

City of Palm Coast, Florida Agenda Item

Agenda Date: March 3, 2026

Department	CONSTRUCTION MANAGEMENT & ENGINEERING	Amount	\$226,000
Division		Account #	21066015-063000- 61400
Subject:	RESOLUTION 2026-XX APPROVING A WORK ORDER FOR THE EXISTING FIRE STATION 22 SCHEMATIC DESIGN PHASE		
Presenter:	Eric Gebo, Architect III		
Attachments:	<ol style="list-style-type: none">1. Presentation2. Resolution3. Draft Proposal		
Background: Council Priority: D. Sustainable Environment and Infrastructure:	<p>As directed identified by Council, Forefront and City Staff held stakeholders' meetings with various local community organizations along with representatives from Palm Coast Fire Services and City Staff. These respective groups provided insight into their organizations and offered suggestions regarding potential uses for the facility and their desired level of involvement.</p> <p>A new entry to the facility will be constructed which consists of a 200 square foot, two story lobby space with reception area and adjacent restrooms and service closet. A secured office suite makes up the west side of the building. It includes a 175-square-foot office with storage, a 340 square-foot conference room and a central work. An elevator and stairs to serve the mezzanine are conveniently adjacent to the lobby.</p> <p>The City has explored opportunities that would allow for additional parking at nearby businesses and organizations, but these are not a long-term solution due to liability issues, time of day constraints and distance from the Center. The fire station site is an ideal solution. The FS site encompasses just under 1 acre and is not impacted by areas of wetlands or the flood plain.</p> <p>Under the existing contract RFSQ-SWE-25-02, staff negotiated a scope and in the amount of \$226,000 with Forefront Architecture & Engineering, LLC., to provide schematic design services for the existing fire station 22. City staff have determined that the cost for the services is reasonable and fair and is consistent with these types of services for a project of this size and scope.</p> <p>This item is for approval of a work order in the amount of \$226,000 with Forefront Architecture & Engineering, LLC., to provide design services for the above-mentioned scope</p>		

for the existing Fire Station 22.

Funds for this project are budgeted out of the FY 26 Fire Impact Fee fund.

Source of Funds Worksheet FY26

Fire Impact Fee 21066015-063000-61400	\$334,500.00
Total Expenses/Encumbered to Date	\$105,731.77
Pending Work Orders/Contracts	\$0.00
Current Contract	<u>\$226,000.00</u>
Balance	<u>\$2,768.23</u>

Recommended Action:

ADOPT RESOLUTION 2026-XX APPROVING A WORK ORDER FOR THE EXISTING FIRE STATION 22 DESIGN PHASE



City of Palm Coast

Existing Fire Station 22

Schematic Design Update

Existing Fire Station 22

Stakeholders Involved



Community Organizations

- Palm Coast Chamber of Commerce
- Flagler County Tourist Development Council
- Palm Coast Historical Society
- Flagler County Cultural Council

City Departments

- Engineering Division
- Parks and Recreation
- Fire Services

Design Consultant Team

- Forefront AE

Existing Fire Station 22

Common Themes and Programmatic Priorities

Summary of Common Items:

Program Element	Details
Meeting Rooms / Flex Space	For organizations, and community use and rentals
Museum / Exhibition	Public-facing, educational, and interactive
Catering Kitchen	To support events and rentals
Office Space	Historical Society, and shared use
Storage / Cataloging Rooms	For archival, operational, and display materials
Historic Preservation	Rebuild bell tower, maintain architectural integrity
Outdoor Use	Space for food trucks, vendors, and farmers market
Infrastructure	Electrical, mechanical, and parking improvements

Key Items:



