



**Date:** October 2, 2015  
**To:** Patrick West, City Manager *PWest*  
**From:** *for* Ara Maloyan, PE, Director of Public Works *AM*  
**For:** Mayor and Members of the City Council  
**Subject:** Update – Downtown Parking Structure Improvements

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The Department of Public Works presented an update related to parking structure improvements in Downtown to the City Council on August 18, 2015. The presentation to Council followed a memorandum to the Mayor and Council in June 2015. As requested by the City Council on August 18, 2015, the attached plan documents the Department's efforts to make further improvements to the City Place garages.

This Downtown Parking Structure Improvement Plan documents the following:

- **Accomplishments:** Public Works has diligently worked to improve City Place Lot A based on feedback received at the August 18 Council Meeting. This includes physical, technological, and security improvements.
- **Funding:** Parking structure improvements require funds. City staff have identified approximately \$70,000 for the initial improvements. These enhancements will continue to occur as parking meter revenue in Downtown, in excess of the three-year baseline prior to the installation of smart meters, is realized.
- **Plan and Timeline:** Based on funding, the Department proposes a capital improvement plan that includes investments in the City place garages.

The expeditious enhancements of the City Place garages is a downtown priority. As additional funding is identified, Public Works will invest these resources into the garages. If you have additional questions and comments, please contact Ara Maloyan, at 8-6771.

cc: Tom Modica, Assistant City Manager  
Arturo M. Sanchez, Deputy City Manager  
John Gross, Director of Finance  
Jyl Marden, Assistant to the City Manager

Attachments:

- Downtown Parking Structure Improvement Update
- Sample Incident Report

# Downtown Long Beach Parking Improvement Update

## OCTOBER 2015

City of Long Beach | Department of Public Works

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Tel (562) 570-6383

333 W. Ocean Boulevard  
City Hall, Ninth Floor  
Long Beach, CA 90802

<http://www.longbeach.gov/parking/>

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## Contents

Overview	3
Updates and Accomplishments	4
Planned Capital Improvements (Current)	7
Planned Capital Improvements (Future)	8
Timeline for Improvements	9
Contact Information	10

*“Providing an outstanding parking experience remains a priority for the Department of Public Works.”*

## Overview

### Highlights

Providing an outstanding parking experience remains a priority for the Department of Public Works. We heard the concerns at the August 18, 2015 City Council Meeting about the state of the parking structures, and we value the continued input of our community stakeholders. The Department has made and will continue to make changes as funds become available.

City staff have identified funding for the parking infrastructure improvements, and have outlined a plan and timeline for these improvements. City staff have also accomplished the following since August:

- Robust security operations at the City Place garages with the addition of coverage for the evening and on weekends for 24/7 security;
- More frequent cleaning of the garages with monthly high-pressure power washing and twice weekly sweepings and,
- Centralized parking information on the City’s website, including making purchasing and renewing monthly parking permits.

### Principles of Parking Management

Three principles guide the City’s parking operations. These principles include:

- Secure facilities where residents, businesses, and visitors feel welcomed and safe.
- Well-maintained parking facilities to ensure that amenities are operational.
- Guidance to and from parking facilities to ensure that motorists know where to park.

### Looking Ahead

With the renewal of City Place, Public Works will reach out to additional stakeholders to share the Department’s efforts and to solicit feedback about additional parking improvements. We are firmly committed to safe, effective, and efficient operations of the City’s parking facilities.

Ara Maloyan, P.E.  
Director of Public Works  
October 2, 2015

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## Updates and Accomplishments

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Since the Department's report to Council in August, Public Works has taken the following steps to improve the parking experience in Downtown.

### **Security and Lighting**

City staff have increased security operations at the City Place garages. City staff initiated the request for 24-hour security at the City Place garages, including weekends and nights. This will impact parking revenues generated by the parking garages by approximately \$125,000, and will be offset by parking garage revenue without structural budget impacts to the General Fund.

Additionally, Platt Security instituted a "checkpoint" reporting system as a part of their patrol tours. At each check point in the parking facility, Platt security personnel "check-in" through mobile devices, where software records an electronic date and time stamp. This system also provides for reporting various issues that arise on their patrol. An example of this report is included at the end of this briefing.

The Department also added lights along the walkway in City Place Lot A earlier this year, and will provide additional lighting. This walkway connects 5<sup>th</sup> and 6<sup>th</sup> Streets through the parking garage.

