



Toronto Parking
Authority

Office des parcs de
stationnement de
Toronto

The Toronto Parking Authority exists to provide safe, attractive, self-sustaining, conveniently located and competitively priced off-street and on-street public parking as an integral component of Toronto's transportation system.

NOTICE OF MEETING AND AGENDA

A meeting of the Toronto Parking Authority will be held at the Toronto Parking Authority Offices, located at **33 Queen Street East, 2nd Floor Boardroom at 4:00 PM on Tuesday, June 29, 2004.**

AGENDA

- A. Declarations of Conflict of Interest.
- B. Confirmation of the minutes of the June 9, 2004 meeting.
- C. Mr. David Brady of Hicks Morley Hamilton Stewart Storie will be present at 4:10 PM to update the Board regarding Item 5.1.

Italicized items: Approval of these items will result in expenditure/receipt of funds

1.0 FINANCE & ADMINISTRATION

- 1.1 List of Cheques issued, for information only, and shown as Annex A. to this June 29, 2004 Agenda (vouchers 20180 – 20465).
- 1.2 Staff memorandum dated June 24, 2004, for information only, regarding the off-street revenue results for May 2004.
- 1.3 Staff memorandum dated June 17, 2004, for information only, regarding the on-street revenue results to May 2004.
- 1.4 ***Staff memorandum dated June 23, 2004, recommending approval of the expenditure of funds in the amount of \$20,000.00 plus GST to develop Phase II of the Toronto Parking Authority's website. Phase II will provide e-commerce capabilities to renew monthly permits and pay Courtesy Envelopes on-line via credit card payments.***

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3.0 PARKING OPERATIONS

Off-Street

3.1 ***Staff memorandum dated June 25, 2004 recommending:***

1. ***approval of the expenditure of \$123,000 (pst included) plus a contingency amount of \$10,000 to provide for the purchase of the following equipment required to re-equip and to convert Carpark 26 – Victoria Garage to a credit card in/out facility.***
 - (a) ***Zeag Parking Access Revenue Control System;***
 - (b) ***Zeag EON Integrated Proximity Access Control System;***
 - (c) ***Nu Media Display Systems Light Emitting Diode (LED) Informational/Directional Sign System;***
 - (d) ***Customer Information Sign Package; and,***
2. ***approval of the expenditure of \$26,500 (pst included) to provide for the purchase of four Zeag UCD02 Read-Write Modules required to complete the equipment upgrade at Carpark 43.***

5.0 IN-CAMERA

5.1 Update to the Board regarding the status of the Union negotiations.

6.0 OTHER BUSINESS

6.1 Copies of the following articles recently appearing in local newspapers:

- 1) "City to decide between two plans for St. Clair W." (Globe and Mail, June 21, 2004);
- 2) "Controversial streetcar plan clears hurdle" (Toronto Star, June 22, 2004); and,
- 3) "Gardens ice melts away" (Toronto Star, June 24, 2004).

Facility	Carpark Number	2003 (\$000)	2004 (\$000)	Budget (\$000)	Variance (\$000)
<i>Downtown Fringe</i>					
Bay/Lakeshore	32	122	106	186	80
<i>Downtown Core</i>					
Queen/Victoria	26	190	196	239	43
Nathan Phillips Sq	36	558	562	591	29
York/University	52	146	132	162	30
<i>Bloor Yonge</i>					
Charles/Hayden	1	138	141	159	18
Yorkville Garage	15	321	304	329	25
<i>St. Clair / Yonge</i>					
Rosehill Garage	11	152	137	162	26
Alvin	12	141	104	135	31
<i>Eglinton / Yonge</i>					
Holly / Dunfield	29	122	111	125	14

The variances can generally be explained as follows:

- At Carpark No. 32, the large variance is due to an unrealized expectation of an increase in usage. It was expected that due to closure in other surface parking facilities in the vicinity of this carpark, an increase in usage and turnover would result. This has not happened to date (about \$50,000 of variance).
- An overly generous budget allocation for the month (see below); (explains about \$100,000 of variance)
- Usage levels below expected (explains about \$120,000 of variance).
- At three of the facilities, the 2004 results exceeded the 2003 results but were under-budget.

Quarterly Results

Generally, it is more constructive to examine Quarterly Revenue Results in order to smooth the results and eliminate some of the unpredictable month to month variations. The Quarterly results for the last 4 years are shown below:

	2001 (\$000)	2002 (\$000)	2003 (\$000)	2004 (\$000)
Q1	11952	12766	12997	13712
Q2	12014	13911	13423	14409*
Q3	11882	13030	13492	14626*
Q4	12930	13983	14449	14703*

*based on budget estimates – (Q2 June only)

The 2nd and 3rd Quarter 2004 budget estimates seem extremely aggressive compared to 2003 actuals. However, the 2nd Quarter 2003 results included SAR's impacts while the 3rd Quarter includes the blackout.

