

**CITY OF COOS BAY**  
**JOINT CITY COUNCIL / URA WORK SESSION**  
**Agenda Staff Report**

<b>MEETING DATE</b> December 13, 2016	<b>AGENDA ITEM NUMBER</b>
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TO: Mayor Benetti and City Councilors (or URA Chair Kramer and Board Members)

FROM: Rodger Craddock, City Manager

ISSUE: Contract for the Management of the Coos Bay's Visitor Information Center

**BACKGROUND:**

The Bay Area Chamber of Commerce has been operating the City's Visitor Information Center for more than 20 years. Per the current agreement, the scope of work is as follows:

1. Establish operating hours of the Visitor Information Center (VIC) as follows:
  - a. Peak Tourist season, May 1st to October 15th - Monday through Friday 9:00 a.m. to 5:00 p.m., and Saturday & Sunday 11:00 a.m. to 3:00 p.m.;
  - b. Non-peak season, October 16th through April 30th - Monday through Friday 9:00am to 3:00 p.m. and Saturday 11.00 a.m. to 3 p.m. These hours may be modified upon written confirmation by the City.
2. Manage the day to day operations of the VIC which shall include answering telephone, email, and in person inquires at a minimum of 40 hours per week.
3. Chamber will make no distinction between chamber members and non-chamber members when providing information to any inquiry.
4. Chamber will provide quarterly presentations to the City Council regarding tourist inquiries, counts and detail of revenues, and expenditures during the preceding quarter.
5. Provide current copies of all job descriptions for employees and volunteers to the City.
6. Develop policies governing the operation of the VIC in concert with the City and keep approved policies on site as well as providing the City with policy manual. This manual should include such things as the reader board; communication with the City; displays provided by others\* such as businesses, non-profits, etc...
7. Provide to the City a monthly cost accounting for City funds used in the following two categories: a. Labor Expenses (Personnel & Oversight and Supervision) b. Non-Labor Expenses (Volunteer Training, Meetings & Travel, Association Memberships, and Office Supplies & Misc.)

8. If, during any contract year, the actual non-labor expenses are less than the estimated non-labor expenses for that year, then Chamber will pay to City a rebate in an amount equal to seventy-five percent (75%) of the difference no later than sixty (60) days after the expiration of that contract year. The agreed upon non-labor expenses are listed in the annual budget.

The current contract with the Chamber expired last month. Earlier this year the Council chose to seek proposals for the management of the VIC. The crafting of the RFP and the conducting of the RFP process fell to the back burner amongst other pressing priorities. Staff is ready to proceed with crafting the RFP and conducting the process should the Council wish to proceed. The other option available to the Council is to allow staff to negotiated a successor agreement with the Chamber.

**BUDGET IMPLICATIONS:**

Funding for the operations of the VIC comes from the City's transient tax fund. The budgetary impacts are expected to be minimal should the Council wish to consider other proposals or negotiate a successor agreement with the Chamber.

**ACTION REQUESTED:**

Provide staff direction on how to proceed.