



KING COUNTY AUDITOR'S OFFICE

AUGUST 2, 2021

Follow-up on Parking Audit




The Facilities Management Division (FMD) made progress toward recommendations to improve its parking program. FMD brought an ordinance to King County Council in March 2021 to add a definition of electric vehicles to county code. The new definition, a plug-in vehicle that uses only electricity, brings King County in line with current technology and will support strategic climate goals by offering electric vehicle discounts only to vehicles that offer the largest reductions in carbon emissions.

FMD also compiled standard operating procedures to manage county parking. This important reference and training tool will help mitigate the risk of knowledge loss due to employee turnover and help ensure FMD administers the program consistently.

FMD also created a new semi-annual audit to ensure that it has complete and accurate records of garage access fobs. These audits reduce the risks of security breaches due to lost or stolen fobs and revenue loss due to inappropriate access sharing.

We will continue to monitor the three remaining recommendations until they are complete.

Of the 11 audit recommendations:

	8 DONE		3 PROGRESS		0 OPEN
Fully implemented Auditor will no longer monitor.		Partially implemented Auditor will continue to monitor.		Remain unresolved Auditor will continue to monitor.	

Please see details below for implementation status of each recommendation.

Recommendation 1

DONE



Facilities Management Division should document standard operating procedures and use them to guide parking operations.

STATUS UPDATE: FMD has a working copy of its standard operating procedures that it can update as the parking program evolves.

IMPACT: Relying on documented standard operating procedures improves training and increases consistency.

Recommendation 2

PROGRESS



Facilities Management Division should comply with county code by charging county employees the lesser of either the public rate or the daily maximum rate for hourly parking.

STATUS UPDATE: FMD did not report any changes to the parking rate for county employees as it awaited an update on bargaining for the 2021-22 Master Labor Agreement and Total Compensation Agreement from the County's Office of Labor Relations (OLR).

WHAT REMAINS: OLR needs to include this item in bargaining and FMD needs to follow code by charging county employees the mandated rates. Implementing this recommendation may increase parking revenue and/or reduce the incentive to drive to work, in line with the County's strategic climate goals.

Recommendation 3

On April 1, 2020

DONE



Recommendation 4

PROGRESS



Facilities Management Division should establish parking occupancy targets at all revenue-generating garages and develop strategies to achieve, monitor, and evaluate those targets.

STATUS UPDATE: FMD reported in our last follow-up report that it holds quarterly finance updates to check performance toward projected revenues.

WHAT REMAINS: FMD needs to decide whether Chinook should be managed to maintain a vacancy rate lower than the rate of 29 percent, as found during the audit.

Recommendation 5

On April 1, 2020

DONE



Recommendation 6

On April 1, 2020

DONE



Recommendation 7

DONE



Facilities Management Division should maintain complete and accurate records of issued garage access fobs and document reasons for any irregularities.

STATUS UPDATE: FMD and ID Access conduct key fob audits every six months to ensure that FMD has complete and accurate records of these devices. These audits are now part of the standard operating procedures for the parking program.

IMPACT: Complete and accurate records allow for the prevention and detection of lost or missing fobs that can lead to improper facility access or non-payment for the use of parking facilities.

Recommendation 8

PROGRESS



Facilities Management Division should comply with county code by creating and implementing policies to prohibit the resale of parking stall assignments.

STATUS UPDATE: FMD included rules prohibiting the resale of parking stalls in its standard operating procedures. To communicate the rules to customers, FMD said it plans to create a parking website.

WHAT REMAINS: FMD needs to ensure that parking customers are aware of this rule and establish a process for enforcement.

Recommendation 9

DONE



Facilities Management Division should create and implement policies to define and enforce which vehicles are eligible for the electric car discount.

STATUS UPDATE: In March 2021, King County Council approved an ordinance that defined "electric vehicle" in county code to be a plug-in vehicle that uses only electricity.

IMPACT: The new definition will help increase consistency in the application of electric vehicle discounts and support the County's strategic climate goals.

Recommendation 10

On April 1, 2020

DONE



Recommendation 11

On April 1, 2020

DONE



Megan Ko conducted this review. If you have any questions or would like more information, please contact the King County Auditor's Office at KCAO@KingCounty.gov or 206-477-1033.