



# CITY OF SAN MATEO

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## Agenda Report

Agenda Number: 13

Section Name: {{section.name}}

Account Number: 14-5122

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**TO:** City Council  
**FROM:** Drew Corbett, City Manager  
**PREPARED BY:** Police Department  
**MEETING DATE:** October 17, 2022  
**SUBJECT:**  
Citywide Parking Enforcement Services – Amendment

### RECOMMENDATION:

Approve Amendment No. 1 to the agreement with LAZ Parking California LLC for citywide parking enforcement services in the amount of \$2,773,216 for a new agreement total of an amount not to exceed \$4,807,220; adopt a Resolution to appropriate \$50,000 to the Police Department's 2022-23 Operating Budget; and authorize the Chief of Police to execute the amendment in substantially the form presented.

### BACKGROUND:

In January 2019, the City Council conducted a study session to discuss parking enforcement needs. Staff provided a history of the challenges associated with staffing this function and proposed improvements to the level of enforcement service provided at the time. City Council directed staff to pursue a hybrid staffing approach utilizing a mix of City and contracted enforcement staff to enhance service delivery, frequency of enforcement, and overall availability of parking.

City Council approved a three-year agreement with Serco Inc. (Serco) on November 18, 2019. Serco's enforcement activities in the City commenced in February 2020, with a scope of work including issuing parking citations for observed violations in the downtown commercial district, Residential Parking Permit Program (RPPP) zones, and for street sweeping violations; completing data entry and uploading citation data for processing; monitoring equipment and signage and reporting any damage; and performing other duties as needed such as traffic control and operational support at special events.

In 2021 Serco divested itself from its parking enforcement division, and the contract was subsequently assumed by LAZ Parking California, LLC (LAZ Parking) who agreed to the existing contract terms, rates, and scope of work already in place with Serco. This change was approved by the City Council in March of 2021, and LAZ Parking has provided parking enforcement services since that time.

In the last year, LAZ Parking reported to staff that they were experiencing challenges with competitively recruiting and retaining Parking Enforcement Officers (PEOs) per the provisions of the established contract. In July 2022, after an assessment of the market and industry competitors, LAZ Parking took the initiative to implement a 10% PEO hourly wage increase in an effort to maintain a fully-staffed enforcement team. They did so without requesting additional funding from the City to finance this increase. Since July, the hourly wage increase has had the desired impact, allowing LAZ Parking to maintain full staffing and ensure optimal service levels for the community.

The service levels provided by LAZ Parking have met City expectations, and the Police Department wishes to continue to partner with LAZ for parking enforcement services. Amendment No. 1 to the contract would extend the term for two additional years as well as sustain the increase wages paid for parking enforcement officers, to allow for better ability to

recruit and retain PEOs and ultimately provide better service.

**BUDGET IMPACT:**

Parking enforcement activities are funded by the General Fund. Costs for contracted enforcement services are included in the adopted 2022-23 budget; however, approval of Amendment No. 1 will result in costs of approximately \$50,000 in excess of what was budgeted in the current fiscal year. Council approval is requested to appropriate \$50,000 to the parking enforcement budget program of the Police Department's 2022-23 operating budget to cover the increased cost of contracted services. Future contractual costs will be incorporated into the next budget.

**ENVIRONMENTAL DETERMINATION:**

This action is not a project subject to CEQA, because it is an organizational or administrative activity that will not result in direct or indirect physical changes in the environment. (CEQA Guidelines Section 15378(b)(5).)

**NOTICE PROVIDED**

All meeting noticing requirements were met.

**ATTACHMENTS**

Att 1 – Proposed Resolution

Att 2 – Amendment No. 1

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