



100 Altair Way

Draft Transportation Demand Management Plan

August 2020

100 ALTAIR WAY TDM PLAN
The Minkoff Group

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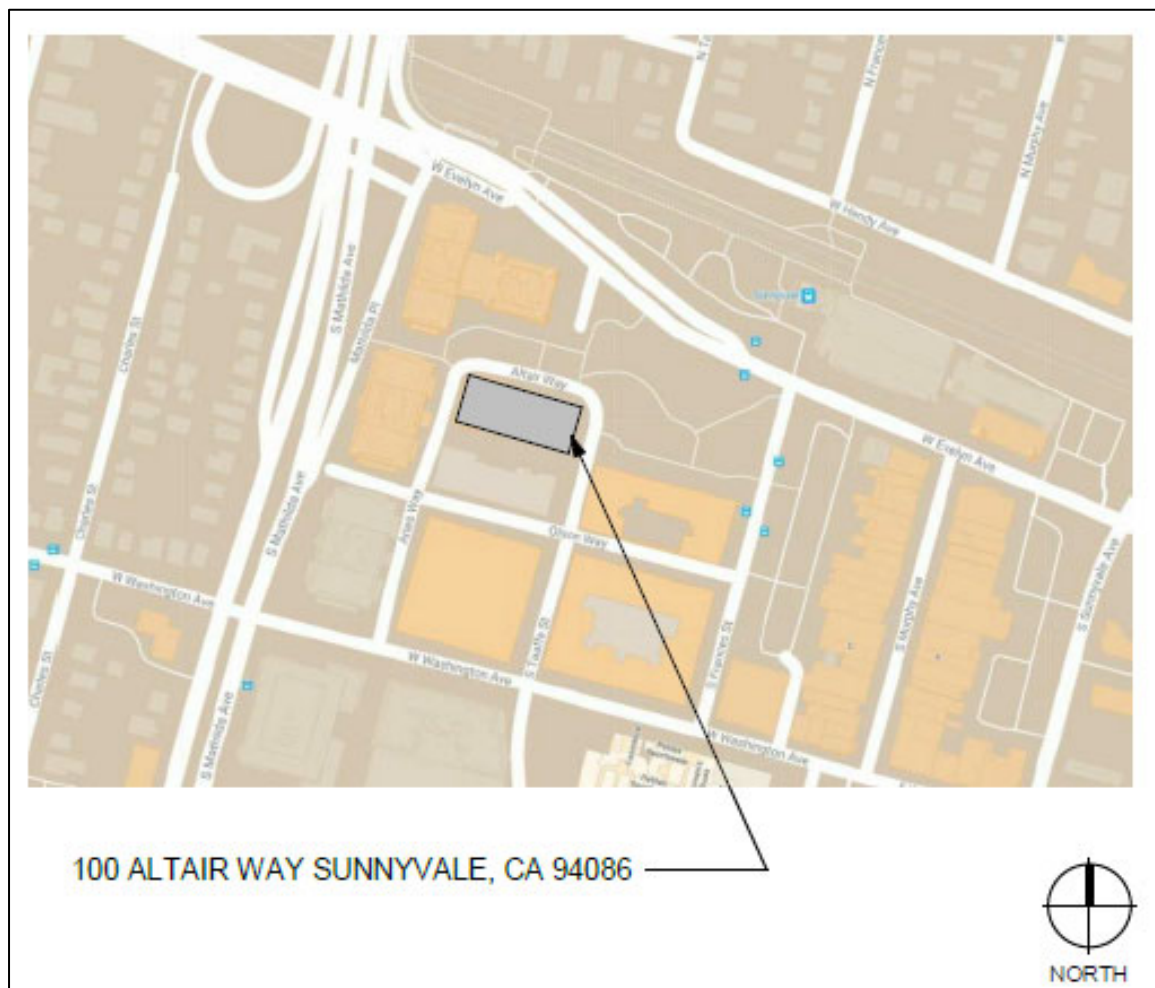
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1 INTRODUCTION

The 100 Altair site is slated for an infill redevelopment of 2 existing buildings, including one mixed-use building and a U.S. Post Office. The project site proposes a 141,333 GSF, 7 story commercial office space. The project site will encompass the 25,370 square foot site and will include below grade parking. It is located on Altair Way, between Aries Way and S Taaffe St., which provide connections to W Washington Ave., S Frances St. The site is surrounded by a mix of commercial, mixed-use, and retail uses, and is in close proximity to the Sunnyvale Caltrain station.