**Welcome Center /
Museum / Exhibition
Area**
Public-facing, educational
and interactive



**Meeting Rooms
/ Flex Space**
For organizations,
and community use
and rentals



Office Space
Historical Society,
and shared use

Existing Fire Station 22

Site Plan

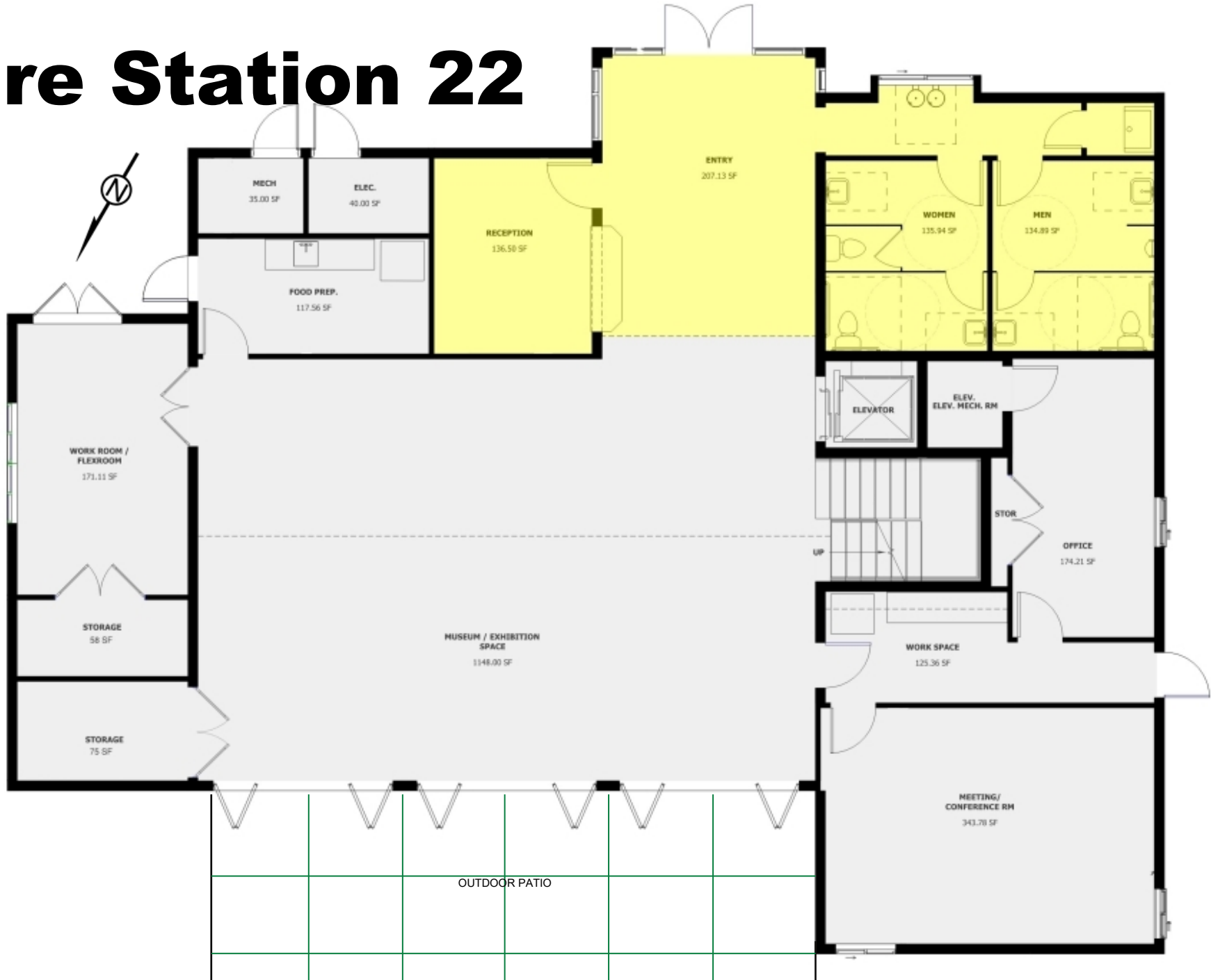
- 92 Parking Spaces
- Expanded South Entry
- Outdoor Patio Area
- Historic Fire Truck Pad
- 4 Wet Retention Ponds



Existing Fire Station 22

First Floor

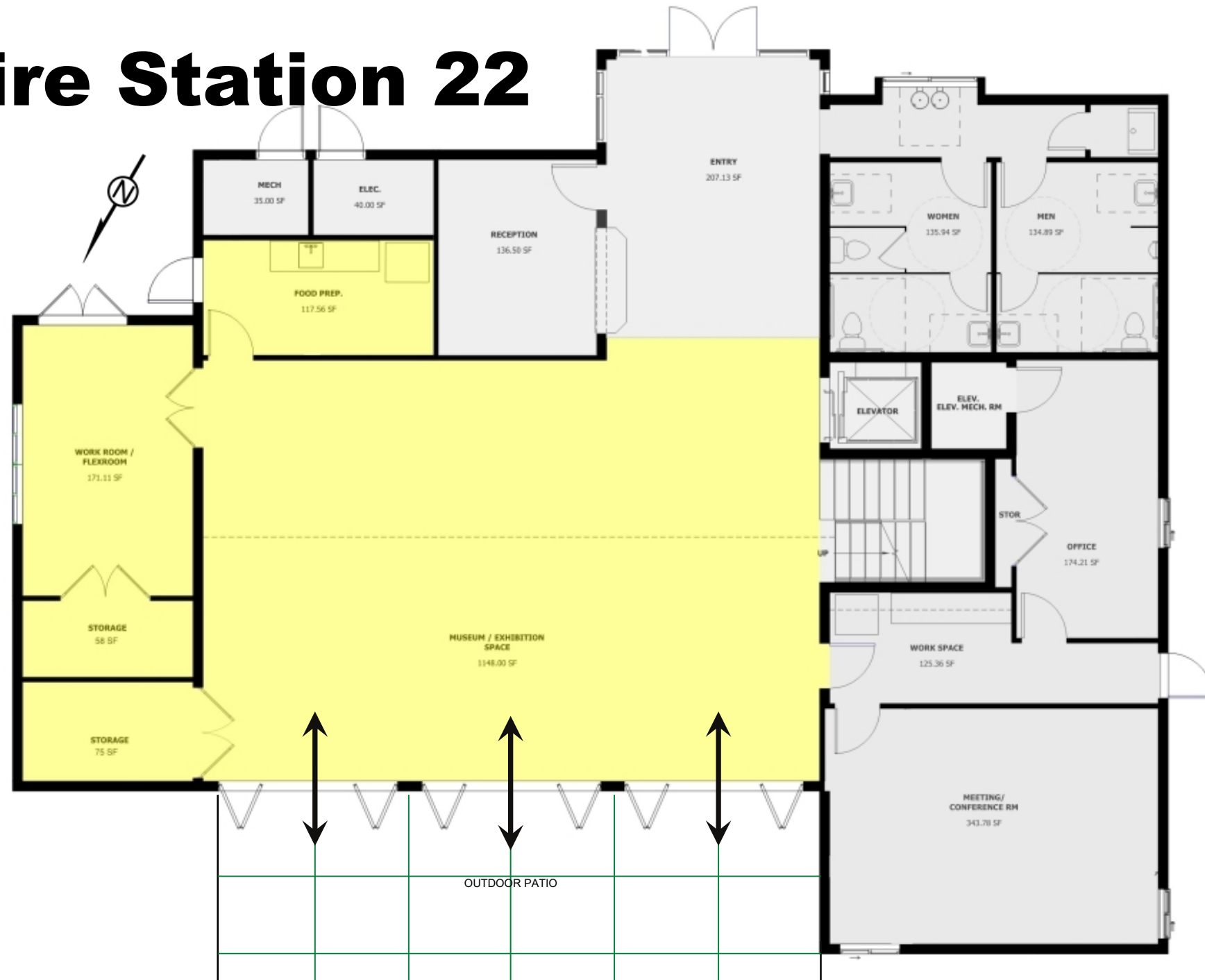
- Public Entry
- Lobby
- Reception
- Restrooms
- Service Closet



