Attachment F

Revised Parking Study prepared by Michael Baker International,
Dated February 24, 2026

Michael Baker INTERNATIONAL

Technical Memorandum

February 24, 2026

To: Gordon Lau**,** CGM Development, LLC

From: Jordan Gray, PE TE, Michael Baker International

CC: Tony Rai, Michael Baker International

Subject: 20280 Acacia Street Parking Assessment

Introduction

Michael Baker has completed the data collection and analysis tasks included in the parking study for the office building located at 20280 Acacia Street in the City of Newport Beach (Project). The Project is located southeast of Southwest Acacia Street approximately 450 feet south of Irvine Avenue. The Project proposes to convert the 21,524 square foot (SF) net floor area (NFA) commercial office building from professional office use to a mix of professional office, surgical office, and medical office use. The gross square footage of the building is 27,931 SF (gross floor area / GFA) based on building measurements - which only accounts for the base level of the atrium that covers the 1st through 3rd floor.

This parking assessment considers existing parking supply conditions as well as future parking conditions when converting the existing land use from professional office to a mix of professional office, surgical office, and medical office use. The project proposes to convert the majority of the building (18,898 gross square feet) to medical office use, converting one suite (Suite #100, 3,440 gross square feet) to surgical office, and maintaining two suites as professional office (Suite #320 at 2,140 net square feet & Suite #330 at 2,161 net square feet). As part of this assessment, a parking utilization survey was conducted at two nearby medical office sites.

This assessment includes the following components:

- Parking Conditions
- Parking Utilization Survey
- Parking Adequacy Assessment
- Parking Management Plan

Exhibit 1 shows the project location and **Exhibit 2** shows the proposed building site plan. **Exhibit 3** shows the proposed gross floor area and net floor area calculations.

Parking Conditions

Parking Supply Inventory

On site there is currently 109 parking spaces serving the existing office building. Of these 109 spaces, there are 5 ADA compliant parking spaces. With the proposed project, one parking space would be

converted to a turnaround area which would result in a reduction of the overall parking supply to 108 spaces.

Code-Based Parking Requirements

Parking rates from the City of Newport Beach municipal code for *Off-Street Parking* outlined in Section 20.40.040 for "Offices – Business, Corporate, General, Governmental" uses were utilized to calculate the typical parking requirements. According to the City off-street parking requirements, the entire 21,524 square feet of office building would require 86.10 parking spaces assuming general office use at a rate of one space per 250 square feet (equivalent to 4.0 per 1,000 square feet). According to the Newport Beach code-based requirements (Section 20.40.040), non-medical/commercial office uses utilize the net floor area to calculate parking requirements, however medical uses utilize the gross square footages. Per the municipal code, the minimum parking requirement for a commercial office use is 1 parking space per 250 square feet of NFA (equivalent to 4.0 parking spaces per 1,000 square feet) for buildings less than 50,000 square feet. It should also be noted that this allows for a maximum of 20% medical office use.

Per the municipal code, "fractional parking space requirements shall be rounded up to the next whole space"; therefore, a total of 87 spaces are required as shown in **Table 1**. The current parking supply of 109 spaces represents a surplus parking ratio of 5.06 spaces per 1,000 square feet net floor area.

In the proposed use, the mix of medical office, professional office, and surgical office would utilize both NFA and GFA to calculate the minimum code-based parking requirement for each specific use. As shown in **Table 1**, the project site would be required to provide 126 parking spaces, per the code-based requirements. With the proposed supply of 108 spaces, this would result in a deficiency of 18 spaces.

Table 1 –Code-Based Parking Requirements

Land Use	Intensity [4]	Code Parking Supply Rate [3]	Code Parking Required	Parking Provided	Code Surplus (Shortfall)
Existing					
Commercial Office	21.524 KSF [1]	4.0 /KSF	87	109	22
Proposed					
Medical Office	18.898 KSF [2]	5.0 /KSF	95	108	-18
Professional Office (Proposed)	4.301 KSF [1]	4.0 /KSF	17		
Surgical Office (Proposed)	3.440 KSF [2]	4.0 /KSF	14		
		Subtotal	126	108	-18

[1] Existing square footages are shown in terms of net floor area (NFA) for commercial use
[2] Proposed square footages are shown in terms of gross floor area (GFA) for medical office use
[3] Source: Newport Beach Code Section 20.40.040
[4] KSF = 1,000 square feet

Parking Utilization Survey

As part of this parking study, a detailed parking space inventory and utilization survey was conducted at two separate comparable non-urgent care medical office sites. Through coordination with CGM Development and city staff, Spectrum Medical Plaza (Site #1) located at 15825 Laguna Canyon Road

in the City of Irvine and 2 Journey Medical Plaza (Site #2) located at 2 Journey in the City of Aliso Viejo were chosen for the parking survey. Parking occupancy was collected and recorded once each hour during the survey period between 7:00 AM and 7:00 PM during two typical weekdays at each of the survey sites. The parking inventory at Site #1 consists of a total of 227 parking spaces including 213 regular spaces and 14 ADA spaces. The parking inventory at Site #2 consists of a total of 102 parking spaces including 79 regular spaces, 18 patient only spaces, and 5 ADA spaces.

The two surveys were conducted on Tuesday April 22, 2025 and Wednesday April 23, 2025. The weather was fair with partial clouds. The data from both surveys were used to calculate an average peak hour rate that portrays the actual medical office parking demand rate and is discussed in subsequent sections of this memorandum. Raw parking data is provided in **Attachment A**.

Parking Occupancy Data Collection

As part of the parking utilization survey, occupied spaces were recorded every hour for 12 hours between 7:00 AM and 7:00 PM at two separate comparable non-urgent care medical office sites for two separate weekdays. This data was used to calculate the parking utilization of the medical office building as a percent of the total available spaces occupied on site for each site. Detailed parking utilization data is summarized in **Table 2**.