### **Cleanliness, Maintenance, and Customer Service**

City staff increased the cleaning schedule of the City Place garages. City Place parking facilities will undergo high-pressure powered spray washing on a monthly basis—an increase from a quarterly schedule. Additionally, sweeping of the garages will increase to twice a week from the current once a week schedule. This cleaning schedule brings the City Place Garages in line with the Aquarium and The Pike parking facilities.

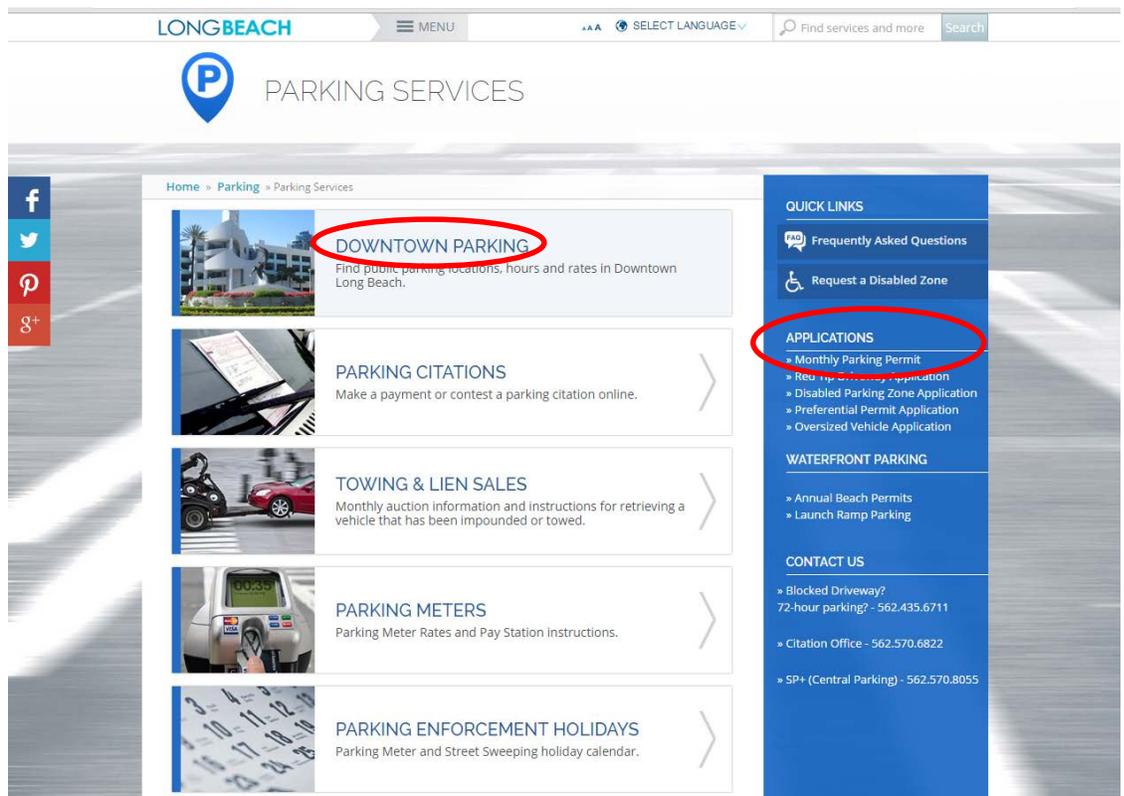
The Department has also added trash receptacles to the parking facilities. The trash receptacles are emptied daily. Central Parking will also be adding another maintenance crew at 10 pm to address any trash in the facility after-hours.

Finally, Central Parking has hired a full time parking ambassador to work with customers in the garage and respond to service requests. This ambassador will enhance the customer service experience at the garage.

