



To: Marcia Moermond, Legislative Appeal Officer  
From: Mike Koch, Building Manager; Spruce Tree Centre  
Re: Appeal Hearing; March 19, 2013; Materials submitted in advance for your review  
Date: March 18, 2013

Good Afternoon,

Attached are some materials I have prepared in advance of the Legislative Appeal Hearing tomorrow. Perhaps you will have time to review them before the hearing.

Thank you for hearing our appeal of three - four items on the fire inspection corrections notice for the Spruce Tree Parking Ramp, 1611 Spruce Tree Drive, St. Paul.



Equal Housing Opportunity

This institution is an equal opportunity provider. We do not discriminate against any person because of race, color, sex, religion, national origin, handicap or familial status. Section 504 of the Rehabilitation Act of 1973 coordinator available. MN TDD 800.627.3529





# APPLICATION FOR APPEAL

Saint Paul City Clerk

310 City Hall, 15 W. Kellogg Blvd.

Saint Paul, Minnesota 55102

Telephone: (651) 266-8560

The City Clerk needs the following to process your appeal:

- \$25 filing fee payable to the City of Saint Paul (if cash: receipt number \_\_\_\_\_)
- Copy of the City-issued orders or letter which are being appealed
- Attachments you may wish to include
- This appeal form completed
- Walk-In OR  Mail-In

YOUR HEARING Date and Time:

Tuesday, \_\_\_\_\_

Time: \_\_\_\_\_

Location of Hearing:

Room 330 City Hall/Courthouse

## Address Being Appealed:

Number & Street: 1611 Spruce Tree Dr. City: ST. PAUL State: MN Zip: 55104

metroPlains mgmnt on behalf of spruce

Appellant/Applicant: Tree Parking Ramp Email mkoeh@metroplains.com

Phone Numbers: Business 651-523-1212 Residence \_\_\_\_\_ Cell 612-366-5983

Signature: Michael A. Koch Date: March 6, 2013

Name of Owner (if other than Appellant): City of St. Paul c/a metroPlains Mgmt.

Address (if not Appellant's): 1600 UNIVERSITY AVE., SUITE 212, ST. PAUL, MN 55104

Phone Numbers: Business \_\_\_\_\_ Residence \_\_\_\_\_ Cell \_\_\_\_\_

## What Is Being Appealed and Why?

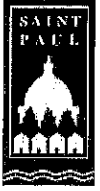
Attachments Are Acceptable

- Vacate Order/Condemnation/
- Revocation of Fire C of O
- Summary/Vehicle Abatement
- Fire C of O Deficiency List
- Fire C of O: Only Egress Windows
- Code Enforcement Correction Notice
- Vacant Building Registration
- Other

We request a variance or alternative way of compliance with items # 1, 3, 6 and 8. Attached is a report from walker consultants as well as an expanded narrative of alternatives to compliance with items #1, 3, 6, (and 8)

Add'l Photos & floor plans will be supplied at the hearing or if req'd prior to the hearing.  
m.koe

Revised 4/22/2011



CITY OF SAINT PAUL  
*Christopher B. Coleman, Mayor*

375 Jackson Street, Suite 220  
Saint Paul, Minnesota 55101-1806

Telephone: 651-266-8989  
Facsimile: 651-266-8951  
Web: [www.stpaul.gov/dsi](http://www.stpaul.gov/dsi)

February 25, 2013

METRO PLAINS MANAGEMENT - ATTN: MICHAEL KOCH  
1600 UNIVERSITY AVE W STE 212  
ST PAUL MN 55104

### FIRE INSPECTION CORRECTION NOTICE

RE: 1611 SPRUCE TREE AVE  
Ref. #119544

Dear Property Representative:

Your building was inspected on February 6, 2013 for the renewal of your Fire Certificate of Occupancy. Approval for occupancy will be granted upon compliance with the following deficiency list. The items on the list must be corrected prior to the re-inspection date. **A re-inspection will be made on March 25, 2013 at 1:00 PM.**

Failure to comply may result in a criminal citation or the revocation of the Fire Certificate of Occupancy. The Saint Paul Legislative Code requires that no building shall be occupied without a Fire Certificate of Occupancy. The code also provides for the assessment of additional re-inspection fees.

**YOU WILL BE RESPONSIBLE FOR NOTIFYING TENANTS IF ANY OF THE FOLLOWING LIST OF DEFICIENCIES ARE THEIR RESPONSIBILITY.**

#### DEFICIENCY LIST

1. PARKING GARAGE - 2/3 LEVEL - EAST STAIRWAY - MSFC 1008.1.8 - Remove unapproved locks from the exit doors. The door must be openable from the inside without the use of keys or special knowledge or effort.-Remove or cap off the single cylinder deadbolt lock.
2. PARKING GARAGE - ENTRANCE BY SPRUCE TREE AVE - MSFC 901.6 - Provide and maintain caps on all hose connections.-Provide a cap for the fire department connection. FDC is missing a cover.

