work. All work must be coordinated with the BAA and the associated tenant (where applicable) prior to beginning any work. Contractors who fail to notify the BAA prior to working on Airport property may incur fines of up to $500.00.

INTRODUCTION
PURPOSE
To provide contractors with a clear and concise understanding of the safety requirements and responsibilities while working at the Birmingham-Shuttlesworth International Airport as well as to reduce exposures that cause personal injury, property damage, and liability losses due to construction, renovation and demolition of Birmingham Airport Authority (BAA) owned buildings and facilities.

OBJECTIVES
The major objectives of the Contractor Safety Program are to:

- Inform contractors of their responsibilities when working on BAA property.
- Protect employees, tenants, passengers, property, and the environment from potential hazards.
- Comply with all federal and local safety and environmental regulations.

CONTRACTOR RESPONSIBILITIES
- Contractors are expected to implement their own environmental health and safety programs.
- If contracted by a tenant of the Birmingham Airport Authority, the Contractor shall ensure that the BAA Tenant Alteration Form has been completed and approved.
- Prior to starting a project, each contractor is required to review the work site with a BAA representative and identify hazards that may occur while performing the job.
- The Contractor shall maintain on-site and make accessible an approved copy of the BAA Tenant Alteration Form for the duration of the project.
- Prior to the start of the project, the contractor shall contact their BAA Project Manager to ensure that all pertinent information for the project including permits, floor plans, utility information and forms has been approved.
- The contractor shall ensure proper environmental health and safety precautions are followed in accordance with the Occupational Safety and Health Administrations (OSHA) and the Environmental Protection Agency’s (EPA) Code of Federal Regulations (CFR).
- The contractor shall ensure individuals working at the site are trained and are aware of potential hazards. Contractors shall also ensure that these individuals are provided with proper safety equipment to prevent accidental injury in accordance with OSHA's CFR.
- The contractor shall ensure all personnel follow the guidelines of OSHA, EPA, and all BAA policies, in addition to any guidelines of the jurisdiction(s) in which the operations will be performed.
• The Contractor is required to attend a Pre-Construction meeting as arranged by the BAA Project Manager.

• The Contractor shall ensure that any changes to the approved scope of work is submitted in writing to the BAA Project Manager and that written approval is received before the work is performed.

• The Contractor shall ensure that any additional charges, beyond those defined either through contract or agreed upon proposal, are approved in writing by the BAA Project Manager. Failure to obtain pre-approval for additional charges may result in non-payment.

INSPECTION AUTHORITY

Birmingham Airport Authority Staff reserves the right to inspect any worksite at anytime to ensure compliance with all rules and regulations as set forth in this document. Failure to adhere to any of the rules and regulations in this document could result in the stoppage of the project until the violations are corrected. Any violations resulting in fines from any agency will be directed to the General Contractor.

INSURANCE REQUIREMENTS

Prior to start of work and for the duration of the project the Contractor and any subcontractors shall maintain the minimum insurance coverage as required by the Birmingham Airport Authority. Minimum Insurance requirements will determined by the project scope. The Authority shall be notified two (2) weeks prior to cancellation of insurance. The Authority cannot protect the structure against fire, vandalism, theft, or hazards, which may affect the salvage value and makes no warranty in this regard. The BAA retains the right to increase coverage requirements based on project specifications, duration, and potential loss.

SECURITY REQUIREMENTS

In accordance with Birmingham Airport Authority policies and Transportation Security Administration (TSA) regulations (49 CFR 1542) all Airport workers (employees, tenants, contractors, etc.) must obtain and display an identification badge when working on airport property. The Birmingham-Shuttlesworth International Airport is a controlled access facility. NO PERSON may be within a defined Restricted Area or the Airport Operations Area (AOA) without proper Security Identification Display Area (SIDA) badge. Identification media is issued through the BAA Badging Office.

Personnel intrusions or incidents may result in detention of personnel, fines per violation, or arrest of the person(s) under applicable local, state or federal statutes. Any incidents which cause the BAA to be in violation of federal security regulations may subject the BAA to fines from the TSA. Any fines levied against the BAA due to the actions of a contractor will be passed along to the contractor.

PERSONNEL ID REQUIREMENTS

All persons working on the AOA or in the Restricted Areas of the Airport are required to have an airport issued SIDA badge displayed at all times above waist level on their outermost garment of clothing. The badge is the property of the BAA and must be surrendered to the badge holder’s employer or Airport Operations Department within 24 hours of termination of employment or completion of contract.
GENERAL CONTRACTOR REQUIREMENTS

- Ensuring that all persons within the construction area possess the proper Airport issued ID badge.
- Ensuring a minimum of one person on the job site that has undergone AOA Security training and has been issued an Airport Security SIDA badge with escort privileges.

SIDA BADGE

- Badge applicants must complete a Criminal History Records Check (CHRC) / Badge Request Form. The Form must be signed by an approved and authorized sponsor.
- Two (2) forms of acceptable identification must accompany the completed CHRC / Badge Request Form. A listing of acceptable forms of identification is available at the BAA Badging Office.
- The SIDA badge fee is $60 per badge and must be paid at the time of service and is non-refundable.
- Each badge applicant will be fingerprinted and subjected to a Security Threat Assessment (STA) by the Transportation Security Clearinghouse (TSC).
- The STA and CHRC may take up to two (2) weeks to complete.
- Upon approval of the STA and CHRC, each applicant must successfully complete SIDA training held in the BAA Badging Office. The SIDA training will take approximately 1 to 2 hours to complete.

