



Agenda Item:

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COUNCIL COMMUNICATION City Manager's Office

GENERAL INFORMATION

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Communication

Roll Call

Submitted by: Jeb E. Brewer, P.E., City Engineer

SUBJECT—

Downtown Parking System—Management Contract Extension

SYNOPSIS—

The current contract with Ampco System Parking for management of the Municipal Parking Facilities was approved by the City Council on August 7, 2000, for a period of two years with an option to extend the contract for three additional one-year periods. The initial two-year contract expired on June 30, 2002, and Council has approved two one-year options, which will expire on June 30, 2004. It is necessary to continue the contract management of the parking system by extending the contract for its final year.

FISCAL IMPACT—

The current management contract provided for a management fee of \$17,169 per month (\$206,028 per year) for fiscal year 2000-01, with an annual increase equal to the annual increase in the Consumer Price Index (CPI). For FY 2001-02, the CPI increased 3.4 percent, which increased the fee to \$17,752 per month (\$213,024 per year). For option year FY 2002-03, the increase was 1.4% to \$17,993 per month (\$215,916 per year). For option year FY 2003-04, the increase was 2.1% to \$18,370 per month (\$220,452 per year). Based on current CPI values, the fee for option year FY 2004-05 will increase approximately 2% percent. The management contract provides separate fees for individual garages, with a provision to increase or decrease the total fee if garages are added or deleted. Because the 8th & Mulberry Garage has been

removed for demolition and reconstruction, the management fee for that garage is deleted from the total management fee. The new fee for FY 2004-05 is calculated to be \$16,946 per month (\$203,355 per year). Funds for the management fees and the operating costs of the parking system are included in the Traffic and Transportation Division Operating Budget.

RECOMMENDATION—

Approval of the one-year contract extension with Ampco System Parking for management of the Municipal Parking Facilities for FY 2004-05.

BACKGROUND—

In 2000, the City of Des Moines solicited proposals from companies interested in providing management services for the operation of the Municipal Parking Facilities. A selection subcommittee of the Downtown Parking Committee evaluated the proposals received and recommended the firm of Ampco System Parking as the preferred management company, in significant part because of their proven track record of providing innovative customer service enhancements at various locations for a number of years.

On August 7, 2000, by Roll Call No. 00-3394, the City Council approved a contract with Ampco System Parking for management of the Municipal Parking Facilities for a period of two years, with an option to extend the contract for three additional one-year periods. The initial two-year contract expired on June 30, 2002, and Council approved a one-year option on June 3, 2002, which expired on June 30, 2003. Council also approved a second one-year option on June 9, 2003, which will expire June 30, 2004.

During their four years of operating the parking system, Ampco System Parking has performed verywell and has gained valuable experience in making the operation of each individual garage efficient and effective. This experience has been enhanced because they have retained the same management team for the entire period.

In addition, Ampco has worked with the City and Downtown Community Alliance to initiate a number of customer service programs. During the first month of operation, they brought in a training expert to provide customer service training to all the parking system employees, and have continued refresher training on a regular basis. They have provided an extensive number of free services to customers, as shown below for the past 12 months:

Car Locate Assistance	31
Lock Out Assistance	65
Provide Directions	552
Vehicle Jump Starting	115
Windshield Washing	8,026
Tire Change / Inflate	76
Snow Brushing Service	359
Premium Services	146

In addition, they have conducted 3,669 garage inspections and 3,781 elevator inspections. They have installed complimentary Car Care Stations in the 7th & Grand and 5th & Walnut Garages. They introduced Premium Car Care Services at 4th & Grand and 9th & Locust in the spring of 2002, and have expanded this program to include additional vendors. They have provided a significant amount of additional signing and communication to the customers regarding special events and the garage and elevator rehabilitation work at 4th & Grand and 5th & Keo garages. They have also developed an extensive customer service plan to notify and assist parking customers during the elevator replacement project at the 7th & Grand Garage. They worked very closely with businesses and individual parkers to relocate nearly 600 customers to other City parking facilities for the demolition of the 8th & Mulberry parking garage in preparation for the new City and EMC garages to be built on this site.

Ampco has implemented several new parking validation programs that provide a popular convenience for business customers, and increases revenue to the parking system. Ampco continues to market the validation programs, and will customize a program to meet a business's needs. As a national parking operator, Ampco has been able to provide savings to the City in operating expenses by purchasing many supplies in bulk through national agreements, programs for employee training and retention, improved maintenance programs, a strong safety program, and closer review of service contracts.