Subject: Procurement of New Parking Payment System

File Number: ACS2025-PWD-RPS-0001

Report to Public Works and Infrastructure Committee on 27 March 2025

and Council 9 April 2025

Submitted on March 18, 2025 by Quentin Levesque, Director, Roads and Parking Services

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Ward: Citywide

Objet :   Acquisition d'un nouveau système de paiement du stationnement

Numéro de dossier : ACS2025-PWD-RPS-0001

Rapport présenté au Comité de l'infrastructure et des travaux publics

Rapport soumis le 27 mars 2025

et au Conseil le 9 avril 2025

Soumis le 2025-03-18 par Quentin Levesque, directeur, Services des routes et du stationnement

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REPORT RECOMMENDATION(S)

That the Public Works and Infrastructure Committee recommend that Council delegate the authority to the General Manager, Public Works to:

1. Proceed with an RFP and finalize an agreement with the successful proponent for a parking payment system to replace the existing Pay and Display kiosks that will be based on pay-by-license plate technology, as described in this report and funded through the Parking

Reserve Fund; and

2. **Proceed with an RFP and finalize an agreement with the successful proponent for services related to gated parking facility payment systems as described in this report and funded through the Parking Reserve Fund; and**

3. **Finalize and execute a five-year extension with the vendor PayByPhone for the provision of services related to paying for City-managed public parking services by mobile devices; and**

4. **Proceed with an RFP and finalize an agreement with the successful proponent for a second vendor for services relating to paying for City-managed public parking services by mobile devices as described in this report.**

RECOMMANDATION(S) DU RAPPORT

Que le Comité des travaux publics et de l'infrastructure recommande au Conseil de déléguer au directeur général des Travaux publics le pouvoir :

1. **de lancer un processus de demande de proposition et de conclure une entente avec le soumissionnaire retenu pour l'acquisition d'un système de paiement du stationnement par plaque d'immatriculation afin de remplacer les distributrices de billets pour stationnement, tel que décrit dans le présent rapport, et qui sera financé grâce au Fonds de réserve pour le stationnement; et**

2. **de lancer un processus de demande de proposition et de conclure une entente avec le soumissionnaire retenu pour la fourniture de services de paiement pour les stationnements munis de barrières, tels que décrits dans le présent rapport, et qui seront financés grâce au Fonds de réserve pour le stationnement; et**

3. **de conclure et de signer une prolongation de cinq ans de l'entente avec PayByPhone concernant la fourniture de services de paiement par appareil mobile pour les stationnements publics gérés par la Ville; et**

4. **de lancer un processus de demande de proposition et de conclure une entente avec un deuxième fournisseur de services de paiement par appareil mobile pour les stationnements publics gérés par la Ville, tels que décrits dans le présent rapport.**

EXECUTIVE SUMMARY

Assumptions and Analysis

Across the City of Ottawa's on-street paid parking network as well as at a number of garages and surface lots, the City currently accepts payment either through a Pay and Display kiosk (using either coins or credit card) or through a pay-by-phone app which operates independently. In addition, there are gated systems at three parking garages (70 Clarence, 141 Clarence and City Hall), these systems accept payment through cash or credit card at a pay-on-foot kiosk or credit card payment at the exit terminal.

There are contracts with Precise ParkLink and PayByPhone to provide the equipment and/or services associated with these technologies. Both of these contracts are set to expire in 2026 (Table 1 below).

Table 1: Parking Payment Contracts

Service	Vendor	Contract Expiry
Pay & Display (on-street / off-street)	Precise ParkLink	October 31, 2026
Gated Parking Systems (three facilities)	Precise ParkLink	October 31, 2026
Pay-by-phone	PayByPhone	June 30, 2026

Precise ParkLink Contract

The City of Ottawa entered into a 10-year contract, the "Parking Operations System Agreement", with Precise ParkLink (Precise) in 2010 resulting in the replacement of all individual space parking meters with Pay and Display machines. The Agreement provided the option of a five-year extension if agreed upon by the City and Precise.

Council approved the Precise ParkLink Contract Update report (ACS2020-PWE-RPS-0001) on October 14, 2020. The report confirmed the 5-year extension with Precise, and also resolved various issues that had emerged between the parties. This five-year extension expires on October 31, 2026.