Figure 1 Project Site



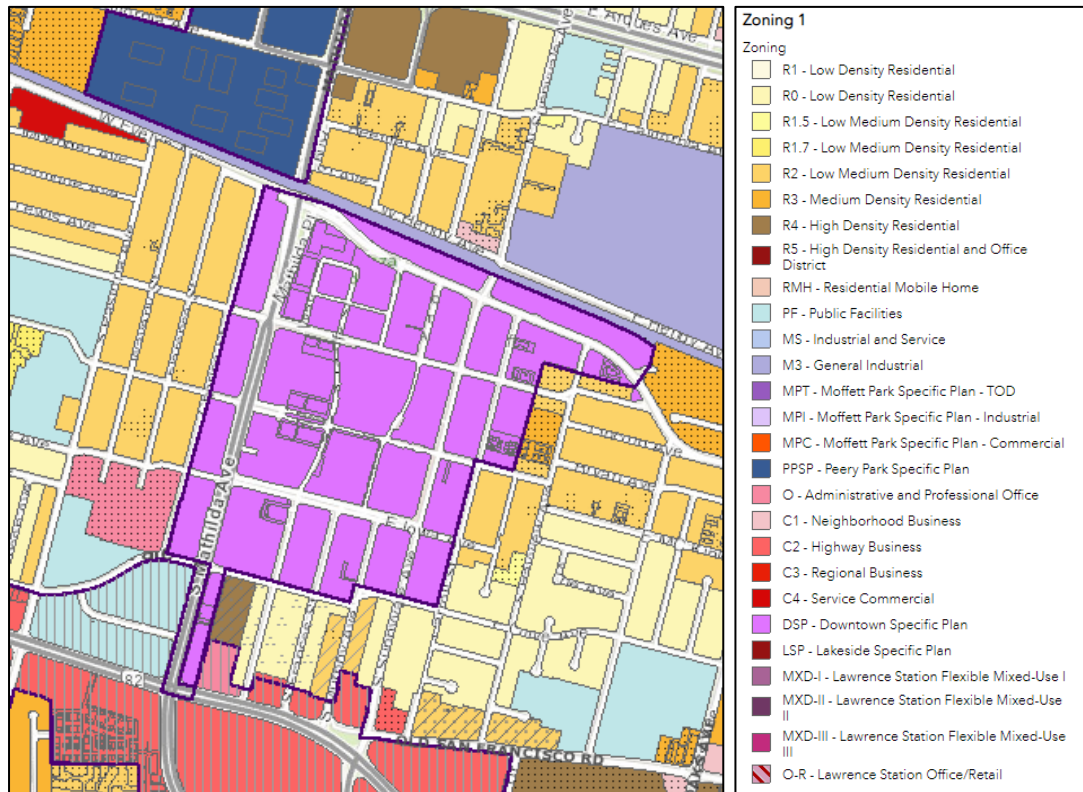
The proposed project includes 7 stories above grade for office use, and 4 below grade for parking, which includes a total of 301 parking spaces, including a mix of accessible, carpool, ECVS, ECVS accessible, compact, standard and valet stalls (further described in Section 2). The project is also proposing to include 96 bicycle parking spaces including both long-term and short-term spaces.

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2 LAND USE & MOBILITY CONDITIONS

2.1 LAND USE

The site is designated as Downtown Specific Plan by the City of Sunnyvale General Plan. The site is surrounded by several other mixed-use, commercial and retail uses, as reflected in a downtown setting. The project site is located approximately 600 ft from the Sunnyvale Caltrain Station.



2.2 EXISTING MOBILITY CONDITIONS

Pedestrian and Bicycle Access

The project site is located along a street that does not provide bicycle lanes; however, the site is close to Class II bike lanes along S Mathilda Ave., and W Evelyn Ave. There are several on-street bicycle racks available for parking. The site is also located approximately 600 ft from the Sunnyvale Caltrain Station, less than 200 ft from restaurants along W Washington Ave., and S Frances St., and less than 1000 ft from S Murphy St.

Transit Services

Caltrain

Located approximately 600 feet from the project site, Caltrain provides commuter rail service to the Sunnyvale Caltrain Station, providing local, limited stop, and baby bullet services between Gilroy and San Francisco.

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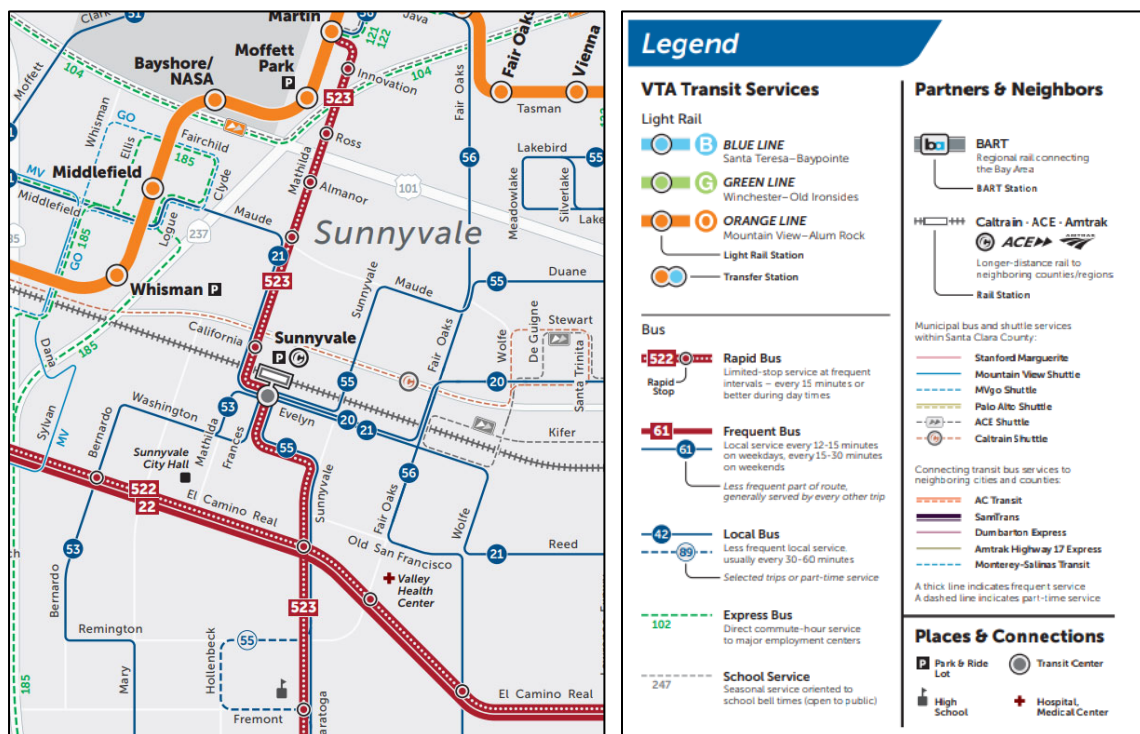
Santa Clara Valley Transportation Authority (VTA)