3. PARKING GARAGE - SECOND LEVEL - EAST STAIRWAY - MSFC 1008.1.8 - Remove unapproved locks from the exit doors. The door must be openable from the inside without the use of keys or special knowledge or effort.-Remove or cap off the deadbolt lock. Remove the access control system that is on the door leading to the stairway.
4. PARKING GARAGE - STREET SIDE - SPRUCE TREE AVE - SPLC 71.01 - Provide address numbers on the parking garage.-Assure that the address numbers are at least 4 inches in size, in a visible location, and contrast with the background.
5. PARKING GARAGE - THIRD LEVEL - EAST STAIRWAY - MSFC 1010.1, 1003.2.10 - Provide and maintain approved directional exit signs.-Provide an illuminated exit sign above the exit. Exit sign missing.
6. PARKING GARAGE - THIRD LEVEL - EAST STAIRWAY - MSFC 1008.1.8 - Remove unapproved locks from the exit doors. The door must be openable from the inside without the use of keys or special knowledge or effort.-Remove or cap off the single cylinder deadbolt lock.
7. PARKING GARAGE - THROUGHOUT - SPLC 34.19 - Provide access to the inspector to all areas of the building.-Provide access to all mechanical, electrical, storage rooms, etc.
8. PARKING GARAGE - THROUGHOUT - SPLC 417.07 - Provide and maintain a phone or push button alarm that is clearly marked, strategically located and handicap accessible.-Maintain the emergency call boxes by the East stairway. Call boxes are not functional.
9. PARKING GARAGE - THROUGHOUT - MSFC 901.6 - Provide required annual inspection and testing of the fire standpipe system and provide written documentation to this office as proof of compliance.-Please email documentation to [sebastian.migdal@ci.stpaul.mn.us](mailto:sebastian.migdal@ci.stpaul.mn.us) prior to the reinspection.
10. PARKING GARAGE - THROUGHOUT - INCLUDING MECHANICAL AND ELECTRICAL ROOMS - MSFC 906.1, 906.6, MN Stat. 299F.361 - Provide approved fire extinguishers in accordance with the following types, sizes and locations.-Provide fire extinguishers with a minimum rating of (2A10BC). The fire extinguishers must be installed on a bracket and be no higher than 5 feet above the ground or be inside an approved cabinet. The fire extinguishers must be spaced so that the travel distance to the extinguisher does not exceed 75 feet. Assure that approved labeling is present to indicate the location of the fire extinguishers.

Saint Paul Legislative Code authorizes this inspection and collection of inspection fees. For forms, fee schedule, inspection handouts, or information on some of the violations contained in this report, please visit our web page at: <http://www.stpaul.gov/cofo>

You have the right to appeal these orders to the Legislative Hearing Officer. Applications for appeals may be obtained at the Office of the City Clerk, 310 City Hall, City/County Courthouse,

15 W Kellogg Blvd, Saint Paul MN 55102 Phone: (651-266-8688) and must be filed within 10 days of the date of this order.

If you have any questions, email me at: [Sebastian.Migdal@ci.stpaul.mn.us](mailto:Sebastian.Migdal@ci.stpaul.mn.us) or call me at 651-266-8985 between 8:00 a.m. - 9:30 a.m. Please help to make Saint Paul a safer place in which to live and work.

Sincerely,

Sebastian Migdal  
Fire Inspector

Reference Number 119544

## Spruce Tree Parking Ramp.

Reasonable and Viable Alternatives to unlocking East Stair Tower doors 24 / 7 @ 365 days per year.

### Alternative # 1

Answer Net currently monitors the exit lanes of the Spruce Tree parking ramp and assists customers having difficulty exiting the ramp. Alternative # 1 proposes that Answer Net would monitor the parking ramp during the hours when the ramp and the office building are closed 10pm - 5:30am via the brand new, 32 camera, \$75,000 security camera system recently installed in the Spruce Tree Parking ramp. If a fire or emergency occurs, Answer Net, a tenant on second floor of the Spruce Tree Centre office building, whose offices are less than 75 feet from the stair tower; immediately opens the door or doors to the east stair tower. Answer Net is a nationwide emergency answering service. Answer Net currently monitors the entrance and exit lanes of the parking ramp via four cameras, has a great view of the west exit from the ramp and has a video link up to the parking . See Exhibit 1 for more info.

*No change to the existing locking system on doors at 2, 2/3 and 3.*

### Alternative # 2

Install Emergency Call boxes at levels 2, 2/3 and 3 of the east stair tower which would be answered by Answer Net, a 24 hour Emergency Call located 75 feet from the stair tower doors. In the event of an emergency that blocks the west exit from the parking ramp, when the parking ramp and the office building are closed from 10pm to 5:30am, the caller could be viewed from the existing security camera system and Answer Net would open the doors to the east stair tower.

*No change to the existing locking system on doors at 2, 2/3 and 3. See Exhibit 2 for more info.*

### Alternative # 3

Install a heat sensor or fire sensing device or perhaps a pull station, at the west exit from the parking ramp. If the sensor detects a fire, the alarm would, as is currently the case in the office building, trigger a "fail safe" condition, whereby all of the electronic strikes at the east stair tower would be unlocked. *No change to the existing locking system on doors at 2, 2/3 and 3.*

*These doors are currently connected to the office building fire system. The west door of the parking ramp would be added as a satellite location to the existing fire alarm system. See Exhibit 3.*

### Alternative # 4

Install a door with a panic bar on the parking ramp side, that would provide direct access to the emergency exit corridor between the parking ramp and the office building at level 1 just south of the existing double doors that come from the parking ramp into the building. This door would provide 24 / 7 @ 365 days per year; egress. Leave the doors at levels 2, 2/3 and 3 locked during the times the parking ramp & office building are closed. In the event of a blockage at the west exit from the parking ramp, this 1st level door could be used. Signage at the levels 2, 2/3 and 3 could direct the emergency usage of this door during the hours the parking ramp is closed from 10pm - 5:30am. This door would be accessible from all levels because the ramp has a scissor design. *No change to the existing locking system on doors at 2, 2/3 and 3. See Exhibit # 4.*

Rationale for Requested Variance  
Spruce Tree Parking Ramp  
Items # 1, 2, 6 and possibly # 8

**Low Occupancy when Parking Ramp & Office Building are closed (10pm - 5:30am).**

The Spruce Tree parking ramp has low occupancy when the office building and the parking ramp are closed. The roll gate for the parking ramp entries and exit come down at 10pm and go up at 5:30am. During this time the occupancy of the parking ramp consists of 12 - 14 'company cars' stored overnight in the ramp for day time use by Ramsey Co Corrections plus 2 - 3 cars owned by Answer Net overnight personnel.