As part of the Parking Operations System Agreement, Precise has been responsible for all aspects of the system. In addition to supplying the equipment, Precise has provided

the following services:

- Cash collection and processing

- Full maintenance of all equipment

- Maintaining a back office 'Central Management System'

- Warranty and renewal provisions for all equipment

- Cost-plus services at facilities as required by the City (e.g. staffing, facility maintenance, etc.)

Further details can be found in the above linked report. Based on the Parking Operations System Agreement, there is no allowance for a further extension, which requires going to tender for new related equipment / services.

PayByPhone Contract

Through the December 09, 2009 Pay and Display – Ottawa Option Procurement report (ACS2009-COS-PWS-0031), delegated authority was also given to proceed with a competitive procurement for the implementation of a pay-by-phone service to complement the options available through the Pay and Display machines. PayByPhone was the successful vendor and the service was implemented in 2012. That contract was most recently extended on July 1, 2024, and is set to expire on June 30, 2026.

Pay-by-phone systems provide added convenience by giving customers an additional option to buy parking services through an app that allows customers to manage their parking session from their mobile device. This service is currently operating at minimal cost to the City. Customers are charged a convenience fee which goes to the vendor to cover system costs. The current charge to customer is $0.30 per transaction and an optional $0.15 fee to receive text notifications.

In Ottawa, customers have this option for all on-street parking and at the 14 non-gated off-street parking facilities. Updates related to pay-by-phone usage and upgrades have been included regularly in the Parking Services Annual Report. In 2024, there were 2.6 million total transactions on-street and at Pay and Display lots and the breakdown by payment method was as follows:

- Cash (coins) – 20 per cent

- Credit Card – 45 per cent

- Pay-by-Phone – 35 per cent

Pay-by-phone usage now exceeds cash by a wide margin and is getting closer to that of credit card. In 2024, there was an average of 28,600 active PayByPhone users per month in Ottawa.

Both vendors, Precise and PayByPhone, are responsible for adhering to pre-defined performance levels that mandate a high level of service to the City and its residents/visitors. Meanwhile, the City is responsible for the management of the contracts, policy development in accordance with the Council-approved Municipal Parking Management Strategy (i.e. determining where and when paid parking will apply, the rates to be charged and the maximum parking periods permitted), as well as by-law enforcement in support of parking management.

This report outlines the rational for staff's recommendation that the Public Works and Infrastructure Committee recommend that Council delegate the authority to the General Manager, Public Works to:

- Proceed with a Request for Proposal (RFP) and finalize an agreement with the successful proponent for a new parking payment system based on pay-by-plate technology

- Proceed with an RFP and finalize an agreement with the successful proponent for services related to gated parking facility payment systems

- Finalize and execute a five-year extension with the vendor PayByPhone for the provision of services related to paying for City-managed public parking services by phone

- Proceed with an RFP and finalize an agreement with the successful proponent for a second vendor for services relating to paying for City-managed public parking services by phone

Staff came to these recommendations through an extensive process of information gathering and analysis. The following represents the key parts of this process:

- Parking Services Technology Road Map – An update to the 2020 Technology Road Map was completed in 2024, part of the focus of which was to identify and compare technology options related to Pay and Display kiosks.

- Requests for Information (RFI's) – Two RFI's were posted for response from various vendors, which allowed staff to gain a better understanding of the

different technology and service offerings that are available related to kiosk-based and gated payment systems.

- Two business case reviews – Thorough assessments of equipment technology options and pay-by-phone options, accounting for cost, operational and customer considerations (among others).

- Consultations – Staff have engaged with stakeholders both internally (through By-law and Regulatory Services, Service Ottawa and Information Technology Services), and externally through the [Parking Stakeholder Consultation Group](#) to gather feedback and to ensure an understanding of the requirements and impacts of the various options.

This report details how each recommendation was made and the options that were considered to reach these recommendations for on-street kiosks / non-gated facilities, off-street gated facilities and pay-by-phone services.

On-Street Kiosks / Non-Gated Facilities

To ensure staff are aware of the types of technology available and any industry trends, Parking Services engaged with BA Group to update the Parking Services Technology Road Map in 2024, attached as Document 1.

