



**REQUEST FOR PROPOSALS  
PARKING FACILITY MANAGEMENT**

**DULUTH TRANSIT AUTHORITY**

**Addendum #1**

November 2, 2020

The DTA held a preproposal meeting on Thursday, October 29, 2020. Attendees were Jesse McLaughlin, LAZ Parking, Jeff Aanenson, Ari Eilola, Interstate Parking, Laura Lierz, Reef Parking, Kirstin Brown-Erwin, Premium Parking, Scott Houck, Shelia Hanson, AMB, Michelle Immerfall, Nancy Brown, DTA.

1. Notes from the meeting:

a. Amano was selected as the parking equipment provider because of their reporting capabilities. At the time the ramp was opened, the DTA had a private partner who required detailed revenue and expense reports. (The partner subsequently sold their interest in the project.)

b. The DTA is open to future technology upgrades, including a mobile application or other electronic means for parking customers and the public to purchase parking at the Duluth Transportation Center (DTC). We are not looking for proposals for technology changes at this time however.

c. The DTA is not requesting that the cameras be monitored at all times. We make the camera feed available to the selected vendor to aid in serving the customers by viewing the exit lanes to determine if there is a backup at the gate or other issues.

d. The current contract holder, Interstate Parking, holds the merchant I.D. for pass sales.

e. Current parking rates are \$89.00 per month for secure parking on level 1, \$115.00 per month for designated parking on level 3, and \$75.00 per month for general parking on level 3 and 4.

f. DTC has experienced a downturn in the number of parking customers with monthly contracts due to the pandemic, and anticipates that it will continue into early next year.

g. It was noted that the DTA must offer daily parking for the public, we cannot lease all of the parking stalls to monthly contract parking customers.

h. The DTA does not own the covered parking lot (Lot C) behind the DTC; it is owned by the City of Duluth and managed by Interstate Parking.

2. The DTC ramp is available 24/7/365, there are no gates to prevent vehicles from entering the facility at any time. Because the Duluth skywalk system is open, there is no restriction on what time a customer can retrieve their vehicle. There are no locks on the skywalk doors (due to the order by the Fire Marshal) that would prevent entry to and from the parking ramp.

3. Gross Year to Date parking revenue for 2020 is \$234,151.76, versus \$184,191.00 for the same period last year (2019).

4. The Maintenance costs requested in the RFP are for ramp equipment maintenance only. The DTA does the striping, painting, changes lights, cleans the windows,

emptying the garbage and the recycling containers, responds to spills, etc. The DTA also hires a third party contractor for cleaning the ramp in the spring since there is no outdoor water spigot to spray the floors.

5. The DTA requests that the selected vendor have a rapid response capability within twenty miles of the DTC, so someone can be quickly deployed if there is an issue at the ramp that causes people to be unable to drive into the ramp or get out of the ramp. This response person does not have to be an employee of the selected vendor, but must have the ability to respond to requests for in-person assistance within approximately 15 minutes.

6. The selected vendor shall survey the ramp on a regular basis and identify vehicles that have been parked for an extended period of time. The DTA allows extended parking with advance approval. If a vehicle has not been identified as an extended parking customer, a notice is placed on the vehicle requesting that they contact the manager for information on extended parking. The DTA has instituted an incentive for advance approval by capping the rate an extended parking customer pays to the maximum monthly contract cost. Extended parking is only permitted on Level 4.

7. The selected vendor must coordinate with the DTA Project Manager on enforcing parking policies. Vehicles are towed only when absolutely necessary. All issues are reported to the DTA. Serious issues are reported immediately, issues with parking equipment, customer complaints, etc. Other issues are reported monthly.

8. The DTA does not have a current summary of assistance calls. A survey conducted in July of 2019 indicated that the largest number of calls for assistance was for ticket jams at the entrance and exit. The vendor installed new tickets in the dispenser and replaced some I/O boards, which have solved most of the issues.

9. The DTA has not instituted a flat rate for events. There is an interest in instituting an event rate in the future, but it must utilize an electronic solution since the ramp is not manned. The Project Manager will work with the selected vendor to determine when a flat rate would be implemented.

10. The EV stations are Eaton level 2 chargers and are managed by the DTA. There are no contract customers currently utilizing the electric chargers, but daily customers use them periodically.

11. The DTA has a separate agreement to provide nine customer parking stalls for Wells Fargo bank customers. This contract is managed by the DTA and not part of the Parking Facility Management contract.