

Downtown Parking Structures Operation and Maintenance Transition Plan

Existing Conditions Analysis

1. Existing Work Completed
 - a. In taking over control of operations, City staff has performed work on behalf of the City
 - i. Video documentation of the condition of the structures
 - ii. City property maintenance staff have done a complete walkthrough of each structure.
 - iii. Door locks have been changed
 - iv. Utilities for the building have been transferred into the City's name for payment.
 - b. Lead: Police and Public Works
 - c. Estimated Cost: \$4,680.87
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Immediate

2. Evaluate the Non-Structural Condition of Each Structure
 - a. Hire an independent property management company or inspection service to evaluate the existing non-structural condition of each parking structure.
 - i. Analyze the exterior cladding for damage from water
 - ii. Analyze the interior plumbing, electrical, and HVAC systems as to condition and required maintenance
 - iii. Analyze the interior spaces and framing for mold, water damage, and general condition
 - b. Lead: Legal
 - c. Estimated Cost: \$15,000 per structure
 - d. Funding Source: CDBG-DR Allocation 1
 - e. Timeframe 1 month

3. Evaluate the Structural Condition of Each Structure
 - a. Hire structural engineering consultant to evaluate the existing structural conditions of each parking structure.
 - i. Primary objective is to gauge the damage of water intrusion into the structure without a roof.
 - ii. Visually inspect structures for major concerns such as cracks, settlement, water damage, etc.
 - b. Lead: Legal
 - c. Estimated Cost: \$30,000 per structure
 - d. Funding Source: CDBG-DR Allocation 1
 - e. Timeframe: 2 months

Interim Parking Structure Management

1. Modify Signage on Each Structure and Re-Stripe the parking stalls
 - a. Change out signage to signify the structure is being managed by the City. Hire parking lot maintenance company to stripe parking spaces.
 - i. Match existing signs and replace with city logo, contact information, rates.
 - ii. Review additional signage on exterior such as rate signage.
 - iii. Hire company to stripe parking stalls and markings with high quality epoxy paint.
 - b. Lead: Engineering
 - c. Estimated Cost: \$15,000 per structure
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Days after city can take control regarding signage. Late spring for re-striping.

2. Transfer Parking Management Equipment to City
 - a. Once parking equipment is received by the City from Cypress, set up system at City Hall
 - i. Place ticket printer, computer, and interface in water billing
 - ii. Set up administration of financial system with Finance Department
 - iii. Set up call system to call water billing during the day with phone rollover to police dispatch. Set up after hours call center with police dispatch.
 - iv. IT will inventory IT equipment at each structure. Set up network with IT to operate the system at parking structures back to server at City Hall or SRT VPN network.
 - b. Lead: Finance
 - c. Estimated Cost: \$2,000 per structure
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Within three weeks of setting up network

3. Set Up Financial Systems and Billing Accounts
 - a. Set up account numbers, vendors, and billing accounts for customers
 - i. Create separate account numbers for revenues and expenses for each structure
 - ii. Switch credit card vendor information to collect revenues from customers
 - iii. Set up billing accounts for monthly customers
 - iv. Inventory consumables such as proximity cards and parking tickets. Re-stock as required
 - v. Monthly pass holders get credited one month during transition.
 - b. Lead: Finance
 - c. Estimated Cost: \$1000 for new supply of monthly parking pass cards and ticket machine supplies
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Within two weeks

4. Hire Amano McGann to Inspect Equipment, Provide Servicing, Provide Training

- a. Hire equipment vendor Amano McGann (AM) to inspect equipment condition, service the equipment and train city staff on its use
 - i. AM will inspect current condition of equipment provide report of condition
 - ii. AM will send service technician to repair existing equipment at both structures
 - iii. AM will train city staff on operations of equipment, printers, and vendor software
 - iv. Inquire if AM has support contract options.
 - b. Lead: Engineering
 - c. Estimated Cost: \$12,000
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Two weeks after equipment turned over to city
5. Have Council Consider 2 Hour Free Parking
- a. Council should consider a 2 hour free parking rate structure to complete with the free parking offered on city streets for 2 hours free.
 - i. Promotes equality in structure versus street parking
 - ii. Use as a marketing tool for the ramps
 - iii. Have Council ratify fees at the May meeting.
 - iv. Evaluate equipment re-programming needs
 - v. Re-program and re-sign the building for 2 hour free parking change.
 - b. Lead: City Manager
 - c. Estimated Cost: Unknown
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Within a month of taking over management control

Communications

- 1. Prepare Draft Press Release On Eviction Of Cypress And New Management By The City
 - a. Signal to the public that the City is now in charge and a transition period will begin. Expect better service and commitment to serving the parking needs of downtown.
 - i. PIO and City Manager write press release
 - ii. Attorney's review message for any issues that may affect lawsuit
 - b. Lead: PIO
 - c. Estimated Cost: None
 - d. Funding Source: None
 - e. Timeframe: Immediate
- 2. Communicate to Public and Monthly Pass Holders
 - a. Send letter to monthly pass holders and communicate via press release of structure management changes.
 - i. Send letter to monthly pass holders notifying them of changes and payment instructions.
 - b. Lead: PIO
 - c. Estimated Cost: \$500
 - d. Funding Source: City Parking Revenue

