



TO: Chair Wade Bryson, Public Works & Facilities Committee
FROM: George Schaaf, Parks & Recreation Director
DATE: December 13, 2023
RE: Parking Access & Revenue Control System Implementation

Pursuant to CBJ 03.10.040(2), the Parks & Recreation Department is responsible for managing municipal off-street parking facilities. To improve the customer experience and reduce costs to CBJ, the Department intends to contract with IPS Group, Inc. to install and support an integrated parking access and revenue control system (PARCS) for off-street parking facilities managed by the Department in downtown Juneau, including the Marine Park Garage (MPG), Downtown Transit Center (DTC) Garage, Shoppers Lot, and North Franklin Lot. In addition to these facilities, the PARCS will be used by the Docks & Harbors Department at the Downtown Port Facility and Statter Harbor. The Juneau Police Department also will use the system to enforce free time-limited parking on-street.

No changes to parking fees or regulations are being proposed. This project is limited only to acquiring new hardware and software to sell permits, control access to parking facilities, and enforce existing regulations. Assuming there are no delays in implementation, the new system is planned to go live in Spring 2024, prior to the arrival of the first cruise ship.

Current Situation

The Parks & Recreation Department currently uses a complicated, labor-intensive process to manage off-street parking:

- Over 1,000 parking permits must be produced and laminated by hand each year.
- All parking permits must be purchased and picked up at City Hall; there is no option to purchase permits online or by phone.
- Credit cards are not accepted for hourly parking. Mechanical boxes located at each lot accept only cash and are prone to jamming, errors, and theft.
- Enforcement currently requires staff or contractors to visually check that a valid permit is displayed in over 600 vehicles throughout the day, at a cost of over \$150,000 per year.
- Citations are written by hand on carbon paper forms and must be processed by three municipal departments (Parks & Recreation Department, Juneau Police Department, and Finance Department).
- Citations can only be paid after they are processed, which typically takes at least a week. Credit card payments are only accepted in person and require extraordinary staff effort.
- Unpaid citations are very difficult to collect.

On-street parking enforcement also presents significant challenges for the Juneau Police Department's Community Services Unit:

- Throughout the day, Community Services Officers (CSOs) use pen and paper to record the location, time of day, license plate, and tire valve stem location of every car parked in the Downtown Parking Management Zone.
- Citations are written by hand on carbon paper forms.
- Each "run" through the downtown area can require up to two hours.
- While parking is limited to two hours **per day** in the Downtown Parking Management Zone, limitations of the current system incentivize drivers to park on street all day, moving every two hours to avoid a citation.

IPS Parking Access & Revenue Control System

The system proposed by IPS Group will provide a consistent experience regardless of whether a customer is parking in a garage, a surface lot, on the street, or in a Docks & Harbors facility. The system consists of five major components:

1. A public website to purchase parking permits, pay citations, and submit appeals.
2. An electronic permit management and inventory control system to better manage existing parking infrastructure and improve utilization.
3. Fixed license plate recognition (LPR) systems at the Marine Park Garage and Downtown Transit Center to validate access and identify violations.
4. Mobile LPR systems mounted on Community Service Unit vehicles (three-wheel Go4 Interceptors)
5. Pay-by-plate pay stations to replace mechanical cash boxes downtown as well as existing Docks & Harbors pay stations.

Off-Street Parking

Using their vehicle's license plate, customers will be able to purchase monthly or annual parking permits for MPG and DTC online, over the phone, or in person at City Hall. At locations that offer hourly parking, customers can choose to pay with a mobile app or use a pay station that accepts coins and credit/debit cards. Docks & Harbors pay stations will accept paper currency in addition to coins.

Off-Street Enforcement

Fixed LPR cameras installed at the entrances and exits of the MPG and DTC will confirm that each vehicle is associated with a valid permit. For hourly parking, a grace period will be provided to give the driver time to pay for parking at a pay station or via the mobile app. The system will notify CSOs of any violations in the MPG and DTC. Surface lots and Docks & Harbors facilities will be enforced by CSOs and Harbor Officers using handheld devices and/or vehicle-mounted LPR cameras.

On-Street Parking

No changes are being proposed to existing regulations, which provide up to two hours of free parking per day in the Downtown Parking Management Zone. Drivers will not be required to register their vehicle or obtain a permit – they will continue to park just as they do today.

On-Street Enforcement

Mobile LPR cameras will be installed on JPD's existing fleet of Go4 Interceptor vehicles. As a Community Services Officer (CSO) drives along the street, their vehicle-mounted cameras will record the GPS location, time of day, license plate, and tire valve stem location of each vehicle electronically (currently, this same information is collected using pen and paper). During subsequent patrols, the system will alert the officer if a vehicle is in violation of the two-hour limit. After confirming the violation on a mobile device, the officer will print a citation using a Bluetooth-connected printer and leave it on the windshield of the vehicle. The citation will be processed instantly by the IPS system, allowing the customer to make a payment or file an appeal immediately. This same system will be available to JPD's patrol officers and Parks & Recreation Park Rangers to enforce parking regulations citywide.

Appeals & Collections

Each month, IPS will provide the CBJ Hearing Officer with a file containing any appeals, as well as photographic evidence from the LPR system. Appeals can be dismissed or granted electronically by the Hearing Officer. Citations that are not appealed or paid within 30 days will be forwarded to a collections process managed by IPS, eliminating a huge amount of work currently required from staff in the CBJ Collections Office.

Procurement

The Parks & Recreation Department issued an RFP for parking access systems earlier this year, generating three proposals from national firms. However, the cost of each proposal exceeded the funding available (and in some cases exceeded the annual gross revenue of the entire Downtown Parking Management Fund). Following this unsuccessful RFP, staff reached out directly to various hardware vendors, including IPS Group. After several initial meetings with the company, CBJ staff contacted other municipalities that work with IPS, including the Seattle Department of Transportation, Anchorage EasyPark, and the City of Deadwood (S.D.). The feedback from these customers was extremely positive. In July, representatives from IPS flew to Juneau to visit each parking facility and meet CBJ staff, including representatives from Parks & Recreation (Administration and Facilities Maintenance), Juneau Police Department, Docks & Harbors, Finance, and IT. Focused discussions with all of these stakeholders are ongoing.

The contract with IPS Group has been competitively bid through OMNIA Partners and meets the requirements of CBJ 53.50.090(f). Capital acquisition costs will be funded through the existing Parking Management CIP. Annual operating costs will be funded by the Downtown Parking Management Fund, and are anticipated to be significantly less due to reduced enforcement costs and improved compliance.

Conclusion

The new PARCS will significantly improve the customer experience by making it easier to purchase monthly/annual parking permits, offering more options to pay for hourly parking, and allowing CBJ to use existing parking infrastructure more efficiently. It will also dramatically reduce the workload for staff at Parks & Recreation, Docks & Harbors, Finance, and the Juneau Police Department, allowing these employees to focus on providing core services to the public.