



OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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14-23 Airport Parking

September 2014

Purpose Review the current airport parking operations to make recommendations to align Colorado Springs Airport parking with industry best practices and improve effectiveness and efficiency. This audit was requested by the Airport Director.

Conclusion

While parking operations are provided by an outside vendor, the efficiency and effectiveness of parking operations at the Airport could be improved through implementation of the recommendations. Alignment of Airport management's goals with the services provided by the parking vendor would also improve effectiveness. Benchmarking revealed a variety of different approaches to parking services were employed at similar airports, although comparisons were difficult to make due to differences in each situation.

The current contract for parking services has been in place for ten years and will expire on December 31, 2014. Management will be preparing a Request for Proposal (RFP) for a new contract, offering the opportunity to restructure the working relationship with the vendor. Eight recommendations were provided to Airport management. Management generally agrees with the recommendations and plans to implement them. Our office will follow up on these recommendations as part of our annual follow-up process.

As always, feel free to contact me if you have any questions.

Recommendations

The Office of the City Auditor recommends Colorado Springs Airport management address the eight recommendations provided.

1. Consider possible contract changes prior to issuance of a new request for proposal.
2. Consider changes in particular services currently provided by the parking vendor.
3. Consider improvements in financial reporting processes.
4. Limit the number of exit lanes that are open.
5. Align vendor staffing with customer activity levels and management goals.
6. Consider options for cost cutting related to the vehicle inventory system.
7. Consider upgrading elements of the parking control system.
8. Make recommended changes to information systems.

Management Response

Management agrees with the recommendations and areas identified for further review provided by the Office of the City Auditor. The Airport is reviewing the recommendations to develop an implementation schedule in collaboration with a potential RFP for the Parking Management contract.

This audit was conducted in conformance with the International Standards for the Professional Practice of Internal Auditing, a part of the Professional Practices Framework promulgated by the Institute of Internal Auditors.

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