# NEXTGEN PARKING REVENUE CONTROL SYSTEM

October 12, 2022

DENVER INTERNATIONAL AIRPORT
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# AGENDA

- Implementing Vision 100
- City Council request
- DEN Parking overview
- Current contract (NextGen)
- Contract amendment
- Contract procurement & strategy
- Customer experience on-line services
- Experience
- Budget
- Priorities
- Q&A

VISION 100 DEN

# 100 MILLION ANNUAL PASSENGERS

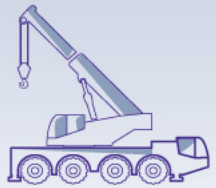
• SUSTAINABILITY & RESILIENCY • EQUITY, DIVERSITY, INCLUSION & ACCESSIBILITY
• CONTINUOUS STAKEHOLDER INPUT/FEEDBACK • ENHANCING THE CUSTOMER EXPERIENCE

## PILLAR 1

### POWERING OUR PEOPLE

- Develop Workforce Leadership Strategy
- Establish Center of Equity and Excellence in Aviation
- Implement Career Pathways Program

## PILLAR 2



### GROWING OUR INFRASTRUCTURE

- Complete Major Infrastructure Projects
- Update Master Plan
- Develop Infrastructure Plan for DEN Real Estate

## PILLAR 3

### MAINTAINING WHAT WE HAVE

- Complete Concourse Renewal Program
- Update Strategic Asset Management Plan
- Develop Science-based Greenhouse Gas Emissions Target

## PILLAR 4

### EXPANDING OUR GLOBAL CONNECTIONS

- Identify Air Cargo Opportunities
- Expand to Disconnected Destinations (e.g. Africa)
- Grow Domestic Network

# CITY COUNCIL REQUEST

- Approve NextGen support services amendment to contract #202264622 with maximum contract of $10,112,000
  - Finish installation of parking revenue control system
  - Finish online features providing customer amenities
    - Online pre-payment (pre-booking)
    - Premium parking options
    - Touchless payment system (Express Park)
    - Loyalty program

# DEN PARKING OVERVIEW

- DEN has five public parking lots:
  - East/West garages
  - East/West economy
  - Pikes Peak and Mount Elbert (shuttle lots)
  - 61st & Pena
- Total public parking spaces: 38,551
- 34 entry lanes and 50 exit lanes
- DEN has four employee parking lots:
  - Airside
  - Landside
  - East/West terminal lots
- Total employee parking space: 8,470

# NEXTGEN AMENDMENT

**NextGen Support Services Contract # 202264622**

- Amended Contract Term: August 31, 2024
  - Ongoing P2PE System (Credit card processing)
  - Online Services
    - Express Park Public
    - Express Parking Employee
    - Loyalty Program
    - Pre-booking
    - Premium Parking (reservation system)
  - Ongoing Maintenance Support of Parking System
  - Additional Services (replace broken items as they occur)

# CONTRACT PROCUREMENT & STRATEGY

- This Amendment allows the airport to get the full parking revenue control system installed and all online services functional and stable
- It also allows for the continuation of maintenance support of the system and the ability to process all DEN's parking credit card transactions
- The two-year Amendment (August 2024) allows DEN time to develop a thorough RFP for a new Maintenance Support Agreement, based on services fully functional, to include:
  - Technology solutions and enhancements for best-in-class customer experience
  - Industry best practices (outreach to like airports)
  - Community outreach for MWBE/DBE opportunities
  - Thorough vetting of proposals and new technology solutions

# CUSTOMER EXPERIENCE ON-LINE SERVICES

**Express Park**

- Customer is a registered parker with an online profile
- Customer's credit card is on file and will be charged at time of exit for parking fees
- Must have an ExpressToll® tag or a DEN Express Park tag

**Pre-Booking / Reserved**

- Customer goes online to purchase parking in advance and would be charged for any overages at time of exit
- The product pricing can be dynamic based on demand at time of stay

**Loyalty Program**

- A DEN defined program allowing customer rewards, based on parking frequencies, for airport parking coupons and discounts

# CUSTOMER EXPERIENCE ON-LINE SERVICES

**Premium Parking / Reserved**

- Customer is a registered parker with an online profile and access is granted with a reservation
- The Customer's credit card is on file will be charged at time of exit
- Customers are charged a reservation fee in addition to the parking garage daily rate
- Reservation fee is charged at the time of reservation
- Reservation dates can be modified, and all reservation fees are non-refundable
- Customer goes on-line to make reservation in advanced
- Close-in parking in the parking garage (old valet areas)

# ECCL 4:12 LLC DBA NEXTGEN PARKING LLC

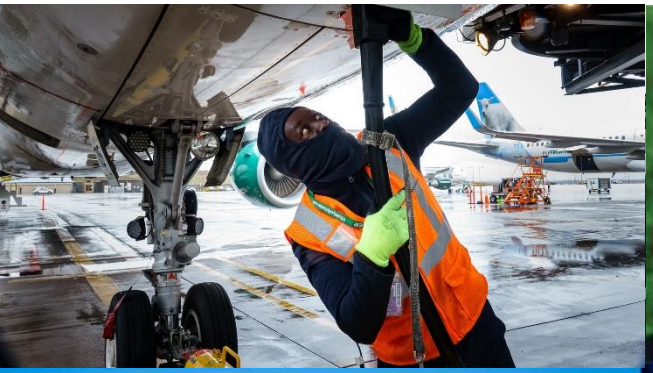
- NextGen Parking LLC has over 14 years of experience specializing in design, installation, implementation, and support of complex commercial parking control systems (Designa)
- Airports with current Designa parking integrated systems include Kennedy, LaGuardia, & Newark Airports, Port Authority of New York and New Jersey, Frankfurt Airport, Germany, Heathrow Airport, England, Dubai Airport, United Arab Emirates, and Sydney Airport, Australia
- NextGen is a preferred integrator for Designa Parking Systems
- Headquartered outside of Houston, Texas

# BUDGET

| Contract | | Max Annual |
|---|---|---|
| **Initial Contract Value** | 5/2021 – 8/2022 | $442,000 |
| **Amended Contract** | 9/2022 – 12/2022 | $1,150,000 |
| | 01/2023 – 12/2023 | $4,260,000 |
| | 01/2024 – 08/2024 | $4,260,000 |

- Annual cost includes:
  - P2PE Services
  - O&M Support of entire system
  - Replacement of broken items
  - On-line services support

# PRIORITIES

- Maintain the ability to process credit card transactions from the parking revenue control system
- Maintain DEN's parking revenue control system
  - On-site staff for 24 / 7 support
- Offer best in class passenger parking amenities
  - Express Park
  - Premium parking / reservation
  - Loyalty programs

# Questions