The project site is also served by VTA bus services that are connected through the Sunnyvale Transit Center/Caltrain Station, including rapid and local bus routes. Rapid Bus Route services include Route 523, which provides northern connections to VTA's light rail service along the Orange Line, and south-eastern connections to Downtown San Jose.

Local bus route connections include:

- Route 20 – providing eastern connections to Mission College
- Route 21 – providing northwestern connections to Mountain View
- Route 53 – providing southwestern connections to connect with Rapid Route in Cupertino
- Route 55 – providing northern connections to VTA Orange and Green Line light rail services, and southern connections to Cupertino

Figure 2 VTA Service Map and Legend



Vehicle Access

Altair Way is located between Aries Way and S Taaffe St., which connect to W Washington Ave., and S Frances St., both providing connections to S Mathilda Ave., and W Evelyn Ave.

Micromobility

The City of Sunnyvale does not currently allow e-scooter companies to operate within the city, however the City does permit the use of personal e-scooters.

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2.3 PROPOSED PROJECT MOBILITY MEASURES

Parking

The project is proposing a total of 301 parking spaces, including both on-site and district parking spaces, and long and short-term bicycle spaces. This is a ratio of 2.13 spaces/1000 square feet.

Nelson/Nygaard's analysis recommended a minimum of 1.5 spaces/1,000 square feet to meet the level of demand projected by the Nelson/Nygaard parking model. A study prepared for the City of Sunnyvale Community Development Department and released on August 11th, 2020, recommended a minimum of 298 spaces (a ratio of 2.11 spaces/1000 square feet) to meet the level of demand projected at the TDM level anticipated in this study. The 301 spaces planned meets both thresholds.

On-Site Parking

The proposed project includes 4 levels of below grade parking, which will include 301 spaces of mixed parking, including 16 dedicated carpool spaces. Figure 3 provides a breakdown of the proposed parking.

Figure 3 Proposed Parking

Type of Parking Space	Number of Parking Spaces
Accessible Spaces	7
ECVS	24
ECVS Accessible Spaces	2
Carpool	16
Compact Stalls	39
Standard Stalls	70
Valet Stalls	143

Carpool Parking

The proposed project includes a dedication of 16 on-site carpool spaces.

Bicycle Parking

The proposed project includes both long-term and short-term bicycle parking:

- Class I long-term parking: 80 stalls
- Class II short-term parking: 16 stalls

3 PROPOSED TDM & PARKING PLAN

To comply with City of Sunnyvale General Plan and Downtown Specific Plan, a TDM plan should be established to reduce the impact of single occupancy vehicle (SOV) automobile trips for new non-residential developments, and to encourage employers to participate in TDM programs. The proposed plan includes physical and programmatic TDM measures and parking strategies. Some of the measures and strategies listed below are already captured in the proposed project. Additional measures have been included to ensure that the project maximizes its opportunity to reduce SOV trips generated by the project.

3.1 TRIP REDUCTION GOAL

As outlined in the Transportation Policy Context and Trip Reduction Research Memo prepared for the project, the City of Sunnyvale typically approves higher intensity office and industrial development projects with a requirement for TDM and specific trip reduction targets. Generally, these targets range from a 15 to 30% reduction in peak hour trips and tend to be based on the size and intensity of the project, surrounding uses, and proximity to transit.

The project will aim to achieve a 30% peak trip reduction in alignment with site development context and mobility conditions.

3.2 PROPOSED TDM MEASURES

Several TDM and parking measures will help the proposed project reduce the number of trips that it generates. Many of the physical elements include end of trip facilities, as well as other trip reduction programs, which are not intended to be part of the site plan materials, but together with site plan strategies, will provide a comprehensive approach in reducing trips.