Table 2 – Parking Utilization Summary

Site	15825 Laguna Canyon Road				2 Journey			
Time of Day	Tues, April 22nd		Wed, April 23rd		Tues, April 22nd		Wed, April 23rd	
	Occupied Spaces	Utilization (% of occupied spaces)[1]	Occupied Spaces	Utilization (% of occupied spaces)[1]	Occupied Spaces	Utilization (% of occupied spaces)[2]	Occupied Spaces	Utilization (% of occupied spaces)[2]
7:00 AM	16	7%	13	6%	6	6%	4	4%
8:00 AM	62	27%	64	28%	36	35%	18	18%
9:00 AM	105	46%	102	45%	61	60%	55	54%
10:00 AM	104	46%	115	51%	67	66%	60	59%
11:00 AM	115	51%	121	53%	58	57%	53	52%
12:00 PM	102	45%	109	48%	60	59%	50	49%
1:00 PM	98	43%	91	40%	47	46%	53	52%
2:00 PM	112	49%	94	41%	58	57%	55	54%
3:00 PM	99	44%	86	38%	70	69%	63	62%
4:00 PM	75	33%	71	31%	67	66%	61	60%
5:00 PM	63	28%	43	19%	32	31%	39	38%
6:00 PM	20	9%	18	8%	22	22%	13	13%

[1]Percent utilization is based on the parking supply of 227 spaces for Site #1
[2]Percent utilization is based on the parking supply of 102 spaces for Site #2

Parking Demand Estimate

Taking into consideration the parking utilization observed at both survey site locations, an actual parking demand rate can be developed for medical office use. It should be noted that the Site #1 had a single vacant suite (approximately 12,700 SF) while Site #2 was confirmed to be fully occupied.

The parking demand rate calculations take into account the single vacancy and is a reflection of the equivalent parking demand at full occupancy.

As shown in **Table 3**, Site #1 is a 43,000 gross square foot non-urgent care medical office building has a total parking supply of 227 parking spaces. Of these 227 parking spaces, a maximum of 115 spaces were occupied during the peak demand hours on Tuesday, April 22nd at 11:00 AM (51% utilization). After accounting for the vacant space in the building, the equivalent parking demand at full occupancy is 163 spaces at a rate of 3.80 spaces per 1,000 square feet. The peak parking accumulation for Wednesday, April 23rd occurred at 11:00 AM where a total of 121 of the 227 parking spaces were occupied (53% utilization). After accounting for the vacant space in the building, the equivalent parking demand at full occupancy is 172 spaces a rate of 3.99 spaces per 1,000 square feet. This results in an average parking demand rate of 3.90 spaces per 1,000 square feet for Site #1.

Site #2 is a 22,140 square foot non-urgent care medical office building has a parking supply of 102 parking spaces and was confirmed to be fully occupied at the time the survey was conducted. Of these 102 parking spaces, a maximum of 70 occupied during the peak demand hours on Tuesday, April 22nd at 3:00 PM (69% utilized) at a rate of 3.16 spaces per 1,000 square feet. The peak parking accumulation for Wednesday, April 23rd occurred at 3:00 PM AM where a total of 63 of the 102 parking spaces were occupied (62% utilization) at a rate of 2.85 spaces per 1,000 square feet. From the two-day parking utilization survey, the average actual parking demand rate for Site #2 was 3.01 spaces per 1,000 square feet.

Based on the results of the parking utilization survey, the peak average parking demand rate is 3.90 parking spaces per 1,000 square feet.

Table 3 – Parking Utilization Survey Summary

Site	15825 Laguna Canyon Road		2 Journey	
Total GFA	43,000 SF		22,140 SF	
Total Occupied GFA	30,300 SF		22,140 SF	
Total Vacant GFA	12,700 SF		0 SF	
Total Parking Supply	227 spaces		102 spaces	
Actual Parking Supply Rate	5.28 spaces per 1,000 SF		4.61 spaces per 1,000 SF	
Day	Tuesday	Wednesday	Tuesday	Wednesday
Peak Parking Accumulation	115 spaces	121 spaces	70 spaces	63 spaces
Available (Vacant) Parking Spaces at Peak Time	112 spaces	106 spaces	32 spaces	39 spaces
Equivalent Parking Demand at Full Occupancy based on Surveyed Rate	163 spaces	172 spaces	70 spaces	63 spaces
Parking Surplus (Above Peak Demand) at Full Occupancy	64 spaces	55 spaces	32 spaces	39 spaces
Surveyed Parking Demand Rate	3.80 spaces per 1,000 SF	3.99 spaces per 1,000 SF	3.16 spaces per 1,000 SF	2.85 spaces per 1,000 SF
Averaged Surveyed Parking Demand Rate	3.90 spaces per 1,000 SF		3.01 spaces per 1,000 SF	

Parking Adequacy Assessment

The proposal to convert the majority of the building (18,898 gross square feet) to medical office use, converting one suite (Suite #100, 3,440 gross square feet) to surgical office, and maintaining two

suites as professional office (Suite #320 at 2,140 net square feet & Suite #330 at 2,161 at 2,161 net square feet). The gross square footage of the building is 27,931 SF based on building measurements.

Utilizing the rates previously outlined for these uses, the project site would be required to provide 126 parking spaces per the code-based requirements, as shown in **Table 5**. With the proposed supply of 108 spaces, this would result in a deficiency of 18 spaces (14.3%).

As mentioned in prior sections, the actual parking demand of a medical office use is approximately 3.90 spaces per 1,000 square feet GFA. Based on this rate, the estimated parking demand would be 74 parking spaces. With the additional parking required for professional and surgical office space the total required parking spaces comes out to 105 spaces. **Table 5** summarizes the parking requirements.

Per Newport Beach Municipal Code, the required off-street parking can be adjusted by Parking Management Plan measures (20.40.110 Adjustments to Off-Street Parking Requirements Part C). The Project is proposing to dedicate a space reserved specifically for ride share and/or pick-up and drop-off uses and would be distinguished with the appropriate signage and pavement markings reserving it for its intended use.

Table 4 – Parking Adequacy Summary

Land Use	Intensity [1]	Parking Rate	Parking Required	Base Parking Provided	Base Parking Surplus (Shortfall)	Valet Supply	Total Parking Provided	Surplus (Shortfall)
Medical Office Use - City Code Requirements								
Medical Office	18.898 KSF [2]	5.00 /KSF [4]	95	108	-18	14	122	-4
Professional Office	4.301 KSF [3]	4.00 /KSF [4]	17					
Surgical Office	3.440 KSF [2]	4.00 /KSF [4]	14					
Subtotal	22.338 KSF [2] 4.301 KSF [3]		126	108	-18	14	122	-4
Proposed Medical Office Use - Actual Surveyed Demand								
Medical Office	18.898 KSF [2]	3.90 /KSF [5]	74	108	3	14	122	17
Professional Office	4.301 KSF [3]	4.00 /KSF [4]	17					
Surgical Office	3.440 KSF [2]	4.00 /KSF [4]	14					
Subtotal	22.338 KSF [2] 4.301 KSF [3]		105	108	3	14	122	17

[1] Square footages are shown in terms of gross floor area (GFA) and net floor area (NFA)
[2] Gross Floor Area (GFA)
[3] Net Floor Area (NFA)
[4] Source: Newport Beach Code Section 20.40.040
[5] Source: Average peak parking demand rate per survey conducted on 4/23/25.