The risk of a car fire blocking the west exit from the parking ramp would be in proportion to the number of active vehicles in the parking ramp. The RCC stored vehicles and the Answer Net cars are not active or at risk of catching on fire. They are parked.

The only other active cars (when the ramp is closed from 10pm to 5:30am) would be driven by a person working late (after 10 pm) in the office building, who would have his/her proximity card on his / her person in order to exit the parking ramp because it is required to get out the exit gate of the parking ramp. In an emergency, this same proximity card would allow re-entry to the East Stair tower in the unlikely event of a car fire blocking the west exit from the parking ramp.

**Opening the East Stair Tower Doors from 10pm - 5:30am Will Pose a Safety and Security Risk to the Office Building and its Tenants.**

The Spruce Tree Centre Office building and parking ramp are located on one of the busiest bus (and automobile) corners in St. Paul. We have 4 bus stops within 150 feet of the parking ramp.

- We often find transients, vagrants, drunks and loiterers sleeping on the sitting bench of the office building at the Snelling / University corner entry to the office building, about 75 feet from the east stair tower. Exhibit 5
- We often find transients sleeping in the building's trash enclosures within 25-30 feet of the exit from the Spruce Tree Parking ramp. These areas are checked every morning by the ramp manager because of how distressing it is for our first arrivers to be 'greeted' by a transient or a vagrant. Exhibit 6
- When the electronic strike mechanisms malfunction on the east stair tower doors, the first arrivers in the morning often find evidence that transients have been sleeping, defecating and using the area at the basement level of the east stair tower as an overnight home.
- One of our largest tenants is Ramsey County Corrections on second floor. RCC has 51 probation agents who see folks on probation all day long. These people aren't coming to see their probation agents because they did nice things. When word gets out that our building's stair tower doors are unlocked; we will be at increased risk of break - ins based on the number and type of clients on probation who are visiting the building every day.

- We would expect the stair tower to incur an increased amount of vandalism and graffiti. Vandals already 'tag' the exit doors from the office building, the columns of parking ramp, the billboard across the street, the buildings across the street, etc. We cover or remove 'tags' from our building and parking ramp about once per month. Exhibit 7
- Pastor Joy of the Bethlehem Lutheran Church runs a free food and free clothing distribution operation across the street from the parking ramp . Free food and clothes are great for the poor people in the neighborhood. Unfortunately, these services also attract lots of transients and vagrants who hang out in the neighborhood watching for other opportunities for a place to sleep or opportunity to steal something and pawn it at Pawn America at the end of the block. Exhibit 8
- There are 3 bars and 2 pawn shops within a block of the parking ramp. To have unlocked doors, from 10pm - 5:30 am poses a safety and security risk for tenants of Spruce Tree Centre and the Spruce Tree Centre Parking Ramp. The double doors coming in from the 1st floor of the parking ramp malfunctioned a couple of years ago. Before the malfunction could be repaired, a thief stole the ATM machine on 1st floor, hauled it up the handicapped ramp, loaded it on a truck and drove away at about 2am in the morning. Exhibit 9.
- If full compliance is required and the locks on the stair tower coming into the building must be removed, the doors on the east side of the stair tower; the wood doors that come into the office building will have to be replaced. They will not be sufficiently strong or secure enough to withstand the kind of off hours traffic that will be in the stair tower between 10pm and 5:30am. Replacing the three wood doors that protect entrance to the office building with steel frame and steel doors would be very, very expensive.



Fire Inspection Correction Notice  
1611 Spruce Tree Drive  
# 119544

**Items Completed**

- Item # 2. FDC Cap Missing. See Exhibit 10 Completed on March 1
- Item # 4. Signage. See Exhibit 11 Completed on March 15
- Item # 5. Exit Light at 3rd Level See Exhibit 12 Completed on March 4
- Item # 9. Inspection of Standpipe System See Exhibit 13 Completed on March 14 & 15
- Item # 10. Install Fire Extinguishers. See Exhibit 14 Completed on March 8

**Items in Process**

- Item # 7. Access to Storage Areas. We would be happy to comply with this request on March 25, 2013 at 1:00 pm as per the notice of Feb. 25, 2013.
- Item # 8. Emergency Call Boxes. We have removed the old, abandoned conduit and call box that was on 3rd level. This item depends upon the outcome of the Legislative Appeal Hearing. If this item is required, we have a verbal estimate from C & R Technology, Ron Eastborne who says the cost would be \$1,500 - \$2,000 and time frame would be 30 - 45 days to comply.

**Items being Appealed.**

Item # 1. Remove lock from Level 2/3

Item # 3. Remove lock from Level 2

Item # 6. Remove lock from Level 3

Item # 8. Install call boxes.

If proposed Alternative # 1 is accepted, we believe this item to be unnecessary, as the areas would be monitored by Answer Net. Also, Walker Parking Consultants, the engineers who designed the Spruce Tree Ramp advise compliance can be achieved by removing the old conduit and call box. (which has been done) See last paragraph of Walker Consultants letter of March 5. See Exhibit 15

## Exhibit 1

Information on Answer Net, the tenant on the second floor of Spruce Tree Centre.

This is the firm we would hire to monitor the parking ramp during the hours of 10pm to 5:30am.

Photo - Answer Net personnel, equipment and video monitor with live feeds from parking ramp.