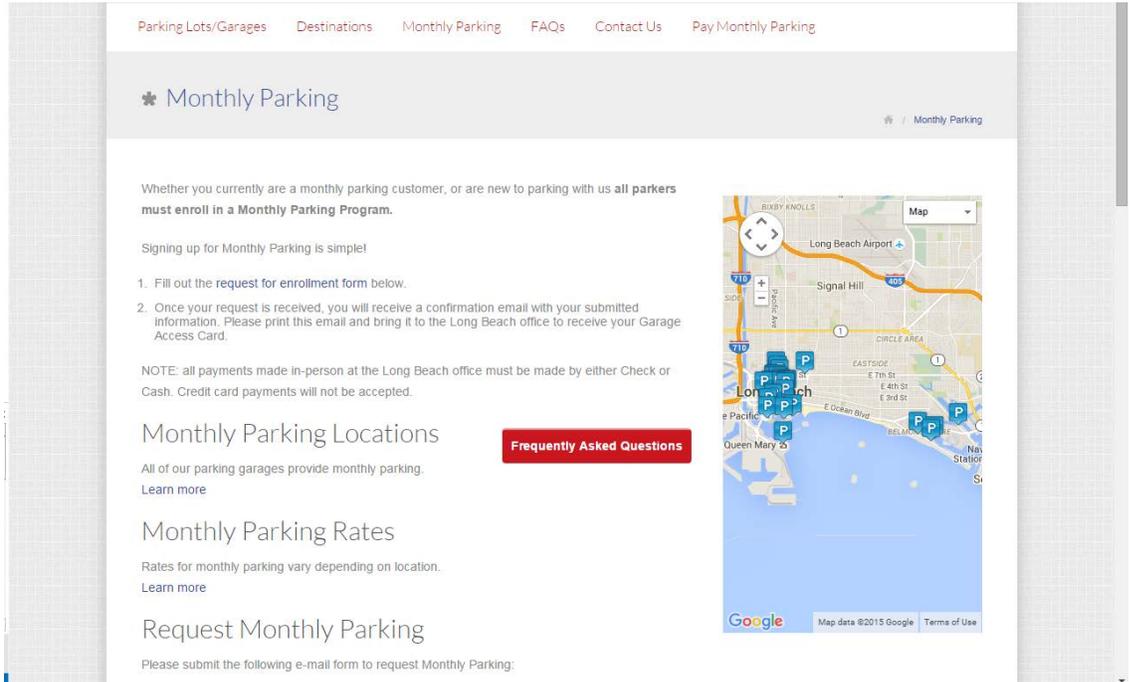
## Website

The City Council requested that information related to parking and monthly parking payment be offered. While these services have always been offered for the convenience of residents, difficulty in accessing the website via the City’s main page resulted in difficulty for some residents.

In response, City staff centralized these services on to one website page. Residents, visitors, and businesses can visit [www.longbeach.gov/parking](http://www.longbeach.gov/parking) for parking services. Those wishing to purchase a monthly permit may do so by clicking “Downtown Parking” or by using the Applications side bar. The website also features a map of all public parking facilities including the beach surface lots.



The Monthly Parking Permit link takes visitors directly to the information related to completing an enrollment form, learning more about the locations and parking rates, and a user-friendly frequently asked questions.



## Mobile App for Parking

Councilmembers requested additional wayfinding. Since the installation of the smart meters in April 2015, City staff has researched potential platforms for sharing real-time occupancy data for the street meters. City staff and ParkMe, a mobile app company that specializes in parking occupancy and works closely with IPS (the manufacturer of the City's smart meters), have made progress on the mobile app.



## **Planned Capital Improvements (Current)**

### **Current Parking Meter Revenue**

Staff have identified approximately \$70,000 in parking meter revenue that is currently available to start the parking improvements. In December 2014, the City Council set aside any excess parking meter revenue for the first two years of implementation of the parking meters to invest in downtown parking improvements. City staff will rely on the excess parking meter revenue to fund capital projects in City Place parking as well as other Downtown parking improvements.

### **Projects**

City staff have identified the immediate following needs based on the initial \$70,000 and existing operating revenues:

<b>Improvement</b>	<b>Status</b>
Website – one location for monthly parking permits and information	Completed
Power Washing – increased to monthly from quarterly	Completed
Sweeping – increased to twice weekly	Completed
Security – increased to daily 24/7	Completed
Shopping cart removal	Initiated
Fencing Off	Initiated
Window Washing	Initiated
Additional lights + painting of walkway	Initiated

Approximately \$35,000 has been spent for the capital improvements identified above. City staff will continue to use parking meter revenue to fund capital projects (as identified on page 7).





As the City continues to realize excess parking meter funds, the City will put these funds toward the list of parking projects.

## Planned Capital Improvements (Future)

### Future Improvements

City staff has sought cost estimates for the various work needed at the City Place garages as identified during various walking tours with community stakeholders. Based on current projects, parking meter excess revenue in Fiscal Year 2016 will bring in approximately \$420,000 (approximately \$70,000 every two months) for Downtown parking improvements, including City Place. The below table identifies these needs and their estimated costs (not in priority order). Any additional funding identified can be used to complete the below improvements.

