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Title: Durham County Justice Center Parking Deck Operations and Maintenance Contract Renewal

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Attachments: 1. MWBE Compliance Review Form-AAF for Renewal of 12-006 RFP 110818, 2. AAF Supplemental Document - FY19 Lanier Contract Amendment Approval 1142019.pdf, 3. Lanier Parking Contract Amendment

Date	Ver.	Action By	Action	Result
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Item:
Durham County Justice Center Parking Deck Operations and Maintenance Contract Renewal

Date of BOCC Meeting: January 14, 2019

Request for Board Action:

The Board is requested to approve the amendment to the original agreement with Lanier Parking Meter Services, LLC dba Lanier Parking Solutions for the management of the Durham County’s Justice Center Parking Deck extending the contract to June 30, 2019 and an increase in the contract amount of \$25,904.36. The increase is due to an increase in salaries for the three current positions, a new part-time bookkeeper position and a new monitoring fee. This amendment will keep in place the terms of the original agreement but will be for an amount not to exceed \$191,398.25. The new amount represents an increase of \$25,904.36 (15.65 percent) over the previous year. Of the total increase:

- \$18,595.61 increase in the parking operations which is due to the funding of a new part-time bookkeeper for \$15,120 with the balance being 3% salary increase for the existing positions (e.g., parking deck supervisor and two attendants)
- \$145.37 increase in parking operations contingency which is a slight increase (e.g., billings for special event parking)
- \$6,000 is a new monitoring fee being assessed in fiscal year 2019 (e.g., \$500 per month)
- \$1,163.38 increase in maintenance services which is due to a 3% salary increase for one maintenance staff

It is my understanding from both Lanier staff and County Finance staff that the part-time bookkeeper has been needed for quite some time. Currently, the supervisor performs these tasks. To have a part-time bookkeeper to take care of the basic accounting/financial responsibilities at the Justice Center Parking Deck would allow the supervisor to provide the level of customer service along with the two attendants that is needed.

The monitoring fee pertains to the 24-hour call center service being provided which helps citizens parking in the deck that may need assistance and it may be at a time during the day whereby the staff in the booth is unavailable to answer the phone due to assisting another citizen, it may be after hours, etc. The Justice Center Parking Deck is a 24-hour deck; however, the parking booth is manned during the hours of 7am-7pm, Monday - Friday. The 24-hour call center service was added at the beginning of December 2017. To provide some history, this service was added due to an incident that occurred Thanksgiving holiday, November 24, 2017. There was a show at the DPAC. All the attendants who came to see the performance at the DPAC that parked in the Justice Center Parking Garage could not get out. It is my understanding that they were in there for over an hour on Friday, November 24th. They eventually called law enforcement who had to remove the automatic arm so they could get out of the parking garage. The 24-hour on call center service was the solution implemented to resolve issues such as this going forward. Please note that in fiscal year 2018 Lanier Parking Solutions provided these services but did not charge the County the monitoring fee for this added service in fiscal year 2018 (e.g., 7 fiscal months).

Per Lanier Parking Solutions, there has been an increase in the volume of calls and as a result need to begin charging the County the \$500 dollars per month monitoring fee to continue providing the 24-hour call center service. It is important to have this service in place to ensure that situations such as the one on November 24, 2017 do not happen again. In addition, please note that per Lanier Parking Solutions, the \$500 per month charge for the provision of this service is the minimal amount that they charge.

This agreement will continue to carry a performance bond equal to 100 percent of the contract. The contract amendment that includes five attachments, the Minority and Women-Owned Business Enterprises (M/WBE) Compliance Review Form and the supplemental document are attached for your review.

Please note that County management plans to go out for bid for these services at the Justice Center Parking Deck in fiscal year 2019 for services to be provided effective July 1, 2019 (fiscal year 2020).

Alignment with Strategic Plan: This item aligns with Goal 5: Accountable, Efficient and Visionary Government.

Resource Persons: Susan Tezai, Chief Financial Officer

County Manager's Recommendation: The County Manager recommends that the Board approve the amendment to the agreement and authorize him to execute the contract.

County Manager: _____