

**CITY COUNCIL
COMMUNICATION:**

03-259

AGENDA:

JUNE 9, 2003

SUBJECT:

DOWNTOWN
PARKING SYSTEM –
MANAGEMENT
CONTRACT
EXTENSION

TYPE:

RESOLUTION
ORDINANCE
RECEIVE/FILE

SUBMITTED BY:

JEB E. BREWER, P.E.
CITY ENGINEER

ITEM _____

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

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 approved a one-year option on June 3, 2002, which will expire on June 30, 2003. It is necessary to continue the contract management of the parking system by extending the contract an additional 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). Based on current CPI values, the fee for option year FY 2003-04 will increase approximately 2.7% percent, for a fee of \$18,475 per month (\$221,700 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 2003-04.

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.

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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 will expire on June 30, 2003.

During their three 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 for the past 12 months:

- Car Locate Assistance 16
- Lock Out Assistance 33
- Provide Directions 427
- Vehicle Jump Starting 46
- Windshield Washing 5,906
- Tire Change / Inflate 27
- Snow Brushing Service 49

In addition, they have conducted 4,279 garage inspections and 1,675 elevator inspections. They have installed complimentary Car Care Stations in the 7th & Grand and 5th & Walnut Garages. They have also introduced Premium Car Care Services at 4th & Grand and 9th & Locust, and are currently in the process of expanding this program to include additional vendors. During the past year, they have provided a significant amount of additional signing and communication to the customers regarding special events and especially for the garage and elevator rehabilitation work at the 4th & Grand and 5th & Keo garages.

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.

