

CITY OF OAKLAND
AGENDA REPORT

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OFFICE OF THE CITY CLERK
OAKLAND

2008 FEB 28 PM 4:45

TO: Office of the City Administrator
ATTN: Deborah A. Edgerly
FROM: Finance and Management Agency
DATE: March 11, 2008

**RE: An Informational Progress Report on the Cale Parking Systems USA, Inc.
Multi-Space Parking Meters Installed in the City of Oakland**

SUMMARY

This report has been prepared in response to the January 10, 2008 Rules and Legislation Committee request to provide a progress report to the following issues about the Cale multi-space pay and display parking meters:

- Report on progress on installation of multi-space meters Citywide.
- Problems with broken multi-space meters
- Problems with lack of synchronization of multi-space meters with handheld enforcement recording devices used by parking enforcement personnel
- Enforcement activity related to parking at multi-space meters
- Increased meter revenue resulting from multi-space meters
- Provision of Bike Parking to mitigate loss of single-space meters

FISCAL IMPACT

This is an informational progress report only. Fiscal impacts are not included.

BACKGROUND

On February 6, 2007, City Council adopted Resolution No. 80392 C.M.S., awarding a contract to Cale Parking Systems USA, Inc. for the purchase of the multi-space pay and display meters. These multi-space pay and display meters replaced aging and malfunctioning single-space meters.

KEY ISSUES AND IMPACTS

1. Progress on Installation of Cale Multi-Space Meters

The Parking Division's Meter Operation section started the installation of Cale meters at the rate of approximately 100 meters per month in June 2007. The Division replaced 4,300 single space meters with 570 Cale multi-space meters throughout the City and the full installation was

completed in November 2007. A list of Cale meters locations is provided in Attachment A of this report.

2. Problems with the Broken Cale Multi-Space Meters

The problems with broken Cale Multi-Space Meters stem from non-functional mainboards, credit card readers, malfunctioning antipins, electronic locks, batteries and coin rejection.

To date, seven meters' mainboards and six credit card readers have been replaced. The meters were non-functional for less than 36 hours because it took 24 hours for a machine to transmit the "No Communication Alarm" to the Cale Web Office (CWO). In February 2008, Cale will upgrade its alarm system to transmit the "No Communication Alarm" within any specified time interval (one-half hour, an hour, etc.). This upgrade will be provided to the City at no charge. The above problems were detected within the first two months of installation and Cale replaced the parts, which were covered under their free one-year maintenance service warranty.

Cale also replaced 89 antipins, eight electronic locks, and 150 batteries. An antipin is a metal sensor that controls the opening and closing of the coin slot. Cale discovered that a batch of bad antipins was received from the manufacturer. However, the problem with the antipins did not cause any downtime to the machine and the machines were fully functional and accepted both coins and credit cards. All antipins from the bad batch have been replaced.

Antipins and batteries are correlated. Anytime an antipin malfunctions, it drains down the battery. From the 150 replaced batteries, approximately 75 percent was caused by the bad batch of antipins which drew battery current at an abnormal rate and caused the battery to drain. The other 25 percent was due to the change of weather from warm to cold. The batteries are re-energized via solar panels. Cold weather and less sun drains the battery faster than warm weather and more sun. When a battery is low, the machine sends a "Low Battery" warning to the CWO. The machine will continue to operate for another 48 hours. In most instances staff attended to these meters right away and the batteries were recharged within the first day of receiving the warning. The problem will be resolved by monitoring CWO warnings more closely and recharging the batteries as soon a warning is received.

The electronic locks are mainly for the security of the vault doors and this problem did not and will not affect meter operation.

Council staff indicated that many meters were reported rejecting coins and asked what could be done about it. City staff has been informed that the CWO did not turn on the "No Transaction Alarm," which sends an alarm if there are no transactions taking place in a machine. As a result, there is no information to support past occurrences of coin rejections. This feature was enabled February 1, 2008 at no cost to the City.

3. Lack of synchronization of multi-space meter with enforcement handheld

Staff has found no synchronization problem between Cale's time and the time keeping devices used by the enforcement staff. Cale's time and all the devices utilized by the enforcement staff are based on atomic-clock time. Prior to going out in the field, and to ensure the time on the handheld is in sync with Cale's time, every morning Parking Control Technicians (PCTs) run a test ticket on their handhelds and match the time against their cell phones, which are also based on atomic time. When issuing a citation, the PCTs first check the time on the Cale machine against their personal watches or cell phones to verify that they are all in sync. Then they verify the expiration time on the Cale receipt that is on a vehicle dashboard to determine if the receipt has expired prior to issuing a citation. When a PCT uses a handheld ticketwriter, they follow the same process as outlined above and verify the time with their handheld ticketwriter.

It should be noted that a citation may be issued for an improperly displayed receipt due to the fact that the time of expiration on the Cale receipt is not visible and/or partially covered. In that case, most PCTs will note in their citation comments "Receipt not properly displayed."

