

**City of Coral Gables City Commission Meeting  
Agenda Item M – Discussion Items  
August 28, 2018  
City Commission Chambers  
405 Biltmore Way, Coral Gables, FL**

**City Commission**

**Mayor Raul Valdes-Fauli  
Vice Mayor Frank Quesada  
Commissioner Pat Keon  
Commissioner Vince Lago  
Commissioner Michael Mena**

**City Staff**

**City Manager, Cathy Swanson-Rivenbark  
Assistant City Manager, Peter Iglesias  
City Attorney, Miriam Ramos  
City Clerk, Walter J. Foeman**

**Public Speaker(s)**

**Henry Cameo, VIP Parking**

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Agenda Item M – Discussion Items [6:38:02 p.m.]

Mayor Valdes-Fauli: Discussion Items.

Vice Mayor Quesada: Mr. Mayor if I may. We recently awarded the valet parking contract to Park One, the point of this item isn't to go belabor the point. I've been approached by some of the retailers about locations and actually I think the previous valet parking companies have been able to point out some of the locations that they don't think will make sense or not. One of note – I guess there are two points and Mr. Mayor, if its OK with you if I can call up the representative for Park One that's here. Mr. Mayor is that OK with you.

Mayor Valdes-Fauli: Yes.

Vice Mayor Quesada: I just want to make sure we talked about it and you expressed this already. I really want to make sure that the locations for the parking that you guys are meeting with the retailers. I know we have a consultant, our consultant isn't here, I know Kevin Kinney, you haven't started those conversations yet, maybe it's been very preliminary and I understand there are some limitations as to, it's got to be 150 feet off of the intersection for safety reasons, but it is very important that a personal relationship really is created with each one of the retailers. I know Nino was here earlier from Abracci and I think it's important for all these retailers.

Parking Director Kinney: Absolutely. And let me just kind of give a quick outline of where we are. At this point we have started finalization of the contract. We are currently working with Economic Development, the Chamber and the B.I.D. and the vendor so that the people that deal with branding and what Coral Gables means and what it looks like, they are all trying to finalize the branding. Our current timeline is to start the service on Miracle Mile on October 1<sup>st</sup> and then phase in the other locations. Once we figure out what the branding is, what things are going to look like, then there will be meetings scheduled for each additional location, specifically to deal with that location.

Vice Mayor Quesada: OK – makes sense. Got it. We are probably already behind the 8-ball then. I mean, I want to make sure that Park One is meeting with each one of those retailers now to phase in October 1<sup>st</sup>.

Parking Director Kinney: No, no, no. The first installation, Miracle Mile, comes in on October 1<sup>st</sup>.

Vice Mayor Quesada: I get that.

Parking Director Kinney: And then the others will phase in after.

Vice Mayor Quesada: But is a new vendor coming in on Miracle Mile, right?

Commissioner Keon: Yes.

Parking Director Kinney: Correct. But Miracle Mile is currently Centralized Valet.

Vice Mayor Quesada: OK. I still think there needs to be a personal relationship there.

Mayor Valdes-Fauli: Valet is service to the restaurant...establishments that are being serviced.

Parking Director Kinney: Yes.

Mayor Valdes-Fauli: And Valet doesn't stand on its own without providing adequate satisfactory service to the restaurants. So that has very much to be kept in line a part from the...whether it makes sense to have 150 people at the corner or not.

Vice Mayor Quesada: Correct.

Mayor Valdes-Fauli: The satisfaction of the restaurants is number two, the satisfaction of the customers is number one; and I think that most people are very, very pleased with the current valet parking attendants and I would hate, I really would hate...lobby against this, if I don't get a commitment from the company, it says that those people will do everything possible to hire the current parking lot, parking valet attendants, and if I don't get, I'm going to lobby the people against this.

Parking Director Kinney: Mr. Mayor, I can tell you they've already allowed the current valet attendants that they can apply for essentially the same job they have now. Now they are not going to hire everyone.