Alternative # 1 could be implemented within 30 days at minimal cost.

answerNet

**Casandra Rish**  
*General Manager*



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1600 University Avenue, Suite 208  
St. Paul, MN 55104  
Office: 651.644.7332  
Toll-Free: 800.866.2672  
Fax: 651.644.8295  
casandra.rish@answernet.com

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Inbound, Outbound, & E-bound Contact Center Solutions

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[www.answerNet.com](http://www.answerNet.com)

## The Multi-Difference

Established in 1998, AnswerNet has grown to become the premier teleservices firm with an award-winning, world-class reputation. Handling over 60 million calls and Internet contacts per year for more than 35,000 companies, we are the largest telephone answering company in the world.

With a commitment to developing client-focused relationships for long term, mutual success and business growth, AnswerNet offers clients customizable, cost-effective and efficient solutions for optimizing their inbound, outbound and web or e-mail communications — a wide variety of solutions for a wide variety of customers — the Multi-Difference!

**“As we have grown, AnswerNet has been there every step of the way to support CoffeeCakes.com’s customer service and sales initiatives, far exceeding industry expectations.”**

- Sherry Comes, President & CEO, CoffeeCakes.com



1-800-411-5777

[www.answerNet.com](http://www.answerNet.com)

## Award Winning Services



**2009** American Teleservices Association’s Spirit of Philanthropy Award recipient.



**8-time** Customer Interaction Solutions Magazine “Top 50 Teleservices Agencies” Award Recipient



**13-time** Association of TeleServices International “Award of Excellence” Recipient (Phoenix, AZ)



**2005-2010** CAM-X “Award of Excellence” Winner  
**2007** CAM-X Call Centre Award of Distinction (Winnipeg, Manitoba)

### Inbound Services

Telephone Answering Service (TAS)

Help Desk/Customer Care

Order Entry/Fulfillment

Direct Response

Corporate Hotlines/Sarbanes Oxley Hotlines

Property Maintenance Management

Paging & Dispatch Services

### Outbound Services

Telemarketing/Telesales

Lead Generation & Qualification

Seminar and Event Registration

Appointment Setting

Market Research

Telephone Mystery Shopping

Customer Satisfaction Surveys/Win-back

### Ebound & Automated Services

E-mail Management

Virtual Receptionist

Online Appointment Scheduling

Web Order Entry

Live Chat

Interactive Voice Response (IVR)

Automated Dealer Locator Services

Appointment Reminder Services

### Specialty Services

Product Recall Services

Disaster Response Services

Identity Theft Response

Loyalty Programs

Partner Programs

Payment Processing Solutions

Multilingual Support Services

CRM Hosting and Support

## Background

### Who We Are

AnswerNet is the world's largest privately held telemessaging firm and full service provider of Inbound, Outbound and E-bound contact center and fulfillment solutions. AnswerNet operates over 50 contact centers within the continental United States and Canada, providing a vast range of systems to optimize order entry, telephone answering services, sales, lead qualifications, market research and other contact management solutions for a client base of over 35,000. Processing over 60 million contacts annually, AnswerNet has been recognized for a number of awards, including Inc. Magazine's Annual "Inc. 500" List of Fastest Growing Private Companies as well as Customer Interaction Solutions magazine's Top 50 Teleservices Agencies.

- We customize every call center program to meet our clients' needs. No program is too large or too small.
- Our extremely flexible network of integrated call centers gives us the unique ability to precisely match agents to volume.
- Our varying locations enable us to continually provide service, even during natural or man-made disasters.
- As an industry leader, we have become known as the "call center's call center" and are the choice for other call centers' outsourcing needs, including back-up and overflow assistance.

### Our Companies

In its growth, AnswerNet has expanded through acquisitions and partnerships. The AnswerNet lineage of companies can trace their roots to 1929. The AnswerNet brand includes:

- Answernet, Inc.
- Signius Investment Corp.
- Cerida Investment Corp.
- TelePartners Call Centre, Inc
- Integrated Messaging, Inc.
- Contact America Acquisition, LLC
- The New Exchange Network, LLC



## Ownership

### **Gary A. Pudles**

Gary A. Pudles is President, CEO and founder of AnswerNet. Since establishing AnswerNet in 1998, he has driven the growth of the organization through sales, acquisitions, and partnerships and earned the prestigious "Ernst and Young Entrepreneur of the Year" award.

Through Gary's leadership and determination, AnswerNet as a company has won numerous awards, including a place on *Inc. Magazine's* 500 List of America's Fastest Growing Private Companies and a spot on *Customer Interaction Solutions Magazine's* Top 50 Teleservices Firms.

Mr. Pudles is a nationally recognized speaker and presenter on telecommunications, business motivation, and business operations, and he regularly contributes to the award winning web site, *Inc.com*. He has appeared and been quoted on television, radio and in print, and his articles have been featured in many well-respected industry publications including *Connections Magazine*, *Contact Management*, *Customer Interaction Solutions*, *DM News*, *Multichannel Merchant* and *Risk Management*.

Outside the company, Gary remains very active and regularly addresses several leading associations: the American Teleservices Association, the Association of TeleServices International, the Canadian Call Management Association, *Disaster Recovery Journal Spring World* and *Fall World*, and *ICCM*. Gary also instructs students at the Wharton School of Business' Small Business Development Center and participates on the New Jersey Economic Development Authority's Technology Advisory Board.

Gary has a Juris Doctorate degree from the Washington College of Law at the American University.

"I just want to express a big thank you for everything you and the AnswerNet employees did for Menu Foods...The call center volumes were through the roof and we couldn't have gotten through it without you."