NO ACCESS ID CARD

- No Access ID Badge applicants must complete a No Access ID Card Request Form. The Form must be signed by an approved and authorized sponsor.
- Two (2) forms of acceptable identification must accompany the completed No Access ID Card Request Form. A listing of acceptable forms of identification is available at the BAA Badging Office.
- The No Access ID badge fee is $25 per badge and must be paid at the time of service and is non-refundable.
- Each No Access ID badge applicant will be subjected to a Security Threat Assessment (STA) by the Transportation Security Clearinghouse (TSC).
- The STA may take up to two (2) weeks to complete.
- Upon approval of the STA, each applicant must successfully complete No Access ID Card training held in the BAA Badging Office. The No Access ID Card training will take approximately (30) minutes to complete.

Failure to ensure proper ID on all employees while on the AOA or in Restricted Areas of the Airport could result in fines of up to $10,000.

Birmingham Airport Authority Operations Staff will conduct routine patrols of the construction site to ensure compliance with the personnel ID regulations. Any violations resulting in fines from any agency will be directed to the General Contractor.

VEHICLE ID REQUIREMENTS

Absolutely no private vehicles are allowed in the Secured Areas or in the AOA construction areas. Commercially registered company vehicles only are allowed in the AOA construction areas and must meet the following conditions:
• A company logo affixed to the side of the vehicle. Logos should be visible with characters of contrasting color and easy to read.
• The vehicle must be listed on the insured vehicle listing and covered by the insurance limits as required by the contract.
• All persons within the vehicle must comply with the Personnel ID requirements.
• All vehicles must either be lighted with a flashing amber beacon or flagged during daylight hours and lighted during hours of darkness or reduced visibility in accordance with AC 150/5210-5.
• Flags should be 3 foot square and have a checkered pattern of International Orange and White square at least 1 foot on each side.
• Vehicle lighting should be an amber-flashing beacon visible from any direction including the air. Vehicle lighting should be low-intensity with a minimum effective intensity range in the horizontal range of 40 candelas but not more than 400 candelas.
• All persons operating equipment or driving a vehicle inside an AOA construction area must undergo BAA Airfield driver training. Airfield driver training must be scheduled through the BAA Operations Department.
• Unescorted driving privileges outside of the construction areas will be granted to only those persons possessing an Airport Security ID badge and having successfully completed the BAA driver-training program.
• The BAA driver-training program is an interactive training program that utilizes a touch screen monitor and video segments that require the user to correctly answer a series of questions before moving onto the next segment.
• Drivers must remain clear of the Movement Areas of the AOA at all times.
• Penalties for non-compliance with BAA and FAA driver requirements:
  Non-Movement Area Violations:
  1st Offense – The violator will receive a written warning and must re-visit the BAA driver training program.
  2nd Offense – The violator’s driving privileges will be suspended for 30 days along with the completion of the BAA driver training program.
  3rd Offense – The violator’s driving privileges will be permanently revoked.
  Movement Area Violations:
  1st Offense – The violator’s driving privileges will be permanently revoked along with a possible fine of up to $10,000.

WORK AREA SECURITY (PUBLIC PROTECTION)
All contractors are responsible for the security of their tools, equipment, storage, etc. The Authority provides no protection for loss.

CONTRACTOR RESPONSIBILITY
• Each contractor and/or Subcontractor is responsible for open gates and doors, fallen fences, etc. Work area and AOA security must be maintained.
• The Contractor is responsible for limiting access through the “contractors” gates to only those individuals displaying the proper airport issued ID badge and have an official need to be there.
• The person responsible for the security of any open AOA doors or gates must possess an Airport issued Security ID badge.
• All construction work areas outside the airport security fencing should provide protection to the public in the form of work area fencing. This fencing should be a minimum of 6 feet high supported as required to provide adequate public protection. All fencing shall be installed as directed by the BAA Engineer.

**TERMINAL DELIVERIES**

The roadways, both upper and lower levels, at the curb of the terminal building are restricted. No vehicle may be left unattended at these locations for any purpose unless prior approval is gained from the Airport Security Coordinator.

When a contractor has a need to take delivery of materials, supplies, etc at the airport, the following procedures should be followed:

• Contact the Airport Operations supervisor at 205-599-0518 at least 48 hours prior to the delivery to make arrangements
• Deliveries should be made to the ramp via field gate #44 at the end of Airline Drive.
• BAA Operations will meet delivery vehicle and escort same to a pre-determined delivery point
• Contractor must have a badged representative meet the delivery at the delivery point and assume the SIDA escort of the delivery personnel
• Once delivery has been completed, contractor should contact BAA Operations at 205-599-0519 to request an escort for the delivery vehicle to exit the field
• All vehicles and persons entering the Secured Area are subject to search.
• No firearms, weapons or other prohibited items are allowed in the Secured Area. Violators are subject to fines.

