



Department Source: Public Works

To: City Council

From: City Manager & Staff

Council Meeting Date: December 16, 2019

Re: Resolution to Authorize Agreement with Parker Technology for 24/7 Call Center Support for Gate Arms System Intercoms

Executive Summary

Staff is requesting that Council authorize an agreement with Parker Technology for 24/7 call center support for the thirty gate arms intercoms in the six municipal parking structures.

Discussion

On October 16, 2017, Council authorized funding for an agreement with HUB Parking Technology for the installation of a parking facility gate arm system to be installed in all six municipal parking facilities. The gate arm system will include a total of 30 intercoms that can be utilized by parking customers when they request assistance utilizing the new system. Although gate arms signage will be posted with instructions and parking rates, customers may still want to utilize the intercoms to ask direct questions related to gate arms payment technologies, lost ticket fees or other items.

The Parking Utility can provide quick, responsive customer service, while also conserving staff time and financial resources, by outsourcing the provision of this assistance to a call center, which customers can utilize 24/7 under the proposed 24/7 gate arms operating hours. Staff has chosen Parker Technology out of a total of four call center choices because of its competitive pricing model and its expertise in providing customer service specific to Parking Access Revenue Control Systems, i.e. gate arms.

The initial term of the Parker Technology agreement is for a one (1) month period, and it will renew automatically every month, unless either party notifies the other in writing of its intent not to renew at least twenty (20) days prior to the expiration of the then-current agreement.

The attached Exhibit 1, Pricing Guide, shows the monthly base rate of \$1,914, an annual cost of \$22,968, for up to a total of 600 calls per month for all of the garages combined. The pricing exhibit also demonstrates a Not to exceed monthly limit of \$3,154, an annual total of \$37,848, for up to 1100 calls per month in all of the garages combined. Based on the current hourly parking transaction volumes in all of the garages, the Parking Utility estimates that 1100 calls is the highest possible number of calls it will receive in one month. The Utility can pay for this service out of its operating funds. In addition, the Not to exceed limit still remains lower than the cost to hire one full time parking agent; and this type of service for the intercoms will be faster and more comprehensive than what one individual could provide for all 30 intercoms in all 6 parking garages.



Fiscal Impact

Short-Term Impact: \$22,968-\$37,848 annually, depending on call volume.

Long-Term Impact: \$22,968-\$37,848 annually, depending on call volume.

Strategic & Comprehensive Plan Impacts

Strategic Plan Impacts:

Primary Impact: Infrastructure, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Comprehensive Plan Impacts:

Primary Impact: Infrastructure, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

Date	Action
11/04/2019	R158-19- Authorizing an agreement with Windcave Inc. for credit card processing gateway services for the exit and pay-on-foot stations in the City's six (6) municipal parking facilities.
09/16/2019	B-280-19- Amending the FY 2019 Annual Budget by appropriating funds for additional equipment associated with the installation of parking facility gate arm systems in municipal parking facilities.
10/16/2017	PH35-17- Proposed installation of parking facility gate arm systems in municipal parking facilities.
10/16/2017	Authorizing installation of parking facility gate arm systems in municipal parking facilities; ratifying the request for proposals issued by the Purchasing Division and authorizing a contract with HUB Parking Technology USA, Inc.
10/02/2017	R132-17-Setting a public hearing: proposed installation of parking facility gate arm systems in municipal parking facilities.
04/17/2017	B103-17- Appropriating funds for the purchase and installation of a gate arm system in all City parking facilities and for parking meter upgrades.

Suggested Council Action

Authorize an agreement with Parker Technology for 24/7 Call Center Support for the thirty Gate Arms System Intercoms in the six municipal parking structures.