



GLOBAL PARKING SYSTEM, INC.
World Class Parking at Each and Every Location

Customer Service Excellence

Our role in providing our clients the opportunity to receive customer service awards, including the J.D. Power Award for Customer Service.

Indianapolis International Airport

- ▶ Our honor in being the first and last interaction with customers
- ▶ Best Airport North America-Starting in 2008-2021, **eight consecutive years**, travelers selected the Indy Airport as the best among airports serving 5 to 15 million passengers.
- ▶ **J.D Power Award 2008-2021-Ranked #1 8 out of 10 years** in overall customer satisfaction for service, cleanliness, convenience, check-in & security
- ▶ Selected the Indianapolis Airport as the best among airports serving 5 to 15 million passengers
- ▶ Satisfaction for service, cleanliness, check-in & security
- ▶ Our outstanding employee training and retention





GLOBAL PARKING SYSTEM, INC.
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Award and Recognition

Mayor's Minority Business Enterprise of The Year

**Presented July 2014 to Hal Darring Owner/CEO of Global Parking System, Inc for
excellence in business development in the City of Indianapolis**

City of Indianapolis/Indiana Black Expo

Mayor's Minority Enterprise of the Year Award



Presented in recognition of excellence in business with the city for outstanding achievement while doing business with the City of Indianapolis as a Top-Performer.

This award is presented in collaboration with the Indiana Black Expo and the Department of Minority and Women Business Development and the Mayor's Office.



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Award and Recognition

Innovator of the Year 2013, Indianapolis, IN

Innovator of the Year 2013 presented by Mayor Gregory A. Ballard

City of Indianapolis, Indiana

Innovator of the year Award



After taking office in 2008, Mayor Gregory Ballard of Indianapolis, Ind., set out to realize his ambition of revitalizing his city through technology and infrastructure upgrades. Parking played a key role in turning this vision into reality.

The mayor had three goals—increase revenue for the city, improve the customer experience for residents, and boost sales traffic for the city’s retailers.

He would accomplish this by bringing a public-private partnership (P3) to Indianapolis to modernize the city’s thirty-year-old parking system. ParkIndy, a team of local business including Global Parking System, Inc.-51% owner, Denison Parking-49% owner, Xerox, Even Times, and Sease & Gerig Associates was selected to manage the city’s parking operations for 50 years.



“Hire employees who are qualified, prepared and willing to take the extra step.”

— Hal Darring, CEO,
Global Parking
System of Indiana,
Inc.

Active Engagement Creates Satisfied Customer

As founder and CEO of Global Parking System of Indiana, Inc., my strategy as its CEO is to be intimately involved in the daily operations of the business.

You're only as strong as your weakest link. Company leadership must be actively engaged in developing and training management staff.

Set in place procedures to make certain your team is qualified, prepared, and accountable. Identify top talent by accepting references from trusted employees, management, and business executives.

Pre-qualify individuals to ensure that their business philosophies align with yours.

Hire employees who are decisive and don't make excuses. Step in and work side-by-side with exceptional employees to reinforce the value they bring to your company.

My first experience in the parking business was running a 24-hour airport shuttle service. That experience taught me that a CEO should be prepared to be called upon to resolve in any situation, day or night.

This level of involvement demonstrates your dedication to the client, increasing customer satisfaction and ultimately, revenue. ■

Hal Darring is CEO of Global Parking System of Indiana, Inc. Reach him at <mailto:hdarring@globalparkingsysteminc.com>



MEDIA RELEASE: February 11, 2016
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IND adding high-power superchargers to Valet Parking

Global Parking System Inc. partners with Tesla Motors to provide new amenity for hybrid and electric vehicles

INDIANAPOLIS— Parking an electric or hybrid vehicle at the Indianapolis International Airport (IND)? You now have a new, faster way to charge your car. The Indianapolis Airport Authority (IAA) and Global Parking System, Inc., are pleased to announce the implementation of Tesla Motor's Destination Charging Program at IND. The program will add high power superchargers to the Valet Parking area of the IND garage, an additional amenity for our parking customers.

Since early 2015, Global Parking System, Inc., has been working on forming an exclusive partnership with Tesla Motors to bring this increasingly desirable amenity, Tesla Destination Charging, to IND. Through their efforts and commitment to this project, Global Parking System, Inc. has successfully teamed up with Tesla Motors to provide the world's unprecedented destination charging system to our customers. Combining leading-edge technology and forward thinking allows us to have the ability to offer our customers a seamless and convenient charging experience during their stay, in turn adding value to our overall operation. Our partnership with Tesla Motors puts us in an excellent position to attract more customers that are purchasing hybrid vehicles.

In addition to our regular complimentary hybrid charging stations, Model-S owners can now receive this complimentary charging service. Conventional charging systems add 4.5 miles in one hour of charging while the Tesla Supercharge adds an additional 58 miles in one hour of charging. The Tesla Destination Charging System has a 135% greater charging capacity and is able to complete a full overnight charge within just 4 hours versus 9 hours for a conventional hybrid charging system.

“We are pleased with the partnership we have established with Tesla Motors,” said Hal Darring, CEO of Global Parking System, Inc. “It reflects our strong desire to collaborate with companies that share our vision of providing outstanding customer service with leading edge technology.”

About the Indianapolis Airport Authority

The Indianapolis Airport Authority owns and operates Indiana's largest airport system. In addition to the Indianapolis International Airport, its facilities include the Downtown Heliport, Eagle Creek Airpark, Hendricks County Airport, Indianapolis Regional Airport and Metropolitan Airport. IND has received numerous prestigious awards recognizing it as a leader

within its class, including best airport in North America in 2010, 2012, 2013 and 2014 in Airports Council International's annual Airport Service Quality awards. It has also been inducted into the ACI Director General's Roll of Excellence, one of the few U.S. airports to be included in this elite group of worldwide airports. IND is the first airport in the U.S. to win LEED® certification for an entire terminal campus. LEED is a green- building award for Leadership in Energy and Environmental Design. IND has won additional recognition for excellent customer service, concessions programs, and art and architecture.

IND generates an annual economic impact in Central Indiana of more than \$4.5 billion without relying on state or local taxes to fund its operations. About 10,000 people work at the airport each day. IND serves more than 7 million business and leisure travelers each year and averages 140 daily flights, seasonally and year-round, to 44 nonstop destinations. Home of the world's second-largest FedEx Express operation and the nation's eighth- largest cargo facility, IND is committed to becoming the airport system of choice for both passenger and cargo service. For more information, visit IND's Facebook page at Indianapolis International Airport and Twitter page at @INDairport.

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