- e. Timeframe: Immediately
- 3. Webpage Development for Structures
 - a. Develop webpage on City website for information, contact, and forms.
 - i. Update forms for purchase of monthly passes
 - ii. Set up email and communication information.
 - b. Lead: PIO and IT
 - c. Estimated Cost: None
 - d. Funding Source: None
 - e. Timeframe: Within a month
- 4. Investigate Use of Advertising Banners
 - a. To promote the structures, investigate the use of banners to place on the sides of the buildings.
 - i. Get pricing for 4 large banners to place on the sides of the buildings.
 - ii. Investigate where and how the banners would be installed.
 - b. Lead: PIO
 - c. Estimated Cost: \$2,000 per structure
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Within one month

Structure Maintenance and Operations

- 1. Address Any Immediate Life, Health, And Safety Maintenance Issues
 - a. After walkthroughs conducted by Public Works, create a list of immediate repairs that are needed such as lighting repairs, mold removal, HVAC components, etc
 - i. Develop list of any immediate concerns
 - ii. Develop budget figures for each concern to be corrected
 - iii. Replace heater in fire control room
 - iv. Correct fire suppression code issues
 - b. Lead: Public Works
 - c. Estimated Cost: \$15,000 per structure
 - d. Funding Source: CDBG-DR Allocation 1 where eligible, and City Parking Revenue
 - e. Timeframe: Immediate upon taking over management control
- 2. Initiate A Detailed Cleaning Of Each Ramp
 - a. Assess the cleaning needs to each ramp to remove bird droppings, salt/sand buildup, and graffiti.
 - i. Initiate an assessment list of cleaning needs of each ramp
 - ii. Put scope together to solicit quotes for initial cleaning service
 - iii. Remove graffiti at each ramp
 - b. Lead: Public Works
 - c. Estimated Cost: \$7,000 per structure
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: As weather permits in the spring

3. Develop Weekly Maintenance Checklists For Structures
 - a. Develop a weekly maintenance checklist for city staff to use to ensure critical structure systems are being checked for proper operation and maintenance
 - i. Develop checklist to review critical systems such as lighting, HVAC motors and fans, fire suppression, plumbing systems, door locks, etc.
 - ii. Set up weekly site visits to review these checklists
 - iii. Create maintenance work items as needed when issues are found
 - b. Lead: Public Works
 - c. Estimated Cost: \$2,000 per month per structure
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Immediate upon taking over management

4. Identify Staffing Resource Needs
 - a. Evaluate the staffing requirements of operating the structures.
 - i. Investigate whether it is more effective to hire employee or a service contract to operate and maintain the structures.
 - ii. Cleaning service needs.
 - iii. Financial service needs.
 - b. Lead: Public Works
 - c. Estimated Cost: Part-time summer intern property maintenance \$29,304.24
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Within 3 months

5. Evaluate and Obtain Equipment and Materials to Maintain the Structures
 - a. Evaluate the equipment and material needs to adequately maintain the structures.
 - i. Sweepers
 - ii. Cameras
 - iii. IT Equipment
 - iv. Anti-graffiti coating on concrete surfaces
 - v. Snow and ice control
 - vi. Painting
 - b. Lead: Public Works and Finance
 - c. Estimate Cost: \$13,000 for sweeper purchase or \$2,025/month, \$30,000 each structure for other items.
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Within 3 months

6. Develop A Long Term Capital Improvement Plan For Each Ramp
 - a. Develop a long term capital improvement plan for each ramp that budgets long term capital projects needed for each ramp
 - i. Take reports of condition assessment and structural assessment and address those needs first
 - ii. Develop an interior finish plan to address the unfinished appearance of the interior of the structures
 - iii. Install security system to monitor structure interior spaces
 - b. Lead: Engineering with Assistance from Public Works
 - c. Estimated Cost: Undetermined, but likely over \$500,000 per structure
 - d. Funding Source: CDBG Allocation 1 if Eligible, likely City Parking Revenue or Other

- e. Timeframe: Starting in 2019
7. Explore Options for Innovative Uses of Parking Structures Promoting Downtown
- a. Development a plan connecting garages to events, activities, and projects in downtown and elsewhere in city:
 - i. Explore advertising options in the garages both as revenue generator and promoting activities
 - 1. Message boards
 - 2. Flyers
 - 3. Advertising signage
 - ii. Explore with organizations and businesses in the downtown using one or both garages to host events (new and existing)
 - iii. Explore utilizing garages as parking venues for major events elsewhere in the city (i.e. Fairgrounds)
 - 1. Shuttle to and from venues but creating potential to draw increased patronage and consumer attention to the downtown
 - 2. Link with merchant promotions such as discounts offered by merchants if park in the structures for special events
 - iv. Explore promotions for use of the garages in the evenings to encourage increased attention by consumers to the downtown connected with merchants remaining open in the evening
 - 1. Maybe once a week evening free parking connected to merchants, restaurants, bars, professional offices, etc.
 - v. Explore use of the Renaissance Zone to strategically develop the commercial space to induce sustained growth in the downtown
 - b. Lead: NDR Program
 - c. Estimated Cost: Undetermined
 - d. Funding Source: City Parking Revenue
 - e. Timeframe: Starting 2018