Existing Fire Station 22

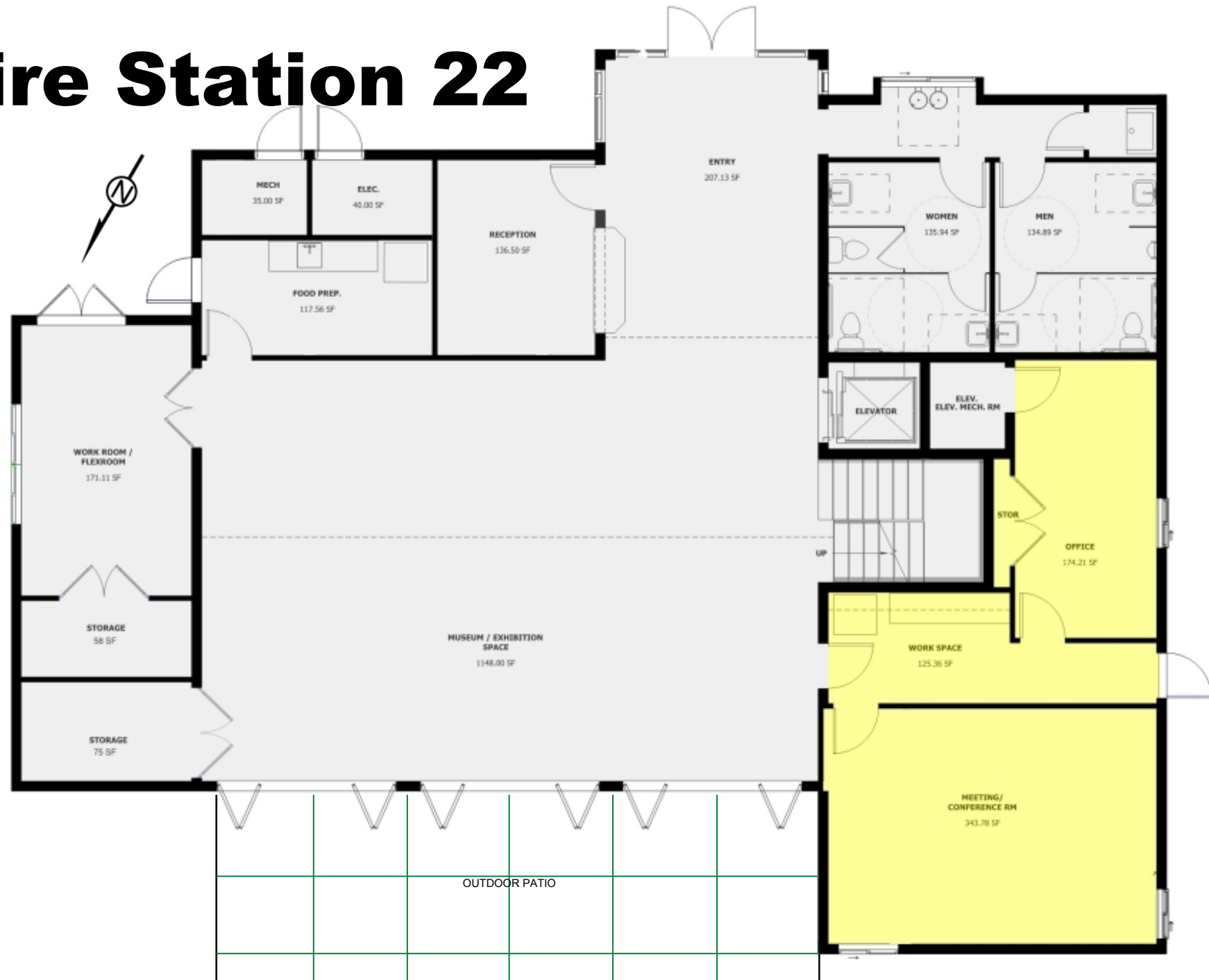
First Floor

- Exhibition Space
- Chair / Table Storage
- Catering Kitchen
- Flex / Work Room
- Material Storage
- Outdoor Patio



