



UNICCO Puts Parking Up Front for Town Center at Boca Raton



Background

Town Center at Boca Raton, Florida, one of Simon Property Group's premier super regional malls, wanted to add an exclusive, paid parking area to supplement its general and valet parking services. The new parking area, Up Front Plus, would offer wider parking spaces, covered walkways, convenient access and personal amenities, such as umbrellas and strollers.

Taking advantage of the Simon Business Network™ Total Facility Support program, Simon® brought in UNICCO® Service Company to manage the construction of this new parking facility. Since UNICCO already provided a wide range of facilities services at a number of Simon properties, including Town Center at Boca, and has excellent construction project management skills, it was the perfect partner for this project.

In addition to handling the construction, Simon requested that UNICCO create a template that could be duplicated and used for the construction of the same type of parking service area in other Simon mall markets.

The Challenge

UNICCO was given preliminary plans prepared by an out of state architect. Subcontractors had been selected for some of the larger systems, such as parking booths and canopies, but none of the permitting work with the county had been started. Once the county was contacted, redesigns were necessary. The biggest challenge, however, was that construction did not begin until the last week of October and had to be completed to accommodate the Christmas holiday rush.

The Solution

UNICCO completed the new parking area with 74 spaces and 4 handicapped spaces by mid-December. UNICCO accomplished this by immersing itself in the project and overcoming all of the unique challenges presented by a project of this scope.

"UNICCO put in a tremendous effort to make this project a reality," commented Kathy Burnett, Manager of Parking Services for Simon Business Network. "They went above and beyond a typical vendor relationship to create a partnership that was totally dedicated to the success of this project."

Before starting construction, UNICCO developed a scope of work, began working with the county, bid the subcontracts, and worked with the architect to make adjustments. The project was unusual, so the county required sequential changes as they better understood the rules and regulations that applied. This caused several redesigns that affected the process even after construction began. This "value engineering" included an additional island, landscaping and other adjustments. Of course, these engineering changes also required subcontractors to reprice and caused construction scheduling challenges on an extremely tight schedule. Despite all of these barriers, UNICCO completed the project on an acceptable schedule.

"Bringing UNICCO in to manage this project from start to finish made sense for us," continued Burnett. "We knew that UNICCO had the expertise and flexibility to deal with uncharted territory, plus the market knowledge to get the job done. The mall benefited from UNICCO's construction expertise and Simon benefits from having a construction process developed that can be duplicated in future markets."



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