

## Washington Metropolitan Area Transportation Authority Board Action/Information Summary

Action  
 Information

MEAD Number:  
99525, 99635

Resolution:  
 Yes  No

### PURPOSE

Request Board approval to initiate a comprehensive parking services contract that will replace our existing parking lot attendant services contract and add seven customer oriented and maintenance services. The current contract expires June 30,2007. In addition, initiate and award a separate contract to provide consultant services to assist with contract documents.

### DESCRIPTION

As WMATA strives to improve the customer's experience with our system, we intend to improve the parking program by procuring a group of services in one contract. This approach will allow staff to employ improved technologies and business processes. We feel that this type of procurement will encourage industry leaders to provide these services in a consolidated procurement.

WMATA currently has a contract where attendants provide customer services to persons utilizing our park and ride facilities. This contract has assisted in the migration from cashiered facilities to a completely cashier less system.

The current contract is being performed well but does not provide the services that are required to improve the customer experience that we are striving for in our system. In addition, staff would like to set up a program that maintains and improves parking. To do this we are proposing a long-term comprehensive parking services request for proposals that requires each proposer to supply capital equipment (parking equipment) and services that improve the efficiency of the program and migrates toward a parking program that is representative of what is generally provided in the industry. This contract will improve customer amenities, (carpooling and ride sharing) which will improve the customer experience.

### **Proposal Comprehensive Parking Service Procurement: Mead #99525**

The Comprehensive Parking Services Contract will provide an array of services to the Authority. The base contract would be for the existing parking customer service provisions in our existing parking contract. There is an expectation that this amount would be funded in the FY08 budget. In addition, to the base contract staff would specify and receive pricing for seven alternative options. In

order to exercise any of these options staff would bring the option(s) before the Budget Committee for approval with specific information on the funding source(s) that would pay for the option and any positions related to the increased management of this option, if applicable. The seven options are as follows:

1. Cleaning (sweeping), sign installation/repair, and trash disposal services.
2. An e-commerce based web application for reserved permit processing.
3. Install, repair, maintain, collect, and process information of a multi-space meter program replacing our existing mechanical meters. This option will also provide the ability to make payment via cell phone.
4. Preventive maintenance program for parking facilities including painting, seal coating, expansion joint repair, and other minor structural preventive repairs.
5. Long-term industry standard parking equipment platform that provides debit/credit payment processing and other possible forms of payment, data payment management, installation and repair, including an operations center that manages this data.
6. Installation of other parking and communications equipment that allows WMATA to reduce the number of contract parking personnel and increases the efficiency of our payment systems. We anticipate the reduction will reduce the overall base contract costs. The proposer(s) will be required to submit a plan that reduces the base contract services and through the purchase of equipment and a management plan, provides an increase in operational and customer efficiency.
7. Car-pooling and Ride Sharing programs that maximize the use of WMATA resources and increase rider ship.

Prior to approval of any additional alternative equipment or services staff will seek final Board funding approval. If sufficient funding is available in FY08 some options may be awarded, after staff seeks Board approval for the specific actions.

### **Mead#99635**

In order to provide staff with sufficient time to prepare the contract documents and competitively procure these services. Staff is requesting that a consultant be procured to assist with specification writing and document preparation.

### **FUNDING IMPACT**

- #99525** 10 (5 year base, 5 one year options) contract estimated at \$42,455,648. This amount does not include options
- #99635** One time contract not to exceed \$15,000

## **RECOMMENDATION**

- 1.** Approval to Initiate a Comprehensive Parking Services Contract for the existing Parking Customer Services scope of services and seven alternative options to be priced but not awarded until staff receive approval in a separate Budget committee meeting prior to award of any options.
- 2.** Approval to Initiate and Award a Professional and Technical Services contract to assist staff with writing the specifications and preparing the contract documents for the Comprehensive Parking Services Contract.