There is no realistic expectation that the June revenues will be sufficient to allow Q2 of 2004 to reach budget, although the preliminary results for June indicate that the results for the month itself will be in line with budgeted levels.

The budget allocation for May was probably somewhat generous in that May had 5 Saturdays, Sundays and Mondays. The core revenue days for the core commercial lots are Tuesdays to Fridays. Mondays tend to be about 30% below the rest of the weekdays. Saturdays are about 50% of a weekday and Sundays less the 25%. Based on this, the May revenue was probably estimated at about \$100,000 too high. This overestimate should be picked-up in the next 6 months.

Of greater concern is the revenue shortage estimated at about \$120,000 associated with usage levels, lower than anticipated on core weekdays. The preliminary June results seem somewhat better in this regard. A more complete analysis will need to await the final June results and will be undertaken at that time.

CONCLUSION

Our variance report to June 30 should show the impact of the parks lot no longer having parking charges. It is highly likely that revenue results at Carpark No. 32 will not achieve budgeted levels. It may be possible to pick this revenue up at other locations. A decision as to further budget revisions should be delayed until the June results are available.

Ian Maher



BOARD MEMORANDUM

TO: Maurice J. Anderson

FILE NO: 3500-10

FROM: Gwyn Thomas

DATE: June 17, 2004

SUBJECT: **On-Street Revenue Results**

MEETING DATE: Tuesday, June 29, 2004

RECOMMENDATION:

That this report be received for information purposes.

BACKGROUND:

The following summarizes the revenue results for the on street parking program for the month of May 2004.

Recorded revenue in May 2004 was \$2,886,179.19. This figure exceeded the May budget estimate (\$2,771,791) by \$114,388.

Recorded revenue in April 2004 was \$2,897,909.44 exceeding the April budget estimate (\$2,772,318) by \$125,591 and revenue in March 2004 was \$3,113,214.91 exceeding the March budget estimate (\$2,885,550) by \$227,665. Revenue shortfalls experienced in January and February 2004 totaled \$162,200.

The revenue surplus experienced in May places the revenue for on-street program at \$300,237 over 2004 budget estimates.



BOARD MEMORANDUM

TO: Maurice J. Anderson FILE NO: 5043-00
FROM: Gwyn Thomas DATE: June 25, 2004
SUBJECT: **Carpark 26 – 33 Queen Street East
Credit Card In/Out Operation
Carpark 43 – St. Lawrence Garage – Equipment Upgrade**

MEETING DATE: Tuesday, June 29, 2004

RECOMMENDATION:

It is recommended that:

1. The Board approve the expenditure of \$123,000 (PST included) plus a contingency amount of \$10,000 to provide for the purchase of the following equipment required to re-equip and to convert Carpark 26 – Victoria Garage to a credit card in/out facility.
 - a) Zeag Parking Access Revenue Control System - \$97,500;
 - b) Zeag EON Integrated Proximity Access Control System - \$14,500;
 - c) Nu Media Display Systems Light Emitting Diode (LED) Informational/Directional Sign System - \$9,500; and
 - d) Customer Informational Sign Package - \$1,500.
 2. The Board approve the expenditure of \$26,500 (PST included) to provide for purchase of 4 Zeag UCD02 Read-Write Modules required to complete the equipment upgrade at Carpark 43
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BACKGROUND:

The revenue control equipment currently in use at Carpark 26 has been designated for replacement. The ticket issuing equipment, installed in 1987, is in poor condition and is no longer fully supported by the manufacturer/supplier. The gate equipment is approximately 10 years old and must also be replaced.

The Keyscan access control system used to control monthly card access was introduced in 1996. Keyscan is a stand-alone system operated by proprietary hardware and software. It must be supported accordingly and can not be fully integrated into Toronto Parking Authority systems.

Prior to soliciting prices to replace this equipment alternative methods of operation were investigated. It was clear from an examination of the garage configuration that the transition to a fully automated pay-on-foot operation could not be made. There are a number of design and clearance obstacles that can not be overcome.

It was determined however that the introduction of a credit card in/out operation is feasible. A credit card in/out operation of this nature is new to the Toronto Parking Authority. In all other cases where the credit card in/out is offered the facility functions as a fully automated pay-on-foot operation. The equipment that controls the entrances and exits to Carpark 26 will be the same as that used for a pay-on-foot operation however pay stations would not be installed in the facility. This operating method continues to offer the services of an attendant as well as offer the customer two non-attendant related payment options. A customer would have three options for the payment of parking fees; the traditional method where a ticket is taken on entry and payment is tendered through the cashier or a credit card is inserted into the entry station to enter the garage and inserted into the exit station to tender payment. The third option would be available but not specifically advertised; a ticket taken on entry could be paid at the exit station using a credit card however this is not the preferred option given the delays that could occur.

