



Tindale-Oliver & Associates, Inc., (TOA) worked as a sub-consultant to Walker Parking Consultants to perform the city parking assessment.

### **Project Highlights**

- Reviewed the operational, financial and administrative functions, completed job surveys, conducted interviews of staff with multiple duties, examined work methods and documents used and produced in related job duties, analyzed revenue controls, cash handling procedures and audit processes, evaluated appearance and condition of parking facilities, inspected parking access and revenue control equipment and determined if adequate to provide revenue integrity

### **Project Issues**

- Program operating in red for three out of the past five years despite a significant rate increase in 2003
- Net losses resulted in structural maintenance programs being under funded and improvements to the parking revenue equipment shelved
- Labor has increased by 44% over the past 5 years, while benefits have increased by 88% over the same period of time

### **Solutions Implemented**

- Streamlined management staff
- Established a facility inspection program
- Implemented a program of accountability
- Adopted a rate policy that provides for smaller incremental rate increases on a regular basis
- Promoted automated payment methods

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*Inspected parking access and revenue control equipment and determined if adequate to provide revenue integrity.*



*Evaluated appearance and condition of parking facilities.*