Parking Management Plan

According to the City's municipal code Section 20.40.110.C a parking management plan is required to mitigate impacts associated with a reduction in the number of required parking spaces. While this parking assessment shows the proposed parking supply is adequate to handle the anticipated demand, the following strategies could help further manage the access to parking:

- Valet Plan – A parking study audit would be conducted when the property has achieved full occupancy. Conducting the audit under these conditions would allow for an accurate

evaluation of whether parking demand is consistent with the assumptions of the study. If at this time the parking supply is deemed inadequate, a valet plan will be implemented as outlined in **Attachment B**. The valet plan includes such things as:

  - Valet staging on the northwest side of the property with capacity to hold 3 vehicles at a time.
  - Two valets on shift to assist patrons with a standard retrieval time of approximately 5 minutes.
  - Valet stacking will increase the total parking supply by 14 spaces.
  - All costs associated with the valet program will be the responsibility of the tenants/owners and will be free of charge for patrons/visitors.

- Surface Parking – Surface parking is available for all owners, employees, guests, and visitors. Oversized recreational vehicles and vehicles with trailers shall not be allowed unless prior approval has been obtained from the property management.
- Time Restrictions – The current parking utilization study does not show a need to apply any time restrictions to the parking lot. However, this may be considered under future building modifications.
- Overnight Parking – Overnight parking shall be prohibited unless prior approval has been obtained from the property management.
- Reserved Parking – The parking utilization study does not show a need to reserve any specific parking for specific users (other than the minimum ADA requirements). However, this may be considered under future building modifications. Owners and employees could be encouraged to park furthest away from the building entrances to ensure closest and most desirable are available for guests and visitors.
- Shared Mobility Parking – One parking space will be dedicated as a Shared Mobility space for ride share and/or pick up/drop off. The parking space will be distinguished with the appropriate signage and pavement markings reserving it for its intended use.
- Employee Parking – All owners, tenants, and employees will be required to park in the rear of the building and leave the more convenient spaces in the front of the building for patients/clients.

Conclusion

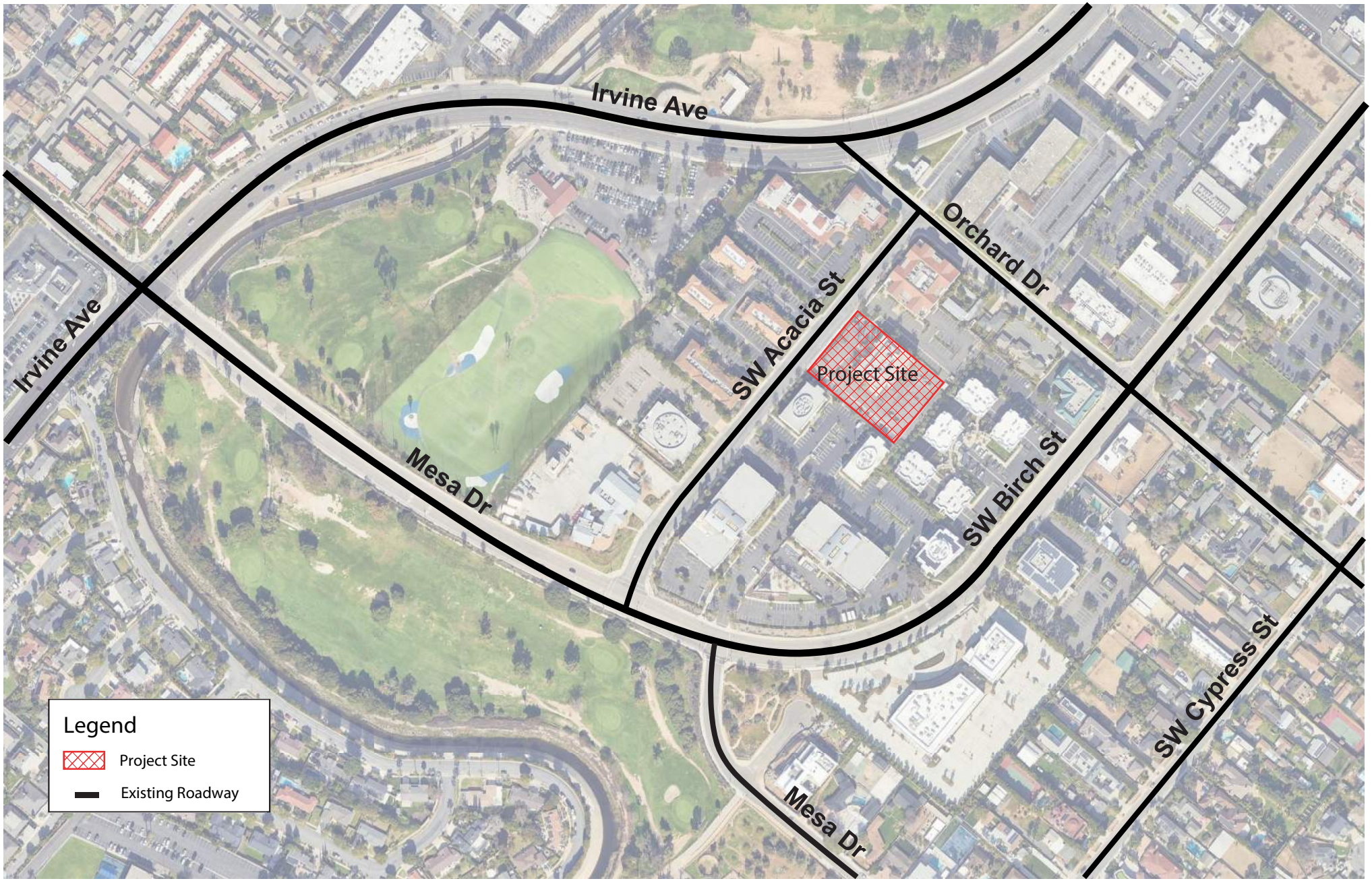
As shown in this parking assessment, the parking utilization survey of the two existing non-urgent care medical office sites shows an actual average parking demand rate of 3.90 spaces per 1,000 square feet. Using this rate, the proposed office use would require a total of 105 parking spaces for the mix of professional, medical, and surgical uses. Taking into account the proposed 108 parking supply along with a dedicated Shared Mobility parking space, the site will have a sufficient number of parking spaces to handle the anticipated demand.

Therefore, the proposed parking supply of 108 parking at the 20280 Acacia Street office building is adequate to handle parking demand associated with the conversion of the proposed commercial building space from professional office to a mix of professional office, surgical office, and medical office use.