Existing Fire Station 22 First Floor

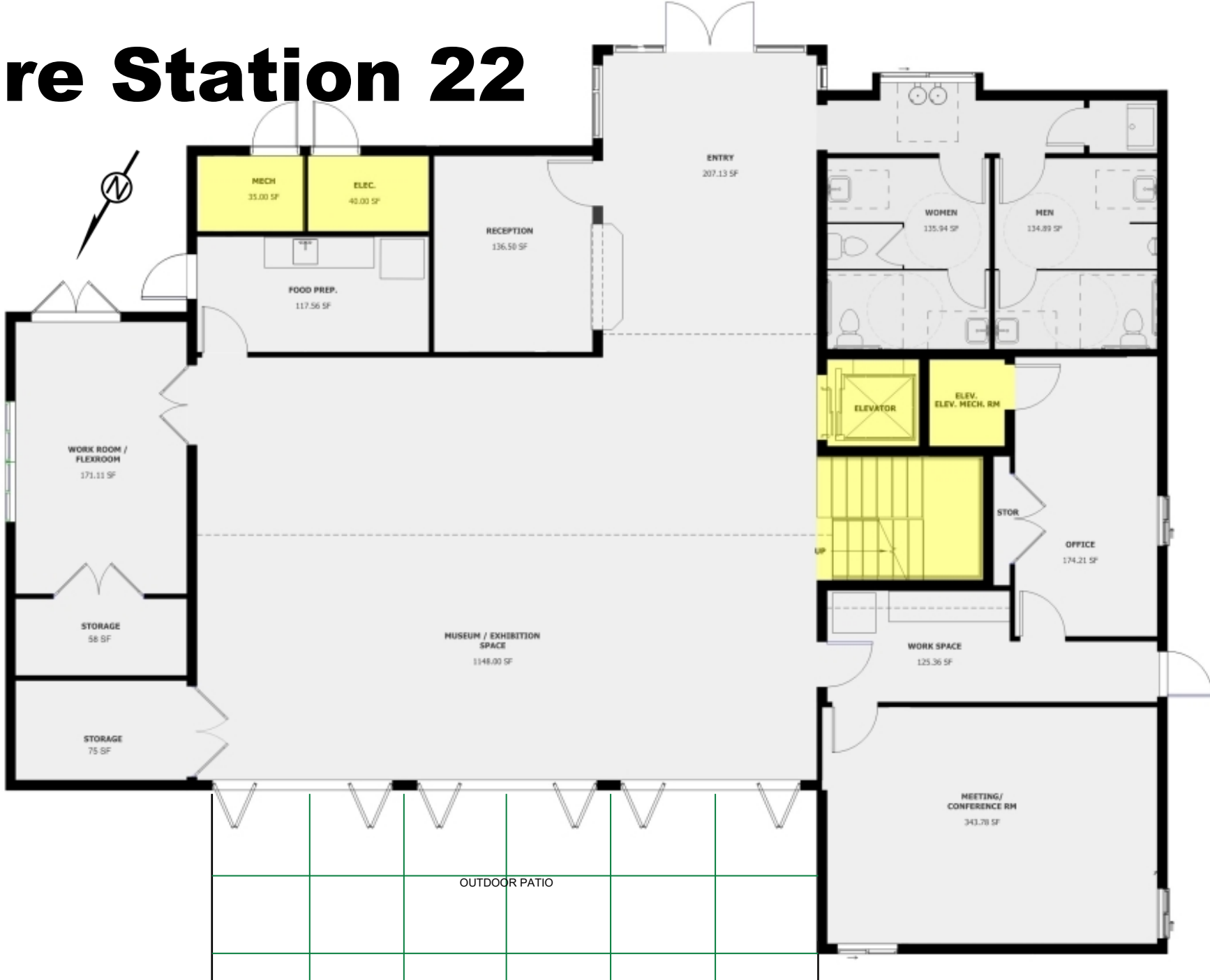
- Office
- Storage
- Conference
- Work Space
- Private Entry



Existing Fire Station 22

First Floor

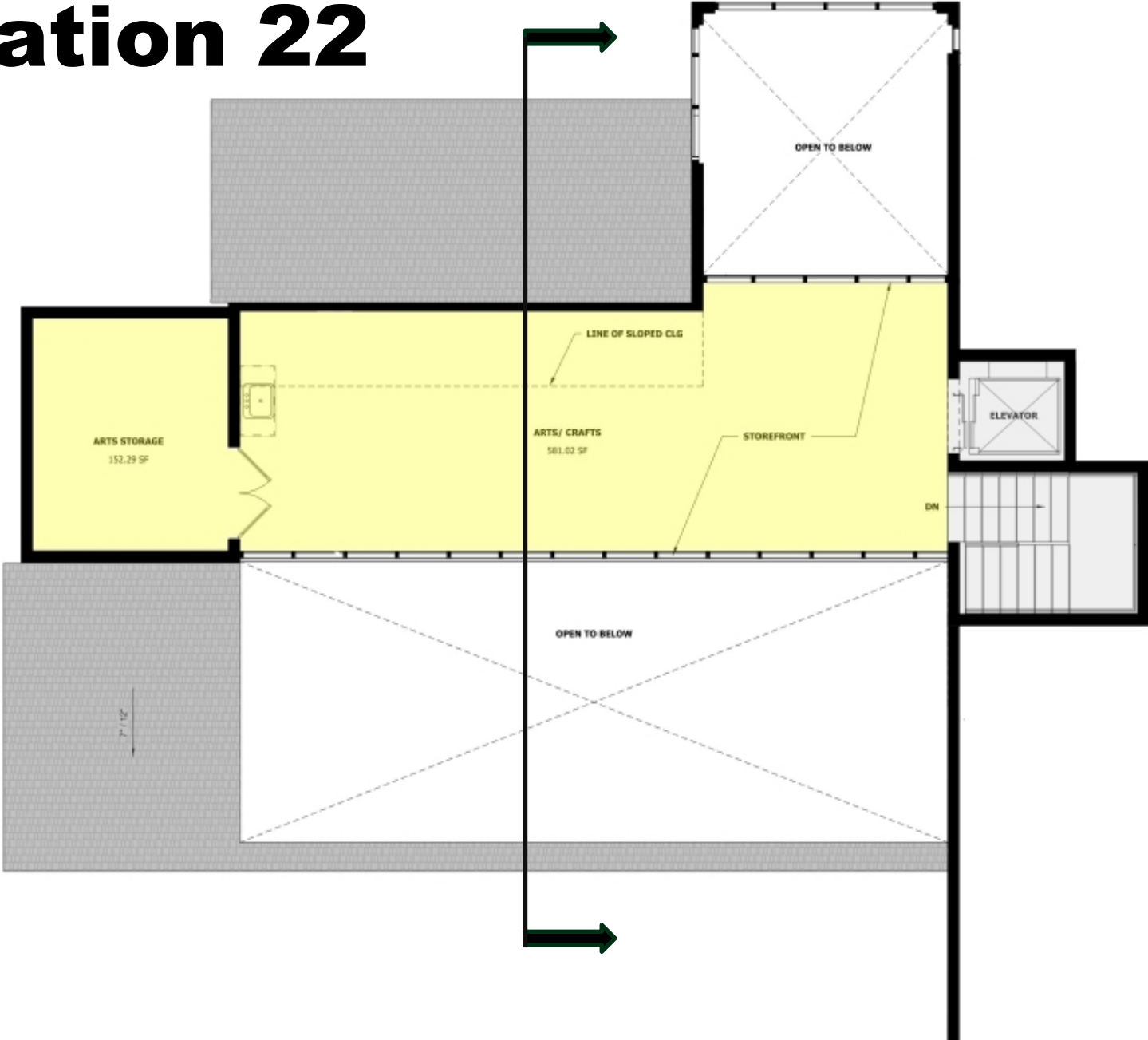
- Mechanical
- Electrical
- Elevator
- Elevator Equip
- Stair



