

# Parking References



# East West Parking

The East West Group of Parking Companies have owned and managed parking lots, parking garages, and business parking facilities since 1993. Unlike many traditional parking managers, we also own parking garages and master lease parking structures. We also provide parking design and engineering, parking development, event parking management, valet parking services, designated parking controls through technology. And our group provides parking technology assessment studies, as well as sales of technology solutions to the parking industry.



Our group provides parking services throughout the United States. Here is a sampling of client, vendor, partner and patron comments and references related to our various parking facilities over a five year period.



May 30, 2019

*We are pleased to provide our services to Federal Parking as it expands its footprint throughout the East Coast, and we look forward to partnering with Federal on many new projects.*

***Scott Gaskill, President, Charter Elevator***



May 30, 2019

*I do not hesitate to recommend Federal Parking for any new parking management assignments or projects related to parking facility design, operation, consulting, or joint ventures.*

***Billie Goodman***



May 16th, 2019

*We would heartily provide a reference for East West Park and its management team as they are considered for additional parking management and consulting engagements for private and public entities.*

## EAGLEBANK

May 13, 2019

*This letter is to confirm the banking account for Federal Parking a member of the East West Parking Group has been maintained in a satisfactory manner.*

*Please feel free to contact me with any questions or concerns.*

**Regards, CJ Joyner**

## Summers Thompson Lowry, Inc.

May 10, 2019

*Our firm has been working with Federal Parking, and its affiliates, National Parking Company and East West Park, for over 15 years.*

*As partners with the US Department of Veterans Affairs, our firm understands the significant responsibility each company has in serving veterans and federal government employees on an hourly and daily basis.*

*We do not hesitate to provide a reference for the East West Group of Companies as they undertake new parking facility development and management throughout the United States.*

**Cathleen C Lucas, AAI, CISR, Account Manager**

## DON STEVENS AC/HEAT AND ELECTRICAL

May 6, 2019

*I consider Federal Parking to be a valued and trusted customer, and welcome this opportunity to provide a very positive reference to anyone wishing to conduct or enter into business with them.*

**Don Stevens, Owner**



May 3, 2019

*Southern Time has been working with Federal Parking and City of Medicine Center Garage since 2002, and we have known the management executives of the group since the late 1990s.*

*We have enjoyed our long relationship, and look forward to another 15 years of success working together.*

*We would certainly recommend Federal Parking for a parking management/development project across the United States, and internationally as well.*

**Norman L. Hogg, President**



DEPARTMENT OF VETERANS AFFAIRS  
VA Medical  
Center  
Hampton, VA

July 20, 2017

*Federal Parking, LLC has been awarded a GSA Lease to provide parking spaces to be used by the Department of Veteran Affairs Medical Center annually through July 31, 2022 with a contract value of \$ 1,860,471.00.*

**Lerlita Garcia, Lease Contracting Officer**



May 24, 2017

Federal Parking LLC has been a client with Business Financial Solutions, LLC since June 5, 2015. They are a valued client that have honored their obligations with us for the past 3 years.

**Tony Brown, Relationships Manager**



To Whom it May Concern,

Federal Parking LLC has been a client of SunTrust bank since 13/18/12 and currently holds over 20 accounts with us. As of 5/24/17, they are currently in a good standing.

**Justin Kirkland, Branch Manager**



April 8, 2015

I was a senior partner with Patton Boggs for about 24 years, a law firm which is internationally recognized and known for its deep relationships within the Washington Beltway, the US government, and a number of foreign countries as well. During my tenure I was the senior real estate attorney representing the Abu Dhabi Investment Authority in acquiring, developing and financing its US real estate portfolio, including its substantial holdings in the Washington, DC market.

I have worked extensively representing clients in numerous international markets including Europe, the Middle East, Africa, the Caribbean and other emerging markets.

I personally and professionally know the executive leadership with whom I have worked on a number of projects. Being familiar with the public-private nature of the various parking facilities and based on both professional and personal relationships, I can recommend East West Park, National Parking Company and Federal Parking as strong and committed long-term partners without hesitation.