If you have any questions pertaining to the analysis results summarized in this memo, please call me at (760) 603-6245.

Sincerely,

Jordan Gray, PE TE
Technical Manager | Transportation Planning

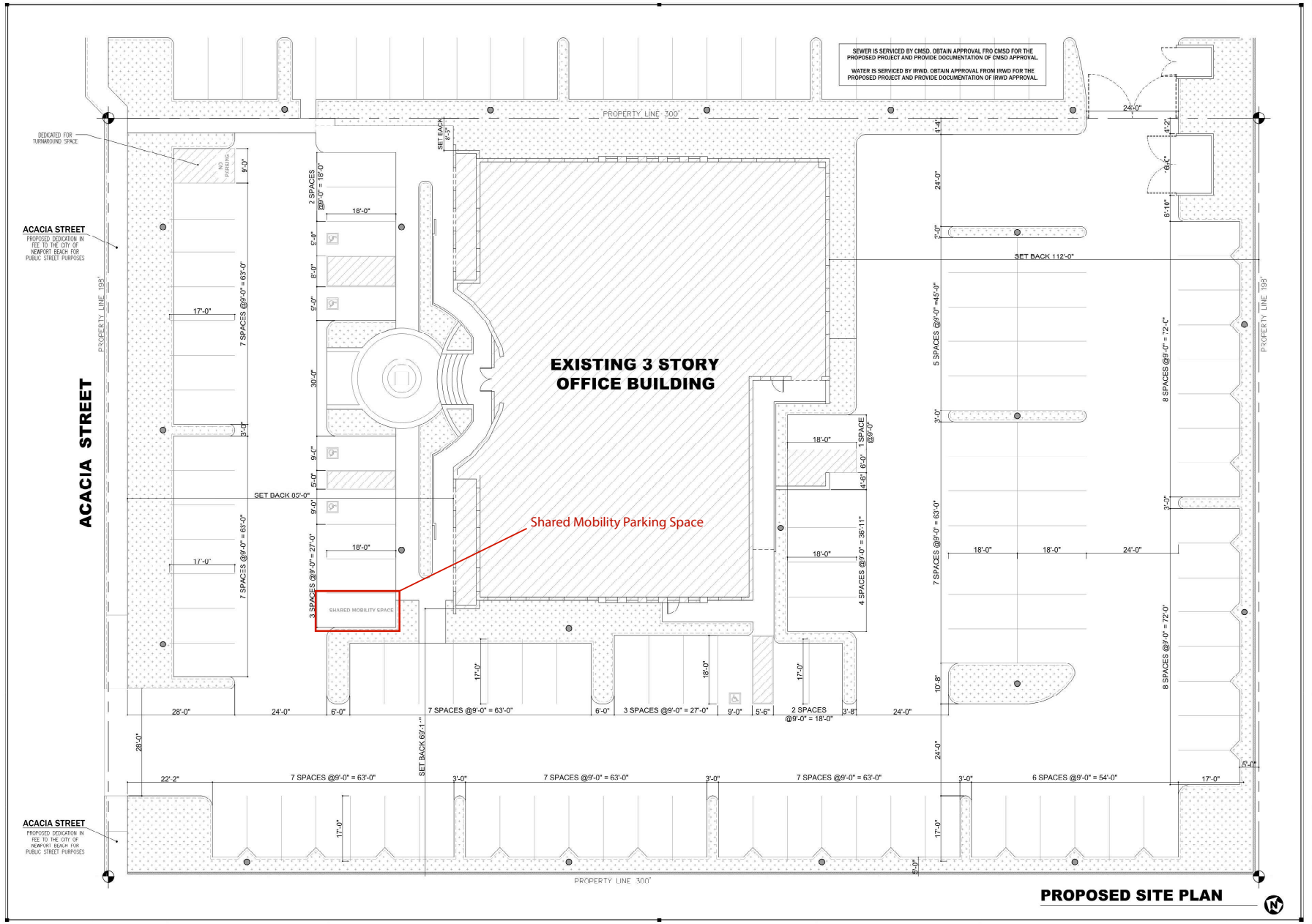


Michael Baker INTERNATIONAL

Not to Scale

Study Area

Exhibit 1



ADVANCE GENERAL CONSTRUCTION
17528 E. ROWLAND STREET
CITY OF INDUSTRY, CA 91748
TEL: (626) 912 9500
FAX: (626) 913-0201
GENERAL CONTRACTOR: #954683

ACACIA ATRIUM MEDICAL OFFICE
20280 ACACIA STREET
NEWPORT BEACH, CA 92660

LICENSED GENERAL CONTRACTOR — EXP. 11-30-2020 B-954683 — STATE OF CALIFORNIA

SHEET TITLE: **PROPOSED SITE PLAN**

REVISIONS

NO.	DATE	DESCRIPTION
1		
2		

DESIGNER:	FEICHIN LEE
SIGNATURE:	
DRAFTSMAN:	DANNY ISAI
DATE:	2024-12-18
JOBNO:	
SCALE:	3/16"=1'-0"

