



June 5, 2017

George F. Kossler, Foreperson  
Riverside County Grand Jury  
Post Office Box 829  
Riverside, CA 92502

Subject: 2016-2017 Grand Jury Report Response  
Riverside County Economic Development Agency  
Parking Services Division

Dear Mr. Kossler:

Please find attached, the filed response to the 2016-2017 Grand Jury Report for the Riverside County Economic Development Agency Parking Services Division.

You will find our response after each of the Grand Jury's Findings that were referenced.

If you have any questions, please call me at 951.955.3848.

Sincerely,

Tim Miller  
Assistant Director

Cc: File Copy

TLM:cm  
Attachment



# 2016-2017 GRAND JURY REPORT

## Riverside County Economic Development Agency Parking Services Division

### Background

The Riverside County Economic Development Agency (EDA), Parking Services Division (Division) of Facilities Management is responsible for operating, maintaining and improving County of Riverside (County) parking. Of the five County owned parking structures, the Division manages and controls access to four of the parking structures identified as the County Administrative Center (CAC) Parking Structure (Riverside), the 11th Street Parking Structure (Riverside), the Riverside Centre Parking Structure (Riverside), the East County Parking Structure (Indio) and 45 surface lots. The Division is granted parking enforcement authorization throughout the County under Ordinance 626 (amended through 626.9) relating to parking facilities. The Division issues citations for parking violations and authorizes persons to park in parking structures and lots owned by the County. The Division collects the fees established by the ordinance.

The Divisions approved budget for Fiscal Year (FY) 2015-2016 was \$2,049,617.00 with an approved requested budget for FY 2016-2017 of \$2,382,545.00.

### Methodology

#### Interviews Conducted:

- County of Riverside Economic Development Agency, Director
- County of Riverside Economic Development Agency, Assistant Director
- County of Riverside Parking Services Division Supervisor/Ordinance Operations Officer
- Four County of Riverside parking attendants
- Riverside County Auditor-Controller, Interim Chief Accountant
- County of Riverside Economic Development Agency, Principal Accountant

#### Site Visitations:

- Three downtown County of Riverside public parking structures
- Ten downtown County of Riverside surface lots

Materials Reviewed:

- Ordinance No. 626 (amended through 626.9) an Ordinance of the County of Riverside relating to County Parking Facilities effective August 02, 2012
- Internal Audit Report 2015-007: Riverside County Economic Development Agency, Facilities Management, Parking Division
- County of Riverside Economic Development Agency Parking Services Division FY 2015-2016 line item budget
- County of Riverside Economic Development Agency Parking Services Division FY 2016-2017 line item budget
- 2015 Economic Development Agency Parking Services Division Organizational Chart
- Purchase work orders 2014, 2015 and 2016 for parking structure equipment repairs
- 1991 Americans with Disabilities Act: Standards for Accessible Design 4.1.2(5)

The 2016-2017 Riverside County Grand Jury (Grand Jury) investigated the following five areas of the Parking Division:

- Lack of 5 Year Plan
- Maintenance
- Staffing
- Downtown Riverside Surface Parking Lots
- Compliance with Americans with Disabilities Act

# Findings

## 5 Year Plan

1. The Division does not have a 5 year plan that evaluates equipment condition, maintenance staffing and a plan for allocating financial resources

### Maintenance

2. Interviews and first hand observations on the part of the Grand Jury, revealed malfunctioning parking structure equipment, such as ticket readers and gate arms. EDA Division management stated that the equipment is obsolete and replacement parts are difficult to find

Documentation provided to the Grand Jury confirmed that the systems and equipment of the 12th Street and County Administration Center (CAC) structures were purchased from Automated Access Systems Incorporated in May 2009 at a cost of \$18,822.50 and installed in June 2009.

Documentation dated November 17, 2015, from the Division Supervisor to the Board of Supervisors/Purchasing Agent states:

**Alternative suppliers that can or might be able to provide supply/service and extent of market search conducted:** Automated Access is the only other company in the Southern California area with the ability to complete repair of Federal (3M) parking control equipment. The County has utilized Automated Access in the past but found that the work performed was substandard and some of the parts used were not compatible with version of hardware and/or software being used. Internet and industry periodicals were searched for information on possible vendors.

**Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** The parking control equipment currently installed in the Downtown parking structures was manufactured by Federal Signal Corp (3M) which in early 2015 closed down its parking control equipment division and no longer manufactures nor supports its product. EDJ Technologies has purchased the entire inventory of parts from 3M in California and also employs the Technicians that previously maintained the County's parking control equipment under 3M.

