

Department of Port Control

Ordinance No. 476-2024

Executive Summary

The Department of Port Control is requesting to employ one or more professional consultants to maintain, manage, secure, and promote City-owned properties at the North Coast Harbor and to fulfill the Common Area Maintenance Agreement with the stakeholders of North Coast Harbor, for a period of one year, with three one-year options to renew, exercisable with additional legislative authority.

Background/Purpose:

The Department of Port Control (“DPC”) is responsible for the oversight of North Coast Harbor (NCH), which is defined as the area between East 9th Street and Dock 28b including but not limited to the East 9th Street Pier, Voinovich Park, North Coast Harbor Walkway, and the docks north of FirstEnergy Stadium. Attractions and event programming within the area draw on average approximately 2 million people to the downtown lakefront per year.

The City of Cleveland, The Rock and Roll Hall of Fame (RRHF), Great Lakes Science Center (GLSC), Cleveland Browns, and Cumberland Development are responsible, through the Common Area Maintenance Agreement (CAM), for operating, maintaining, securing, and promoting NCH’s public areas. Since 2012, these duties have been satisfied via a professional service agreement with the Downtown Cleveland Alliance (DCA). The contract also includes provisions authorizing DCA to provide complementary services, in a minor capacity, for NCH properties that fall outside the boundaries of the CAM agreement.

DCA’s current contract expires on February 28, 2025. The requested legislation is necessary to enter into one or more new contracts to supplement staffing to provide the above-referenced services, for a period of one year, with three one-year options to renew, exercisable by the Director of Port Control.

Scope:

The selected firm will be asked to meet the following general contractual objectives:

- Develop and implement a comprehensive property management and maintenance plan that keeps NCH’s capital assets in good and safe working order;
- Utilize services to ensure the public spaces and right-of-ways within NCH are safe, clean, attractive and environmentally-friendly;
- Develop and implement an inclusive marketing and promotional plan that raises public awareness and activates the entire district;
- Manage all aspects of selected special events, including but not limited to selection of vendors/participating entities, confirmation of permit approvals, review of staging and security plans and the pre- and post-event inspection of property;
- Provide security and safety services to staff, visitors, and property before, during and after special events and normal North Coast Harbor operating hours; and

- Establish and maintain high levels of professionalism and customer service that are consistent, reliable, and responsive to the stakeholders, visitors, vendors, and the business community.

Justification/Urgency:

The proposed contract is needed for the following reasons:

- The current agreement expires on February 28, 2025;
- The contract will ensure one of the City's premier tourist destinations is properly managed, secured and maintained;
- The contract is necessary to fulfill the City of Cleveland commitments concerning the Common Area Maintenance Agreement;
- Services are required to ensure that NCH is appropriately marketed to the public and has year-round programming, that maximizes the economic development potential of the District; and
- The proposed services are necessary to supplement the staff of the Harbors Division.

Anticipated Cost:

\$450,000 per year

Term:

For a period of one year, with three one-year options to renew, exercisable with additional legislative authority.