SHEET NO. **A-102**

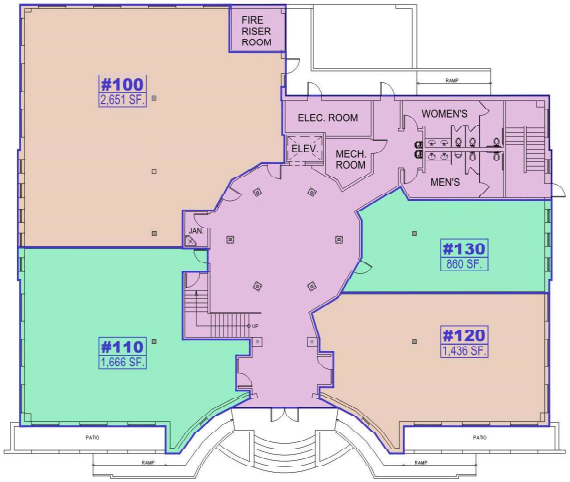
Source: CGM Development, LLC

Michael Baker INTERNATIONAL

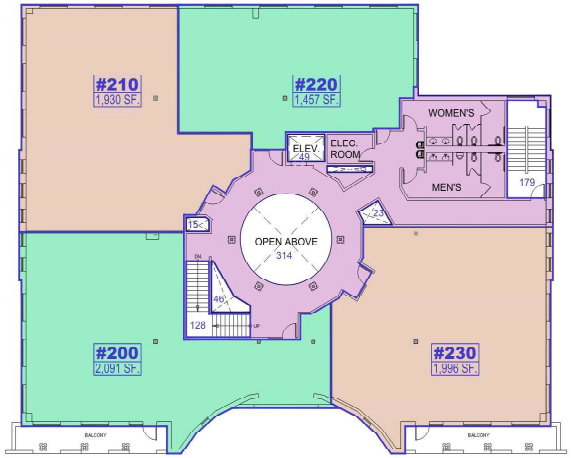
Site Plan

Exhibit 2

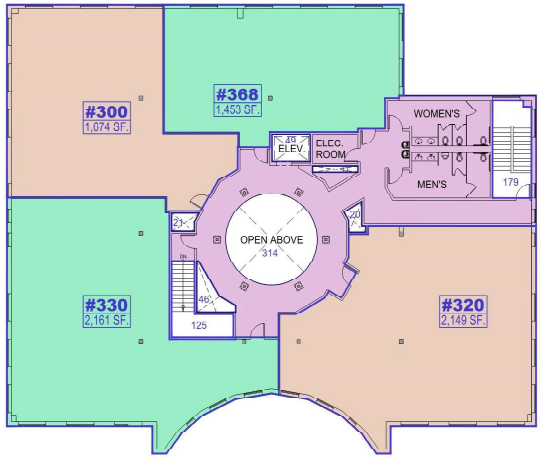
20280 Acacia Street, Newport Beach, CA 92660
FLOOR AREA, GROSS - NONRESIDENTIAL STRUCTURE



FIRST FLOOR PLAN



SECOND FLOOR PLAN



THIRD FLOOR PLAN

20280 Acacia Street, Newport Beach, CA 92660
Gross Floor Area Calculation

NET SQUARE FOOTAGE					
First Floor		Second Floor		Third Floor	
Unit 100	2,651 SF	Unit 200	2,091 SF	Unit 300	1,674 SF
Unit 110	1,666 SF	Unit 210	1,930 SF	Unit 368	1,453 SF
Unit 120	1,436 SF	Unit 220	1,457 SF	Unit 320	2,149 SF
Unit 130	860 SF	Unit 230	1,996 SF	Unit 330	2,161 SF
Common	2,853 SF	Common	1,796 SF	Common	1,758 SF
Total	9,466 SF	Total	9,270 SF	Total	9,195 SF

GROSS SQUARE FOOTAGE					
First Floor		Second Floor		Third Floor	
Unit 100	3,440 SF	Unit 200	2,713 SF	Unit 300	2,172 SF
Unit 110	2,162 SF	Unit 210	2,504 SF	Unit 368	1,886 SF
Unit 120	1,863 SF	Unit 220	1,891 SF	Unit 320	2,789 SF
Unit 130	1,116 SF	Unit 230	2,590 SF	Unit 330	2,804 SF
Total	8,581 SF	Total	9,699 SF	Total	9,651 SF

Total First Floor Units	6,613 SF
Total Second Floor Units	7,474 SF
Total Third Floor Units	7,437 SF
Total ALL UNITS	**21,524 SF**
Total COMMON AREA	**6,407 SF**
Total BUILDING	**27,931 SF**
Load Factor	**1.30**

Source: CGM Development, LLC

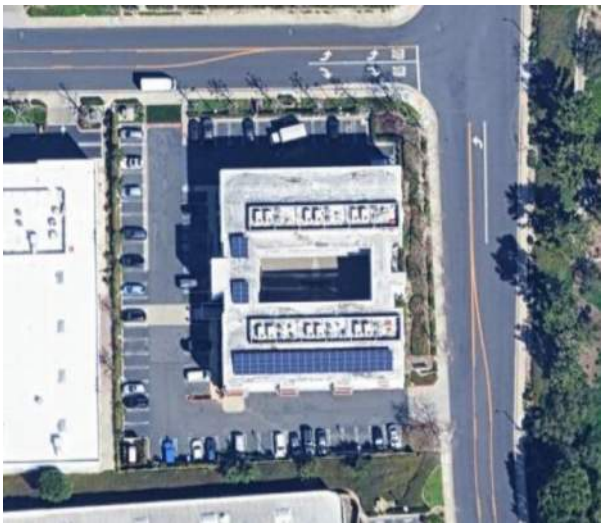
Attachment A

Parking Utilization Survey Data

15825 Laguna Canyon Road

&

2 Journey



Prepared by National Data & Surveying Services

Parking Study

Location: Lot 001
City: Irvine, CA

Date: 4/22/2025
Day: Tuesday

Space Type	Regular	Handicap	Total Occupancy	Percent Utilized	Spaces Remaining
Inventory	**213**	**14**	**227**		
7:00 AM	16	0	16	7%	211
8:00 AM	59	3	62	27%	165
9:00 AM	102	3	105	46%	122
10:00 AM	102	2	104	46%	123
11:00 AM	111	4	115	51%	112
12:00 PM	101	1	102	45%	125
1:00 PM	95	3	98	43%	129
2:00 PM	109	3	112	49%	115
3:00 PM	98	1	99	44%	128
4:00 PM	72	3	75	33%	152
5:00 PM	61	2	63	28%	164
6:00 PM	20	0	20	9%	207

Peak parking demand based on parking survey data for Tuesday, April 22nd, 2025

Prepared by National Data & Surveying Services

Parking Study

Location: Lot 001
City: Irvine, CA

Date: 4/23/2025
Day: Wednesday

Space Type	Regular	Handicap	Total Occupancy	Percent Utilized	Spaces Remaining
Inventory	**213**	**14**	**227**		
7:00 AM	13	0	13	6%	214
8:00 AM	62	2	64	28%	163
9:00 AM	97	5	102	45%	125
10:00 AM	112	3	115	51%	112
11:00 AM	118	3	121	53%	106
12:00 PM	105	4	109	48%	118
1:00 PM	89	2	91	40%	136
2:00 PM	92	2	94	41%	133
3:00 PM	84	2	86	38%	141
4:00 PM	68	3	71	31%	156
5:00 PM	42	1	43	19%	184
6:00 PM	18	0	18	8%	209

