



KING COUNTY AUDITOR'S OFFICE

APRIL 1, 2020

Follow-up on Parking Audit

The Facilities Management Division has made significant progress in aligning with county parking code, increasing accountability and revenue generation at county-owned garages. The Facilities Management Division (FMD) drafted standard operating procedures, paved the way to correcting inaccurate parking rates, and increased oversight on garage access and discount programs. Security at the Chinook garage should enhance with the replacement of old key fobs for garage access, since some previously issued key fobs were unaccounted for, increasing the likelihood of unauthorized access.

FMD also took strides to reduce the County's carbon footprint. It plans to limit its electric vehicle discount to all-electric vehicles, excluding hybrids. It also began verifying carpools to ensure that only people continuing to rideshare received ongoing carpool discounts. Finally, FMD increased access to electric vehicle charging stations by limiting parking to four hours in those stalls.

We will continue to monitor FMD's work to ensure that standard operating procedures are integrated into the work of the Parking Program and code revisions, price adjustments, and monitoring activities take effect.

Of the 11 audit recommendations:

 <p>5 DONE</p>	 <p>6 PROGRESS</p>	 <p>0 OPEN</p>
<p>Fully implemented Auditor will no longer monitor.</p>	<p>Partially implemented Auditor will continue to monitor.</p>	<p>Remain unresolved Auditor will continue to monitor.</p>

Please see below for details on the implementation status of these recommendations.

Recommendation 1

PROGRESS



Facilities Management Division should document standard operating procedures and use them to guide parking operations.

STATUS UPDATE: FMD completed a draft of its standard operating procedures in September 2019 and has started using the document to respond to customer requests.

WHAT REMAINS: FMD needs to finalize its first draft of the document by integrating and ensuring consistency with rules, code changes, and other relevant items revised in response to the following recommendations. FMD should then circulate the standard operating procedures so that all relevant staff are aware of when and how to use it to for parking operations.

Recommendation 2

PROGRESS



Facilities Management Division should comply with county code by charging county employees the lesser of either the public rate or the daily maximum rate for hourly parking.

STATUS UPDATE: FMD engaged the County's Office of Labor Relations (OLR) to get union perspectives on making the change, which may affect working conditions. OLR recommended including the rate change in bargaining for the 2021-22 Master Labor Agreement and Total Compensation Agreement.

WHAT REMAINS: FMD needs to work with OLR to ensure that this issue is bargained and implemented to comply with county code in 2021.

Recommendation 3

DONE



Facilities Management Division should comply with county code by creating and implementing policies that define reserved parking and charge all agencies and individuals according to that policy.

STATUS UPDATE: FMD documented definitions for reserved parking and notified parking customers about how the definition affected their parking costs.

IMPACT: FMD began charging parking customers the code-required reserved rate beginning in January 2019. The reserved rate is \$85 more than the non-reserved rate. As a result of the change, FMD estimates added parking revenue of \$120,000 per year.

Recommendation 4

PROGRESS



Facilities Management Division should establish parking occupancy targets at all revenue-generating garages and develop strategies to achieve, monitor, and evaluate those targets.

STATUS UPDATE: FMD uses adopted budget numbers for its annual revenue targets and holds quarterly finance updates to check performance toward those goals.

WHAT REMAINS: FMD should work with the Office of Policy, Strategy, and Budget to understand occupancy rates built into the budget numbers. It should then develop separate targets for each of the relevant garages, namely Goat Hill, Chinook, King Street Center, and King County Correctional Facility, and find potential ways to optimize revenue generation.

Recommendation 5

DONE



Facilities Management Division should comply with county code by creating and implementing policies that define positions eligible for reserved parking.

STATUS UPDATE: FMD drafted rules clarifying which staff positions are eligible for reserved parking. These rules expanded parking eligibility in some garages. FMD reached out selectively to newly eligible employees to inform them of the change.

IMPACT: FMD needed to clarify eligibility rules to comply with code. By expanding eligibility to more staff at Chinook, FMD has the potential to earn more parking revenue and serve more members of the public at Goat Hill. At the time of our audit, we noted that if FMD brought the Chinook garage from 29 percent vacancy to no vacancy, it could generate \$190,000 in new revenue each biennium.

Recommendation 6

DONE



Facilities Management Division should comply with county code by creating and implementing monitoring and enforcement policies to ensure that there are no exemptions from parking fees, including for staff with agency-paid parking.

STATUS UPDATE: FMD began monitoring and enforcing parking fees for agency-paid parking in January 2019. It gets monthly updates on parking usage from parking operators and agencies and verifies it against billing information.

IMPACT: With more up-to-date information, FMD can ensure prompt collection of payments and reallocation of empty stalls. At the time of our audit, we estimated that FMD could generate up to \$290,000 per biennium in parking revenues by collecting payment on all employee-occupied stalls.

Recommendation 7

PROGRESS



Facilities Management Division should maintain complete and accurate records of issued garage access fobs and document reasons for any irregularities.

STATUS UPDATE: FMD worked with its ID Access Office to issue new key fobs in the first quarter of 2020. The ID Access Office deactivated all previously issued key fobs on February 13, 2020.

WHAT REMAINS: FMD has a list of key fobs by responsible party and expects some changes over the next few months. It needs to begin a regular audit process to verify that it has a complete and accurate record of garage access fobs and document any irregularities that may arise.

Recommendation 8

PROGRESS



Facilities Management Division should comply with county code by creating and implementing policies to prohibit the resale of parking stall assignments.

STATUS UPDATE: FMD drafted rules to prohibit the resale of parking stall assignments. The rules clarify that parking stalls assigned to an individual shall be used by that individual only. FMD may revoke parking privileges in instances of shared spaces or parking stall resale. Parking operators monitor garages and report to FMD any potential violations.

WHAT REMAINS: FMD needs to ensure that parking customers are aware of this rule and establish a process for enforcement.

Recommendation 9

PROGRESS



Facilities Management Division should create and implement policies to define and enforce which vehicles are eligible for the electric car discount.

STATUS UPDATE: FMD drafted a proposed policy revision defining an electric vehicle as one that “uses only electricity” and “must be plugged in to charge.” Existing code does not clarify whether hybrid vehicles are eligible for the discount.

WHAT REMAINS: To define “electric vehicle” in code, the King County Council must approve the change. As of the writing of this report, FMD expected to be before Council regarding this change on March 11, 2020.

Recommendation 10

DONE



Facilities Management Division should create and implement enforcement policies to annually recertify and monitor carpools.

STATUS UPDATE: FMD created a process to annually recertify carpools. In early 2019 and 2020, FMD emailed drivers asking them to verify their carpools. Those who did not reverify within the allotted time no longer enjoy discounted parking.

IMPACT: By annually recertifying carpools, FMD can bolster incentives for employees to rideshare and can enforce parking fees set out in county code. The monthly carpool rate is \$210 compared with the regular rate of \$300 per month.

Recommendation 11

DONE



To achieve transportation-related greenhouse gas reduction targets, Facilities Management Division should develop and implement a strategy to increase utilization of the electric vehicle charging stations it maintains.

STATUS UPDATE: FMD posted a four-hour parking limit at charging stations in May 2019. It also developed a tracking sheet for parking operators to collect data on charging station users and keep a list of people waiting to use stations.

IMPACT: FMD increased charging station availability, improving customer satisfaction and contributing to county strategic climate action goals to promote sustainable transportation. By increasing use of charging stations, FMD can also earn new revenue for the County.

Megan Ko, senior management auditor, conducted this review. If you have any questions or would like more information, please contact the King County Auditor's Office at KCAO@KingCounty.gov or 206-477-1033.