



**CITY OF HAMILTON**  
**PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**  
**Parking and By-law Services Division**

<b>TO:</b>	Chair and Members Planning Committee
<b>COMMITTEE DATE:</b>	November 15, 2016
<b>SUBJECT/REPORT NO:</b>	Parking Technology Upgrade (City Wide) (PED16219)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Kerry Davren (905) 546-2424 Ext. 6009
<b>SUBMITTED BY:</b>	Jason Thorne General Manager Planning and Economic Development Department
<b>SIGNATURE:</b>	

**RECOMMENDATION**

- (a) That staff be authorized to negotiate a single source contract, in a form satisfactory to the City Solicitor, with Groupe Techna Incorporated to upgrade the parking enforcement system currently used to issue and track parking tickets in the City of Hamilton.
- (b) That the associated costs for the upgrade to the existing parking enforcement system used in the City of Hamilton be funded from Parking Reserve Account No. 108021 not to exceed an amount of \$200,000.

**EXECUTIVE SUMMARY**

In order to add technology based payment options such as phone 'apps' or online permits for municipal parking, changes must be made to the existing parking enforcement system. These payment options can only be obtained by purchasing a system upgrade or an entirely new enforcement system with those features.

Demand for technology based payment options is increasing - particularly in the Downtown and Business Improvement Areas in Hamilton. Staff recommends the purchase of a system upgrade as it is more cost effective and efficient than purchase of a new system. The system upgrade must be completed by the current vendor, Groupe Techna Incorporated as the system is proprietary.

***Alternatives for Consideration – Not Applicable***

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS (for recommendation(s) only)**

Financial: Costs are not expected to exceed \$200,000 and can be funded from the Parking Reserve Account No. 108021.

Staffing/Legal: N/A

**HISTORICAL BACKGROUND (Chronology of events)**

As part of the discussion at the February 23, 2016 General Issues Committee, staff were directed to review potential improvements to parking payment options including the introduction of online payment technology such as 'phone 'apps' or online permits. The discussion was prompted by written correspondence submitted by the International Village Business Improvement Area (BIA) which requested that increases to on-street parking meter rates only be considered if 'non-coin' based payment options were implemented.

At the Planning Committee meeting of April 19, 2016, staff presented an overview of the Parking Reserve Account No. 108021 (PED16097) which noted that there is no funding available for new parking technology in the near future but that staff would be consulting with the Hamilton Business Improvement Areas (HABIA) as an initial step in developing a parking payment technology strategy. The intention was to develop short and long term recommendations based on funding in the Parking Reserve should Council decide to direct additional funds to the Reserve as part of a future budget process.

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

Procurement Policy – Policy #11, Non-Competitive Procurements

**RELEVANT CONSULTATION**

Finance and Legal Services have been consulted on this report.

**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

Staff met with the Hamilton Association of Business Improvement Areas (HABIA) on June 14, 2016 to discuss parking payment options in order to develop a short and long term strategy for implementation of 'non-coin' based payment options at municipal carparks.

HABIA members indicated that 'pay-by-phone' options were becoming a frequent request and should be made a priority by Hamilton Municipal Parking System (HMPS).

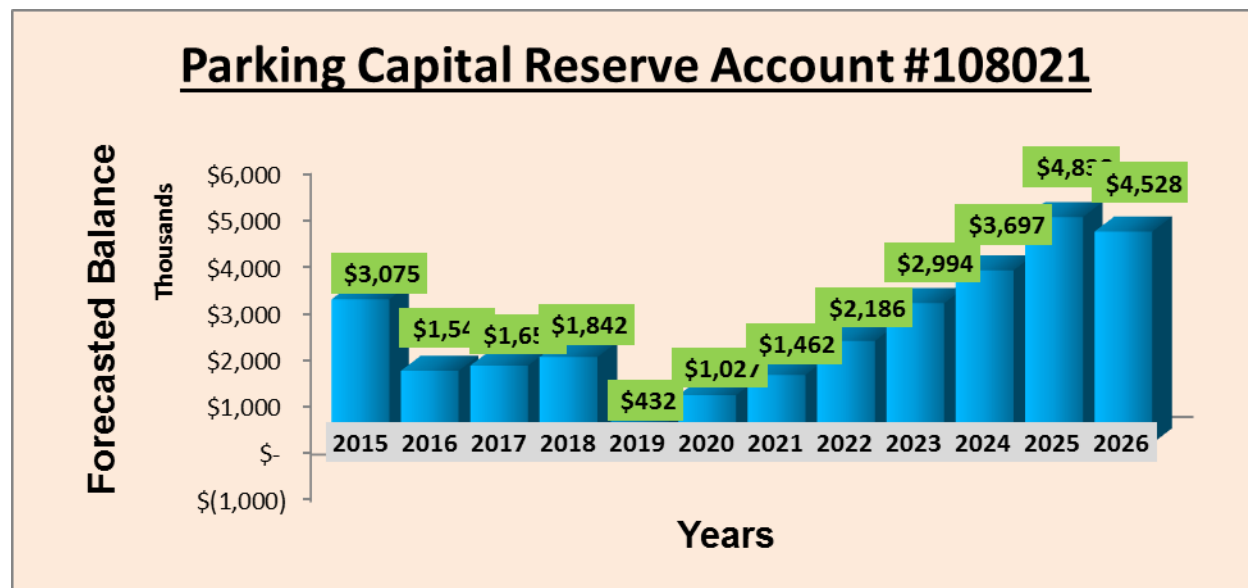
Research into potential 'pay-by-phone' implementation determined that the existing parking enforcement system used by the City of Hamilton does not have the capability

to provide customers with online payment technology such as phone 'apps' or online permit purchases. These features can only be obtained by purchasing a system upgrade or an entirely new enforcement system with those features.

It is recommended that HMPS enter into a single source contract with the current vendor, Groupe Techna Incorporated, to upgrade the existing system as it is the most cost effective and efficient way to implement online payment options. Purchase of a new parking enforcement system is estimated at \$1,000,000 (the existing system was purchased for approximately \$750,000 in 2011) with an implementation time of approximately two years (including procurement and testing). The existing system can be upgraded at a cost of approximately \$200,000 with implementation estimated at 16-24 weeks; however, this must be done by the current vendor, Groupe Techna Inc., as the system is proprietary.

As noted in Report PED16097, Parking Reserve No. 108021 lacks funding for any significant investment in new parking technology until after 2020; however, there is capacity to fund this system upgrade. The chart showing the status of Parking Reserve Account No. 108021 originally provided in PED16097 on April 19, 2016 has been updated to include this project and is shown below.

***Parking Capital Reserve as of September 30, 2016  
(originally provided in PED16097)***



It should be noted that without this system upgrade, new payment options will not be possible regardless of funding.

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*OUR Vision: To be the best place to raise a child and age successfully.*

*OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.*

*OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.*

In addition to providing technology based payment options for customers, the system upgrade has features that will allow for the development on an online ticket screening process which will reduce the number of customers visiting the office. This aligns with the recommendation that staff identify and migrate services to lower cost 'channels' such as the internet as part of the Service Delivery Review Report CM130174/FCS13098. The recommended upgrade will also replace the current parking permit tracking system, MAPPS, which is nearing the end of its life cycle.

## **ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

### **Built Environment and Infrastructure**

*Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.*

## **APPENDICES AND SCHEDULES ATTACHED**

None.