The following is a summary of repair costs of the systems equipment of the 12th Street, CAC and Riverside Center structures repair costs provided to the Grand Jury for the calendar year(s) of 2014, 2015 and 2016 through November 2, 2016:

- In 2014 there were 16 repair invoices totaling \$4,155.21
- In 2015 there were 24 repair invoices totaling \$18,802.47
- In 2016 there were 42 repair invoices totaling \$26,910.91

There was also a \$19,660.00 yearly preventative maintenance agreement with an expiration date of December 31, 2016, between the County and EDJ Technologies, LLC. The Grand Jury was informed by Division management that the maintenance agreement was not renewed. Service is now performed in-house.

#### Staffing

3. During a Grand Jury interview with Division management, it was stated that as of January 12, 2017, the Division was understaffed.

Vacant enforcement officer positions results in lack of enforcement efforts in the County lots, which results in loss of revenue because citations are not issued for parking violations. The vacancies require the business office closure during normal business hours resulting in backlog of required paperwork according to Division management.

#### Surface Parking Lots

4. As written in the Recommended Budget FY 2016/2017:

*For the various county owned surface parking lots located throughout the county, no significant expenses have been paid to maintain these lots and no parking revenues are generated from these lots.*

County surface parking lots inspected by the Grand Jury revealed deteriorating asphalt with cracks and potholes. (Examples: Attachment 1, County Circle Drive surface parking lot; Attachment 2, 13<sup>1</sup> Street parking lot.)

#### Americans with Disabilities Act (ADA)

5. The Riverside Centre County parking structure is comprised of 408 parking spaces with six of these spaces designated for handicapped parking. The 1991 ADA Standards for Accessible Design 4.1.2 (5) requires a structure with 401-500 parking spaces to have a minimum of nine accessible handicapped parking spaces.

#### **Recommendations**

**Riverside County Board of Supervisors  
 Riverside County Economic Development Agency  
 Riverside County Facilities Management  
 Riverside County Parking Division  
 Riverside County Risk Management Division**

## 5 Year Plan

1. EDA in conjunction with the Division, create a 5 year plan to evaluate and identify aging, obsolete and/or unrepairable mechanical equipment and allocate financial resources to replace the equipment. Complete the 5 year plan by September 30, 2017.

**Response:** The Parking Services Division, in conjunction with EDA, will create a 5-year plan to evaluate and identify aging, obsolete and/or unreliable mechanical equipment. However, we will only be able to allocate resources in the event that additional funding is secured.

The Parking Services Division has reviewed the equipment and maintenance needs along with annual planning for positions during the budget process. EDA management recognizes the need to upgrade and replace our equipment. Since the acquisition and demise of Federal Sign Corp., it has been very difficult to maintain service on existing equipment. There has been some turmoil in the equipment industry and identifying a reliable supplier has been a challenge. Currently there is no replacement fund within the parking budget to upgrade and replace equipment. The Economic Development Agency Parking Office is updating and amending Ordinance No. 626 to reflect current permits; adding required violations and fee permits relating to Parking Services Division and County Surface Parking Lots. This updated Ordinance and new fee schedule will provide funding for maintenance of equipment, parking lots, and replacement of obsolete equipment.

### Maintenance

2. EDA to perform a cost analysis on projected repair expenditures versus the replacement cost(s) of new systems and equipment.

**Response:** EDA has performed a cost analysis of projected repair expenditures versus replacement costs for new equipment. The current equipment in all garages, with the exception of the relatively new Indio Parking Structure, has been rendered obsolete by the demise of Federal Sign Corp. There is no dependable support for the equipment or software from the current third party vendors. Our best option is to standardize and replace this equipment with a system that has a history of reliability and is known and used in the industry. The parking services division is researching and developing options for the purchase and installation of new equipment. The Economic Development Agency Parking Office is updating and amending Ordinance No. 626 to reflect current permits; adding required violations and fee permits relating to County Parking Facilities and County Surface Parking Lots. This updated Ordinance and new fee schedule will provide funding for maintenance of equipment, parking lots, and replacement of obsolete equipment.

### Staffing

3. Vacant positions to be filled to improve the overall operations of the Division

**Response:** In the Parking Services Division, there are 23 authorized positions. Of those, 15 are filled with permanent employees and 4 more are filled with temporary employees. In the next fiscal year, the Division plans to fill 2 parking enforcement officer positions. While we would like to fill additional vacant positions, funding is insufficient to support it. The Economic Development Agency Parking Office is updating and amending Ordinance No. 626 to reflect current permits; adding required violations and fee permits relating to County Parking Facilities and County Surface Parking Lots. This updated Ordinance and new fee schedule will provide funding for maintenance of equipment, maintenance of parking lots, staffing and replacement of obsolete equipment.