Existing Fire Station 22

Second Floor

- Arts / Crafts
- Arts Storage



Existing Fire Station 22

Exterior Renderings



View Northeast



View Southwest

Existing Fire Station 22

Historical Display



Existing Fire Station 22

Council Actions

- Approval of the Schematic Design Phase
- Approval of Forefront Design Services Fee
 - Design, Engineering and Construction Documents
\$226,600.00

RESOLUTION 2026-____
FIRE STATION 22 DESIGN

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING THE TERMS AND CONDITIONS OF WORK ORDER ISSUED TO FOREFRONT ARCHITECTURE & ENGINEERING, LLC., TO PROVIDE DESIGN SERVICES FOR FIRE STATION 22; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE THE CONTRACT; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, Forefront Architecture & Engineering, LLC., desires to provide design services for the existing Fire Station 22; and

WHEREAS, the City Council of the City of Palm Coast desires to approve services for the above-mentioned project for the City of Palm Coast; and

WHEREAS, In accordance with Chapter 2, Article 1, Division 3 - Purchase and Contractual Services Sections, 2-26 - Approval Requirements - Subsection A., City Council desires to grant authority for the City Manager to enter into any necessary contracts including those that are equal to or exceed \$50,000.00 associated with the expenses related to the above-mentioned project.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA AS FOLLOWS:

SECTION 1. LEGISLATIVE AND ADMINISTRATIVE FINDINGS. The above recitals (whereas clauses) are hereby adopted as the legislative and administrative findings of the City Council.

SECTION 2. APPROVAL OF WORK ORDER The City Council of the City of Palm Coast hereby approves the terms and conditions of a work order with Forefront Architecture & Engineering, LLC. as attached hereto and incorporated herein by reference herein by reference as Exhibit "A."

SECTION 3. AUTHORIZATION TO NEGOTIATE, FINALIZE, AND EXECUTE. The City Manager, or designee, is hereby authorized to negotiate, finalize, and execute the necessary documents.

SECTION 4. FUTURE AMENDMENTS. The City Manager, or designee is hereby authorized to approve any future amendment to Project Agreements/Contracts for changes totaling less than \$50,000.00 as long as this amount does not exceed the line-item limit for the budgeted purchase. Further, the City Manager has the authority to execute amendments to Project Agreements/Contracts on behalf of the City for any other changes that may be necessary.

SECTION 5. SEVERABILITY. It is hereby declared to be the intention of the City Council that the sections, paragraphs, sentences, clauses and phrases of this Resolution are severable, and if any phrase, clause, sentence, paragraph or section of this Resolution shall be declared unconstitutional by the valid judgment or decree of a court of competent jurisdiction, such unconstitutionality shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of this Resolution.

SECTION 6 CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 7. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 8. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 3rd day of March 2026.

ATTEST:

CITY OF PALM COAST

KALEY COOK, CITY CLERK

MICHAEL NORRIS, MAYOR

APPROVED AS TO FORM AND LEGALITY

MARCUS DUFFY, CITY ATTORNEY

Attachment: Exhibit "A" – Draft Proposal



FOREFRONT ARCHITECTURE + ENGINEERING

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EGebo@palmcoastgov.com

Forefront AE
1230 Oakley Seaver Dr, Unit 100
Clermont, FL 34711
forefrontae.com

February 11.2026

EXHIBIT E: Proposal for Fire Station 22 Renovation

(Construction Documents Phase - Contract Administration Phase)

Mr. Gebo,

Forefront Architecture and Engineering (Forefront) is pleased to provide our proposal for **the Palm Coast Fire Station 22 Renovation – Construction Documents Phase to Contract Administration Phase**. Forefront has extensive experience with architectural and engineering services and will put that experience to work in providing you with the construction documentation necessary for this project. The following describes our project understanding, scope of services, and fees.