Peak parking demand based on parking survey data for Wednesday, April 23rd, 2025

Prepared by National Data & Surveying Services

Parking Study

Location: Lot 002
City: Aliso Viejo, CA

Date: 4/22/2025
Day: Tuesday

Space Type	Regular	Motorcycle	Patient Only	Handicap	Total Occupancy	Percent Utilized	Spaces Remaining
Inventory	**79**	**1**	**18**	**5**	**102**		
7:00 AM	2	0	4	0	6	6%	96
8:00 AM	28	0	8	0	36	35%	66
9:00 AM	49	0	12	0	61	60%	41
10:00 AM	55	0	11	1	67	66%	35
11:00 AM	46	0	11	1	58	57%	44
12:00 PM	49	0	11	0	60	59%	42
1:00 PM	40	0	7	0	47	46%	55
2:00 PM	50	0	8	0	58	57%	44
3:00 PM	59	0	11	0	70	69%	32
4:00 PM	56	0	11	0	67	66%	35
5:00 PM	26	0	6	0	32	31%	70
6:00 PM	18	0	4	0	22	22%	80

Peak parking demand based on parking survey data for Tuesday, April 22nd, 2025

Prepared by National Data & Surveying Services

Parking Study

Location: Lot 002
City: Irvine, CA

Date: 4/23/2025
Day: Wednesday

Space Type	Regular	Motorcycle	Patient Only	Handicap	Total Occupancy	Percent Utilized	Spaces Remaining
Inventory	**79**	**1**	**18**	**5**	**102**		
7:00 AM	2	0	2	0	4	4%	98
8:00 AM	12	0	5	1	18	18%	84
9:00 AM	46	0	8	1	55	54%	47
10:00 AM	49	0	9	2	60	59%	42
11:00 AM	41	0	11	1	53	52%	49
12:00 PM	39	0	11	0	50	49%	52
1:00 PM	42	0	11	0	53	52%	49
2:00 PM	45	0	10	0	55	54%	47
3:00 PM	52	0	10	1	63	62%	39
4:00 PM	50	0	10	1	61	60%	41
5:00 PM	31	0	8	0	39	38%	63
6:00 PM	9	0	4	0	13	13%	89

Peak parking demand based on parking survey data for Wednesday, April 23rd, 2025

Attachment B

Parking
Management Plan

Parking Management Plan

CGM Development | Newport Beach, CA

Orange County Regional Office

949 South Coast Dr
•Suite 515•
Costa Mesa, CA 92626

O: (714) 695-5959

lazparking.com

EXECUTIVE SUMMARY

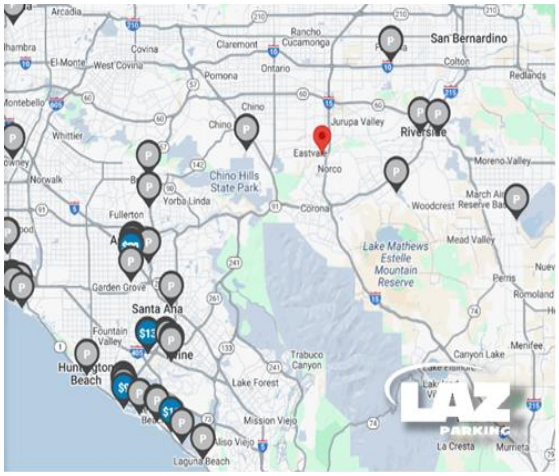
2/6/2026

ATTN: Allan Hsu
CGM Development

RE: Parking Management Plan – Acacia Atrium

Dear Mr. Hsu,

On behalf of the entire LAZ Parking family, I am pleased to submit the following Parking Management Plan for the Acacia Atrium located at 20280 and 20312 SW Acacia Street in Newport Beach, CA.



LAZ Parking, the largest parking company in North America, was established in 1981. LAZ is headquartered in San Diego, CA and Hartford, CT, with operations in 639 cities and regional offices in Atlanta, Boston, Chicago, Columbus, Dallas, Los Angeles, Miami, New York, Philadelphia, San Francisco, Seattle and Washington, DC. As our company has continued to grow, our founders and the three original partners are still deeply involved with the company, bringing their strengths to various aspects of our parking business. The success of their business stems from building strong client relationships, empowering employees to "Think like an Owner", and never losing touch with their humble roots of parking cars in the front line..

Our Southern California Region employs more than 3,500 people and we operate over 400 locations, with a client retention rate that exceeds 98% annually. Our portfolio includes: resident parking facilities, surface parking lots, major entertainment/event parking, universities, hotels, office buildings, mixed-use projects, on-street/municipal parking, shuttle systems, hospitals and medical complexes, stand-alone garages, valet parking sites, and airports.

We offer our clients the resources of a large company but with the attention and responsiveness more typical of a local company. Our Southwest Division has offices in San Diego, Orange County, and Los

Orange County Regional Office

949 South Coast Dr
•Suite 515•
Costa Mesa, CA 92626

O: (714) 695-5959

lazparking.com

Angeles. It is headed by John Svendblad, West Coast President, Jared Svendsen, Senior Vice President, and Dane Nielsen, Regional Vice President.

We appreciate the opportunity to work with you and your team and welcome any feedback or questions you may have.

Sincerely,

CHRIS HANDLOS
Director Of Business Development
949 South Coast Dr, Suite 515
Costa Mesa, CA 92626
(805) 314-5857
chandlos@lazparking.com

TABLE OF CONTENTS

Acacia Atrium

Parking Management Plan

VALET STACKING OPERATIONS

LAZ will deliver a premier valet stack operation, complimentary to all patients, aligned with your brand standards and designed to exceed expectations. We operate as true Partners in Parking™, tailoring our approach to each owner while ensuring every guest experiences a warm, seamless level of care. All costs associated with this valet program will be the responsibility, and borne solely by, the tenants / owners.

Valet Operational Details

The Greeting Zone or valet staging area will be located on the northwest side of the property. To ensure a successful valet stacking operation, LAZ recommends a total of 2 valets on shift to assist valet patrons and to allow for a standard retrieval time of 5 to 7 minutes.

The greeting area will have the capacity to hold 3 vehicles at any one time.

At the end of each shift all valet equipment will be stored and locked inside the building, in an agreed upon area, to ensure the longevity of the equipment. The equipment will be taking in and out each day the valet stacked program is offered by the valet on duty. 30 minutes will be designated for the set up and tear down of such equipment.

Hours of Operation

To anticipate any potential parking deficit for the property and to best use the valet stack spaces, LAZ would recommend hours of service as follows:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Valet 1	7:30a - 4p	7:30a - 4p	7:30a - 4p	7:30a - 4p	7:30a - 4p	OFF	OFF
Valet 2	8:30a - 5p	8:30a - 5p	8:30a - 5p	8:30a - 5p	8:30a - 5p	OFF	OFF

*30 minute break w ill be provided for all 8 hour shifts

Valet Parking – Guest Experience (Vehicle Arrival)

The following is the process for greeting guests who choose to utilize the valet stacking services.

- Guests are greeted by a Valet Ambassador in the Greeting Zone.
- We train and utilize our guest service practice of G.E.N.I.