In terms of on-street kiosk-based parking payment systems, the Technology Road Map confirms that there are three main interfaces for processing payments:

- Pay and Display: Users pay for parking and receive a receipt, which must be displayed face-up on the vehicle's dashboard for enforcement personnel to inspect. This is the system currently used in Ottawa.

- Pay-by-Plate: Users enter their vehicle's license plate number when paying, which also removes the requirement to return to the vehicle. This method enhances enforcement efficiency by reducing the need to check for dashboard receipts.

- Pay-by-Space: Each parking space is numbered and users enter the space number where their vehicle is parked, eliminating the need to return to the vehicle to display a receipt. This method enhances enforcement efficiency by reducing the need to check for dashboard receipts.

Staff developed a business case that assessed the benefits and challenges of each option from both the City and customer perspective. Each option is summarized in Table 2 below in terms of both the key benefits and challenges.

Table 2: Key Benefits and Challenges of the On-street / Non-Gated Facility Options

	Key Benefits	**Key Challenges**
Pay and Display	• Lower capital cost per machine • Familiarity for customers	• Higher operating costs per machine • Less efficient enforcement • Potential for more machines required
Pay-by-Plate	• Lower operating costs (e.g. printed ticket not required) • More efficient enforcement • Better user experience (no requirement to return to vehicle) • Potential for fewer machines required • Less paper required	• Higher capital cost per machine • Potential for user input errors • Privacy concerns with license plate information • Ensuring integration between pay-by-plate system and parking enforcement system
Pay-by-Space	• Lower operating costs (paper use) • More efficient enforcement • Better user experience (no requirement to return to vehicle) • Potential for fewer machines required	• Highest capital and operating cost per machine • Potential for user input errors, increased street clutter and accessibility impacts • Less suitability in colder climates (additional infrastructure results in snow clearing, maintenance and visibility considerations during the winter) • Ensuring integration between pay-by-space system and parking enforcement system

Through an evaluation, staff have identified pay-by-plate as the preferred technology and are recommending a procurement process to acquire a pay-by-plate system to replace the existing Pay and Display technology. Although, as listed above, there are still challenges anticipated with this approach, staff will mitigate these through various strategies. These include machine reduction, encryption of data, a fulsome communications plan at roll out, and ensuring the ability to integrate with the parking enforcement system.

In order to move forward with the procurement process, staff is seeking Council's approval to delegate the authority to the General Manager, Public Works to proceed with an RFP and finalize an agreement with the successful proponent for a new parking payment system that will be based on pay-by-license plate technology. The RFP would be initiated in Q3 2025, ultimately leading to the transition to a new system which would start by mid-2026.

Parking Payment System – Gated Facilities

Through the expiring Parking Operations System Agreement, Precise provides equipment and services at three municipal parking garages (70 Clarence, 141 Clarence and City Hall). Staff are seeking Council's approval to proceed with a separate RFP to replace this equipment and the related services. In addition to the three existing gated systems, there will be a requirement to include a fourth system in this procurement for the Ottawa Public Library central branch (Ādisōke), which is set to open in 2026.

A separate RFP from the non-gated facilities would maximize the options available to the City of Ottawa, ensuring the best system and the best value. In establishing the requirements for this system, staff will consider the outcomes of the Technology Road Map, and the information gathered through the RFI process.

As with the Pay and Display replacement RFP, staff is seeking Council's approval to delegate the authority to the General Manager, Public Works to proceed with an RFP and finalize an agreement with the successful proponent for services related to a gated parking facility payment system. This process is expected to align with the first RFP in terms of the steps and timing with the transition to a new system expected to start in mid-2026 and be concluded by October 2026.

Determination of the Operating Model(s)

Staff will fully consider all operating model options in the process of exercising full due diligence to ensure the most optimal and best value outcome for the City. The following options have been modelled but cannot be fully assessed until the City receives the vendor submissions in response to the RFP. The operating models that will be considered are as follows:

1) Vendor full responsibility

2) City for cash collection/processing, vendor for all maintenance

3) Vendor for cash collection and all maintenance, City for cash processing

4) City for basic maintenance and cash collection/processing, vendor for advanced maintenance.