This Exhibit (**created 02/11/2026**) is a companion to the Continuing Services Agreement between Forefront Architecture and Engineering, LLC and the **City of Palm Coast (the Client)** which outlines the specific requirements of the project services and obligations of the Consultant and Client. This document identifies specific requirements for Design, Engineering, and Construction Documentation for the Palm Coast Fire Station 22 Renovation.

Project Understanding

Forefront understands the project is to provide design and the construction documents necessary to permit and construct the project in two phases. This Exhibit E is for Phase 2 – construction documents to construction administration phase of the project, which will include the renovation of an approximately 4,425 square feet fire station building into a Multi-use facility for the city of Palm Coast, and will include both interior and exterior renovations, as well as improvements to exterior amenities to upgrade the current facility. See Scope of Services and Exclusions for further information.

Collaboration and Coordination

Forefront will conduct scheduled milestone meetings with the client at the 30%, 60% and 90% submittals. These meetings will serve as critical checkpoints to review progress, confirm design intent, and address any necessary adjustments. Other meetings may also be scheduled as needed.

Subconsultant Services

The Forefront team is committed to delivering comprehensive, full-spectrum design work. Forefront will serve as the primary point of contact to keep the project on schedule and aligned with the project goals. Forefront will engage and coordinate with:

1. MEP (Mechanical, Electrical, and Plumbing) Engineers.
2. In-house Structural Engineering.
3. Civil engineering.
4. LEED Certification

Scope of Services

Forefront has designated the degree of service to provide full-service permit ready drawings. During each phase, Forefront will schedule meetings for discussion as part of the agreed scope of work. After each submittal the client shall have a period of five (5) business days to submit written comments. After which Forefront shall have a period of five (5) business days to submit responses to the client's comments. The following details the necessary tasks to complete the project.

Task 1 – Construction Documents

Task 1.1 – Construction Documents – 30% Completion

With a Client-approved schematic design, Forefront will continue to develop the design concept. During this phase details are added, and the building concept is refined. Preliminary system engineering also starts during this period. The Schematic Design will be refined as we coordinate with MEP and structural team. 30% Construction Documents will be provided at the conclusion of this phase for review and approval.

1. 30% Construction Documents Architectural
2. 30% Construction Documents Mechanical, Electrical, Plumbing, Fire Protection
3. 30% Construction Documents Structural

Task 1.2 – Construction Documents – 60% Completion

During the process, 60% review drawings will be provided for continued oversight and review.

1. 60% Construction Documents Architectural
2. 60% Construction Documents Mechanical, Electrical, Plumbing, Fire Protection
3. 60% Construction Documents Structural

Task 1.3 – Construction Documents – 90% Completion

Further development of the construction documents will occur. During the process, review drawings at 90% completion will be provided for continued oversight and review.

1. 90% Construction Documents Architectural
2. 90% Construction Documents Mechanical, Electrical, Plumbing, Fire Protection
3. 90% Construction Documents Structural

Task 1.4 – Construction Documents – 100% Completion

Forefront to deliver electronic signed and sealed construction documents for permitting. Any changes at this stage, regardless of scope, will be billed at standard hourly rates. However, any additional documentation required to address building department review comments will be provided at no extra charge. Hard copy signed and sealed documents can be provided for additional costs per printing schedule.

1. Construction Documents Architectural
2. Construction Documents Mechanical, Electrical, Plumbing, Fire Protection
3. Construction Documents Structural

Task 1.5 – ELV Option

1. Coordinate all elements for access control, AV, networking and surveillance with owner's ELV team.
2. Show all elements such as data ports, WAPs, racks, access control point elements, access control controllers, cabinets, patch panels, networking switches, speakers, cameras, etc. with BOD model numbers. And Logical diagrams.

Task 2 – Permitting Phase

Assist the Client in submitting the drawings to AHJ (Authority Having Jurisdiction), respond to AHJ comments, and coordinate with consultants for an approval to obtain a construction permit.

Task 3 – Contract Administration Phase

Construction Contract Administration for a period of approximately eight months. During this process, Forefront will review submittals and shop drawings, answer Requests for Information, conduct site visits as required and prepare as-built drawings. Phase is to include up to 16 CA meetings, either virtual or in-person during construction timeframe.

Task 4.1 – LEED Certification Coordination

Forefront will collaborate with key project team members to ensure the timely and accurate facilitation of the LEED BD+C certification for this project.

Task 4.2 – LEED Certification Design Phase

- Register the project with GBCI under the LEED BD+C v4 rating system. To the project's benefit, our team will leverage the program's flexibility to pursue selective LEED v4.1 credits, providing more feasible and strategic compliance pathways for certification.
- Prepare preliminary LEED strategy and scorecard as a starting point for the AEC Team.
- Facilitate discipline-specific meetings to assign credit champions and discuss feature documentation for the prerequisites and credits pursued in this project across all LEED BD+C categories:
 1. Location and Transportation
 2. Water Efficiency
 3. Energy and Atmosphere

4. Materials and Resources

5. Indoor Environmental Quality

6. Innovation

7. Regional Priority

In line with LEED's integrative process, these multidisciplinary conversations are most effective during an early design charrette with leaders from the project's key disciplines. Above all, our LEED consultants will facilitate them in the manner best suited for the AEC team.