Community Ridematching Service

Ride-matching services facilitate sharing a ride between people who are traveling to the same destination, typically as a carpool or vanpool. Rides can be arranged informally or formally through a ride-matching service or app. Ridematching differs from ride-hailing (e.g. Uber, Lyft) in that the driver sets the destination.

Preferential Carpool Parking

Preferential carpool parking provides dedicated spaces to those who arrive to the site with more than one person in the vehicle. The designated spaces should be provided in a premium location, in close proximity to an entrance, and should be sheltered.

Incentive Program for Sustainable Transportation

Incentive programs are designed to encourage travelers to use specific transportation modes, commonly targeting sustainable modes of transportation. Incentive programs may include the provision of programs and services, financial incentives and rewards.

Transportation Coordinator

Transportation Coordinators are professionals who work for individual employers, property managers, or Transportation Management Associations, and are responsible for implementing, monitoring and coordinating TDM programs. Transportation coordinators are considered a key

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resource to provide residents, tenants and visitors with the information and tools to use TDM programs and services.

Guaranteed Ride Home

A free ride home in the event of an emergency for commuters who do not drive to work. The free rides are commonly subsidized by a Transportation Management Association (TMA), but may also be provided by individual employers.

Subsidized Transit Passes

Typically organized as a partnership between a transit agency and local employers, property managers, and/or organizations, subsidized transit pass programs provide a free or discounted transit pass to tenants and/or employees.

Provide Showers and Change Rooms

The provision of shower and locker facilities are an added benefit and incentive for bicyclists and pedestrians to use active modes of transportation to access the site.

Secure Bicycle Storage

Secure bicycle storage provides bicyclists with security and convenience to park their bicycles. Bicycle storage options include both short-term and long-term options. Short-term options are intended for a duration less than 2 hours, and typically include bicycle racks, which are installed near building entrances or other key points of interest. Long-term options are best suited for parking durations of more than 2 hours, and may include lockers and racks in a secured, sheltered or enclosed area.

Bicycle Repair Facilities

A fixed bicycle repair station allows bicyclists to fix or maintain their bicycles with communal access to bicycle repair equipment. Bicycle repair stations are commonly located in proximity to other bicycle facilities, such as bicycle racks, lockers, and bike share stations.

Transportation Information Center Board/Screen

Transportation Information Center boards and screens provide tailored transportation information serving residents, tenants and visitors visiting the property. They are provided in physical and web-based formats, including bulletin boards, kiosks, websites and smart phone applications. Transportation Information Centers typically offer information about transit services, including route maps and schedules, and provides details about other TDM programs and services. Recently, transportation information screens have taken the place of boards, projecting real-time information and updates about services.

New employee orientation package

Promotion of mobility options for new tenant employees will help inform them of their travel options for accessing the site and will provide travel planning assistance. The orientation package can include handout materials, and should also be included in initial presentations and meetings with the new employees.

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Promotional Marketing and Events

Provide trip planning support and continuous marketing of available transportation options. Promotional materials may include flyers, posters, brochures, and emails on commute alternatives; and organization of events could include transportation fairs, Bike to Work Day promotions, and general trip planning assistance events.

High-Quality Pedestrian Connections

To provide a safe and comfortable pedestrian experience, high-quality pedestrian connections are provided through a continuous, unobstructed, direct route between two points intended for pedestrian use, which usually include well-lit wide sidewalks, safe street crossings, with supportive wayfinding for pedestrians and protection from elements, such as shade trees along sidewalks. Pedestrian connections include but are not limited to sidewalks, walkways, and stairways.

Transit Accessibility

Locating a project within ¼ mile of high quality transit will help reduce trips, increasing the accessibility for transit riders to walk from the transit station.

3.3 PROPOSED PARKING POLICY & OPERATIONAL STRATEGIES

Limit Parking Supply

By limiting the amount of parking available to building tenants, this will encourage the use of other modes and help reduce the impacts of traffic at and around the project site.

District Parking

Effective management and use of existing parking resources ensures that the project does not oversupply parking. An unnecessary oversupply can be off-set by opening up available district parking to the project to sharing since district facilities experience peak volumes at different times of the day.

Valet Parking

The project will increase its parking efficiency by offering a valet service. The valet service will allow the project to increase the efficiency of the parking supply by fitting more vehicles into smaller more efficient spaces and car stackers.

3.4 TDM EFFECTIVENESS & TRIP MITIGATION

Figure 1Figure 4 provides the list of proposed Transportation Demand Management strategies for the proposed project and outlines the individual and cumulative impacts on vehicle trip generation from the project.

The trip reductions are based on research and methodology from “Quantifying Greenhouse Gas Mitigation Measures” by the California Air Pollution Control Officers Association (CAPCOA). The reduction factors for each strategy overlap and are not additive, and CAPCOA has placed a maximum on the potential impact of a TDM program based the site’s location and type of development. A maximum is applied to individual strategy categories, as well as a comprehensive

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maximum for combinations among several categories. Based on this site's location, the site is designated as Compact Infill, which means that the maximum impact of a TDM program is estimated at 40 percent.

