THE CITY OF ASHEVILLE

STAFF REPORT

Council Meeting Date: May 26, 2020

Subject: Parking Garage Call Center Contract Amendment

Staff Resource(s): Ken Putnam, Transportation Department Director
Garrett Male, Parking Services Division Manager

Action Requested: Adoption of a resolution authorizing the City Manager to amend the existing parking garage call center contract (# 91700296) with Parker Technology, Inc., increasing the total value of the contract to $91,000, and to extend the contract until May 31, 2020.

Background:

- The City of Asheville entered into a contract with Passport Labs in February 2017 for a video-based customer answering / "call for assistance" service within the four City-operated parking garages.
- The fee structure paid is dependent on the number of "call for assistance" buttons placed at each parking garage exit, as well as the hours within a day that each assistance point is monitored.
- At the beginning of the contract, not all garage exits were equipped with "call for assistance" buttons, and all in-place buttons were only being monitored during evening and weekend hours.
- During May 2018, additional "call for assistance" buttons were installed, and all exits used by hourly garage customers were enhanced to 24/7 monitoring.
- Parking Services raised all parking garage gates on March 18, 2020 due to COVID-19 response. No use of the video call for assistance service has been recorded since then, although the garages have remained open for patrons.
- The contract expired in February 2020 and the requested additional funds would allow Parking Services to pay for services through May 31, 2020.

Vendor Outreach Efforts:

- N/A - This is a current contract.

Council Goal(s):

- Transportation and Accessibility.

Committee(s):

- None.

Pro(s):

- Enables the City to continue to provide timely assistance for parking garage customers.
- Provides "face-to-face" customer support.

Con(s):

- None

Fiscal Impact:

- The cost of increasing the contract value in order to maintain 24/7 customer assistance is included in the current Parking Services Fund operating budget.

Suggested Motion:

- Motion to adopt a resolution authorizing the City Manager to amend the existing parking garage call center contract (# 91700296) with Parker Technology, Inc., increasing the total value of the contract to $91,000, and to extend the contract until May 31, 2020.

Attachment(s)

- Resolution

RESOLUTION NO. 20-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE AN AMENDMENT TO THE EXISTING PARKING GARAGE CALL CENTER CONTRACT BETWEEN THE CITY OF ASHEVILLE AND PARKER TECHNOLOGY, INC.

WHEREAS, the City of Asheville has authority pursuant to N.C.G.S. §143 -129 for letting of public contracts; and

WHEREAS, the City of Asheville contracted with Parker Technology in the amount of $78,664.25 in February 2017 to provide call center services to the City of Asheville for the purpose of providing garage customers with a video-based assistance service at parking garage exits

WHEREAS, the City of Asheville has exceeded the original estimates regarding the number of call for assistance buttons to be placed in each parking garage and the hours of operation and monitoring for each button;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

City Council hereby authorizes the City Manager to execute an amendment to the existing Parking Garage Call Center Contract between the City of Asheville and Parker Technology, Inc., increasing the total value of the contract to $91,000, and to extend the contract until May 31, 2020.

Read, approved and adopted this the 26th day of May, 2020.

_____ _____

City Clerk Mayor

Approved as to form:

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City Attorney