Unidentified Speaker: ...representing Park One, good evening. We are open to all that, to meeting with those current employees, those current attendants, and are open that they meet Park One's standards to possibly employing them in this service.

Mayor Valdes-Fauli: I'd like to place this with your – at the next Commission meeting to a time certain, to get the input of the restaurants and restaurant owners. We had some over here that...they had to leave, especially since they serve food.

Parking Director Kinney: I do need to let the Commission know that through the B.I.D. and through the Chamber, we did schedule meetings, we had meetings...

Vice Mayor Quesada: I wasn't aware of that, that's good, thank you for letting us know.

Parking Director Kinney: So there have been meetings all along the process.

Unidentified Speaker: And the Chamber and the B.I.D. were part of the selection committee that unanimously picked Park One as the recommended vendor.

Commissioner Mena: Yes, I'm not sure what we are doing here.

Vice Mayor Quesada: OK. I've heard concerns at the new locations for some of the spots...

Commissioner Mena: What are we doing at the Commission meeting next time, I don't understand.

Commissioner Keon: I don't think we do either, but I think the issue is...

Mayor Valdes-Fauli: [Inaudible]...locations and what's happening.

Commissioner Keon: The location of the Centralized Valet outside of the Mile are not set in stone; they are not set in stone, so all I would ask before you, before the current valet is no longer there that you'll meet with the restaurant owners and the people that now have valet to discuss a location that is suitable and will work for multiple restaurants and whatever else. And to your point, I think one of the biggest issues with the current valet service is the issue of continuing to park on the ramp and having to pick up people and drop off and pick-up in the street blocking traffic. Now they have four parking spaces, but the cars are not supposed to remain there. They have been told that over and over and over again, and yet they do it continuously. They also take them instead of parking them in the facility that they are supposed to be taken to; they're taken to other spots on the street. So they have been very, very abusive of the regulations with regard to valet in the City for a very long time. So that's why it's come to what it has come to is for those reasons. So, I think it's wonderful that anyone of the valets themselves has the opportunity to apply to become a valet and I would hope that Mr. Kinney and either the B.I.D. or the Chamber, that you'll meet with all of the restaurant owners that currently have valets to talk about maybe possibly adjusting the Centralized Valet site in some way, if necessary, but I will leave that to your discretion, your department and come back. I'm sure that if its problematic those restaurateurs will be in touch with us.

Parking Director Kinney: Commissioner Keon is correct. The Tim Plummer recommendation gives us principles that we are trying to apply. So he roughly identified where he thought it would go, but we'll be looking at the principles and current conditions, frankly, current conditions changed the day Brick Top closed, so the new conditions are going to have to be taken into account. But absolutely every restaurant will meet with at least myself and the new vendor and then the B.I.D. and the Chamber will participate, if they choose.

Commissioner Keon: I think we should let them do it, let it go and...

Commissioner Mena: All the restaurants that currently have a valet right outside their restaurant want to keep it.

Commissioner Keon: I know, but I think that's why you need to have...

Commissioner Mena: But that's not what's happening here.

Commissioner Keon: But I think....

Commissioner Mena: This was a...for Centralized Valet and then if we need to adjust that after trying...

Vice Mayor Quesada: Yes. Just the feedback that I was getting is that it wasn't going to be adjusted. The reason I want to bring up discussion items is so to ensure that – conversation is great, exactly what we just did say, hey, make sure we adapt properly and if something is not working right, let's be quick to adapt that for those needs.

Parking Director Kinney: And the vendor is the professional in valet parking will have input also.

Commissioner Mena: I had the Manager – I e-mailed Kevin from...Flemmings and Ruth Christ's tell me they didn't even know this was happening at a meeting. Obviously, I contacted Kevin immediately, he says that's questionable, but that's a problem. We need to deal with that...

Parking Director Kinney: When you guys passed the resolution, I committed to before anybody's valet was taken away, there would be a personal meeting with that restaurant.