DISCUSSION:

Revenue Control System

The current supplier of Pay-on-Foot equipment to the Toronto Parking Authority is Zeag North America Incorporated (Zeag). Zeag equipment was first introduced into the Toronto Parking Authority's operation in 1995. Since 1995 Zeag North America have worked in partnership with the Authority to develop a revenue control system that meets our needs. Zeag equipment currently controls 6 Toronto Parking Authority carparks:

Carpark 1-Hayden Street Garage;
Carpark 11-Rosehill Garage;
Carpark 13-DeLisle Court Garage;
Carpark 34-Dundas Square Garage;
Carpark 43-St. Lawrence Garage; and
Carpark 410-Beecroft Garage.

These facilities are controlled locally by means of local sub-stations and collectively through a network controlled by central server located at the Corporate Offices at 33 Queen Street East. The operating system for the network is the Zeag Management System (ZMS). The product and management system has proven to be very reliable and adaptable to our operation and Zeag equipment costs have remained very competitive since it was first introduced in operation in 1995.

The equipment required for this component of the project will consist of two entry stations, three exit stations, five barrier gates, one substation software license, one work station software license and the associated hardware. The existing fee computers and programming can function with the Zeag system ticket and therefore would remain in use.

Access Control System

The EON proximity system is a fully integrated component of the ZMS system. It will allow for the simplification of the payment and activation processes of the monthly permit program and the ZMS system can electronically control the status of the cards based on the information provided by the Authority's financial management program. It will allow lot attendants reference access to the system for customer service purposes and allow maintenance technicians to more effectively undertake repairs and routine maintenance programs.

Carpark 13-Delisle Court Garage is currently being used as a pilot project for the EON product. The system was installed in March 2004 to control access to the separate residential section of the garage comprised of the lower three floors of the structure. The pilot project has been very successful. The system has functioned very well and because it is fully integrated with the Zeag equipment controlling the Authority's portion of the facility, the system has been managed very effectively on site through the local workstation. The equipment required for this component of the Carpark 26 project will consist of five EON controllers and five RS232 controllers.

LED Sign System

The Toronto Parking Authority currently has two electronic light emitting diode (LED) changeable message signs in use in its operation, one at Carpark 52, installed in 1995 and one at Carpark 36, installed 1998. These signs were purchased and installed from a Mississauga company, Nu Media Display Systems Incorporated (formerly Pollard Signs Limited). These signs have proven to be exceptionally reliable and the local technical support provided has been excellent, factors that have been realized through two procurement processes.

These signs currently function remotely in that message changes must be made in the field with the use of a notebook computer. Nu Media have now developed an inexpensive Windows based software package that, through the use of phone lines or modems, will allow these signs to be managed centrally through a desktop computer. This software has the capability to manage and monitor an infinite number of these signs from a central location.

In light of the fact that Nu Media competitiveness, product and technical support has been excellent and that the opportunity exists to develop a controlled network that can inexpensively integrate the existing signs in the Authority's inventory, Nu Media signs have been selected for use in the Carpark 26 project.

Three signs will be required. One sign will be posted at each exit lane to inform customers of the status of the lane, 'attendant on duty', "credit card only", "closed". Etc. The sign will be tricolour, red, green, and amber, to allow for the emphasis and differentiation of certain messages.

Informational/Directional Sign Package

A conventional sign package will also be introduced. Five free standing signs will be installed, one at each access point to the garage to advise customers of their options on entry and assist in the payment process on exit. Similar wall mounted signs will be posted throughout the garage to reinforce the delivery of this information.

The sign frames will be manufactured by Superior Alloy Technology. This firm currently manufactures the base covers for the pay and display machines. At its last meeting the Board approved the award of the off-street sign frame fabrication contract to Superior alloy Technology. As a result additional pricing will not be sought.

Equipment Upgrade – Carpark 43 – St. Lawrence Garage

The Board, at its meeting February 23, 2004 approved the purchase of the four entry stations, the four exit stations and the cashier's station from Zeag North America Inc. to complete the upgrade of the equipment at Carpark 43. In 2002 the four pay station units servicing the facility were upgraded to the Orion system. The expenditure recommended herein will facilitate the upgrade of the read/write modules in these pay stations to the same version purchased for the new entry, exit and cashiers stations.

Summary

The total cost for the implementation of the recommendations herein is \$159,500 (including contingency). Funding in the amount of \$150,000 is allocated for this work in the Toronto Parking Authority 2004 Operating Budget.

