

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee
From: Scott Mathers, MPA, P.Eng
Deputy City Manager, Housing and Community Growth
Subject: Multi-Space Parking Meter Replacement: Single Source
Procurement
Date: March 17, 2025

Recommendation

That on the recommendation of the Deputy City Manager, Housing and Community Growth, the following actions **BE TAKEN** with respect to Multi- Space Parking Meter replacement:

- a) A Single Source procurement process **BE AUTHORIZED** to be undertaken, necessary in connection with the replacement of this infrastructure;
- b) The approvals given herein **BE CONDITIONAL** upon the Corporation entering into a formal contract for this purchase; and
- c) The Mayor and City Clerk **BE AUTHORIZED** to execute a contract, statement of work or other documents, if required, to give effect to these recommendations.

Executive Summary

The purpose of this report is to seek Council approval to enter a Single Source procurement process to replace end of life multi-space parking pay stations. These multi-space pay stations provide a method of payment for parking spaces within a zone while utilizing less of an infrastructural footprint than stand-alone parking meters assigned to each parking space individually.

Linkage to the Corporate Strategic Plan

This proposal supports the City of London's vision of being a sustainable City and its commitment to innovation. The replacement of the multi-space parking pay stations allows Parking Services and Compliance to serve our community more efficiently with fully functional infrastructure.

This undertaking supports the following specific strategies outlined in the 2023-2027 Strategic Plan:

- Mobility and Transportation – improving the quality of driving and safety of transportation.
- Well-Run City – delivering our services in a financially and socially responsible way through innovative advancements.

Analysis

1.0 Background Information

1.1 Purpose

In 2008, Parking Services first began replacing single space on-street parking meters with multi-space pay stations in high demand parking areas. These multi-space pay stations dispense receipts upon purchase. These receipts are required to be placed on the dashboard of the vehicle to indicate proof of purchase. Eighty-six multi-space pay

stations were installed between 2008 and 2013. Each station replaces up to 10 single head parking meters on-street and provides on-site payment options in Municipal Parking Lots (1 to 3 pay stations for 13 to 422 spaces depending on lot). Each station has an approximate 10-year life span. In 2023, staff were notified that some replacement parts of our current infrastructure would be obsolete and should those parts fail, would render the pay station inoperable. The new solution is in alignment with PCI payment card security expectations and best practices.

2.0 Discussion

2.1 Multi-Space Pay-By-Plate Pay Station – Expected Benefit

With the advancement of technology, vendors are able to provide us with the enhanced infrastructure to allow vehicle operators to pay for parking at a pay station without the need to display a receipt proving purchase on a dashboard. Customers would be able to enter the license plate number of the vehicle they are operating into the pay station and technology would push the proof of purchase to compliance officers inspecting the area. This enhancement would tie into the ability to inspect these areas with the use of Automated License Plate Recognition (ALPR) technology. Additionally, with the evolution of payment cards moving towards the removal of the magnetic stripe from the card and transitioning to chip technology, the new solution is in alignment with PCI payment card security expectations and best practices.

2.2 Proposed Purchase of Multi-Space Pay Stations via Group Procurement Organization (GPO)

The Canoe Procurement Group of Canada, a recognized group procurement organization, ensures compliance with federal and provincial trade agreements. They conducted RFP #080321, titled "Parking Management Systems with Related Equipment, Supplies, and Services," which attracted 21 North American respondents. T2 Systems Inc. emerged as the top-ranked bidder.

City staff reviewed the RFP results, including submissions from other known vendors, none of whom were awarded contracts. After this evaluation, staff agreed with the RFP findings and determined that the resulting contract (080321-TSI) with T2 Systems Inc. serves the City's best interests. A quotation from T2 Systems further confirmed it offers the best value.

Under the City's Procurement of Goods and Services Policy, Section 14.4(g), participation in group procurement is permitted when it is advantageous to acquire goods or services through a process conducted by a public body or GPO. Based on this policy, Civic Administration recommends a single-source procurement from T2 Systems Inc.

2.3 Multi-Space Pay Station – Environmental Considerations

To reduce unnecessary waste and long-term cost, the addition of multi-space pay-by-plate pay stations, would mitigate the need for an inventory of paper rolls to print receipts at the pay station upon a transaction. Receipts for those needing proof of transaction for reconciliation, would be available through an online portal. The current annual cost of paper rolls is approximately \$2,500. there are also labour costs of installing individual paper rolls and customer interactions when machines are not properly dispensing paper.

2.4 Why is T2 Systems Inc, recommended as the supplier of Multi-Space Pay Stations?

T2 Systems Inc. was founded in 1994 and has established themselves as having the broadest portfolio of solutions in the parking industry. T2 Systems has more than 1,650 customers across North America. T2 Systems is an active member in multiple parking industry associations throughout North America, including the International Parking and Mobility Institute, National Parking Association, and the Canadian Parking Association.

While there are other providers able to fulfill the replacement of this infrastructure, T2 Systems, Inc. Multi-Space Pay Stations are utilizing Chase Payment Tech for Credit Call transactions, offering a streamlined and accurate reporting process for Civic Administration already using the Corporate approved Chase Payment Tech financial processes. Other providers have identified Credit Call transactions to be held through Moneris, which would increase transaction fees on the Corporation by having to pay the Moneris transaction fees in addition to the banking fees already established through Chase Payment Tech.

T2 Systems offers integration with existing software in use by Parking Services, which offers an efficient means of immediate communication of payments made at Multi-Space Pay Stations to inspecting Compliance Officers ensuring compliance within paid parking areas is achieved. Officers inspecting paid parking areas would rely solely on their handheld device to identify payment confirmation of vehicles parked within a specific zone. This will also positively impact the use of Automated License Plate Recognition technology in a future state.

T2 Systems, Inc. provided back-office software gives Civic Administration flexibility to change rates in accordance with the Fees and Charges By-Law at no additional cost, identify preventative maintenance concerns to mitigate downtime, and identify immediate reactive alerts to malfunctions/vandalism of infrastructure.

2.5 Multi-space Pay Station – Maintenance Considerations

Additionally, CAMS (Corporate Asset Management) has identified 95% of existing Multi-Space Parking Pay Stations are below target level quality, with 60% being in a critical state. Repairing current infrastructure is no longer achievable with obsolete parts, unsupported maintenance, and ageing communication technology.

Below is an image of the Multi-Space Parking Pay Station (Figure 1). It features a user-friendly keypad with buttons identifying A-Z, 0-9 and Enter/Cancel. There are not any additional special characters that would add confusion to the user.



Figure 1: New T2 Systems Inc. Multi-Space Pay Station

General routine maintenance would be able to be performed efficiently and effortlessly with infrastructure that has parts available for replacement when needed. City Meter Technicians would have the ability to repair any deficiencies reported without voiding warranties.

3.0 Financial Impact/Considerations

Funding for this infrastructure would come from Capital allotment within Housing and Community Growth (TS4215), in conjunction with Corporate Asset Management risk assessment reviews.

Finance Services have confirmed the amount within the capital allotment set aside for this project to be \$1.35m to replace all 86 multi-space parking pay stations at approximately \$13,000 per unit installed.

Conclusion

The single sourcing procurement process for this project is beneficially strategic for the continuous improvement for delivery of Parking Services, improving customer relations at pay stations and improving overall functionality and compliance of corporate-owned City assets.

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