5. Enforcement activity related to Cale meters

Staff was asked to compare the number of parking meter related citations issued before and after the installation of Cale meters and the number of staff dedicated to enforcement. Currently, there is no system to differentiate citations related to Cale meters versus citations related to the single-space meters. Consequently, staff compared the number of citations issued in July 2006 - December 2006 for all types of violations issued, except Street Sweeping violation citations, against the number of citations issued in July 2007 - December 2007. Staff found there was a reduction of approximately 18% in citations (130,000 citations vs. 107,000). A system is being developed to better capture this information. Currently, 30 PCTs are assigned to various areas (referred as beats) throughout the City. There are 32 beats and each staff is assigned to enforce one or two beats.

6. Increased revenue from multi-space meter

The projected revenue increase from the Cale meters will not be fully determined until the end of this Fiscal Year, since all of the 570 Cale meters were not installed at the same time. To date, there has been a seven percent revenue increase in the Grand Lake Parking Lot.

7. Provision of Bike Parking to mitigate loss of single-space meters

The Parking Division agreed to leave two meter heads per block face to serve as interim bike parking until resources are identified to install bike parking racks. Pay station signage poles at the end of each block face were anticipated to provide additional bike parking locations.

Ultimately, meter poles are not a good substitute for bike racks because they do not provide two points of contact for the bicycle and are too close to the curb. To address part of the bike parking deficit induced by the removal of parking meters, the City Council approved allocation of almost \$70,000 in annual Transportation Development Act (TDA) Article 3 Bicycle and Pedestrian grant funds in May 2007. The Transportation Services Division's staff time will be provided as an in-kind match so that the bulk of funds can be used to purchase and install racks. It is expected that 280 racks will be installed in the affected commercial districts by late summer 2008. Additional funding will be needed to address the remaining need for bike parking in the affected areas, as well as to meet the backlog of requests for racks in other locations.

SUSTAINABLE OPPORTUNITIES

Economic: Cale parking meters are projected to increase the parking meter revenues.

Environmental: No environmental opportunities are anticipated.

Social Equity: The Cale parking meters will maximize short-term parking availability, which should benefit merchants and their customers.

DISABILITY AND SENIOR CITIZEN ACCESS

The Cale parking meters will create greater sidewalk accessibility by reducing the number of poles on City sidewalks and providing more open space.

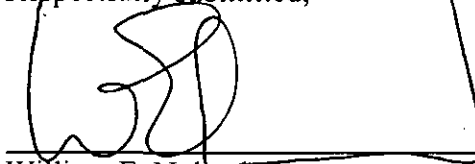
RECOMMENDATION(S) AND RATIONALE

Staff recommends that City Council accepts this progress report.

ACTION REQUESTED OF THE CITY COUNCIL

Staff requests that City Council accepts this progress report.

Respectfully submitted,



William E. Noland

Director, Finance and Management Agency

Reviewed by:

Francine Larkrith-Thompson

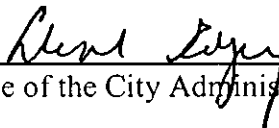
Parking Division Manager

Prepared by:

Shahla Azimi

Revenue Analyst

APPROVED AND FORWARDED TO THE
FINANCE & MANGEMENT COMMITTEE:


Office of the City Administrator

Item: _____
Finance and Management Committee
March 11, 2008

Attachment A

Location of Cale Meters		
ALICE STREET	LAKE SIDE DRIVE	WEBSTER STREET (PILL HILL)
ANTIOCH COURT & ANTIOCH STREET	LASALLE AVENUE	WESLEY AVENUE
BROADWAY AVENUE	LINDA AVENUE	WEST GRAND AVENUE
CHAMPION STREET	MAC ARTHUR BLVD.	WOODMINISTER LANE
CLARMONT AVENUE	MADISON STREET	6TH STREET
CLAY STREET	MARTIN LUTHER KING JR. WAY	7TH STREET
COLLEGE AVENUE	MEDAU PLACE	9TH STREET.
FRANKLIN STREET	MERCED AVENUE	10TH STREET
FRUITVALE AVENUE	MONTE VISTA AVENUE	11TH STREET
GLEN AVENUE	MONTELL STREET	12TH STREET
GRAND LAEK PARKING LOT	MORAGA AVENUE	13TH STREET
GRAND AVENUE	MOUNTAIN BLVD.	14TH STREET
HARRISON STREET	SAN PABLO AVENUE	15TH STREET
HAWTHORNE STREET (PILL HILL)	SANTA CLARA AVENUE	17TH STREET
HENRY KAISER PARKING LOT	SHAFTER AVENUE	19TH STREET
HOWE STREET	SUMMIT STREET (PILL HILL)	20TH STREET
INTERNATIONAL BLVD. (E 14TH ST)	TELEGRAPH AVENUE	21ST STREET
JEFFERSON STREET	PARK BLVD. (GLEN VIEW)	40TH STREET.
LAKE PARK AVENUE	WALKER AVENUE	41ST STREET
LAKE SHORE AVENUE	WASHINGTON STREET	52ND STREET
LAKE SHORE WEST	WEBSTER STREET	