Greet — Guests are to be greeted within 15 seconds and personally express a warm welcome!

Eye Contact — Make eye connect with each guest to establish a human level of connection and trust with the guest.

Name Recognition — Our valets will ask for the guest's name upon arrival and will use their name at least once on the way in and on the exit. They will also introduce themselves by name during the initial greeting.

Impress Someone — Anticipate a need/ask a helping question upon arrival and at exit.

- Guests are issued a valet claim check and given retrieval instructions, including:
  - The option to text ahead for their vehicle
  - Instructions on how and where to pick up the vehicle pick when they are ready to depart
- Guests leaves the Greeting Zone and proceeds to their destination

Valet Parking – Guest Experience (Vehicle Departure)

- Guests will have the option to either texts ahead or return to Greeting Zone and presents valet claim check to Valet Attendant to retrieve their vehicle.
- With the use of technology, the Valet Attendant in the Greeting Zone will be notified of the departing vehicle.
- Once confirmed, by texting ahead or by the guest returning to the Greeting Zone, the Valet Attendant will retrieve the vehicle and bring it to the Greeting Zone. The attendant will turn off the vehicle, opens all doors for guest and hand the driver the vehicle keys.
- Guests depart in their vehicle and proceeds toward Acacia Street.

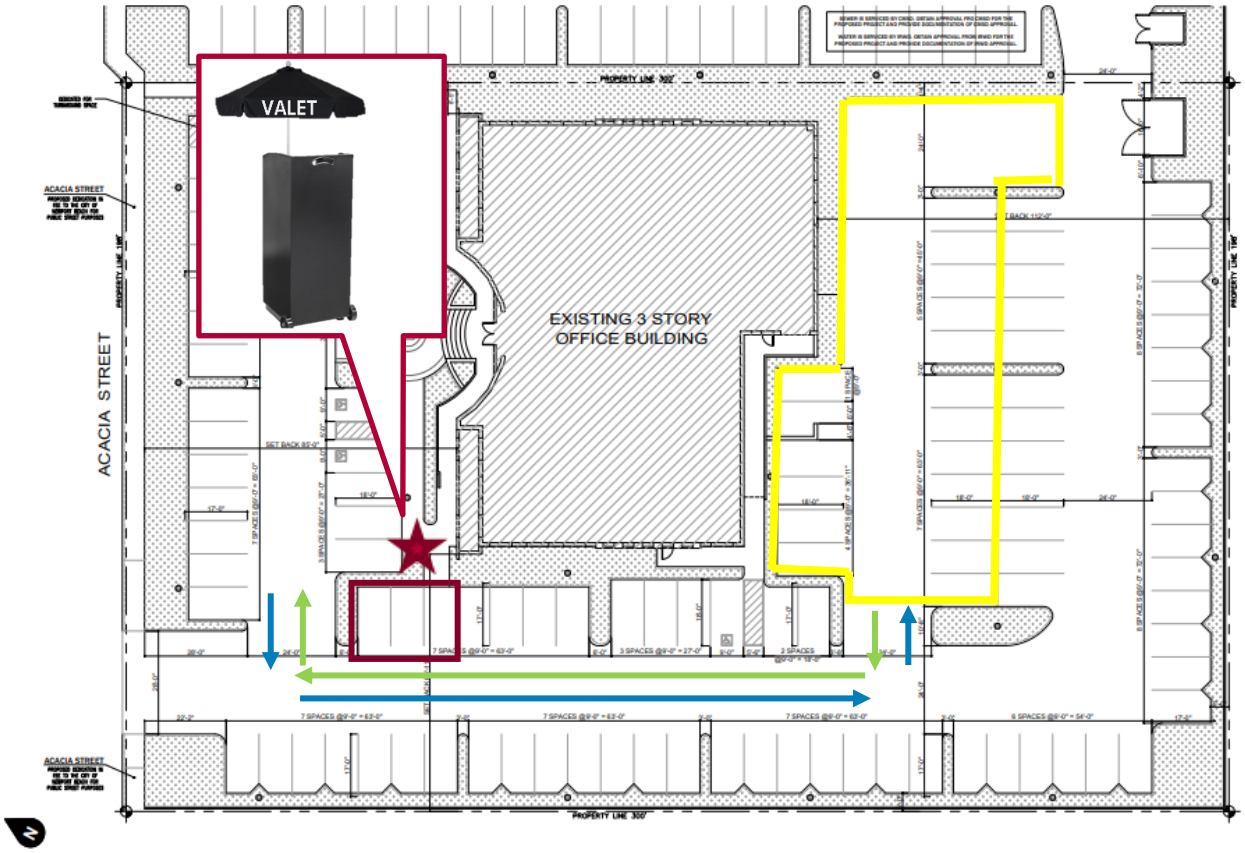
The approximate location of the Greeting & Departure Zone is shown below as indicated by the red star where the valet podium will be visible to all arriving patrons.

The first three parking stalls (highlighted in red) will be designated as the valet greeting & departure zone. Guests will pull head-in to these spaces, where they will be greeted by a valet attendant. After issuing a valet ticket and securing the vehicle keys, the valet will promptly relocate the vehicle to the designated valet storage area for parking.

Upon departure, the valet will retrieve the vehicle and return it to the designated greeting and departure zone. The valet will reverse the vehicle in the space to allow for a smooth and efficient exit for the guest toward Acacia Street, minimizing circulation conflicts and ensuring a seamless guest experience.

The blue arrows illustrate the path of travel for valet vehicles from the greeting zone to the valet stacking area, where the vehicles will be stored. The green arrows illustrate the path of travel of valet vehicles from the valet stacking area to the departure zone, where the guest will pick up their vehicle.

