



### Our Mission

To operate a global parking and transportation company dedicated to integrity, growth, professionalism, value and leadership while providing quality service to customers and clients.

Our goal, simply stated, is to provide the highest level of customer service at the lowest possible cost, and ensure that the business is operated efficiently and professionally.

### Global Parking Services

Global Parking System of Indiana, Inc. (GPS) has expertise in **parking, transportation, and asset management**. We are engaged in leasing, management and ownership of commercial parking facilities. GPS focuses on superior service, innovative solutions, and bottom-line concerns of our clients, both governmental and private

### Consulting & Management

- GPS is a locally owned company that focuses on providing direct **"hands-on" management** participation throughout the ownership levels of our management structure.
- Global Parking System **operates prestigious private and public parking facilities**. Global Parking System is one of the largest minority-owned parking companies in the United States.

### Value Added Services

- As business needs continually change, in an effort to **provide quality services**, Global Parking System is a Valued Partner ready and prepared to help meet those needs.
  - Drive-thru carwash with vacuum and window clean, Premium Detail, Oil Change, Handwash, Jump-Start Service, USA Today Newspaper, Bottled Water, Annual Customer Appreciation Days

### Large Venue Management and Parking Services

- University Parking Event Management Services
- Professional Organization Facility Event Management
- Professional Leagues- NBA and NFL

### Premium Valet Services/Shuttle & Cashier Services

- Through proactive marketing, including targeted online advertising, GPS **has attracted approximately on an average of 30% of nearby, off-airport parking business** to become valet parking customers.
  - Bring Back Off-site Parking Customers, Premium Curb-Side Shuttle Services
  - Cashier and Command Center Customer Service, Premium Full-Service Valet

### Parking Technologies

- Providing parking automation and parking management solution with **cutting edge and world-leading technology**. Our equipment and software solve any parking issue, as well as improve parking efficiency, customer service and add incremental parking spaces, which translate into incremental revenue. Our products and customer service are innovative, unique and pragmatic. We customize our range of products to the clients' need based on their parking building, traffic behavior, tenants' profile in the parking building, and being dynamic and agile to quickly adapt to future needs.
  - Automated reservation from smart phone, Parking vehicles with guidance system (dynamic inventory).
  - Autonomous Vehicles, System notification to smartphone.
  - Automated LPR system (inventory and accessing/ exiting), 360-degree scanning of vehicles



#### **Personnel Services/Human Resources**

- Global Parking System ensures our employees are **the best in the parking industry**. All employees are carefully screened during a thorough hiring process that includes personal interviews, executing the Reid Report (evaluates integrity), DMV check, and
  - Interview, DMV check, Reference check, Drug free workplace, job-offer, Orientation

#### **Parking Customer Service**

- **Develop customer service guidelines**, employee training, safety training, coordinate with existing customer service goals
- Services- Including tire inflation, jump start services, tire change, lost vehicle assistance, key retrieval
- Operator- Full operation, oversight, staffing, human resources, payroll, training

#### **Branding/Marketing**

- GPS strongly believes by implementing a **strong brand, quality programs and community partnerships** at each location we can virtually change the perception of the lot and ultimately increase revenue.
  - Millennials- Apps, Bluetooth, Online Reservations Baby Boomers- Face-to-face, Cash, personalized service, Business Travelers, High-End VIP, Family Vacation/Leisure Travelers, Elderly Travelers
  - Off-Site Parking Customers-Convenience, Online Reservations, Loyalty Programs, Perks, Stress Free, Time-Saving

#### **Transition Management**

Our attention to detail, constant communication and cooperation with the authority staff will ensure a **seamless transition**. We have acquired several properties and have experienced all aspects of successful transitions.

#### **Minority Owned Business Certified as DBE/ACDBE**

- **State Certification**
- Provide Opportunities to **Receive Federal Revenues**
- **100% Partnership when competing for RFI, RFQ and RFP**
  - **Certifications:** Indiana and the City of Indianapolis, California, New York, Arizona and the City of Phoenix, Kentucky, Tennessee, Missouri and the City of St. Louis, Texas, Washington State, Ohio, Georgia, Louisiana, Colorado, Nevada, Florida

*The critical elements to operate Airport Parking Facilities are the people we serve. Given the same labor pool, the difference Global Parking System provides, is in the quality of selection and orientation, training, management, attention to detail and how well we understand the importance of working with our client. Global Parking System's commitment to this process and the development of our human resources is unparalleled in the industry. We continually boost in our ability to increase revenue, decrease customer complaints and improve the overall customer experience by Value-Added Amenities and convenience.*