Based on the proposed TDM measures, and the advantages associated with the project site's location and land uses, the project is expected to achieve the goal of a 30 percent reduction, and will max out at 40 percent reduction in the trips generated by the site if the identified measures are all implemented successfully.

Figure 4 Effectiveness of Proposed TDM Measures

TDM Category	TDM Measure	CAPCOA Range of Effectiveness	CAPCOA Reference	Effectiveness Estimate
Commute Trip Reduction (Max Reduction 15%)				
Commute Trip Reduction Programming	Ridematching	Low-Medium	TRT-1	5.4%
	Preferential Carpool Parking	Low-Medium		
	Transportation Coordinator	Medium		
	Incentive Program	Low-Medium		
	Guaranteed Ride Home	Low-Medium		
	Subsidized Transit Passes	Low-High	TRT-4	5.2%
End of Trip Facilities	Showers and Change Rooms	Low-Medium	TRT-5	*Grouped with TRT-1
	Secure Bicycle Parking			
	Bicycle Repair Station			
Implement CTR Marketing	Employee Orientation Package	Low-Medium	TRT-1	*Grouped with CTR Effectiveness (listed above)
	Promotional Marketing & Events	Low-Medium		
	Information Boards/Screens	Medium		
Neighborhood/Site Enhancement (Max Reduction 5%)				
Pedestrian Enhancements	Pedestrian Access	Medium	SDT-1	1%
Land Use/Location (Max Reduction 10%)				
Transit Accessibility	Within ¼ mile of high quality transit	Medium-High	LUT-5	22%
Parking Policy/Pricing (Max Reduction 20%)				
Parking Supply Limits	Limited Parking Supply	Medium	PDT-1	7.5%

3.5 TDM IMPLEMENTATION PLAN RECOMMENDATIONS

Implementation Recommendations

Following the approval of the proposed project and site plan, considerations will need to be made to implement the comprehensive TDM program, factoring in a schedule, roles and responsibilities and cost estimates.

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Figure 5 Proposed Implementation Recommendations

TDM Category	TDM Measure	Associated Costs	Implementation Frequency/ Schedule	Responsible Party
Commute Trip Reduction				
Commute Trip Reduction Programming	Ridematching	Operations/Management	Ongoing	Property Management
	Carpool Parking	Design/Construction/Installation	One-Time	Developer
	Transportation Coordinator	Operations/Management	Ongoing	Property Management
	Subsidized Transit Passes	Benefit Cost	Monthly	Property Management
		Operations/Management	Ongoing	Property Management
	Incentive Program	Operations/Management	Ongoing	Property Management
	Guaranteed Ride Home	Operations/Management	Ongoing	Property Management
End of Trip Facilities	Showers and Change Rooms	Design/Construction/Installation	One-Time	Developer
		Operations/Management	Ongoing	Property Management
		Maintenance	As Needed	Property Management
	Secure Bicycle Parking	Design/Construction/Installation	One-Time	Developer
		Operations/Management	Ongoing	Property Management
		Maintenance	As Needed	Property Management
	Bicycle Repair Station	Design/Construction/Installation	One-Time	Developer
		Operations/Management	Ongoing	Property Management
		Maintenance	As Needed	Property Management
Commute Trip Reduction Marketing	Employee Orientation Package	Operations/Management	Ongoing	Property Management
	Promotional Marketing & Events	Operations/Management	Ongoing	Property Management
	Information Boards/Screens	Design/Construction/Installation	One-Time	<ul style="list-style-type: none">DeveloperProperty Management
		Operations/Management	Ongoing	Property Management
Neighborhood/Site Enhancement				
Pedestrian Enhancements	Pedestrian Access	Design/Construction/Installation	One-Time	Developer
Land Use/Location				
Transit Accessibility	Within ¼ mile of high quality transit	Given Measure		
Parking Policy/Pricing				
Parking Supply Limits	Limited Parking Supply	Design/Construction/Installation	One-Time	Developer

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Implementation Timeline

The proposed TDM plan is in a strong position to achieve the full potential of the estimated effectiveness of the proposed TDM measures. While the timing of reaching the full potential of the measures cannot be precisely predicted, there are several factors that work in the favor of this project having early success with these measures. Many of the measures have to do with the physical location and the building facilities while the commute trip reduction marketing and programming can also influence and define travel behaviors of the new tenants before they occupy the building.

Specifically, on day one the project will benefit from End of Trip Facilities, Pedestrian Enhancements, Transit Accessibility and Parking Supply Limits shown in the previous table. This should encourage a trip reduction of approximately 30% early on. The Commute Trip Reduction Programming and Commute Trip Reduction Marketing can take a little more time to reach its projected effectiveness, as these measures require marketing, promotion and incentivizing to encourage tenants to change their behaviors. If the property owner implements a comprehensive and effective CTR program from Day 1 and onwards, there's great potential to achieve the 40% effectiveness within 6 months. Another CTR programming advantage for a new site is providing new site orientation packages to tenants to influence their decision making before they occupy their space.