Deliveries will only be allowed on the curb in front of the Terminal if the item delivered is too large to fit on the service elevator. In that case:

• Contractor must contact the Airport Operations supervisor at 205-599-0518 at least 48 hours prior to the delivery to make arrangements
• Delivery must be made at night after all flight activity has ceased. Typically between the hours of midnight and 4:30 am
• Contractor must arrange for an attendant to remain with the delivery vehicle for the duration of the time it is located on the curb.
• Vehicle may remain on the curb only for the duration of the unloading process. Once the unloading is completed, the vehicle must leave the curb area
• All vehicles approaching the curb are subject to search.

**AIR OPERATIONS AREA - AOA**

The Air Operations Area (AOA) for this context is defined as the area of the Airport used or intended to be used for the taxiing, landing, taking off, or surface maneuvering of aircraft and any contiguous area within the perimeter fence of the Airport. Construction activities within the AOA require extra ordinary precautions and must be accomplished in accordance with the most current version of AC 150/5370 Operational Safety on Airports During Construction. All work within the AOA must be coordinated with the BAA Operations Department.
LIMITATIONS ON CONSTRUCTION

• Open flames are prohibited unless adequate fire and safety precautions have been taken. Contractor shall comply with NFPA regulations.

• Stockpiling of materials shall be constrained in a manner to prevent movement resulting from jet blast or wind conditions in excess of 10 knots.

• Contractor’s storage and staging area: The contractor shall store all materials and equipment (when not in use) in the designated areas. Material will be stored on blocking clear of contact with the ground.

• Open trenches, excavations and stockpiled material at the construction site shall be prominently marked with barricades marked with diagonal orange and white stripes with flashing red light units (acceptable and approved by the FAA and BAA) during hours of darkness and or restricted visibility.

• The Contractor shall not use any access or haul roads other than those approved by the Airport. Special attention should be paid to ensure that all Emergency Response vehicles have the right of way and that access is not impeded at any time.

• The contractor shall be responsible for the removal and/or disposal of hazardous waste generated from the project. Hazardous waste generated from the project must be removed and disposed of in accordance with federal and local regulations.

• All contractors performing inspections, construction, and repairs at the Birmingham-Shuttlesworth International Airport are to comply with the requirements of this manual. Failure to adhere to these requirements may result in an immediate shutdown of the work site and a breach of contract with the Birmingham Airport Authority.

ESCORT REQUIREMENTS

Vehicles not authorized to operate on the movement areas of the AOA must be escorted. The coordination of escorts is accomplished through the BAA Project Manager and Airport Operations Department. The following restrictions shall apply to Vehicle escorts:

• No vehicles will be escorted onto the movement areas during times of peak aircraft traffic.

• No more than 2 vehicles shall be escorted at one time unless there is an escort vehicle in lead and in trail with the convoy.

Unauthorized entry or crossing of active taxiways or runways could result in fines to the Contractor of up to $10,000.

DRESS CODE

An employee’s uniform and/or company identifying clothing aid in the identification of outside Contractors enhance Airport security and promote the professional image of the Airport.

The Contractor shall ensure that:

• All Employees’ shirt/blouse/vest/jacket/coverall shall have their employer’s company identifying logo or company name on the garment.

• Clothing shall be neat and clean at the start of each shift and worn in the normal manner.

• Shirts will normally be buttoned and shirttails tucked in.

• Pants will be worn at the waist.

• Clothing must not have statements, pictures, or language that is racial, obscene, or promotes negative connotations.
Footwear must be appropriate for the task being performed.

**BARRICADING AND FENCING**

The contractor is responsible for maintaining a safe and accessible path-of-travel for all pedestrians, including those with disabilities, around and/or through construction sites. Barricades act as warning devices, alerting others of the hazards created by construction activities, and should be used to control traffic, both vehicular and pedestrian, safely through or around the work site. Barricades and signage shall be used wherever necessary for the physical protection of people or property.

The contractor shall:

- Erect and maintain for the duration of the Contract proper barricades including fencing material, traffic cones, A-frames, caution tape and temporary curb ramps complying with all access codes and regulations at all closed crosswalks and existing closed curb ramps.
- Obtain all applicable permits required by the regulations.
- Furnish, erect, and maintain all necessary signs, barricades, lighting, fencing, bridging, and flaggers that conform to the requirements set forth by the BAA Project Manager.
- Ensure that no construction materials be stored and/or placed on the path-of-travel.
- Maintain the construction barriers in a sound, neat, and clean condition.
- Not occupy public sidewalks except where pedestrian protection is provided.
- The Contractor shall not obstruct free and convenient approach to any fire hydrant, alarm box, or utility box.
- Remove barriers and enclosures upon completion of the work in accordance with applicable regulatory requirements and to the satisfaction of the owner.
- Provide protection for pedestrians consistent with all local and federal codes, including the Americans with Disabilities Act.

**CONFINED SPACE ENTRY**

It is the responsibility of the contractor performing confined space entry activities at the Birmingham-Shuttlesworth International Airport to protect workers from toxic, explosive, or asphyxiating atmospheres, and from engulfment when working in and around confined spaces. Types of confined space entries include, but are not limited to: Manholes, HVAC systems, crawlspaces, pits, and tanks.

The contractor shall:

- Identify permit-required confined spaces.
- Evaluate each confined space for potential hazards.