Options 2, 3 and 4 above would also consider third-party options for cash processing.

Each option will be assessed on the basis of costs as well as non-financial components such as existing staff, functional capacity, and the resulting risk and training, reporting and resourcing requirements.

Parking Payment System – Pay-by-Phone

Pay-by-phone has become an increasingly standard option among other municipalities and private parking providers. The City of Ottawa has seen a growth in pay-by-phone use, but there is further opportunity for growth which would represent operational and cost saving benefits for the City of Ottawa (e.g. through fewer kiosks and less costs involved with coin collection and processing, and maintenance). Other cities in Canada have experienced higher adoption and the Technology Road Map suggests that the City of Ottawa should target a 50 per cent share for pay-by-phone within three years, and 75 per cent beyond that.

Since 2012, PayByPhone has been the sole provider of these services on behalf of Parking Services. Staff are recommending that the PayByPhone contract be extended another five years. The timing of expiration of this contract has also created an opportunity to assess how the City should best leverage this technology and service offering in a broader context.

Parking Services staff have conducted a comprehensive evaluation of the mobile parking payment system to determine the most effective approach.. Staff assessed the benefits and challenges of each option from both the City and customer perspective.

The scenarios that staff considered are:

1. Remain with PayByPhone as the sole vendor (via extended contract)

2. Retain PayByPhone (via extended contract) and add new vendors

3. Initiate a tender process for multiple vendors

Each option is summarized in Table 3 below in terms of both the key benefits and challenges.

Table 3: Key Benefits and Challenges of the Pay-by-Phone Vendor Options

	Key Benefits	**Key Challenges**
Sole Vendor (PayByPhone)	• Continuity for users (same vendor present) • Streamlined data availability / contract management (single vendor)	• Higher impacts / susceptibility due to system or business continuity issues • Lack of competition – risk of higher user fees and less features/innovation
Multiple Vendors (extend PayByPhone, others through procurement process)	• Continuity for users (same vendor present) • System outage mitigation • Protection against issues with single vendor (business continuity, contract issues, etc.) • Competition could yield better rates and/or features for users • Opportunities for increased adoption • Increased potential to align with services offered elsewhere	• Potential for different location codes • Different data sources • Additional resource requirements related to signage, decals, communications and contract management
Multiple Vendors (all through a procurement process)	• Opportunity to clarify / apply specifications to all vendors • System outage mitigation • Protection against issues with single vendor (business continuity, contract issues, etc.)	• Potentially disruptive for existing users (if the vendors do not include PayByPhone), which could significantly set back adoption rates • Potential for different location codes • Different data sources • Additional resource requirements related to signage, decals, communications and contract management

Based on the information laid out in the business case, staff have identified the second option as preferred. While the preferred option considers "multiple vendors", the intent is to initially procure a single additional vendor to pair with PayByPhone.

The timing of the procurement for a new vendor would vary slightly relative to what is planned for the equipment-related procurements. Already having PayByPhone in place, the target would be to implement a second vendor by the end of Q1 2027. This will enable staff to prioritize and give the proper consideration to the equipment-related procurements / implementations.

Although, as listed above, there are still challenges anticipated with this approach, staff will mitigate these through various strategies. These include exploring the feasibility of requiring existing location codes and reporting capabilities, and working within existing resources.

The contract length for the on-street pay-by-plate payment system, gated facilities, and pay-by-phone contracts will be determined with the preferred vendors. Staff will consider a contract term, including extension options, of up to 10 years. Staff will ensure Council is kept up to date on all three RFP outcomes, planning related to both communications and implementation as well as the specifics related to the implementation processes. Specifically, staff will communicate to Council via memo at key milestones, including following the selection of the successful vendor and upon execution of the agreement with details related to implementation.

Machine Deployment

With the increase in use of pay-by-phone technologies, some other large cities have reduced their reliance on kiosks for paid on-street parking. In the past year, the City of Ottawa has examined and clarified the deployment of its existing Pay and Display kiosks. Staff have developed new standards for requirement of a kiosk based on the distance of a paid parking zone. These standards are still in the process of being applied and will result in the reduction of approximately 95 Pay and Display kiosks (15 per cent of all active machines). This will represent a significant cost avoidance of approximately $1.5 million in capital costs (based on current contract parameters) for the equipment that is otherwise required for Wellington West and Westboro. If the City were to add this many machines to the inventory, it would also result in approximately $260,000 in annual operating costs (based on current contract parameters).

