

Category: Infrastructure

State: Indiana

Department: Department of Administration

Lead category: Infrastructure

Category area: Facilities

Project Title: Parking Outsourcing

Project Associates: Jessica Robertson – IDOA Commissioner; Steve Harless – IDOA Deputy Commissioner; Matt Robinson – IDOA Project Manager

Project date: The parking vendor began transitioning into its new role during the spring of 2015 and took complete control of operations July 1, 2015.

Executive summary: IDOA has partnered with Republic Parking System Inc. and outsourced the operation of five (5) parking facilities (for a total of 7,322 number of parking spots) owned by the State of Indiana in downtown Indianapolis. By leveraging its private sector experience, Republic has brought a number of efficiencies to the State's parking operation, including a reduction in overall costs and an increased utilization of spacing for revenue generating activities.

Project description: Transition from an internal state operated model to the private management of the State parking facilities and lots located at the Indiana State Capitol. The vendor is responsible for providing all day to day maintenance, material, equipment, proposed staff, and expertise to perform the management of operations of the parking facilities.

Why initiated: Operating a parking garage is not a core function of State Government. It was determined a private operator with parking expertise could help bring industry best practices and leverage private sector experience and efficiencies. The goal is for parking to continue to be free for state employees and for revenue to increase for event parking.

Results achieved: State expenses were reduced by approximately 17% since the transition to a private operator.

The new operator has also increased revenue opportunities by utilizing the web to market our parking facilities for various events; something we didn't utilize when the garages were under State management. Also, all existing State employees were offered jobs with the private parking operator, and we were able to transfer wages and benefits to the private company thus eliminating substantial benefit and legacy cost.

Project timeline:

Sourcing and evaluation of potential parking operators - November 12, 2014

Vendor selection – May 7, 2015

Full Transition – July 1, 2015

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Significance to the improvement of the operation of government:

- Reduction in overall costs of parking operation.
- Increased utilization of spacing for revenue generating activities.
- Transferred the responsibility of parking operations to a private parking operator with years of expertise and experience. This allowed for parking operations to be more efficient as well as allows Department of Administration to focus on more core areas of our responsibilities.

Benefits realized by citizens and/or state government: Outsourcing parking allowed for the State to get out the business of operating parking facilities and have it managed by an experienced vendor. Implementation has shown that we have reduced operating costs, increased revenue opportunities, and relieved the State of employee benefit and legacy costs.