Control potential hazards with the following measures:

- Mechanical - Use proper lockout/tag-out procedures when needed to prevent hazards within the confined space.
- Ventilation - If exposed to harmful vapors or an oxygen deficient atmosphere exists; a ventilation fan shall be used for the duration of the job.
- To prevent an explosion, do not use equipment that may cause flame or sparks in an oxygen-enriched atmosphere.
• Personal protective equipment (goggles, gloves, dust mask, respirator) shall be worn when a potential hazard exists.
• Coordinate entry operations with the BAA Project Manager when employees are working in or near the area.
• Inform the BAA Project Manager of entry procedures that will be followed and of any hazards identified or created.
• Provide documentation of their company’s entry procedures to the BAA Project Manager and the BAA Operations Department before work begins.

In the event of an emergency requiring entry rescue services, the attendant shall immediately CALL 911. In the event of an emergency that requires non-entry rescue services the attendant shall immediately call the BAA Operations Center at (205) 599-0519.

**INDOOR ENVIRONMENTAL QUALITY**

It is the contractor’s responsibility to minimize the impact construction-related activities have on indoor environmental quality at the Birmingham-Shuttlesworth International Airport.

Prior to performing construction-related activities including repair projects, contractors shall eliminate or minimize any potential contaminant/physical agent exposures by implementing the following procedures:

• Maintain good housekeeping habits to contain dust and construction debris. Use a dust collector or filtered vacuum to minimize re-circulation of contaminants.
• Implement engineering controls; such as dilution or local exhaust ventilation and isolation of mechanical systems.
• Install critical barriers made of polyethylene sheeting on doors, windows, vents, etc. in order to isolate the specific work area.
• To minimize dust, use wet methods when appropriate.
• Use the least toxic material suitable for the application (for example, latex paint rather than oil-based)
• Communicate with BAA Project Manager to implement effective strategies (for example, working off hours) to minimize occupant exposure.
• Relocate sources of contamination (for example, a generator or tar kettle) away from the building air intake.

**LOCKOUT/ TAGOUT**

It is the contractor’s responsibility when performing lockout/tag-out activities at the Birmingham-Shuttlesworth International Airport to ensure all persons potentially affected by de-energizing or re-energizing of building systems are properly protected and notified. Hazardous energy must be isolated or locked and tagged out before servicing and/or maintenance activities are performed. The following types of hazardous energies are typically found at the Birmingham-Shuttlesworth International Airport:

• Electrical
• Pneumatic
• Mechanical
• Thermal
• Hydraulic
• Chemical

The contractor is responsible for the following:

• Having a lockout/tag-out program prior to performing work.
• Communicating their lockout/tag-out program with the BAA Maintenance Department.
• Coordinating with BAA representatives prior to performing lockout/tagout activities.
• Providing their own lockout/tag-out equipment that meet OSHA standards.
• Performing lockout/tag-out activities in accordance with OSHA standards and the BAA Lock-Out / Tag-Out program.
• Following special procedures for jobs requiring multiple lockout devices and those involving shift or personnel changes.

FALL PROTECTION

Contractors working at elevated locations must provide their employees with fall protection. Potential activities requiring fall protection may include working on:

• Portable and fixed ladders
• Aerial lifts
• Scaffolds
• Roofs
• Elevated work locations and platforms

Contractors have the responsibility to:

• Reduce the hazards associated with falls.
• Control fall hazards first through engineering controls.
• Institute personal fall arrest systems, administrative controls and training when engineering controls are not feasible.
• Have a formal fall protection program in accordance with OSHA requirements.
• Have the necessary fall protection equipment to safely perform the job.
• Have workers properly trained in the use of fall protection equipment.

HOT WORK PERMIT

It is the contractor’s responsibility to obtain a hot work permit when performing hot work activities at the Birmingham-Shuttlesworth International Airport. The hot work permit is designed to reduce the potential of an uncontrolled ignition of materials in a hot work area.

Hot work is any activity that creates heat, flame, sparks, or smoke. Examples of hot work include but are not limited to:

• Brazing
• Cutting
• Grinding
• Soldering
• Gas or Arc welding
• Torch-applied roofing
Hot work permits are not required during the construction of new facilities or renovations of unoccupied existing facilities.

The contractor is responsible for the following:

- Understanding and complying with the BAA hot work permit program.
- Having trained employees and approved fire prevention equipment on site prior to performing work.
- Obtaining a hot work permit from the BAA Director of Facilities prior to the commencement of any hot work activity. To obtain a hot work permit contact the BAA Director of Facilities at (205) 599-0545 at least 24 hours before beginning any hot work activities.
- Acquiring a hot work permit prior to performing hot work within: Occupied existing facilities, 35 feet of a building, combustible materials or potential hazard such as a fuel storage tank, and confined spaces regardless of location.
- Coordinating with the BAA Project Manager and the BAA Operations Department the temporary shutdown of localized fire systems to prevent possible fire alarm activation and disruption of normal business operations.
- Posting the hot work permit at the job site in an accessible and conspicuous location.
- Submitting the hot work permit to the BAA Project Manager or Director of Facilities at the completion of the activity.
- Conducting their hot work activities in a sound fire safe manner and following the precautions outlined on the hot work permit.
- Assuring that a firewatcher remains on the job for 60 minutes after the completion of the hot work activity.