- Bryan R. Bennett, Vice President of Information Technology, *Menu Foods*

### **William Robertshaw**

William Robertshaw is an experienced business owner and entrepreneur. Mr. Robertshaw has owned and managed a variety of companies throughout his impressive 50+ years in business. Mr. Robertshaw purchased his first call center in 1987 and has been a leader in the telemessaging call center industry due to his expertise in business management and finance. Over the last ten years, Robertshaw was nominated twice for the "Ernst and Young Entrepreneur of the Year" award for his work in two different industries.

Mr. Robertshaw earned a Bachelor's degree in Business from Boston University and is a veteran of the United States Army.

## **Comprehensive List of Services**

### **Voicemail Services**

#### **Telemessaging and Paging**

- Virtual Receptionist/Call Transfer
- Emergency Dispatch
- Maintenance Dispatch
- Medical Answering (HIPAA Compliant)
- Dealer Locator
- Digital, Alpha-Numeric, and 2-Way Pagers
- Appointment Reminders

#### **Internet Live Agent Chat**

#### **Live Recording Services**

#### **Outbound Marketing & Sales**

- Telesales & Telemarketing
- B2B & B2C Outbound Tele-Services
- Customer Win-Back Campaigns
- Customer Satisfaction Surveys
- Client Retention Programs
- Collection Reminders
- Database Hygiene
- Lead Generation and Qualification
- Appointment Setting

#### **Online Appointment Scheduling**

#### **Vanity Toll Free Number Services**

#### **Order Entry/Telemarketing**

- Inbound National 800/866/877/888 Numbers
- Direct TV/Advertising Media Responses
- Inbound Catalog Sales/Information Requests
- Order Entry
- Credit Card Processing
- Seminar and Event Registration

#### **Corporate Hotlines**

- Sarbanes-Oxley (SOX)
- Corporate Employee
- Consumer Information
- Security Breach

#### **Licensed Insurance Agents and Services**

#### **Identity Theft Response**

### **Customer Relationship Management**

- Customer Care Services
- Help Desk
- Disaster Planning and Recovery
- Overflow/After-hours Support
- Trouble Ticket & Work Order Management
- Customer Service & Sales
- Product Recall Services
- Email Management
- Travel, Leisure, Concierge Services
- Credit Card and Electronic Payment Processing Services
- Lottery Management Services
- FirstLine Maintenance - FLM (web-based property management)

### **Reservationless Conference Calling**

### **Virtual Receptionists**

### **Fulfillment Services**

### **Enhanced Fax Services**

### **IVR (Interactive Voice Response) and Voicemail**

- Enhanced with Live Operator Assistance
- Inbound Lead Rotation
- Automated Call-Redirect Service
- IVR Outbound and Inbound Telesales & Broadcast
- EVOX Voice-to-E-mail Retrieval
- Automated Dealer Locator
- Call Queuing & Routing Services

### **Voice2CRM (CRM Management)**

### **Market Research Services**

- Polling & Surveys
- Online Focus Groups
- Data Collection

### **Multi-Language and Accessibility Support Services**



Inbound, Outbound and E-bound Call Center Solutions

2325 Maryland Road ♦ Suite 150 ♦ Willow Grove, PA 19090 ♦ Toll Free: 800-411-5777 ♦ Fax: 215-659-4350  
Email: [Answer@AnswerNet.com](mailto:Answer@AnswerNet.com) ♦ Blog: [AnswerNet.com](http://AnswerNet.com) ♦ Online: [www.AnswerNet.com](http://www.AnswerNet.com)

## Agents

- AnswerNet Agents are routinely monitored – live and without notice – for call quality, and graded on a 33-point quality checklist
- Agent to Supervisor Ratio on average is 10:1, no fewer than 6 and no more than 13
- All calls are recorded and reviewed for training and quality maintenance
- Exceptional company benefits for full-time employees – hourly pay rate (\$1 more than standard)
- All Agents are employees of Answernet
- All Agents work in clean, safe, well-lit centers in on-shore sites within North America
- Creative problem solvers, within client guidelines

“As we have grown, AnswerNet has been there every step of the way to support CoffeeCakes.com’s customer service and sales initiatives, far exceeding industry expectations.”

- Sherry Comes, President & CEO, *CoffeeCakes.com*

## Technology

- Our full service team of in-house technicians is available to provide technical assistance 24/7/365.
- Each call center has a dedicated internet connection on AnswerNet’s own VPN for the smooth and secure transfer of information with a redundant connection – guaranteeing the uninterrupted flow of data.

### Telephony

- Startel
- Tascom
- Infinity
- Telescan
- eOn

### Web-based

- Windows & Linux Operating Systems
- IIS (Microsoft) & Apache Servers
- PHP, ASP, and .NET Languages

### Secure Data Exchange

- FTP, SFTP, XML/Web Services
- PGP encrypted files
- SSL Encrypted web portal

### Three-part Backup Plan

- Data is backed up 3 times daily
- Data is copied to disks twice monthly
- Systems are tested regularly



