

NEW SMART PARKING PAY STATIONS

April 2015

Why replace the existing parking pay stations?

SDOT installed the current on-street parking pay stations between 2004 and 2010. Almost all are past or nearing the end of their five-year warranty, which means the cost of maintaining a deteriorating asset base grows annually. The older technology in the current pay stations is slower to process transactions, provides less reliable cellular communication and includes old credit card readers no longer supported by the vendor. Technology is changing rapidly. Even the newest of the existing pay stations will no longer communicate when the AT&T 2G network is decommissioned. New requirements such as chip credit card readers would require major overhauls.

What vendor did the City choose, and why?

The City awarded the contract to the IPS Group. Throughout the selection process, we were impressed by the IPS Group's long-term commitment to technological innovation and improving the customer experience. The IPS Group has a strong record of success in partnering with cities like San Francisco and Los Angeles on leading-edge parking management solutions.

What will the project do?

The project will replace 1,500 older pay stations with new IPS MS1 pay stations, and retrofit 700 of the City's newer pay stations with new IPS technology and components, saving the City approximately \$2.5 million. The contract is worth approximately \$20 million over seven years, and includes pay stations and retrofit units, communications, data service, warranty and installation.

What are the benefits?

Newer technology has several advantages for customers and for city staff who operate and maintain the system. Credit card transaction times



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will decrease. New pay stations will be on a reliable communication platform well into the future. New credit card readers will allow the user to maintain control of their card, so they will no longer get stuck in pay stations. New back-office software will improve our ability to detect problems remotely and fix them faster. Changes to rates will be made wirelessly from the office instead of downloaded manually at each machine. The new pay stations will allow for "time of day" pricing, with lower parking rates in the morning or other times of less demand. New display screens will provide an opportunity to better communicate information to the parking customer. The new machines will be more resistant to graffiti. Also, IPS has provided the City with a Gold Package Warranty to guard against the possibility of additional unanticipated technological changes, "future-proofing" the City against known and unknown changes to communications, payment technology, and parts obsolescence.

What's the project timeline?

Installation will occur in 2015 and 2016.

WANT TO LEARN MORE?

www.seattle.gov/transportation/parking/newpaystations.htm

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