**SCAFFOLDING / LADDERS**

Before undertaking any projects of repair, renovation or construction, that may require the use of scaffolding or ladders, contractors shall:

- Understand and comply with the BAA Contractor Safety Program.
- Ensure all employees have received training in compliance with federal and local regulations.
- Contact the BAA Project Manager with questions regarding scaffolding or ladder safety and required precautions.

The contractor shall ensure that scaffolding be:

- Erected and dismantled by competent workers, under the supervision of knowledgeable and experienced supervisors.
- Erected on sound and rigid footing, capable of carrying the maximum intended load without settling or displacement.
- Securely fastened with all braces, pins, screw jacks, base plates and other fittings installed as required by the manufacturer.
- Limited to authorized personnel only, especially after working hours.
- Equipped with standard guardrails and toe boards on all open sides and ends of platforms.
• Provided with a screen between the toe board and the guardrail, where persons are required to work or pass under the scaffold.
• Replaced or repaired immediately if scaffolding and accessories have any defective parts.
• Provided with an access ladder or equivalent safe access.

The contractor shall ensure that the planking be:
• Scaffold grade or equivalent.
• Overlapped a minimum of 12 inches or secured from movement.
• Extended over their end supports not less than 6 inches or more than 12 inches.

The contractor shall ensure:
• Barricades are erected whenever scaffolding or ladders are in use to prevent public access and for public protection.

PERSONAL PROTECTIVE EQUIPMENT

Contractors shall provide their employees with personal protective equipment including:

• Protective equipment for eyes, face, head, and extremities, protective clothing, respiratory devices, and protective shields and barriers, shall be used wherever it is necessary by reason of hazards of processes or environment, chemical hazards, radiological hazards, or mechanical irritants encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact.
• Provide training to each employee who is required to use PPE.

HAZARD COMMUNICATION

The Contractor shall:
• Maintain and have accessible copies of Material Safety Data Sheets (MSDSs) for hazardous chemicals brought onto BAA property.
• Before use, forward MSDSs of hazardous materials to the BAA Project Manager for review.
• Maintain an effective hazard communication program.
• Use and store all hazardous or flammable chemicals, liquids, or gases brought onto the project site in approved containers conforming to applicable federal and local codes.
• Secure permits, if applicable, for the temporary storage of hazardous materials on the project site.
• Ensure that spills of hazardous materials are contained and cleaned-up immediately and that all necessary means and materials are maintained at the work site to accomplish this task.
• Notify the BAA Operations Department at (205) 599-0519 and the Project Manager immediately of a hazardous material spill.
• In the event the contractor encounters a hazardous material on the project site (i.e., asbestos, lead, PCBs), which has not been rendered harmless, the contractor shall report the condition to the Project Manager.
RED TAG PERMIT FOR FIRE SUPPRESSION SYSTEMS

Projects of repair, renovation or construction often require the disabling or alteration of automatic sprinkler and other fire safety systems. The Red Tag Permit Program is a system approved by the BAA and designed as a method of managing life safety (i.e. sprinkler system) impairments in BAA owned buildings in the event the systems must be temporarily taken out of service for repairs or replacement.

Before undertaking any projects of repair, renovation or construction, that may require the disabling or alteration of a sprinkler system in a BAA owned building, contractors shall:

- Plan to utilize temporary protection (i.e. fire extinguishers or charged lines).
- Schedule any work that involves the disabling or alteration of sprinkler systems to be done during non-peak times.
- Restrict all Hot Work in the affected area.
- To obtain a Red Tag Permit contact the BAA Director of Facilities at 205-599-0545.
- Fill out the approved Red Tag Permit, following all instructions, and forward a copy to the BAA Project Manager, Director of Facilities and Operations Center.
- Place a FIRE PROTECTION OUT OF SERVICE tag on the isolated system.
- Promptly restore fire protection equipment to automatic service following completion of work.
- Conduct any tests to ensure the system has been fully recharged.
- Lock the system back open.
- Reset any notification systems (i.e. alarm systems).
- Complete the Red Tag and immediately notify the Project Manager and the Operations Center of the project completion.

HAND AND POWER TOOL SAFETY

Each Contractor shall be responsible for the safe working condition of tools and equipment used by its Employees, which may include but is not limited to hand-held and other portable power tools and equipment.

Prior to performing activities related to repair, renovation, or construction projects, contractors shall eliminate or minimize any potential unsafe tools or equipment by implementing the following procedures:

- Each employer shall be responsible for the safe condition of tools and equipment used by its employees.
- Tools shall be inspected at regular intervals and shall be repaired in accordance with the manufacturers’ specification.
- Power tools shall be maintained in accordance with the manufacturers’ specifications.
- Appropriate personal protective equipment should be worn due to hazards that may be encountered while using portable power tools and hand tools.
- Tools should only be used for their intended purposes.
- All employees should receive instruction on regulations and the safe use of each power tool.
Owner’s manuals including manufacturers’ specifications and suggested work practices should be kept on-file and made available upon request to all employees required to use the equipment.