#### Surface Parking Lots

4. The physical condition of each surface parking lot should be examined regularly and potholes and dangerous conditions identified and repaired as required

**Response:** There has been insufficient funding available for complete maintenance of these lots and structures for several years. Many lots are experiencing severe degradation due to a lack of routine maintenance which includes slurry coating, patching, sealing, striping and re-surfacing. The continued neglect of these parking lots could result in possible trip hazards from broken and cracked asphalt along with potholes and dust issues from the loose gravel. With an estimated deficit for this fiscal year of more than \$500,000, the Parking Division is recommending a permit fee for employee surface lot parking of \$10 per month and an increase for the parking structure card holders from \$35 to \$45. These increases will balance the budget and provide funding for maintenance and repair of parking lots and structures.

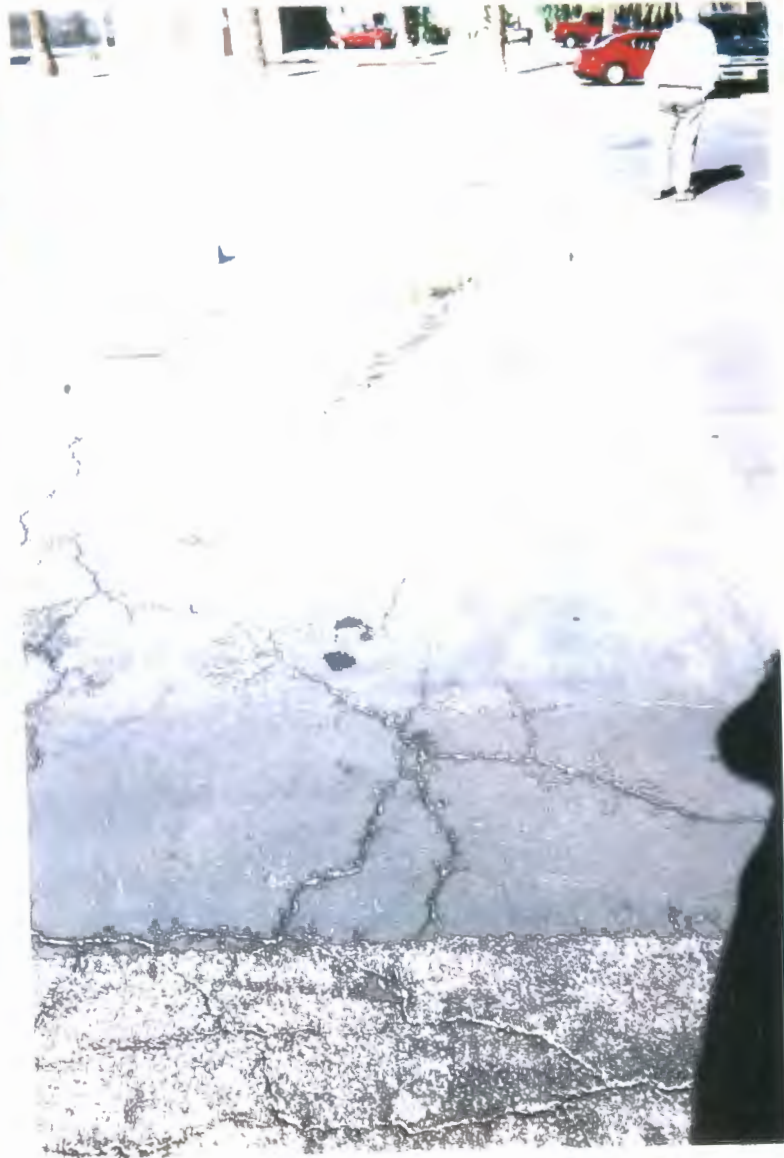
#### Americans with Disabilities Act (ADA)

5. The Division to bring the Riverside Centre parking structure into ADA compliance

**Response:** Recently, due to the addition of more electric car charging stations, we lost two ADA spaces for the general public within the structure. EDA has reviewed the structure with an ADA consultant and will add additional accessible parking spaces.



County Circle Drive Parking Lot  
ATTACHMENT #1



13th Street Parking Lot  
ATTACHMENT #2