However, each project is unique in when they will achieve their targets, and it is recommended that the property manager monitors and evaluates the effectiveness of the proposed measures within 1 year of the buildings occupancy to determine if they are achieving the target, and to make adjustments where necessary.



August 28, 2020

Will Birdsey
The Minkoff Group
6272 Virgo Road
Oakland, CA 94611

ACE is pleased to present our analysis and recommendations for the parking operation at the proposed commercial building at 100 Altair Way. Based on our review of the planned garage layout and tenant usage projections, we have developed an operating plan to successfully accommodate a full capacity of 301 vehicles.

Points

After carefully evaluating the parking operation, we have identified the following opportunities to meet the demands of your project for both density and service in the parking garage.

- **Single User Type** - Office Only Demand Patterns
- **Technology Solutions** - License Plate Recognition / Mobile Valet Management
- **Traffic Flow** - Demand Analysis and Total Inventory Management
- **Stacking Plan** - Efficient Use of Physical Space
- **Staffing Plan** - Implementation of a Valet program

Summary

We've seen the parking and transportation industry evolve many times throughout ACE's 70-year history, but never so drastically as now. As innovation and technology continue to positively impact the way we live our lives, new opportunities are created for ACE to provide greater value to our client partners.

Sincerely,

Brian Jalowiec
Vice President
949.413.8985
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Parking Mix/Use/Demand

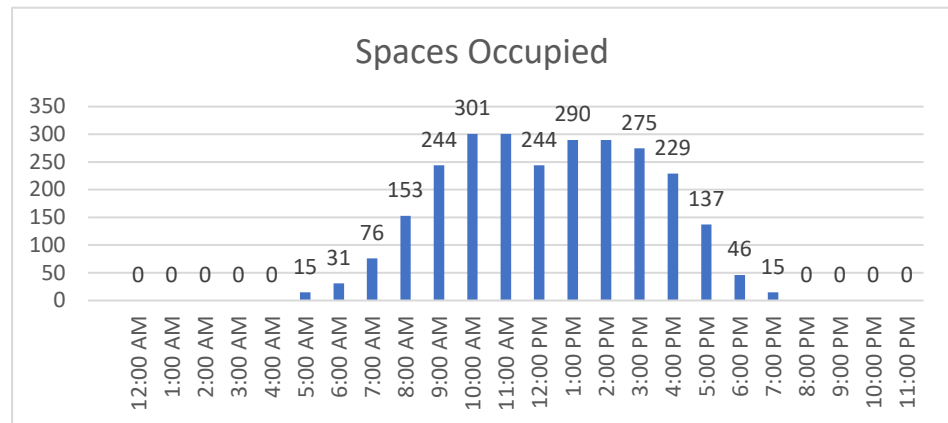
Primarily Monthly Parking

At its most efficient state, the garage at 100 Altair Way will be used by commercial tenants of the building only. By limiting the number of potential user groups down to one, significant operating efficiency opportunities emerge.

- Consistent business hours with heavy concentration during standard business hours Monday through Friday.
- Tenant parking flows in predictable, single direction patterns with a defined ingress window in the morning, limited lunch hour turn, and a defined egress period in the evening.
- Controlled quantity and oversell rate of parkers to be given access to the garage through data driven statistics in order to maximize occupancy while avoiding overfill.
- Learning and adapting to the behaviors of a repetitive parker population
- Establish strong policy and procedure regarding overnight parking, drop off and pick up, vehicular inventory and communication channels.

Projected Occupancy By Hour

The following chart outlines the projected occupancies by hour. Although future tenants could potentially bring certain business characteristics and cultures that could impact actual occupancy allocations, these



assumptions provide for a baseline timeline and staffing model that will be further refined with actual data collected from gate and valet parking management technology over time. The model assumes the following:

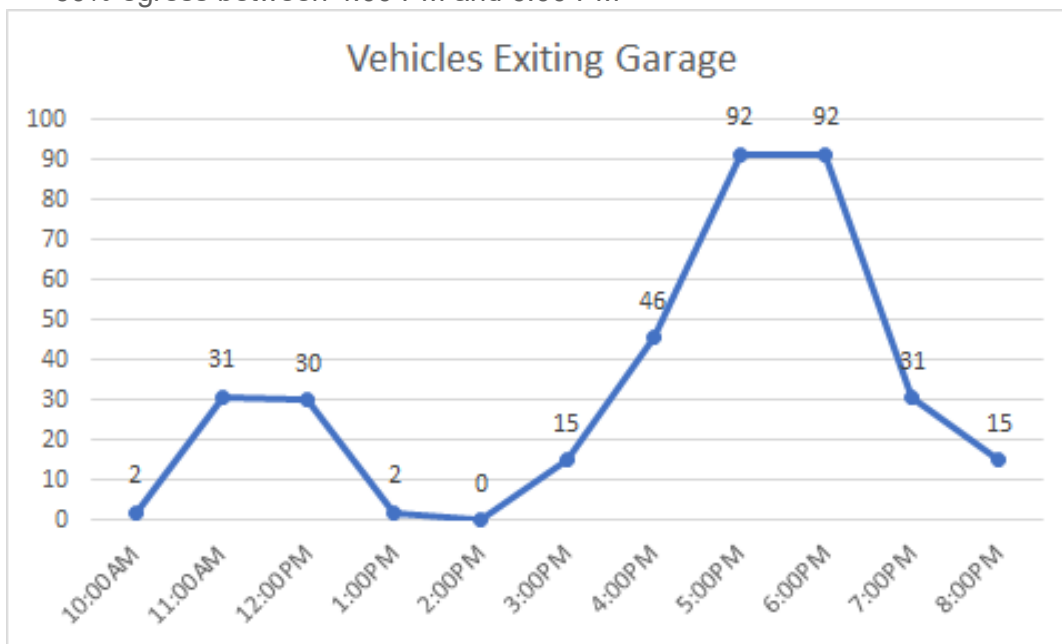
- 100% Occupancy (301 Vehicles)
- Max Occupancy reached at 10:00 AM
- 15% of the vehicles leaving the garage during
- 95% occupancy at 2:00 PM
- 75% Occupancy at 4:00PM
- No Overnight Parking



