



Agenda Item Summary

File #: RES 16-321, **Version:** 1

Submitted By

Jill Velan, Parking and Mobility Services Director

Reviewed By

LKS

Agenda Item Title

A Resolution Approving a First Amendment to the Services Agreement Between the Village of Oak Park and Passport Parking, Inc. in an Amount not to Exceed \$105,000 for Upgrades to the Online Overnight Parking Pass System and Authorizing its Execution

Overview

This resolution will allow Passport Parking to complete upgrades to the current online overnight parking pass system that will include a new automated phoneline as well as integrating the online overnight pass system in the current Passport App. These upgrades will allow an individual to use the internet, smartphone, web-browser or automated voice-call to procure an overnight parking pass and integrate other Village temporary passes into one system.

Staff Recommendation

Approve the Resolution.

Fiscal Impact

Funds are budgeted and available in the 2016 On-Street Parking Budget account #5060-43770-786-570705. Since implementing the online overnight parking pass system, the Village has received over \$300,000 in revenue from the purchase of overnight parking passes.

The process is intended to upgrade the Village's online overnight parking pass system and well as migrate the Village' in-house temporary pass system into the PassportParking operating system. The cost for these improvements will be:

- \$75,000 to enhance the web based system to allow for several different temporary parking passes and enable to the Village to merge two operating systems in to one.
- \$10,000 to integrate the online overline parking pass system and other temporary passes into the current Passport Pay-by-Phone App.
- \$20,000 to add enhanced automated voice/touchtone system for license plate entry to allow for citizens without a computer or smartphone to continue to a telephone after normal businesses to obtain a temporary parking pass.

Background

In March 2014 the Village launched an online overnight parking pass system that allowed users to obtain an

overnight parking pass through the Village's website. Since that time approximately 113,000 passes have been issued through the online system.

Currently, the Village is maintaining two temporary parking pass systems that include the original in-house parking pass system where citizens can call Village Staff during the day for daytime/extended parking passes and at night for overnight parking passes, in addition to the online system that is operated by PassportParking.

This upgrade is part of the Village's Capital Improvement Program and will allow the Village to migrate the in-house parking pass system into the Passport online parking pass system. The updates include:

- Expanding the current Passport Parking App to include the overnight parking passes.
- Creating an automated phone system to allow individuals to continue using the phone vs the App, similar to the "Pay by Phone" system used for metered parking.
- Migrating daytime and extended temporary passes into the Passport system and phase out the Village's in-house pass system.

Citizens will still have the option to come to the Village Hall and have Staff assist them during regular business hours. In addition, there is a public computer available at the Village Hall for someone who does not have access to a smartphone or desktop computer, to register and receive the temporary parking passes.

On December 9, 2013 the Village Board approved an ordinance creating the ability for an individual vehicle to receive three overnight parking passes per month at no charge and the ability to purchase seven overnight parking passes per month at a charge of \$7.00 per pass.

PassportParking has indicated that if the Village Board approves the amendment to the agreement at the October 4, 2016 meeting, the updates to the current online overnight parking pass system should be available for testing by December with implementation at the beginning of January. This would mean migration from the Village's existing in-house overnight parking pass system to the PassportParking pass system in the 1st quarter of 2017 and a transition time for other types of temporary passes to be determined based on the testing phase and usage trends.

Alternatives

Direct staff to wait for studies that will take place in 2017 as part of the unified parking technology solution to present an alternative solution for the temporary parking passes.

Previous Board Action

On January 21, 2014 the Village Board approved a service agreement with PassportParking Inc. to create an online overnight parking pass system.

On December 9, 2013 the Village Board approved an ordinance creating the ability for an individual vehicle to receive three overnight parking passes per month at no charge and the ability to purchase seven overnight parking passes per month at a charge of \$7.00 per pass.

Citizen Advisory Commission Action

N/A.

Anticipated Future Actions/Commitments

At the October 17, 2016 Village Board meeting staff will be recommending an extension of the existing "Pay by Phone" contract with PassportParking, Inc.

Intergovernmental Cooperation Opportunities

N/A.

Performance Management (MAP) Alignment

Parking and Mobility Services is scheduled to start MAP in the final phase.