**Ross E. Eichberg, Attorney**



## Representative Efforts Evidencing Cooperative Working Relationship between Federal Parking and the Department of Veterans Affairs/ Durham VA Medical Center/US Government

April 15, 2019

*Thanks for the update. The previous message was great, appreciate the time writing it up. Please keep me in the loop with the scope of work for this project, would like to know once confirmed. Thanks again.*

**Peter A. Favret, Assistant Chief of Engineering Durham VAMC**

February 1, 2019

*We inspected the system today and identified a breaker that was recently tested which had a phase reversed. We'll discuss next steps on Monday and plan the corrective action along with a full system test. Appreciate the support, enjoy the weekend.*

**Peter A. Favret, Assistant Chief of Engineering Durham VAMC**

July 28, 2017

*Thank you for your participation in the kick off meeting yesterday. Attached is the fully executed COR Delegation Memo.*

**Barry Butler, Lease Contract Specialist, Dept. of Veterans Affairs, Hampton, VA**

March 14, 2017

*Thank you for taking over leadership with this project and for getting back to the VA shortly with a work plan.*

**Charles J. Williams, Chief of Engineering Services, Durham VAMC**



## Emails from the Durham, North Carolina VA Medical Center:

December 11, 2015

*Thank you so much for the prearranged parking agreement with Mrs. King on the Coding staff's behalf. It was a nice Christmas present to attend the staff meeting and/or Christmas Party and only have to pay one dollar to park. Merry Christmas & Happy New year to you all.*

**Carol Riley, Medical Records Technician/Coder, Durham VA Medical Center**

April 22, 2014

*This is exceptional. Really, Mark, a job well done. This sort of project helps us all. Thank you.*

**Stephen D. Black, MSPT, Assistant Director, Durham VA Medical Center**

August 21, 2013

*Thank you all for the good communication. It's impressive the way you have given each other the benefit of the doubt and honored each other throughout. Great example for our facility. Thank you.*

**Stephen D. Black, MSPT, Assistant Director, Durham VA Medical Center**

August 2, 2011

You provided very nice monthly Financial Reports in April for our OIG audit of the Enhanced Use Lease. Wow - very impressive - thanks!

**Sara Haigh, Assistant Director, Durham VA Medical Center**

June 24, 2011

Thanks very much for these details and for working closely to maintain a smooth working relationship.

**Sara Haigh, Assistant Director, Durham VA Medical Center**

### **Acknowledgments by East West Parking Patrons**

January 12, 2017

Phone transcript of call:

*I have been coming here since 1983 and I have dealt with many different kinds of employees. Connie Costello, who is one of the East West Parking Group employees, has got to be the kindest employee I have ever met. I have witnessed many patrons coming through the parking facility that have been less than kind, but Connie keeps on smiling. I am not just saying this. I mean it.*

**Mrs. Jo Corbin, Medical Center Patient**

October 5, 2017

From card sent to East West Park employee:

*Wanted you to know how much you are appreciated for your service to the veterans. You always have a smile for me when I check out of the garage after a VA appointment. You are the bright spot of each visit. No matter how bad the rest of the day went, I can count on your smile & kindness. Thank you.*

**A Veteran's Deter**

### **CUSTOMER SATISFACTION SURVEY**

Federal Parking currently manages the entry and exit of approximately 700,000 vehicles annually at the Durham VAMC. Survey forms were distributed over a six-day period to secure customer feedback. Patrons gave high marks in the areas of safety, cleanliness, convenience, and cost. The following are responses from the questions in percentages or order.

#### **FEDERAL EMPLOYEES**

1. Does the garage appear to be clean and well maintained?

**Yes 90%, No 10%**

2. Do you feel as though you and your vehicle were safe in the garage?

**Yes 91%, No 9%**

3. Rate the convenience of the garage to the hospital (versus off-site parking):

**Excellent 75%, Good 18%, Fair 7%**

4. Please rate your overall experience in the garage:

**Excellent 65%, Good 28%, Fair 7%**