- Create a LEED Narrative that describes the team's chosen strategy for each prerequisite and every credit the AEC team will select for this project.
- Participate in ongoing design meetings through the completion of the design phase.
- Conduct a high-level review of the Minimum Energy Performance and Energy Model.
- Train credit champions on uploading required documentation to LEED Online.
- Perform Quality Assurance Review.
- Submit the Design Submittal to GBCI on behalf of the team at the end of the design phase.

Design Phase Deliverables

- Project registration with GBCI through LEED Online
- Preliminary LEED Scorecard
- LEED Design Charrette presentation and meeting minutes
- LEED scorecard and LEED narrative at 30% Design Development (DD), 60% DD, 90% DD, and 100% DD.
- Specification review and guidance to embed LEED standards in construction documents. Project management software setup for the design team
- LEED Design-phase documentation review and submission to GBCI for Design Review

Task 4.3 – LEED Certification Construction Phase

- Facilitate the LEED v4 BD+C certification construction kickoff meeting.
- Provide material and product documentation guidance, assisting with identifying required certifications and supporting documents.
- Provide boilerplate plan templates, guidance, and consulting throughout the preconstruction and construction phases, including:
 - o General Contractor (GC) LEED toolbox with material tracking templates, filter log template, low-emitting compliant material list, EPD, and HPD certified material list.

- o Indoor Air Quality Management Plan (IAQMP) with weekly IAQ checklist templates.
- Construction Waste Management Plan (CWMP) with reporting templates.
- o LEED Construction FAQs.
- Conduct monthly reviews during the first three months of construction to assess:
 - o Material tracking: BPDO and Low VOC products
 - o Waste management reports.
- After the first three months, transition to quarterly reviews to evaluate:
 - o Material tracking.
 - o Waste management reports.
 - o IAQ field visit reports and AHU filter logs.
- Perform monthly and quarterly reviews as a pre-closeout check to ensure documentation is accurate, complete, and ready for LEED submission for the Construction Preliminary Review by GBCI.
- Review completed LEED Online credit templates and supporting documentation provided by the construction team for accuracy, completeness, and ease of review before LEED submission.
- Submit the Construction Review documentation packet to GBCI on behalf of the AEC Project Team.
- Facilitate collaboration to address and respond to certification team review comments.

Construction Phase Deliverables

- GC LEED toolkit
- IAQ Management Plan Template
- Construction Waste Management Plan (CWMP)
- LEED construction-phase education tools
- LEED construction Kick-off meeting notes
- Monthly first and then quarterly review
- Final LEED Construction documentation review
- Final LEED Construction-phase documentation review and submission to GBCI for construction review.
- Facilitation and submission of clarification requested by LEED Reviewers.
- Upon successful completion, LEED certification certificate and marketing materials.

LEED VERSION CLARIFICATION

All tasks, deliverables, methodology, and pricing outlined here are contingent upon registering the project under LEED version (v4). On March 31, 2026, the USGBC will close new LEED v4 project registrations. Beginning April 1, 2026, projects must register under LEED v5, which introduces new requirements and a higher compliance threshold. FFAE is prepared to support the project under LEED v5; however, we strongly encourage the City and AEC team to pursue LEED v4 while it remains available, as it provides a more accessible and cost-effective path to certification. If LEED v5 is selected or required, Forefront will provide an updated scope and pricing proposal aligned with the new rating system.

GBCI Fees: The fees indicated below will be paid directly to the certification agency for your convenience and will be reimbursed by the client to FFAE.

o Design Phase: \$4,775

- Project Registration: \$1,700
- Split Review: Design: \$3,075

o Construction Phase: \$1,025

- Split Review: Construction: \$1,025

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Excluded Services

The scope of services excludes the following services. Should a service be included in the scope, please contact us to include an estimate:

- Specification book
- Trusses and truss design documents.
- Zoning determinations or reviews.
- Testing, hazardous product mediation, etc.,
- landscape lighting.
- **and anything not specifically stated in scope of work.**

Specific Mechanical / Electrical / Plumbing / Fire Sprinkler Exclusions

- MEP design for Commercial kitchen.
- Additional site visits. (2 site visits included)
- Full design Fire protection systems including sprinkler with hydraulic calculation.
- Full Survey on existing systems which are not visible.
- Vibration and Acoustical Analysis.
- Any other services more than 5 feet away from the building perimeter.
- Book specifications.
- Changes due to procurement issues, code adoption changes, or value engineering.
- Changes after Permit drawings are completed.
- Commissioning or Value Engineering” drawings.
- Utility site scope.
- 3D BIM modeling.
- Document reproduction.
- Any other services not specifically listed in the scope.
- **Scope Note for Fire Alarm:** Fire alarm elements required for permitting will be shown on the electrical drawings. The Final FA design, and shop drawings, shall be completed by a FL FA-licensed professional.

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Key Milestones and Project Schedule

The success of any project is based on identifying all critical pathway items and establishing a schedule for completion. Based on our similar project experience, below is a list of potential key milestones.