Projected Valet Egress Demand by Hour

The following chart depicts the projected vehicle demand for valet egress by hour. These assumptions provide for a baseline staffing program as well as space requirements on B1 for the staging and delivery of vehicles. The model assumes the following:

- Rare exits prior to 10:00 AM and at non-peak times
- 15% egress during a Lunch Period
- 60% egress between 4:00 PM and 6:00 PM



Staffing Plan

Mon - Fri																									
Position	Midnight					AM					Noon					PM									
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	
Mangement										1.0	1.0	1.0	1.0	0.0	1.0	1.0	1.0	1.0	1.0						
Supervision/Leads								1.0	1.0	1.0	1.0	0.5	1.0	1.0	1.0	0.5	1.0	1.0	1.0						
Valet Attendants						1.0	2.0	3.0	3.0	4.0	4.0	4.0	4.0	4.0	5.0	5.0	5.0	5.0	4.0	2.0					
Greeter							1.0	1.0	1.0	1.0	0.5	0.5	1.0	1.0	1.0	1.0	1.0	1.0							



Garage Flow and Methodology

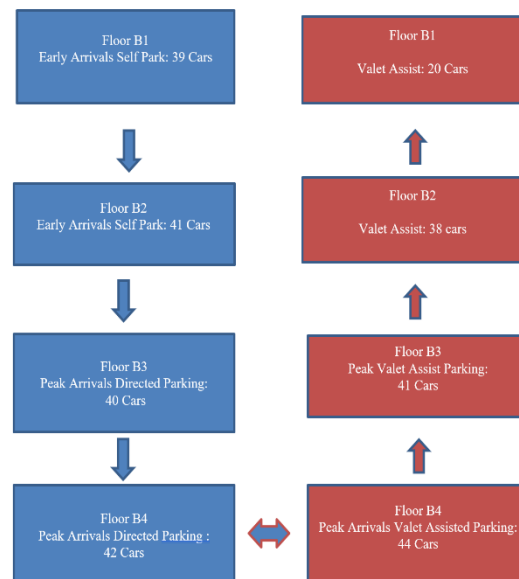
Key Concepts:

- Gate Controlled Garage Entry
- Self-Park Ingress Phase
- Valet Assist Ingress Phase
- Full Valet Egress

Ingress

The garage operating model incorporates a 5:00 AM opening time which can easily be adjusted to accommodate future tenant demand. In order to control user group activity and manage access, arriving vehicles will be filtered by a barrier gate system that requires specific access credentials. Technical details are later described in the technology plan.

Once access to the garage has been granted, vehicles will be met by an attendant who will direct each vehicle to an available stall during the Self-Park Ingress Phase. Additional arrivals will continue to self-park under the directed supervision of a parking attendant in a top down pattern that progresses sequentially from B1 to B4. Although each vehicle will self-park in this phase, the attendant(s) will collect and hold the keys for every vehicle. The vehicle check in procedure is further outlined in the technology plan. As the open stalls available for self-parking become filled at the lowest level B4, the Valet Assist Ingress Phase begins. Valet attendants will direct vehicles into the more easily accessible stacked positions as well as professionally park vehicles into tight areas associated with the garage parking layout. This valet assisted parking pattern will work upward in an ascending pattern from B4 to B1. Each vehicle will be checked in and the keys for every vehicle will be collected and held for egress.





The operational effectiveness and efficiency are:

- Security against unplanned and unwanted vehicle entries by external user groups
- Eliminates the need for a dedicated valet arrival area on B1
- Increased ingress rate, reduced interior queueing, eliminates exterior queueing
- Minimized staffing levels and related interaction/friction
- Maximizes stall use
- FIFO principal best accommodated
- Ability to sort and strategically place both short- and long-term parkers
- Ability to move and organize every vehicle as needed

Egress

During the Full Valet Egress Phase, each vehicle will be professionally retrieved and delivered to the Parker by a Certified Valet Attendant. All vehicles will be delivered on B1. A valet parking office located near the elevator lobby will become the focal point of interaction between valet staff and vehicle owners. A valet pick-up area is also depicted on the Parking Layout which will be utilized during lower egress demand periods as well as periods of heightened garage occupancy.

