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City Manager’s Report

February 11, 2025, City Council Meeting

Prepared by: Dave Warren, Assistant City Manager/Director of Finance

Item #: 12.3

Subject: Consider authorizing the Assistant City Manager/Director of Finance to negotiate and execute a contract with Flowbird Urban Intelligence for the Downtown Parking Pay Station Upgrade project (CIP #42508) in the amount of \$32,576.75 and approving budget appropriations from the Downtown Parking Fund totaling \$35,000 for the said project.

Recommendation:

Adopt a Resolution

1. Authorizing the Assistant City Manager/Director of Finance to negotiate and execute a contract with Flowbird Urban Intelligence for the Downtown Parking Pay Station Upgrade project (CIP #42508) in the amount of \$32,576.75; and
2. Approving a \$10,000 budget appropriations from the Downtown Parking Fund Contingency for Unforeseen Expenditures for the said project; and
3. Approving a \$25,000 budget liquidation from the Downtown Parking Fund for the Historic City Hall Parking Lot Repaving project (CIP #42328); and
4. Approving a \$25,000 budget appropriation from the Downtown Parking Fund for the Downtown Parking Pay Station Upgrade project (CIP #42508).

Purpose:

To improve both the revenue generation and Customer service delivery of the Downtown daily parking pay stations.

Strategic Plan Strategy:

3) Strategy – Updated Technology

Upgrade existing support systems for City services that allow for a streamlined and efficient use of staff time resulting in improved operations, customer service, and experience.

Background:

The City owns and operates nine daily parking pay stations that are located on the first and second floors of the Center Street Parking Structure and five of the City owned surface lots including the Fox Lot, Milton Lot, Historic City Hall Lot, Ivy House Lot, and the Mooney Lot. The existing pay stations were purchased and installed in 2017 and are now at the end of their useful life. Staff is recommending that the City Council authorize the Assistant City Manager/Director of Finance to negotiate and execute a contract with Flowbird Urban Intelligence for the Downtown Parking Pay Station Upgrade project (CIP #42508) in the amount of \$32,576.75.

Discussion:

Over the past year, staff has experienced significant problems with the existing pay stations including failed motherboards, modems, credit card readers, and dollar bill receptacles, etc. resulting in lost revenue and Customer dissatisfaction and frustration when the pay stations are inoperable. Five of the pay stations are solar powered, and regardless of the amount of sunlight, staff has to

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regularly change out the rechargeable batteries because the pay stations are drawing more electricity than they used to. The proposed upgrade would replace the entire front door of each pay station including reader screen, magnetic card stripe reader, dollar bill receptacle, and receipt printer as well as the solar panels. The upgrade would take between thirty to sixty minutes per pay station or one to two days total with little interruption to business operations. The current pay stations do not have remote access for troubleshooting problems, and technicians have to be physically present to diagnose problems when they occur. Once the upgrade is finished, all of the pay stations will have remote access thereby reducing associated staff time and technician time. The proposed vendor to perform the upgrade is Flowbird Urban Intelligence (Previously Cale America, Inc.), which is the same company that sold the City the original pay stations in 2017 and is considered a sole source vendor.

The current pay station front door has a LCD display and many mechanical buttons that the Customer has to push in order to complete a transaction as shown below.



The new upgraded door, which is shown below, will have a touchscreen that is easier to use and will provide a more intuitive experience:



With the completed upgrade, the pay stations would have a renewed seven to ten year service life. The new front doors come with a thirteen month warranty, eliminating the \$4,860 annual cost of the maintenance agreement the City would normally pay. The total cost of the upgrade is \$32,576.75, which is significantly less than replacing the entire units, which would cost \$88,858.25 or \$56,281.50 more. If approved, the lead time for installation is approximately eight weeks. We anticipate the upgrade would occur in either late April or early May of this year.

Options:

1. Adopt a resolution approving the actions recommended by staff.
2. Adopt a resolution approving other actions.
3. Direct Staff to take another action.

Environmental:

Tonight's actions are not applicable.

Cost:

The total cost of the proposed pay station upgrade with Flowbird Urban Intelligence is \$32,576.75.

Budget Impact:

This project was not included in the adopted Fiscal Year 2024/2025 Capital Improvement Program Budget. Staff recommends the City Council approve a \$10,000 budget appropriations from the Downtown Parking Fund Contingency for Unforeseen Expenditures, a \$25,000 budget liquidation from the Downtown Parking Fund for the Historic City Hall Parking Lot Repaving project (CIP #42328), and a \$25,000 budget appropriation from the Downtown Parking Fund for the Downtown Parking Pay Station Upgrade project (CIP #42508) for a total project budget of \$35,000. The proposed \$32,576.75 pay station upgrade with Flowbird Urban Intelligence is within the proposed \$35,000 project budget.



M. Cleve Morris, City Manager



Dave Warren, Assistant City Manager/
Director Finance

Attachments:

- A. Resolution
- B. Flowbird Quotation