## Award-Winning Service

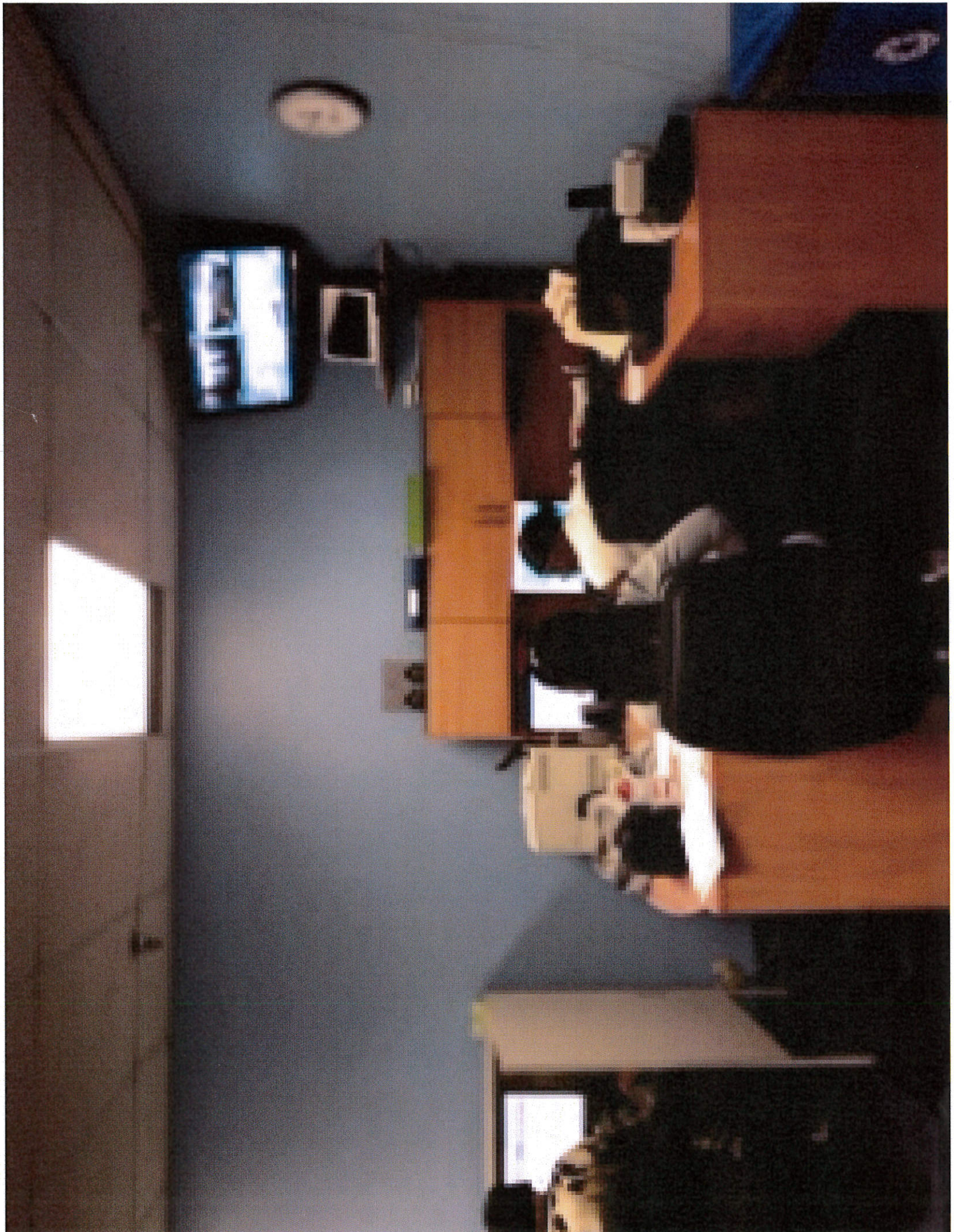
- 15-time Association of TeleServices International Award of Excellence recipient (Phoenix, AZ)
- 10-time *Customer Interaction Solutions Magazine* Top 50 Teleservices Agencies award recipient
- 5-time *Inc. Magazine* "Inc. 500/5000" recipient (Fastest growing privately held companies)
- 2012 SmartCEO 100 Best-Run Company recipient
- 2010 & 2008 Consumers' Choice Award Winner, Best Telephone Message Centre (Toronto, Ontario)
- 2009 American Teleservices Association's Spirit of Philanthropy Award recipient
- 2005-2011 CAM-X Award of Excellence Winner
- 2007 CAM-X Call Centre Award of Distinction Winner (Winnipeg, Manitoba)
- 2002 PricewaterhouseCoopers/NJBiz NJ Finest Award winner (Top 25 Best Privately Held Companies)
- 2001 Wharton Small Business Development Center and the Philadelphia Business Journal's Philadelphia 100 recipient (Fastest Growing Privately Held Firms)



Inbound, Outbound and E-bound Call Center Solutions

2325 Maryland Road ♦ Suite 150 ♦ Willow Grove, PA 19090 ♦ Toll Free: 800-411-5777 ♦ Fax: 215-659-4350

Email: [Answer@AnswerNet.com](mailto:Answer@AnswerNet.com) ♦ Blog: [AnswerNet.com](http://AnswerNet.com) ♦ Online: [www.AnswerNet.com](http://www.AnswerNet.com)



## Exhibit 2

Photographs of the entries from the parking ramp to the stair tower where the call boxes would be located as per Alternative # 2.

Alternative # 2 would cost \$1,500 to \$2,000 and would have a 30 - 45 day time frame according to C & R Technology.

Level 3

Main Entrance

EXIT



مركز

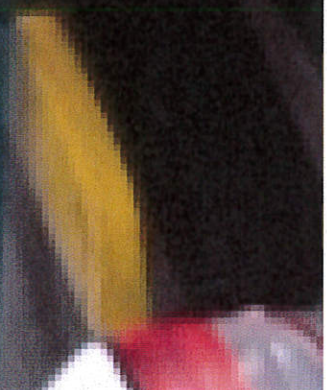
CENTRE

LEVEL 3

WARNING



Levels 2&3



Level 2



### Exhibit 3

Photographs of the west pedestrian exit from the parking ramp, the west stair tower and the automobile exit lanes. It is in this area of the parking ramp where a heat sensor or fire sensing device could be installed as per Alternative # 3. Though requested, our vendor Low Voltage Contractors has not provided a cost estimate or time frame should Alternative # 3 be found acceptable to the Legislative Hearing officer.