**ELECTRICAL SAFETY**

Construction activities frequently impact electrical systems as part of the planned work activity. Such activities include, but are not limited to:

- Installation of electrical systems, components, machinery, and equipment
- Alterations of electrical systems, components, machinery, and equipment
- Maintenance of existing systems and equipment
- Demolition of existing systems
- Temporary planned outages
- Tests and diagnostics

Prior to performing activities related to repair, renovation, or construction projects potentially impacting electrical system components and energized or non-energized machinery, equipment, parts, or systems, contractors shall:

- Identify any potential sources of electrical energy likely to cause death, injury, or serious physical harm.
- Notify the BAA Project Manager of impact activities prior to the start of work.
- Coordinate planned outages with the BAA Project Manager.
- Ensure all employees performing impact activities have received sufficient training in compliance with federal and local regulations.
- Ensure all employees are provided adequate personal protective equipment as required by regulations.
- Ensure all work is performed in accordance with the guidelines of federal and local regulations and the BAA Lock-Out / Tag-Out Program.
- Ensure all affected employees, contractors, and tenants are notified through the BAA Project Manager prior to impacting building electrical systems.

**POWERED INDUSTRIAL LIFT TRUCKS**

Powered Industrial Lift Trucks include but are not limited to: fork trucks, tractors, platform lift trucks, motorized hand trucks, and other specialized industrial trucks powered by electric motors or internal combustion engines.

Prior to allowing employees access to job sites where industrial lift trucks are used, contractors shall ensure:

- Vehicles are inspected daily.
- Employees obey all safe operating procedures.
- Any power-operated industrial truck not in safe operating condition shall be removed from service.
- All repairs shall be made by authorized personnel.
• No person shall be allowed to stand or pass under the elevated portion of any truck, whether loaded or empty.
• Unauthorized personnel shall not be permitted to ride on powered industrial trucks.
• Operators will sound the horn and use extreme caution when meeting pedestrians, making turns, and traveling through doors.
• When loading trailers, dock plates will be used. Operators will assure dock plates are in good condition and will store on edge when not in use.
• Operators are instructed to report all accidents, regardless of fault and severity.
• All employees are trained in the operation and handling in accordance with federal and local regulations.

HAZARDOUS WASTE

To inform contractors of their responsibilities under) When handling, storing, transporting, and disposing of hazardous wastes generated at the Birmingham-Shuttlesworth International Airport it is the responsibility of the contractor to perform these activities in accordance with the Birmingham Airport Authority’s Hazardous Waste Management Program (HWMP).

With the enactment in 1976 of the Resource Conservation and Recovery Act (RCRA), the transportation, handling, storage and disposal of hazardous wastes became regulated under federal, state and local laws. The Environmental Protection Agency (EPA) and the local jurisdictions have developed regulations for compliance with RCRA. Responsibility for compliance with hazardous waste regulations begins with the person generating the waste material and follows through to disposal.

RCRA defines a hazardous waste as a solid waste that because of its quantity, concentration, physical, chemical, or infectious characteristics may cause or significantly contribute to an increase in serious, irreversible, or incapacitating reversible illnesses or pose a substantial, present or potential hazard to human health, safety, or welfare to the environment when improperly treated, stored, transported, used, disposed of or otherwise managed. Examples of hazardous wastes associated with the construction industry include, but are not limited to: adhesives, cements, lubricants, spill residues, used oil, cleaning supplies, solvents, paints, paint thinners, and empty cylinders.

Prior to performing activities related to repair, renovation, or construction projects potentially impacting or generating hazardous waste, contractors shall:
• Identify any potential hazardous wastes associated with the planned work activity.
• Implement their own Hazardous Waste Program.
• Implement their own employee-training program for the specific materials identified in compliance with local and federal regulations.
• Contact the BAA Project Manager regarding the transportation, handling, storage, and disposal of all solid and hazardous wastes potentially generated as part of the proposed work activities.
• Ensure no wastes are abandoned in place.
• Notify the BAA Project Manager prior to the transportation, handling, storage and disposal of all solid and hazardous wastes potentially generated as part of the proposed work activities.
• Comply with all local and federal regulations and the BAA HWMP.
Forward copies of all transportation, handling, storage, and disposal records including but not limited to Hazardous Waste Manifests, DOT Permits, and Disposal or Recycling certificates to the BAA Project Manager.

**SPILL PREVENTION CONTROL and COUNTERMEASURE (SPCC)**

Management of all fuel or oil in containers 55 gallons or greater in size shall by conducted in accordance with the Spill Prevention Control and Countermeasure (SPCC) requirements of Code of Federal Regulations, Title 40, Part 112 (40 CFR 112).

Some general requirements are as follows:

- All containers shall be in good condition without significant rusting, pitting, or other evidence of deterioration or damage.
- Berms and/or other barriers shall be used to protect stored fuel and oil containers from damage due to construction activities.
- Adequate secondary containment shall be provided for all containers.
- Containers of fuel and oil shall be located on level and stable ground and not in close proximity to storm sewer drains or inlets.
- Area lighting shall be sufficient to discover discharges occurring during the hours of darkness and to prevent discharges from occurring through acts of vandalism.
- All containers shall be properly labeled with Contents, NFPA Hazmat Diamond signs, and “No Smoking” signs.
- All tanks shall be double walled and at least 110% secondary containment of the primary tank.
- Tank openings shall be securely capped and/or locked when not in use.
- Motor control of fuel dispensing shall be locked in the off position, except when fueling is being conducted and will be inaccessible to unauthorized personnel.
- A spill kit with sufficient sorbent, booms, and other clean up material shall be located in close proximity to each fuel tank or drum. The spill kit shall be sized to prevent all potential discharges related to the fuel tank or fuel loading activities from reaching storm inlets.
- Regular bi-weekly inspections shall be conducted to inspect containers of fuel and oil that are 55 gallons or greater in size for signs of damage, deterioration, and oil discharges. Deficiencies shall be promptly remedied.

