



Department Source: Public Works
To: City Council
From: City Manager & Staff
Council Meeting Date: September 3, 2019
Re: Appropriating Funds

Executive Summary

Staff is requesting that Council authorize an appropriation of funds from the Parking Utility Retained Earnings account to the Gate Arms capital project account related to the installation of a gate arm system in all municipal parking facilities.

Discussion

On October 16, 2017, Council authorized a contract with HUB Parking Technology in the amount of \$930,077.62 for the installation of a parking facility gate arm system to be installed in all municipal parking facilities.

In preparation for the installation of the gate arm system, now planned for completion this winter, the project team has identified the need for the addition of the following items to ensure the most streamlined customer experience when the gate arms are fully implemented:

- Purchase & installation of 10 occupancy signs that will indicate if the garage is Open or Full-Permit Holders Only - \$38,811.90
- Purchase & installation of web validation for users - \$8,839.00
- Purchase & installation of 22 EMV credit card readers, 22 contactless antennas & 5 remote workstation licenses - \$72,533.83
- Purchase & installation of bill change dispensers for each pay station - \$79,293.04

The 10 occupancy signs will be placed at each entrance of every downtown municipal parking garage to inform hourly customers of the availability of spaces. The signs will either say Open or FULL-Permit Holders Only. The signs are especially important for the gate arm system because if there are no hourly spaces available, patrons will not be able to pull a ticket and enter the parking garage. The signs will keep patrons from unnecessarily trying to pull into a garage when spaces are not available.

The purchase of a web validation system will improve and simplify the parking validation process under the new gate arm system. With the addition of the web system, tickets can either be validated through an online portal to be managed by parking staff, or pre-printed and provided to patrons who know in advance that they will need a ticket validated (such patrons include members of Boards and Commissions, jurors and other special City/County guests and participants).



City of Columbia

701 East Broadway, Columbia, Missouri 65201

The EMV credit card readers are being purchased in lieu of the originally planned mag stripe readers for credit card payments. The EMV system allows for a PCI DSS-P2PE (Payment Card Industry Data Security Standard Point to Point Encryption) system, which uses a proprietary chip and mag-stripe reader to collect data from either the chip or mag-stripe and process it in a secure setting. Under this system, parking garage patrons can use their credit cards to pay for parking at the pay-on-foot machines, or in their cars at the gate arm exit. In addition, the purchase of contactless antennas will allow for the use of Apple, Google or Samsung pay at all of the parking garage pay locations. The additional remote workstation licenses will allow both parking and administrative staff to access the HUB gate arms system for access to remote operations procedures and parking data.

Finally, the addition of the bill change dispensers at all of the new parking garage pay machines, which are already equipped to accept denominations up to \$20, will allow for parking patrons to receive change when they pay for parking with a dollar amount larger than the fee owed. The current pay machines in the parking garages accept the same levels of cash as the new machines will, but due to previous mechanical failures they no longer provide change to patrons. Although there is signage at the machines that explains this, the situation can still be confusing for parking customers, and the parking utility does receive complaints from patrons who lose money after putting a large bill into the machine and not receiving change. The inclusion of bill change capacity in all of the new parking garage pay machines will greatly improve customer service and eliminate these types of customer complaints. In addition, staff is currently completing a comprehensive operations plan for the gate arms system that will include a process for cash handling procedures to ensure staff security and fraud prevention.

Staff is requesting an appropriation in the amount of \$219,425.55 (\$199,477.77 total cost + \$19,947.78 10% contingency if needed) from the Parking Utility Retained Earnings account to the Gate Arm capital project account for these additional costs.

Fiscal Impact

Short-Term Impact: Appropriating \$219,425.55 (\$199,477.77 total cost + \$19,947.78 10% contingency if needed) from the Parking Utility Retained Earnings account to the Gate Arms capital project account.

Long-Term Impact: None

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Not Applicable, Secondary Impact: Secondary, Tertiary Impact: Tertiary

[Comprehensive Plan Impacts:](#)

Primary Impact: Not Applicable, Secondary Impact: Secondary, Tertiary Impact: Tertiary



Legislative History

Date	Action
10/16/2017	PH35-17- Proposed installation of parking facility gate arm systems in municipal parking facilities.
10/16/2017	Authorizing installation of parking facility gate arm systems in municipal parking facilities; ratifying the request for proposals issued by the Purchasing Division and authorizing a contract with HUB Parking Technology USA, Inc.
10/02/2017	R132-17-Setting a public hearing: proposed installation of parking facility gate arm systems in municipal parking facilities.
04/17/2017	B103-17- Appropriating funds for the purchase and installation of a gate arm system in all City parking facilities and for parking meter upgrades.

Suggested Council Action

Pass the ordinance authorizing an appropriation of \$219,425.55 from the Parking Utility Retained Earnings account to the Gate Arms capital project account.