#### Exhibit 4

Photograph of 1st floor entry from the parking ramp. Alternative # 4 contemplates installing a door in the area to the right of the 'applied window area', under the video camera and to the left of the blue "Take the Ticket with You" sign.

I asked PECC Construction to provide a floor plan drawing of this alternative, along with cost and time frames. The plan with the location of the exit from the 1st floor of the parking ramp is attached.



## Exhibit 5

Photographs of the Snelling University Entry to the office building along with the sitting bench. It is this area where transients can be found sleeping in the morning when early arrivers get to work in the morning.



## Exhibit 6

Photographs of the building's two dumpster areas which are adjacent to the entry and exits from the parking ramp. Every morning at 5:30am, the parking ramp manager checks these two areas for transients, vagrants and drunks. A couple of times each month, we find unauthorized people in these areas.





## Exhibit 7

Photographs of examples of graffiti across the street from the office building / parking ramp. We cover or remove graffiti from the building and / or the parking ramp at least once per month. A walk around the block in our neighborhood would be a better way to understand the magnitude of the problem. I can see at least examples of graffiti from my office on the north side of University, that have been there for a least a month.

On our side of the street, we cover it or remove it within 24 hours.



**ADVERTISE  
HERE**

**651-641-1110**





## Exhibit 8

Photographs of folks in line for the free food and clothing offered by Pastor Joy at Bethlehem Lutheran Church across the street from the parking ramp on Monday, March 11.

The Spruce Tree Parking ramp provides free parking on Sundays for folks attending services at Bethlehem Lutheran Church and Central Baptist Church which is next door.



BETHLEHEM  
LUTHERAN  
CHURCH

DO NOT  
ENTER

SPACE FREE  
FREE  
BY  
SCHEDULE  
AS  
CATIONS

Abby

FURNITURE



## Exhibit 9

Photographs of the Turf Club Bar, across the street from the office building and parking ramp, Big V's which is one half block east of the building / parking ramp. Also located in the area is Midway Pro Bowl.

The pawn shops are: Pawn America which is across the alley from the parking ramp and Max It Pawn which is 1/2 block west of the office building / parking ramp.



WILFELSON





Exhibit 10

Photograph of the replace FDC cap.



## Exhibit 11

Signage as required by Item # 4 in the deficiency report. Photograph of the new sign with the building address on it.

1611  
SPRUCE TREE  
DRIVE



Escort  
Service  
Provided

Mon - Fri  
Sat - Sun

4:30 - 8:30 PM  
1:00 - 5:00 PM

RAMP CLOSES  
10:00PM

REOPENS 5:30AM

SPRUCE TREE  
PARKING RAMP

RATES	
0 - 1/2 Hour.....	\$1.75
1/2 - 1 Hour.....	\$2.75
1 - 1 1/2 Hour.....	\$3.25
1 1/2 - 2 Hour.....	\$4.25
2 - 2 1/2 Hour.....	\$4.75
2 1/2 - 3 Hour.....	\$5.25
3 - 3 1/2 Hour.....	\$5.75
3 1/2 - Max Hour.....	\$6.25
Lost Ticket.....	\$6.25

## Exhibit 12

Photographs of the 3rd floor entry from the from the parking ramp to the stair tower with the new exterior type exit light installed by Weber Electric.



Level 3

Main Entrance

EXIT

CENTRE

LEVEL 3

## Exhibit 13

Report from Service Fire Protection. Pressure Test of Dry Pipe System  
in the Spruce Tree Parking Ramp.

## SERVICE FIRE PROTECTION, INC.

211 Xenium Lane S., Minnetonka, MN 55305 (952) 591-9200 (952) 544-2939 - Fax

March 15, 2013

Mike Cook  
Spruce Tree Centre  
C/O Metro Plains  
1600 University Ave. Ste. 212  
St. Paul, MN 55104

Re: Spruce Tree Centre Air Pressure Test

To Whom It May Concern:

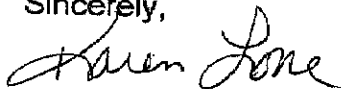
An air pressure test on the dry standpipe in the parking ramp was performed as requested by the St. Paul Fire Inspector.

Found that it was satisfactory after the pressure test was complete on 3/14 and 3/15/13.

**\*\*Service Fire Protection can only state the findings from the testing performed on 3/14 and 3/15/13.**

**This testing does not warranty its continued operation to be correct and trouble free. There are no obligations or liabilities on the part of Service Fire Protection, Inc.**