Commissioner Keon: OK. But if you could do it sooner than later it would be a good thing for all of us.

Parking Director Kinney: I'm hoping to get this finalized and be able to show them the branding within a few weeks. I have a deadline of October 1<sup>st</sup>, so I need to get...

Commissioner Mena: But I think there's a take-away, they should have known before we even voted on it. Some of them didn't. Well maybe they are not being truthful, I don't know. I don't know.

Parking Director Kinney: All I can tell you is when they set up their meetings, we'd sent out their blast to all of their...

Commissioner Mena: Yes, but how many valet stands off of Miracle Mile are we actually getting rid of or consolidating?

Parking Director Kinney: Well there is a total of 21 and we are going to wind up with 12 probably.

Commissioner Mena: So 9. So there are 9 restaurants that we needed to make sure knew before we proceed.

Mayor Valdes-Fauli: I'm sorry; you tell me there are 21 in Miracle Mile?

Commissioner Keon: No

Parking Director Kinney: In the downtown.

Commissioner Mena: Miracle Mile is already centralized is the point.

Commissioner Keon: But I think Commissioner Mena the thing you are attempting to move away from was that on that corner of Ponce and Andalusia there were four valet stations.

Commissioner Mena: So if you are going to make those four one or two, but my point is, each of those restaurants should have known about that and we should have checked that box there's only like 9 or 10 that would have needed to know.

Commissioner Keon: Yes.

Commissioner Mena: We just need to make sure that we do that in the future. I don't want to hear after we take a vote that that restaurant didn't even know this was happening. That's disconcerting to me. That doesn't change my view of the vote. We went through the procurement process and I think we picked an excellent candidate and I'm looking forward to their service. You making sure that it meet the level of need of these restaurants and our customers. But I still think to please be mindful that going forward.

Vice Mayor Quesada: I'm just saying communicate. I'm just saying communicate.

Commissioner Keon: Just go talk to them.

Vice Mayor Quesada: I know some of us...I saw someone shaking their head that communication isn't happening, is that – you talk or no? You are shaking your head saying the communication wasn't happening.

Unidentified Speaker: [Inaudible – off mic]

Commissioner Keon: Could you introduce yourself.

Speaker: \_\_\_\_\_ from American Parking System, one of the valet parking companies that is going to be cut off on the deal, because of this deal. The number one thing is that restaurant owners or restaurant managers, say nobody was informed, no media took place at any point. Those restaurants – they came today to represent themselves, but because of the item being so late they have to come back to their restaurant, so they couldn't actually talk on behalf of the restaurant. They don't want to change. We serve this valet to...Flemmings, Ruth Crist in Graciano. Those restaurants are basically the way they see it is the DNA of our downtown. They have been there for decades, many of them, and we have been serving these restaurants since the beginning. Many of you have valet parked with us many times, and we are proud of serving these people. We are a Coral Gables company. We started out here; and we are not talking about just us. I'm talking on behalf of all these restaurants, they don't want to change. They don't want to move their valet. They know their revenue is going to be hurt because of these changes. They know. This is an example – last weekend, Commissioner Keon, we lost 9 umbrellas in just one day because of the rainy day. Being out front of the restaurant helping these people to get into the restaurant, families, people, everyone that needs assistance, they don't want to walk maybe 30-40 feet to get to the restaurant. All these restaurants they want to have their own valet and that's why they pay for it, OK. They don't mind paying us to get that service and that's why they were so angry at these changes. These changes – I'm here since 2004 – in 2005 this same thing was trying to get done and other restaurants got communication that they opposed. So it didn't take place at that time. Why?- because they didn't want the restaurant to, I mean the valet station to be moved. These people know our valet guys better than they know us. They know them by name that's why the Mayor was opposed to be moved. I understand many families – they provide interaction of services and money that we do for these people. I understand the reason for the VIP. We oppose too the VIP thing, that's the way we call it. Those cars in the ramp and we know we have done it in the past. We are not in Miracle Mile, we are on the restaurants, but if I don't plead guilty I would be lying, but we take into consideration your point, we already talked to our people, our supervisors never to do it again. They are not allowed to do that. Of course, I would explain it to you, why do we do what we do? If you have a Bugatti or you have a Lamborghini and a regular vehicle, we are very liable. So if somebody comes...they want to park right up front. They don't care about the money, they just don't want the vehicle being moved, because it's too low and we are liable. Sometimes we do it for that reason and sometimes some guys they want to just brag about it that they have the money to pay...