**EROSION AND SEDIMENT CONTROL**

Each contractor shall be responsible for minimizing erosion and sediment transport on all excavation type projects to ensure compliance with the City of Birmingham’s rules as well as the permit requirements administered by the Alabama Department of Environmental Management (ADEM). Prior to any excavation project on any BAA owned properties with a planned disturbance of greater than 1 acre or sites that are less than 1 acre, but have the potential to have an adverse impact on downstream water quality contractors shall ensure:

- An Erosion and Control Best Management Practices (BMP) plan is submitted to the BAA Project Manager.
- All necessary local state and federal permits are obtained and maintained
• Conduct an initial on-site walkthrough inspection of site BMPs with the BAA Project Manager to ensure that all BMPs are installed in accordance with the approved Erosion and Sediment Control BMP plan.

• Conduct site inspections after each significant rainfall event or a minimum of once per week.

• Document failures / deficiencies in BMPs on site and communicate those deficiencies to the BAA Project Manager.

**USE OF FIRE HYDRANTS**

Unless directed otherwise by authorized BAA personnel, fire hydrants are ONLY to be used for fire services and shall not be used for construction activities including, but not limited to, watering of sod, filling of barricades, water blasting, drilling core borings, etc.

In order to use a hydrant for construction activities, the Contractor must obtain a meter and permit from the Birmingham Water Works Board (BWWB). Contractor shall contact the BWWB for requirements and additional instructions for obtaining this permit.

In addition to any deposits or fees required by the BWWB, the Contractor shall pay a deposit in the amount of $1200.00 (twelve hundred dollars) to the Birmingham Airport Authority. This deposit will be returned (less any unresolved charges or fees incurred by the BAA) upon payment of all associated water bills and receipt of satisfactory release by the BWWB.

**ACCOUNTABILITY**

Contractors will be responsible for complying with the above guidelines and for communicating the information to their employees and subcontractors. This includes the implementation of policies and procedures. All work shall be performed in accordance with all applicable laws and regulations.
It is the policy of the Birmingham Airport Authority that DBEs, as defined in 49 CFR Parts 23 and 26, will have maximum opportunity to participate in the performance of all BAA projects and the Respondent will take all necessary and reasonable steps to ensure that DBEs have the maximum opportunity to compete for and perform subcontracts.

In all cases, those who wish to do business, the Owner should demonstrate sensitivity to the plight of our certified DBEs and be willing to assist the DBEs to overcome barriers to competition. The Contractor agrees to ensure that DBEs and other small businesses, as defined in 49 CFR Parts 23 and 26, have the maximum opportunity to participate in the performance of contracts and subcontracts financed in whole or in part with or without federal funds. This includes the maximum opportunity to compete and perform under any contract associated with this Agreement. The Contractor shall not discriminate on the basis of race, color, national origin, or sex, in the award and performance of contracts. The Contractor shall carry out applicable requirements or 49 CFR Parts 23 and 26 and especially 49 CFR Part 26.13 (b), which is set forth in the following:

- **49 CFR PART 26 – SECTION 26.13 (b). Contractor’s Assurance**

The Contractor, sub recipient or sub-consultant, shall not discriminate on the basis of race, color, national origin, or sex, in the performance of 49 CFR Part 26 in the award and administration of DOT – Assisted contracts.

Failure by the Contractor to carry out these requirements is a material breach of this AGREEMENT entitling Owner to terminate this AGREEMENT or exercise any such other remedy, as the Owner deems appropriate.

Respondents are encouraged to refer to the BAA’s DBE Program and Policy which can be obtained by contacting Diane Gillam, Property and Senior DBE Manager, via email (dgillam@flybirmingham.com). Respondents should refer to the directory of DBE companies certified by the Alabama Unified Certification Program (ALUCP). To ensure the eligibility of DBEs proposed to participate on the contract, all DBEs must be certified by the ALUCP. Certification applications may be found on the BAA’s website at [www.flybirminghamdbe.com](http://www.flybirminghamdbe.com) under the DBE Certification Module link or at the BAA’s office. DBEs must be certified with the ALUCP at the time SOQs are received. Any firm having questions regarding its eligibility as a DBE should contact the Property and Senior DBE Manager regarding certification requirements at (205) 595-0522.

**DBE TERMINOLOGY**
Each contract that the BAA executes with the Respondent and each Subcontract the Respondent executes with a Sub-Consultant, must include the following clause:

“The consultant or Sub-Consultant will not discriminate on the basis of race, creed, color, national origin, or sex in the performance of this contract or subsequent subcontracts. Failure of the consultant or Sub-Consultant to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the BAA deems appropriate.”

