

**CITY COUNCIL
COMMUNICATION:**

ITEM _____

02-299

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

AGENDA:

SYNOPSIS -

JUNE 3, 2002

The current contract with Ampco System Parking for management of the Municipal Parking Facilities was approved by Council Roll Call No. 00-3394 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 expires on June 30, 2002, and it is necessary to continue the contract management of the parking system.

SUBJECT:

DOWNTOWN
PARKING SYSTEM -
MANAGEMENT
CONTRACT
EXTENSION

FISCAL IMPACT -

TYPE:

The current contract provides 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 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). Based on current CPI values, the fee for option year FY 2002-03 will increase between 2.5 and 3.0 percent, for a fee of \$18,196 to \$18,285 per month (\$218,352 to \$219,420 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.

RESOLUTION
ORDINANCE
RECEIVE/FILE

SUBMITTED BY:

JEB E. BREWER, P.E.
CITY ENGINEER

RECOMMENDATION -

Approval.

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 expires on June 30, 2002.

During their two years of operating the parking system, Ampco System Parking has performed very well 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:

- Lock Out Assistance 34
- Lock De-Icer Service 95
- Vehicle Jump Starting 81
- Windshield Washing 5,726
- Low Tire Fill/Changing 16
- Snow Brushing Service 120
- Directions 1,892

They have installed complimentary Car Care Stations in the 7th & Grand and 5th & Walnut Garages. They also recently introduced Premium Car Care Services at 4th & Grand and 9th & Locust, and hope the success of that program will grow to expand into other facilities.

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.

At their May 14, 2002 meeting, the Downtown Parking Committee reviewed the proposed contract extension and the performance of Ampco System Parking, and unanimously recommended approval of the extension. The Committee also stressed the need for Ampco to continue and expand customer service programs, and improve maintenance and customer communication for special events and also during renovation work.
