



# City of San Antonio

## Agenda Memorandum

**File Number:**15-3591

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**Agenda Item Number:** 2.

**Agenda Date:** 6/10/2015

**In Control:** City Council B Session

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**DEPARTMENT:** Center City Development & Operations

**DEPARTMENT HEAD:** Lori Houston

**COUNCIL DISTRICTS IMPACTED:** Council District 1

### **SUBJECT:**

Parking System Update

### **SUMMARY:**

Briefing on the City's parking system and efforts to improve customer experience, enhance security, and improve operational efficiencies.

### **BACKGROUND INFORMATION:**

Over the past nine months, the Center City Development and Operations Department and the Office of Innovation have worked together to implement and develop an operations plan for the parking system that will improve the customer experience, enhance security for employees, and improve operational efficiencies. The recommendations are divided into five categories: staff development and training, innovation and technology, customer service, facility maintenance, and individual facility improvements.

Staff will provide an overview of the actions to date and discuss the operations plan and the schedule for its implementation.

### **ISSUE:**

CCDO is making a variety of improvements to the parking system to enhance the customer experience. An item for related parking equipment purchases will be presented to City Council at a later date.

**ALTERNATIVES:**

This item is for briefing purposes only.

**FISCAL IMPACT:**

This item is for briefing purposes only.

**RECOMMENDATION:**

This item is for briefing purposes only.