Sincerely,



Karen Lone  
Vice President  
Service Fire



## Exhibit 14

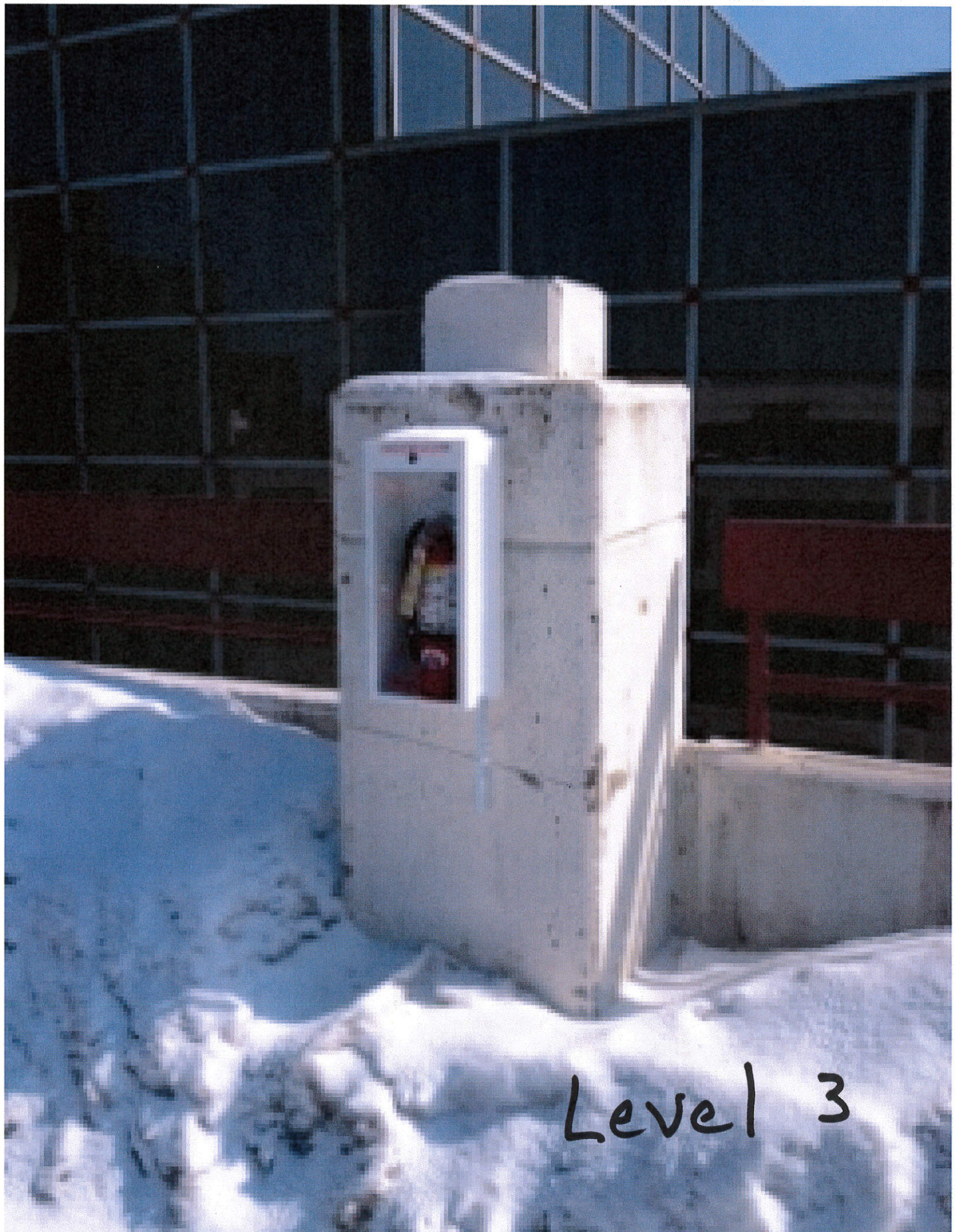
Photographs of examples of the 15 new fire extinguishers installed in the parking ramp on March 7th and 8th by Nardini Fire Equipment Company along with a copy of the service technician's work paper. 13 were installed in cabinets in the parking ramp. Two were installed the two storage areas. One in each storage area.

Level 2



Level 2/3





Level 3

**NARDINI FIRE EQUIPMENT CO., INC.**

JFMAMJJASOND

405 COUNTY RD. E W

ST. PAUL, MN 55126

TELEPHONE (651) 483-6631

FAX (651) 483-6945

REQUESTED

W.O. # 80491439

SERVICE TECHNICIAN: *DM* *DJK*  
 DATE: 03/07/13 *3/8/13*

BILL TO: SPRTRECEM  
 SPRUCE TREE CENTER  
 1600 UNIVERSITY AVE. SUITE 212  
 ST PAUL, MN 55104 3825  
*Call on way!*  
 CONTACT: MIKE KOCH 523-1212

JOB SITE: SPRTRECEM/1  
 SPRUCE TREE CENTER - SUITE 212  
 1600 UNIVERSITY AVENUE  
 ST. PAUL, MN 55104  
 P.O. #  
 PHONE 651/646-7848 FAX 651/646-8947

CODE	QTY	SVC.	RECH.	TEST	6-YEAR	T/R HYDRO	WARRANTY LEAKER
A2	41						
A3	16						
A3	1						
H3	1						
A1	1						
<b>TOTALS</b>							
	15	15					

LABOR: INSTALL: 13 (WALL) (VEH.) (CAB.) 13  
 DELIVERY/FREIGHT:  
 WORK DESCRIPTION:  
 PORTABLES MAINT/INSPEC,  
 SURVEY THE PARKING RAMP AND SEE HOW MANY FE'S AND CABINETS  
 THEY NEED  
 CALL MIKE ON WAY 2  
 SPECIAL INSTRUCTIONS:  
 1-A3 ELEVATOR PENTHOUSE & MAINT RM  
 . SET APPT. MAP ON FILE (SEE CHART MAP)  
 . JOE BERGER 612-685-5875 3-A2 T/R 13, 1-A2 GYR 13,  
 P95-AP-TC-00/00-00/00-000-0/00 1-A3 GYR 13, 3-A2 T/R 13  
 ADDED 31 A2 IN 2013 A2 Qty 75

NEW EQUIPMENT / PARTS / MISCELLANEOUS		
CODE	QTY.	DESCRIPTION
99G	13	WALL CABINET
BADGES	14	5 # BADGES
<del>WARRANTY</del>	13	WALL INSTAL/C
80	2	
LABOR/PT		Portable Labor

*(12) 13 hours*  
 SALES TAX PERCENTAGE: 7.53 %  
 TAX EXEMPT NUMBER:

COMMENTS:  
*Michael A. Koch*  
 X CUSTOMER DATE 3/13/13

## Exhibit 15

Photographs of the 3rd floor entry with the area where the abandoned call box and conduit used to be; circled with a black magic marker.