City Place - Capital Improvements Identified	Cost Estimate
<b>Total Per Parking Lot</b>	\$ 530,100
<i>LED Lighting</i>	\$ 100,000
<i>Repair of surface cracks</i>	\$ 44,000
<i>Cameras</i>	\$ 35,000
<i>Mobilization and Equipment</i>	\$ 23,000
<i>Interior Painting, of which:</i>	\$ 328,500
Level 1	
Ceiling and beams	\$ 130,000
Walls	\$ 14,000
Stairs and Handrails	\$ 12,000
Columns	\$ 11,600
Paint Exposed Pipe Utilities	\$ 2,500
External Floor Trim	\$ 2,400
Stencil Work (speed limit, yield, etc).	\$ 400
Metal Fence	\$ 300
Electric Room Door	\$ 100
Level 2	
Ceiling and beams	\$ 116,000
Walls	\$ 15,000
Columns	\$ 10,400
Paint Exposed Pipe Utilities	\$ 2,500
Level 3	
Walls and Light Poles	\$ 7,400
Metal Fence	\$ 3,500

## Timeline for Improvements

### Progress

Timeline below outlines expected completion dates for projects in the garages. The below represent projects that have been funded. As revenue becomes available, projects will be added to the timeline.

Expected Completion Date	Project
September 2015 <i>[Completed]</i>	<ul style="list-style-type: none"> <li>• Security – Security increased for 24/7 coverage</li> <li>• Customer Service – Addition of a full time ambassador assigned to the parking facility and to address any concerns by customers.</li> <li>• Painting – Entrances painted.</li> </ul>
October 2015	<ul style="list-style-type: none"> <li>• Lights – Initial site visit to prepare the City's application to Southern California Edison to retrofit the facility with LEDs.</li> <li>• Security – Installation of fencing.</li> <li>• Cleanliness – Central Parking will an additional maintenance shift at night to clean the garages and address any filled trash receptacles.</li> <li>• Painting – Fire hose box located on roof top has been painted with new Plexiglas ordered.</li> <li>• Carts – Re-configuration of cart corrals and removal of carts.</li> </ul>
November 2015	<ul style="list-style-type: none"> <li>• Lights – City staff will add more lights to the walkway in Lot A, which connects 5<sup>th</sup> and 6<sup>th</sup> Streets for pedestrians.</li> <li>• Painting – Central Parking will paint the walkway wall white to enhance the appearance. City staff has heard of interest from Molina to use the wall space for a mural. Central Parking will also paint entrances.</li> </ul>
Ongoing	<ul style="list-style-type: none"> <li>• Re-location – The City and Central Parking are researching potential new office space for parking services.</li> <li>• Security – Ongoing evaluation of security measures</li> <li>• Maintenance – Regular maintenance and high-pressured spray wash cleaning.</li> </ul>

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## Contact Information

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### City of Long Beach

**Department of Public Works**

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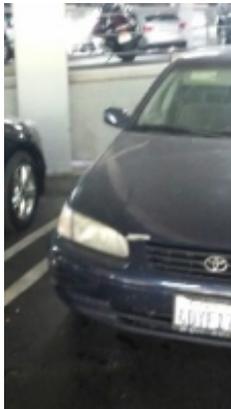
**Platt Security Inc.**  
 3275 East Grant St  
 Signal Hill, CA 90755



**Central Parking Inc**  
 275 E. 4th St  
 Long Beach, CA  
 90805

Incident Report	
Report #	172087
Report Date	09/30/2015
Report Time	15:14
Created By	Devin Robinson #2099
Position	Guard
Client	#CENP

**Information**

Date of Incident	2015-9-30
Time of Incident	15:07
Select the Correct Incident Type	<b>Vehicle Accident</b>
Other Incident Type:	Possibly leaking radiator fluid.
Which Dispatcher was Notified?	None
Was Property Manager was Notified? (If yes, name of Manager)	No
Was a Subject Arrested?	No
Can Suspect be Identified?	No
Narrative	A worker building the inside of Walmart car is leaking fluid and smoking. Officer Bailey found the guy and informed him.
Police Involved	
EMS Involved	
Fire Involved	
Photo 1	
Indicate Proper Classification	
Subject Type	
Name (Last, First, MI)	
Name (Last, First, MI)	

Home Address	
Business Address	
Phone Number	
Gender	
Subject Type	
Date of Birth	
Indicate Proper Classification	
Name (Last, First, MI)	
Home Address	
Gender	
Business Address	
Phone Number	
Date of Birth	
Indicate Proper Classification	
Subject Type	
Name (Last, First, MI)	
Home Address	
Business Address	
Phone Number	
Gender	
Date of Birth	
Indicate Proper Classification	
Subject Type	
Home Address	
Business Address	
Phone Number	
Gender	
Date of Birth	
Officer's Signature	