

D

REPORT
2005 JUNE 13

File No.: 2410-20

CITY OF BURNABY

TRAFFIC SAFETY COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

SUBJECT: PAY & DISPLAY PARKING METER PROGRAM

RECOMMENDATION:

1. **“THAT** Council give approval to staff to conduct a request for proposal (RFP) process for installing Pay & Display Parking Meters.”

REPORT

The Traffic Safety Committee, at its meeting held on 2005 June 07, received and adopted the attached report seeking approval for a request for proposal process

Respectfully submitted,

Councillor D. Evans
Chair

Councillor N. Volkow
Vice Chair

Councillor L. Rankin
Member

COPY: CITY MANAGER
DIR. ENGINEERING

TO: TRAFFIC SAFETY COMMITTEE
FROM: ASST. DIRECTOR ENGINEERING,
TRAFFIC & ENGINEERING SYSTEMS

DATE: 2005 May 30

FILE: 38100-03

SUBJECT: PAY & DISPLAY PARKING METER PROGRAM

PURPOSE: To seek approval for a request for proposal process.

RECOMMENDATION:

1. **THAT** the Traffic Safety Committee give approval to staff to conduct a request for proposal (RFP) process for installing Pay & Display Parking Meters.

REPORT

1.0 INTRODUCTION

Approval is being sought to begin a Request for Proposal (RFP) process to explore the possibility of leasing of Pay & Display parking meters as an alternative to traditional parking meters for future installations. Council previously approved a pilot project at the meeting of 2004 March 02 to test Pay & Display machines on Ledger Avenue and Roberts Street. Subsequently, additional machines were also placed in high vandalism areas to test their security. The machines have now been evaluated for several months with positive results. Accordingly, the experience of several other jurisdictions has been reviewed and it is recommended that the City of Burnaby enter into a request for proposal process for leasing Pay & Display machines.

2.0 BACKGROUND

In July 1997, Burnaby City Council approved the concept of paid parking and in 1998 March, the on-street metered program in the Metrotown corridor commenced. Since then, paid parking has been approved and rolled out in various parts of the city. Currently there are approximately 1,300 paid parking spots and parking meter revenue in 2004 approached \$1,000,000.

Paid parking encourages parking turnover so that motorists are more readily able to access businesses and services. Experience shows that when parking is paid for, users are more mindful of the time limit and are more likely to adhere to the time limits. This reduces the level enforcement required of Bylaw Officers to ensure that parking limits are respected. Paid parking can be seen as being environmentally sound because when parking is effectively turned over it reduces "cruising" to look for a parking spot. Less searching results in both a reduction in emissions and traffic congestion. Moreover, paid parking also supports Transportation Demand Management (TDM) and encourages alternative uses of transportation like public transit, car-pools, and cycling.

2.1 Traditional Parking Meters

In 1997, when Burnaby initiated a paid parking program, the traditional parking meter – updated with an electronic mechanism – was the leading technology in parking equipment and the best equipment then available was deployed. Recently, our parking meters have suffered a great deal of vandalism and theft notwithstanding the rugged housings specified. Thieves and their methods have evolved to the point where we have concerns about the security of the current parking equipment, particularly in locations that are somewhat off the beaten path. The manufacturer of our current parking equipment has been unable to provide any resolution to our security concerns. As a result, we have had to increase our collection schedule to ensure that a minimal amount of revenue is left on the street exposed to thieves. Increased collections have resulted in higher collection labour costs. Also, we have incurred higher than expected maintenance costs to replace broken and damaged parking meters due to theft. In addition, when the Canadian Mint comes out with new coins as they often do, it has resulted in costly upgrades to the meter mechanisms in order for the meters to properly read the coins.

2.2 'Pay & Display' Machines

'Pay & Display' meters issue a ticket that indicates how long the motorist can park. The ticket is then displayed on the dash of the vehicle so that Bylaw Officers can see immediately if the vehicle is parked lawfully. 'Pay & Display' meters are usually found in parking lots but have been adapted for on-street use. They are now being utilized by a number of cities as an alternative to traditional coin-fed parking meters. Although they are in some respect less convenient than meters that are immediately adjacent the parking stall, they provide the off-setting convenience of credit card payment.