DBE GOALS

DBE Goals are established for each specific prime contract with subcontracting opportunities. The Goal attached to this project is **25%**. Only DBEs certified with the ALUCP will count toward the Contract Goal. In accordance with the BAA’s policy, “A recipient may count expenditures of materials and supplies obtained from a DBE Manufacturer at 100% of the cost of the materials or supplies toward DBE Goal.” In accordance with the BAA’s policy, “A recipient or Consultant may count toward its DBE Goal 60% of its expenditures for materials and supplies required under a Contract and obtained from a DBE regular dealer.”

In the event that the Respondent for this solicitation qualifies as an eligible DBE, the Contract Goal will be deemed to have been met, if the Respondent performs at least the prescribed DBE Contract Goal percentage of the Work with its own forces. The Respondent will be required to submit information concerning those DBEs that will participate in this Contract at the time the SOQ is submitted to the BAA. The information will include the names and addresses of each DBE, description of the work to be performed by each named DBE firm. If the Respondent fails to achieve the Goal stated herein, the Respondent will be required to provide documentation demonstrating that the Respondent made “Good Faith Efforts” in attempting to do so.

RESPONDENT EFFORTS TO MEET DBE GOALS

1. In all contracts, the successful Respondent will satisfy to the BAA that it has made “Good Faith Efforts” to utilize DBEs in meeting the established DBE Goal. “Good Faith Efforts” are those efforts that could reasonably be expected to result in DBE Goal attainment by a Respondent who aggressively and actively seeks to obtain DBE participation. Efforts that are merely “Pro Forma” are not “Good Faith Efforts” to meet DBE Goals. Efforts to attain DBE participation are not “Good Faith Efforts” to meet the Goals even if they are sincerely motivated, if, given all reasonable circumstances, the efforts could not reasonably be expected to produce a level of DBE participation sufficient to meet such Goals. In determining whether or not the apparent successful Respondent has made such “Good Faith Efforts” to meet the Goal, some of the factors the BAA will consider are the following:

   a. Whether the Respondent attended any pre submittal meetings that were scheduled by the BAA to inform DBEs of contracting and subcontracting opportunities;
   
   b. Whether the Respondent advertised in general circulation, trade association, and minority-focus media concerning the subcontracting opportunities at least ten calendar days prior to SOQ submission;
   
   c. Whether the Respondent provided written notice by certified mail to a reasonable number of specific DBEs that their interest in the Contract was being solicited at least ten calendar days prior to SOQ submission;
d. Whether the Respondent followed up initial solicitations of interest by contacting DBEs to determine with certainty whether the DBEs were interested;

e. Whether the Respondent selected portions of the work to be performed by DBEs in order to increase the likelihood of meeting the DBE Goals “Good Faith Efforts” and, in the case of federally-funded projects, the DBE Goals (including, where appropriate, breaking down contracts into economically feasible units to facilitate DBE participation);

f. Whether the Respondent provided interested DBEs with adequate information about the requirements of the Contract;

g. Whether the Respondent negotiated in good faith with interested DBEs, not rejecting DBEs as unqualified without sound reasons based on a thorough investigation of their capabilities;

h. Whether the Respondent made efforts to assist interested DBEs in obtaining bonding, lines of credit, or insurance required by the BAA or Consultant;

i. Whether the Respondent effectively used the services of available minority community organizations; minority contractors’ groups; local, state and federal minority business assistance offices; and other organizations that provide assistance in the recruitment and placement of DBEs;

j. Whether the Scope of Work submitted by the Respondent to any DBE contractor, DBE subcontractor, DBE sub-subcontractor, DBE supplier, DBE sub-supplier or DBE sub-sub-supplier, and so on, either directly or in-directly, was intended to achieve, in whole or in part, the specified DBE participation;

k. Whether the replies from DBEs in response to Scopes of Work submitted to them by contractors, either directly or indirectly, were fair and responsive;

l. Whether the Respondent contacted the BAA’s DBE Liaison Officer for assistance in meeting the BAA’s DBE Goals.

2. Respondents who do not meet DBE contract goals may alternately satisfy the good faith efforts requirement by documenting their efforts to do so, and on a finding by the BAA that the Respondent did not meet the good faith effort, are entitled, at their option, to the administrative reconsideration process as outlined in the BAA's DBE policy.

3. Any Respondent who meets the DBE Goals will be deemed to have made the necessary “Good Faith Efforts” without the need for further proof. Failure to meet the Goal may be grounds for refusing to award the Contract, if, upon investigation by the BAA, such investigation shows that the Respondent refused to make a “Good Faith Effort” to meet the Goal, or that the failure was due to discrimination. In that event, the BAA may refuse to award the Contract to that Respondent.

4. The BAA will require Respondents to make a statement in the SOQ on how they plan to provide meaningful work for DBEs. Include the names and contact information of proposed DBEs and scope of work and extent of responsibility in each area. Discuss estimated level of effort and certification status. Failure to provide such information may render the SOQ incomplete. The BAA reserves the right to require such additional and supplemental information solely for the purpose of clarifying the DBE information submitted by the Respondent. The individual responsible for making initial good faith determinations for the BAA will be the DBE Liaison Compliance Officer.