Task	Approximate Timeframe
Construction Documents – 30% Completion	
- Client review	~ 4 weeks
Construction Documents – 60% Completion	
- Client review	~ 4 weeks

Construction Documents – 90% Completion	~ 3 weeks
- Client review	
Construction Documents – 100% Completion	~ 3 weeks
- Client review	
Bidding and Negotiation	~ 2 weeks
Contract Administration (Including up to 16 OAC meetings)	~ 8 months

Key Project Staff

Forefront proposes a highly experienced team, who have extensive experience in design, permitting, and construction management projects. A breakdown of the proposed key team members and associated roles are provided below:

- Mr. Lennard Davis, RA, Client Account Manager – Architectural Review of design
- Mrs. Khine Pwint, RA – Architectural design, leads design team
- Mr. Jusitn Parker – Director of Marketing and Business Development

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Project Fees

Task	Fees Schedule
Task 1.1 – Construction Documents 30% Completion	\$59,400.00
Task 1.2 – Construction Documents 60% Completion	\$31,950.00
Task 1.3 – Construction Documents 90% Completion	\$31,950.00
Task 1.4 – Construction Documents 100% Completion	\$46,200.00
	(Includes 4 exterior and 4 interior renderings for presentation)
Task 1.5 – ELV Option	\$9,000.00
Task 2 – Permitting Phase (Including Development Order)	T&M, NTE \$8,900.00
Task 3 – Contract Administration Phase	TBD
Task 4.1 – LEED Certification Coordination	\$11,400.00
Task 4.2 – LEED Certification Design Phase	\$ 27,200.00
Task 4.3 – LEED Certification Construction Phase	TBD
Total Project Fees:	\$226,000.00
	Initial Deposit: Waived

Provide services as defined in Scope of Services for the net fee in the amount of:

Two Hundred and Twenty-Six Thousand dollars and 00/100 (\$226,000.00)

Billing shall be sent monthly in accordance with the percentage of overall completion, with the 100% documents being signed and sealed for permitting. Payments shall be made for the completion of the work as outlined above. Payments shall be due 15 days next from the date of invoicing.

Forefront has attached our Fee Schedule established for the City of Palm Coast. Each individual Forefront staff name is classified with an associated hourly rate. Our team organization is tailored to provide services effectively and efficiently. We utilize senior staff to provide guidance and review of all work products, with much of the production work completed by lower cost junior staff. In addition, senior staff either self-perform or provide a high level of supervision to junior staff during critical phases of the project. If the project is completed outside of the assumptions, Forefront may request to reduce or increase the budget accordingly.

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Terms and Conditions

The scope of work includes not only authorized revisions but also quality assurance milestones to ensure the highest standard of service. Please note that our fees reflect not just the time spent, but also the expertise, resources, and attention to detail required to successfully complete your project. Any work requested beyond the agreed-upon scope will be billed at our standard hourly rates. Proposals are valid for 30 days after the creation date.

It is specifically understood in accordance with Chapter 2013-028, Laws of Florida, that the design professionals are not personally liable. The business entity maintains required insurance coverage.

THE DESIGN PROFESSIONAL(S) MAY NOT BE HELD INDIVIDUALLY LIABLE FOR NEGLIGENCE.

We appreciate this opportunity to present our proposal and remain fully available to provide any other information that you may require concerning this project. If you have any questions, please contact Lennard Davis, lennardd@ff-ae.com

Authorization

February 11, 2026

I hereby authorize Forefront to proceed with the scope of work for the referenced project as described in proposal number 25-13729-00 dated February 11, 2026, with a budget authorization of \$226,000.00 under the general terms and conditions specified in the proposal.

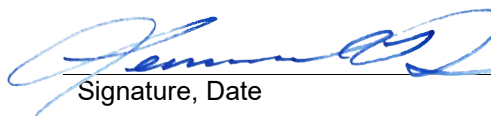
**Proposal Reviewed by
(Forefront Internal Purposes Only):**

Justin Parker, Director of Marketing and BD

Signature, Date

**Offered by
Forefront Architecture & Engineering, LLC:**

**Accepted by
Client:**

 **02/11/2026**

Signature, Date

Signatures, Date

Lennard Davis, RA, VP of Architecture

Printed Name, Title

Printed Names, Title

Schedule of Hourly Rates for the City of Palm Coast

The following rates are subject to review and revision. Any client-requested work beyond the agreed-upon scope of services, and not authorized in advance, will be billed at our standard hourly fees.

Personnel	Hourly Rate
Senior Executives	\$285
Senior Architect	\$285
Architect Level II	\$240
Architect Level I	\$220
Senior Designer	\$185
Design Specialist	\$150
Senior Engineer	\$285
Engineer Level II	\$240
Engineer Level I	\$220

Personnel	Hourly Rate
Senior Project Manager	\$180
Project Manager Level II	\$150
Project Manager Level I	\$140
BIM Manager	\$180
BIM Specialist	\$150
Senior CAD Technician	\$140
CAD Technician Level II	\$125
CAD Technician Level I	\$120
Administrative/Clerical	\$80

Other Reimbursable Expenses

Direct Expenses

Mileage –IRS Standard	\$0.65
Copy B/W 8.5x11	\$0.20/page
Copy Color 8.5x11	\$0.50/page
Copy B/W 11x17	\$0.45/page
Copy Color 11x17	\$1.05/page
B/W Plotting Bonds	\$1.02/sq.ft
Color Plotting Bonds	\$1.77/sq.ft
Scan Copy 8.5x11	\$0.60/page

Scan Copy 11x17	\$1.20/page
Telephone	1.1 times direct
Transportation/Travel	1.1 times direct
Tolls/Parking Fees	Direct cost
Lodging and Meals	1.1 times direct
Postage	1.1 times direct
USB Stick (16GB)	\$25 each
Subconsultant Work	Variable

Hourly rates and reimbursable direct expenses are reviewed annually to reflect market conditions and the cost of doing business. This ensures that our pricing remains fair and competitive while maintaining the high standards of service our clients expect.