In order to facilitate vehicle movement and reduce retrieval times, key boxes will be installed on each level. Keys will be securely stored on the level the vehicle resides and may be transferred in coordination with any vehicular movements. Key and vehicle locations will be tracked using the SMS Valet platform detailed herein under the Technology Plan.

Vehicle exits can and will be planned and pre-organized by asking each parker upon arrival for their planned egress needs for the day and by utilizing a vehicle inventory management platform which allows for advanced vehicle pick-up requests and direct SMS communication between the Parker the Valet team. Anticipated time of departure data will be associated with each vehicle allowing for the maximum egress preparation prior to the heavy evening “rush”.

Traffic from the heaviest egress period is projected to occur between 4:00pm-6:00pm with peak egress traffic between 5:00-5:30pm. In alignment with the FIFO ingress strategy and a natural egress pattern, we project 75% occupancy by approximately 4:00 PM leaving the garage with 229 vehicles that can be stored entirely within the parking plan for B2 through B4. The valet staff will completely clear B1 so that it may, in its entirety, be used as the valet pick-up area. Over the 2 -hour period, B1 would accommodate the demand as follows:

Time	Stalls	Demand	Turns
120 minutes	36	183	5

Staffing levels adequate to allow B1 to turn every 24 minutes will be maintained at the peak and Parkers may egress unimpeded through the controlled gate area.



Worst Case Scenario Plan

Given the potential density of the parking layout, maneuverability challenges will at times need to be met. Although there are only a few hours of the day projected to be at full capacity and various systems and communication methods will be implemented, the following diagram depicts a physical solution to a worst-case scenario. In the case of emergency, a more time sensitive solution may also be implemented as policy such as rideshare or transit reimbursement programs.



To move the vehicle marked with a red X, valet attendants will adjust vehicles per the chart below.





Garage Inventory Management Technology Plan

Garage Access

Use of a License Plate Recognition (LPR) system is recommended at the entry and exit gates to ensure that only tenant parkers enter the garage. The LPR system provides efficient and speedy ingress/egress by eliminating all proxy cards and transponders while allowing for easy set-up and seamless vehicle changes.

Text Based Valet System

A text-based valet system (SMS Valet, Flash Valet) provides several operational efficiencies for a valet stacking operation:

- Easy messaging between the valet team and parkers for vehicle requests/delivery estimates and to resolve issues with a vehicle (forgot to leave keys, flat tire, will not start, etc.)
- Window badges to identify vehicles without tickets.
- Scheduled departure times to allow vehicles to be prepared for delivery.
- Reporting on occupancy and arrivals/departures for data driven staffing.

An infographic titled 'SMS VALET Ticketless Text Message Valet Solution'. It features a list of benefits on the left and a 'How It Works' process on the right. The benefits include: allowing valets to communicate with guests via mobile devices, eliminating paper tickets, reducing wait times, providing VIP service, gathering feedback, enabling online reporting, real-time monitoring, and selling items via text. The process consists of five steps: 1. Check-in (customer provides phone number), 2. Confirmation (customer receives welcome message), 3. Request (customer requests vehicle), 4. Response (customer receives acknowledgment), and 5. Check-out (customer shows receipt to claim vehicle). The ACE parking logo is at the bottom right.

SMS VALET™
Ticketless Text Message Valet Solution

Benefits:

- Allows valets to communicate with guest via mobile device
- No losing paper tickets
- Eliminate wait time for vehicle
- VIP service to all guests
- Survey guests for feedback on their experience
- Instantaneous online reporting
- Managers can monitor real time activity (operations)
- Sell new items or upcoming events via text

How It Works:

- 1 Check-in**
Customer gives valet their phone number when dropping off their vehicle.
- 2 Confirmation**
Customer receives Welcome Text message with instructions on how to request their vehicle.
- 3 Request**
Customer replies to the confirmation text as instructed when ready for their vehicle.
- 4 Response**
Customer receives acknowledgment of request with option to pay by phone.
- 5 Check-out**
Customer shows valet their receipt text with ticket number to claim their vehicle.

ace parking



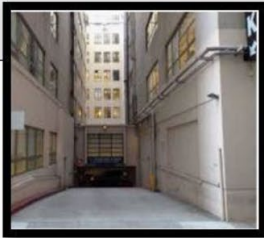
Relevant Case Studies

ACE History OF Efficient Space Utilization

Ace Parking has successfully managed usage of available space in parking garages throughout the nation. We have included relevant case studies of comparable locations in San Francisco. Each of these locations operates with three Valet Attendants during peak day time hours and two evening parking attendants.

550 CALIFORNIA

200 Space parking garage in San Francisco Financial District. Daily stacking of 300 vehicles on two levels. Average wait time less than 5 minutes.



350 MISSION

55 Space four-level parking garage. Stacking a total of 160 vehicles daily with an average wait time of 4 minutes.



350 BUSH

95 stall parking garage with two levels with 145 vehicles stacked daily. Average wait time is 5 minutes.



