



**Application Requirement : Background Checks**

## Signage in Hotel Parking Lot





# **Application Requirement : 3**

## **Written Traffic Plan**

### **a. Arrival / Receiving Procedure**

- Guests will drive their vehicle into the designated ramping area that is located on the east side of the Hilton Garden Inn on East Silver Springs boulevard. Once the vehicle has come to a complete stop and is placed in park; a valet attendant & greeter will proceed to open and hold the car doors for the driver and any other passengers.
- After the driver and passengers are cleared from the vehicle, the valet attendant will log the driver's information in the SMS Valet system and issue a sms message to the driver in exchange for the key of the vehicle. Once the valet attendant has issued an sms message to the customer they will proceed to attach a tag to the keys and rearview mirror of the vehicle.
- The SMS Valet system is used to track the status of the various customer vehicles, ensuring all customer vehicles are accounted for.
- After the valet attendant enters the ticket into the system he will get into the customer's vehicle and safely proceed onto SE Broadway Street.
- From there the valet will go straight, staying on SE Broadway Street and making a right into the bottom level of Parking Lot 1, the designated parking garage at 504 Southeast Broadway Street.
- After entering the parking garage, the valet will safely park the customer's vehicle in the designated valet parking spots.
- Once the vehicle is parked the valet will leave a hang-tag on the rearview mirror. The number on the hang-tag corresponds with the ticket number on the customer's retrieval sms message.
- Finally, the valet will lock the customer's vehicle and return the keys to the valet podium.

### **b. Return Procedure**

- When the customer is ready for their vehicle to be retrieved the customer will have the option to hand their ticket directly to the valet attendant or they can click the first link in the SMS message they received at the time of arrival, and will have the option to request their cars from wherever, whenever.

- The SMS Valet system then alerts the valet service to retrieve the customer's vehicle. Once alerted, the valet attendant will retrieve the set of keys from within the valet podium. The valet attendant will then run to the designated parking location and look for the matching ticket number on the hang-tags of the parked vehicles. When the valet finds the corresponding ticket number he will then unlock and get into the vehicle.
- The valet then will safely drive out of the designated parking garage, and take a right turn onto East Fort King Street.
- Once the valet reaches the intersection of East Fort King street and Southeast Osceola avenue; the valet will proceed straight until they reach Northeast First avenue.
- The valet will make a right on Northeast 1st Ave until reaching SE Broadway Street. The valet will turn right onto SE Broadway Street and proceed east, taking a left turn into the Hilton Garden Inn.

**c. Procedure (For Stolen or Vandalized Vehicles)**

- 1) Contact police and file a police report of the incident.
- 2) Take pictures and gather as much info as possible at the scene.
- 3) Contact Insurance agency or carrier for further steps to submit for the claim.

**e. Procedure (For Accidents & Incidents)**

- 1) Manager on duty fills out an incident claim form and ensures all personnel do not need emergency assistance (9-1-1).
- 2) Manager on duty takes pictures and gathers as much info as possible at the scene.
- 3) Claim is submitted to the insurance company & the valet service will be in touch with the customer within 24 hours of the incident.

SafeParc is ready to assume all aspects of the parking management and valet services being provided for *Downtown Valet Service*. In part, we will provide the following services and deliverables as part of our agreement.

## Application Requirement : 4

### Parking Area Location

- SafeParc will be parking the vehicles in their designated parking location at the 504 Southeast Broadway Street parking garage.
- SafeParc will sign an agreement with a local parking lot if needed to satisfy the operation.

#### MAP LEGEND:

- GREEN - ARRIVAL ROUTE
- RED - RETRIEVAL ROUTE



## Application Requirement : 5

*SafeParc* will provide necessary labor, supervision, equipment, insurance, and materials needed to operate a premium-level parking operation and valet service for *Hilton Garden Inn* located at 120 E Silver Springs Blvd, Ocala, FL 34470. The proposed minimum valet parking service requirements are as follows:

**Valet Parking Location:** *Hilton Garden Inn* guests may allow our valet attendants to safely park their vehicle in the designated parking garage.

**Hours Of Operation:** 24/7 365 days per year

**Performance Measures:** We will be retrieving a guest's vehicle from a .10 -.25 miles distance from the side of the business. A guest should not wait any more than 3-5 minutes to drop off or pick up their vehicle, depending on traffic measures.

- It is a principle of *SafeParc LLC* corporate policy to provide competitive wages in order to reward performance and assure quality service at your location.

## Standard Operating Procedures

### a. Management & Training

*SafeParc* will ensure complete satisfaction of our services by staffing professionally trained managers and valet attendants who meet the general requirements to be employed under such contract. Our manager on duty will be responsible for making sure the employees are on time, and ensuring the operation flows smoothly and efficiently.

Our rigorous training program, **SafeParc University** extensively keeps our valets up to date with the most effective and safest practices in the industry (re-trained as needed, or every 6 months.)

### b. Uniforms

A professional, well-groomed and sharp appearance is one of the cornerstones of our service and is a strictly enforced standard of *SafeParc*. We will outfit all valets in distinctive black pants or black shorts, yellow/black branded valet golf polo and black shoes. We also provide coats during cold weather. If necessary, we can also customize our uniforms for your location.

### c. Insurance & Workers Compensation

Our proposal includes providing all of the necessary insurance coverage required by the State of Florida including: **General Liability** with limits of no less than \$1,000,000 per incident. **Garage Keepers Legal Liability (Auto)** with limits of no less than \$1,000,000 combined single limit with \$2,000,000 **General**

**Aggregate limit. Workers comprehensive and employers liability insurance**  
of \$1,000,000 per person/occurrence.

**d. Supplies & Equipment**

As part of this proposal, we will provide some of the standard equipment required to ensure a smooth and organized operation. This includes a podium, uniformed attendants, specialized software (ticketless feature) and directional signage. Our

software being utilized allows the customer to receive an sms message from us with a personal link to request their vehicle, notifying the valet to get the vehicle, then we notify the customer once the car is retrieved via text back.

**e. Daily Preparation**

As part of our operation, the assigned attendants, greeters, or management for each shift will arrive and clean/arrange all of the traffic flow control equipment, signs and other equipment required for the smooth and organized flow of the business or event. This will include informational signs alerting patrons of the parking fees, directional signs as necessary to show patrons the proper ingress and egress points for each parking lot, our innovative management software used to keep count of all vehicles and guests information to ensure 100% accuracy with vehicle count.



## **Application Requirement : 6 - COI**

COI IS ATTACHED IN THE EMAIL

## **Application Requirement : 7 & 8**

### **Partnerships & Directors**

- SafeParc LLC was incorporated in 2016 in the state of Ohio as an LLC. Was amended in 2021 to include new partners.
- Corporate Name: Safeparc LLC
- 67% owner of SafeParc LLC: Dilshan Singh
- 23% owner of SafeParc LLC: Jonathan Lee
- 10% owner of SafeParc LLC: Saif Karmi
- Florida Department of State Division of Corporations;  
"Qualification Documents for SAFEPARC LLC were filed on February 19, 2019, and assigned document number M19000002146. Please refer to this number whenever corresponding with the office. Your limited liability company is authorized to transact business in Florida as of the file date."