Vice Mayor Quesada: We get it, we understand. No, no, no, hold on. Look, I get it. Your points are well taken. We've awarded the contract. I met with a few of you after the fact and I know

there was some discussion about going back on it. I am not inclined to go – we had a procurement process, there was a recommendation, the Commission voted, we went through there. When I was reached out to, to have a discussion and put it publicly, it made sense for the locations, because the same points that you are raising now, we have restaurants that thrive and they really need the valet in play. That’s what I’m trying to stress here. I’m not looking at going back on my vote; I’m not looking to open up the procurement process. I understand it’s a difficult situation. We had to consider it and we made our decision. So that’s that. As far as reopening it, the procurement process or not awarding the bid or delaying it, I’m not in favor of doing that. I’m not. I called you up because I thought you were one of the restaurant owners that weren’t communicated with. The reason I brought it up today was because I just want to be clear, all of us, and I want staff to know that it’s incredibly important before the first day of Park One starts, every one of those business tenants we have in the City, Gracianos, Bulla, Abbracci, Ruth Crist that there is a lot of communication, that there is a lot of personal contact, so that it’s a smooth transition. The last thing we want is there to be a negative impact when we are all anticipating it to be a very positive impact. That’s it. Those are my thoughts.

Mayor Valdes-Fauli: OK.

Commissioner Mena: I would now literally ask you Kevin to keep a log of the restaurants that you met with and who you met with. If they come after and say, well....Well Kevin spoke to John...

Parking Director Kinney: I cannot swear that all 110 restaurants downtown have been personally notified. What I can tell you is the Chamber had a restaurant meeting at Bulla, there was a big crowd there and we talked to all of the restaurants and tried to answer every question. The B.I.D. had a meeting, it was a packed house. We talked to everybody who was there and tried to answer all the questions. So, I understand both Henry and Jaimie, American Parking and VIP, they participated in the process. They did not win. Park One won the procurement process and it’s not that there was anything, in fact, I think American Parking came in second. It’s just what happened with the procurement process.

Vice Mayor Quesada: I just want to hammer in the point a smooth transition.

Parking Director Kinney: Yes.

Vice Mayor Quesada:...any complaints, any concerns with customers...so it’s better for everyone.



Parking Director Kinney: When I go to meet with the restaurants I want to be able to take the vendor with me, with what the stands are going to look like, what the uniforms are going to look like, what's expected.

Vice Mayor Quesada: Makes sense. I just want to make sure it happens.

Mayor Valdes-Fauli: Anything else Commissioner?

Vice Mayor Quesada: No.

Unidentified Speaker: [Inaudible]

Mayor Valdes-Fauli: Very brief – and don't question the process, but very brief.

Henry Cameo: No, no questions, Henry Cameo, VIP Parking. I just want to let you know that Centralized Valet worked on Miracle Mile because there are businesses up from very early in the morning to midnight. So I think that Centralized Valet should be limited to only the Mile and not affect the rest of the City valet stations. That's all I want. And if you can put a hold on this while the study gets right and the process should be with Centralized Valet on the Mile and not the rest of the City, but having one company for the whole City. That's what we want to have.

Mayor Valdes-Fauli: Thank you. Thank you very much. Anything else to come before the Commission?

Commissioner Keon: No.

Mayor Valdes-Fauli: Meeting adjourned.

[End: 6:58:08 p.m.]