The 'Pay & Display' units are "autonomous" as they are solar powered. They have the capability of being radio linked to offer real-time monitoring via computer so staff can immediately respond to maintenance or security issues. The radio link also allows for real time credit card transaction and validation. One 'Pay & Display' machine will cover ten parking spaces resulting in less street

furniture. Parking space is also more productively used as stalls do not have to be individually marked as large vehicle spaces. The machines can be readily programmed for any configuration of rates and hours of operation and the monitoring provides valuable usage data.

The Burnaby RCMP has studied the use of traditional parking meters against 'Pay & Display' machines and has learned that cities who have switched to the newer technology have greatly reduced the amount of theft. Moreover, collection and maintenance costs have been shown to be reduced by switching to the new technology.

3.0 'PAY & DISPLAY' PILOT PROJECT

The pilot project using 'Pay & Display' machines started in September 2004 and was the subject of a Burnaby City Council report of 2004 March 02 authorizing staff to conduct a pilot project. Since implementation there have been virtually no complaints from parking customers. Anecdotal comments received by staff tells us that people appreciated being able to use credit cards. The Internal Auditor has remarked that the 'Pay & Display' machine possess superior audit trail capabilities, coin discrimination, and easier collection. We had no security breaches of the trial units while at the same time our traditional meters were the target of thieves.

Based on our experience and the studies of the RCMP it would be fair to say that these machines offer a higher degree of security. Staff has found that maintenance requirements are lower than with traditional meters even when considering that tickets must be restocked on a periodic basis. Collections were also less labour intensive because one machine covers ten to eleven spaces as compared to a traditional meter which covers one or two spaces.

4.0 EXPERIENCE OF OTHER CITIES

4.1 City of Toronto

The City of Toronto's Parking Authority has replaced all of its parking meters with 1,100 'Pay & Display' machines that cover 7,700 on-street parking spaces. They believe this new technology has been the significant factor in increasing revenue and also cite reduced costs as a result of less maintenance and less vandalism. They have also found increased customer acceptance through the use of credit cards and greater availability of working meters.

4.2 City of Richmond

The City of Richmond entered into a pilot project using paid on-street parking in August 2002. They reported good performance from the machines and excellent support from the vendor. Maintenance was minimal and response time was immediate as a result of the ability of staff to use the remote monitoring system. The City of Richmond was sufficiently satisfied to purchase 42 'Pay & Display' machines at the end of their pilot project. The user-friendly machines were generally well received by the public.

4.3 Resort of the Municipality of Whistler

The Resort of the Municipality of Whistler reported that they replaced their traditional parking meters with 'Pay & Display' units. They have found that the machines have been well accepted by customers who appreciate the ability to use credit cards. The 'Pay & Display' units have been reliable. The audit capability is superior to the cumbersome system previously employed. Currently they have 15 'Pay & Display' machines covering 250 parking spaces. They report that since the installation of 'Pay & Display' machines their revenue has increased.

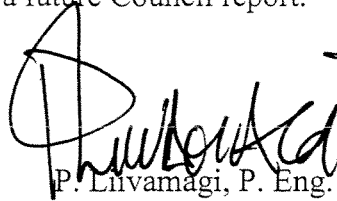
5.0 PURCHASE VS. LEASE

Staff believes that we should explore the benefits of leasing rather than purchasing parking machines at this time. The benefits could be two-fold: first, the City does not have to provide capital funding, and second, as technology improves and the marketplace matures we could find that after five years newer and better technology is available on the market. This greatly increases flexibility for the City of Burnaby as we move forward with our parking program.

6.0 CONCLUSION

Staff believes that leasing 'Pay & Display' equipment would be a logical progression of our parking meter program. This new technology reduces maintenance costs, collection costs, and offers improved security. The customer gets the convenience of using both coin and credit cards. Moreover, these meters are self-enforcing in that customers are explicitly aware of what time they have purchased and when that time has expired and are thus more likely to adhere to the law than in a time-limited zone. Other cities have shown increased revenue because of more efficient use of parking space. The experiences of other cities are positive and as time passes these machines are likely to become as ubiquitous as conventional meters on city streets. Accordingly, we are seeking approval to enter in to a request for proposal process with a view to lease 'Pay & Display' machines for new parking locations as they arise while the parking program evolves.

Existing meters would be converted to 'Pay & Display' on a phase attrition process. The response to the RFP would be subject of a future Council report.



P. Lihvamägi, P. Eng.
ASST. DIRECTOR ENGINEERING,
TRAFFIC & ENG. SYSTEMS

KL:

Copied to: City Manager