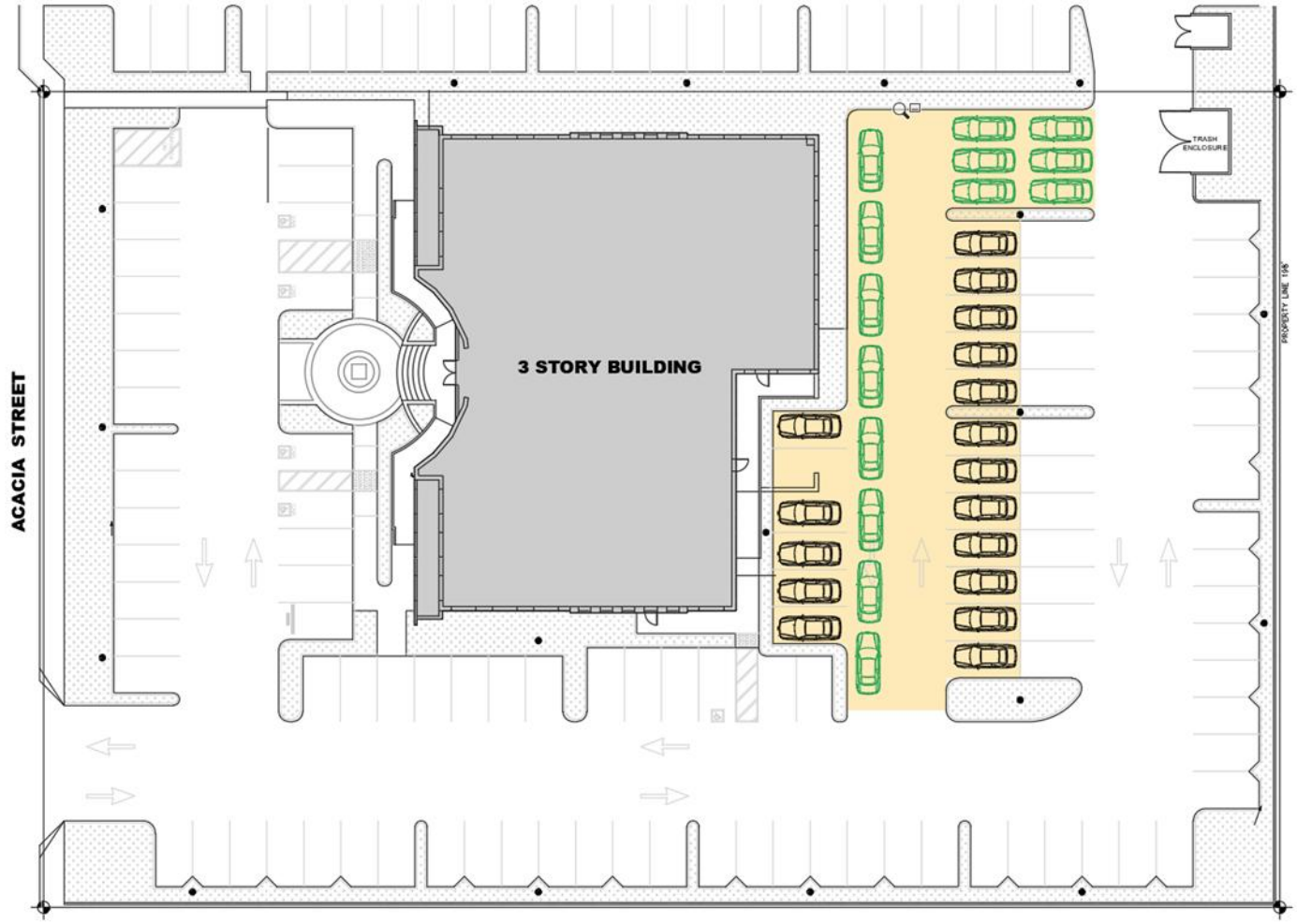
The yellow box is the valet stacking area. This area will be properly signed to ensure the space is available for valet during operating hours.



Valet Stacking Layout

Our valet stacking program is designed to maximize parking capacity and ensure efficient vehicle flow during peak demand periods. Trained valet personnel will safely and strategically stage vehicles in designated stacking areas, allowing for optimal use of available space while maintaining quick retrieval times. This program enhances the guest arrival and departure experience, minimizes congestion, and supports seamless operations while adhering to all site-specific guidelines and safety protocols.

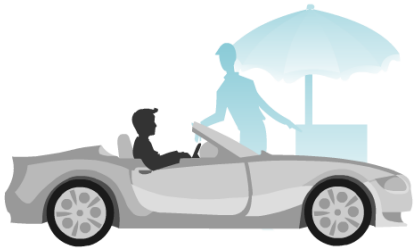
LAZ is confident we will be able to fully maximize the property's parking space by adding an additional 14 vehicles without impacting or impeding fire lanes, self-park circulation or parking. Valet vehicles will be stacked, as shown below.



VALET TECHNOLOGY SOLUTIONS

Flash Valet Parking

LAZ Parking is recommending to utilize valet parking technology to maximizes efficiency and service capabilities. The Flash Valet system provides the ability to track all vehicles, keys, vehicle stages, employees, and all other operations at your fingertips.



The system tracks every parked vehicle, including arrival time, make and model, valet staff, amount and method of payment, and departure time. It will also account for every vehicle payment transaction regardless of the form of payment (cash, credit card, check, front desk). Another important part of this equipment is its ability to manage the productivity of each valet attendant. The system will also minimize costly false claims or substantiate valid claims of vehicle damage with the option to take and store time-stamped photos of each vehicle upon arrival or departure. Each picture is automatically linked to the ticket number and stored in the cloud for 30 days.

The Flash Valet system provides the ability to track all vehicles, keys, vehicle stages, employees, and all other operations at your fingertips.

Technology Capabilities

The following are a few of the operational features/benefits of the Flash Valet system:

Vehicle Tracking

Track every parked vehicle, including arrival time, make and model, valet staff, amount and method of payment, and departure time. Know exactly when your busiest times are and who your most efficient runners are.

Revenue Control

Account for every vehicle payment transaction regardless of the form of payment (cash, credit card, check, front desk, PayPal, or validation). With access to real-time activity information, you can keep an eye on your business and eliminate manual ticket inventory and end-of-shift reconciliation.

Ticket Scanning & Vehicle Info Entry with VIN Scanning

Automate ticket entry by scanning the barcode on the tickets with the Linea Pro. Eliminate paper-based vehicle tracking, and enter all vehicle information directly into the Flash Valet app. The make, model, color, license number (and more) of the vehicle is entered into the app and linked to the issued ticket number.

Text Down Feature

Convenience for guests to be able to text down for their car in advance.

Credit Card Swiping & Mobile Payments

Eliminate bulky credit card machines and accept credit cards at the curb by swiping them with the Linea Pro. Offer your customers the luxury of paying and tipping from their mobile phones with mobile payments.

Time and Attendance

Manage your employees' time and attendance with integrated payroll processing—including a GPS location tracker for clock-ins.

Vehicle Pictures

Eliminate costly false claims or substantiate valid claims of vehicle damage with the option to take and store time-stamped photos of each vehicle upon arrival or departure. Each picture automatically links to the ticket number and stored in-cloud for 30 days.

Guest Surveys

Keep your finger on the pulse of your customers' experience with automatic surveys. Customers that take advantage of the mobile request feature will be prompted to rate the quality of service.