If the City proceeds with pay-by-plate technology, this standard will be re-examined as there may be opportunities to further reduce the deployment based on the convenience of not having to return to one's vehicle to place the receipt on the dash. The objective through all of these processes will be to maintain a high level of service to the public while balancing the need for operational efficiencies.

Next Steps

Based on all of the above information, staff are recommending that Council delegate the authority to the General Manager, Public Works to proceed with separate RFPs to replace the existing Pay and Display kiosks and the parking garage equipment as well as a contract extension and RFP related to pay-by-phone services.

The equipment-related actions would require the following steps and are expected to follow the corresponding timing:

- Develop and issue RFP's (Q3 2025)

- Contract agreements with successful vendors (Q1 2026)

- Develop and implement communications strategy (Q2 2026)

- Installation of new parking payment equipment (Q2 2026 – October 2026)

The pay-by-phone actions would require the following steps and are expected to follow the corresponding timing:

- Extend contract with PayByPhone (Q4 2025)

- Develop and issue RFP for a new vendor (Q1 2026)

- Contract agreements with successful vendor (Q3 2026)

- Develop and implement communications strategy (Q3 2026 to Q4 2026)

- Implementation of new vendor (Q1 2027)

Financial Implications

It is expected that the initial requirement will be approximately 700 pay-by-plate kiosks and four gated systems, requiring multiple entry and exit terminals and pay-on-foot stations, among other components.

Until the proposals are reviewed and fully evaluated, the total cost of the replacement systems cannot be known. It is estimated that the total capital cost could be in the range of $8 million to $12 million.

Starting in 2026, capital funds have been identified from the Parking Reserve Fund to support this purchase. There are sufficient funds in the Parking Reserve Fund for staff to assess priorities and have options when it comes to the purchase of this system, including having more funds available at purchase or continuing with incremental allocations. Staff will leverage the Parking Reserve Fund to allocate and draw funds as required based on the agreement with the successful vendor. With the requirements associated with a new parking system more clearly scoped, this will be a key consideration when the Capital Program Plan for Parking Services is updated and presented to Council in Q2 2025 as part of the Parking Services Annual Report.

It is expected that the additional pay-by-phone vendor will operate in a similar manner to the existing vendor and there will be minimal costs incurred by the City for that service.

Consultation

Parking Services consulted with the Parking Stakeholder Consultation Group when developing recommendations for this report on October 24, 2024, and January 28, 2025.

Parking Services also consulted with internal partners in By-law and Regulatory Services as well as the Finance and Corporate Services Department including Finance, Procurement and Information Technology Services.

To ensure Council and the public are aware of changes to the parking payment system, staff will develop a comprehensive communications plan.

Communications Requirements

There are a number of steps that staff will take in order to properly plan and prepare for the implementation of new parking payment technology in 2026. Included in these will be the development of communications plans which will help to ensure the following objectives:

- Establish awareness of what equipment is changing and the timing

- Provide clear and easily accessible instructions on how to use the new equipment / systems

- Promote pay-by-phone use towards increasing adoption

The development of plans related to the Pay and Display replacement and the updated gated systems and related to pay-by-phone use will involve consultation with key stakeholders, including BIA's and the Parking Stakeholder Consultation Group.

RÉSUMÉ

Hypothèses et analyse

Dans l'ensemble du réseau de stationnement payant sur rue de la Ville d'Ottawa ainsi que dans un certain nombre de garages et de stationnements extérieurs, la Ville accepte actuellement les paiements soit par l'intermédiaire d'une distributrice de billets pour stationnement (avec des pièces de monnaie ou une carte de crédit), soit par l'intermédiaire d'une application de paiement par téléphone qui fonctionne indépendamment. En outre, trois garages de stationnement (70, rue Clarence, 141, rue Clarence, et hôtel de ville) équipés de barrières acceptent les paiements en espèces ou par carte de crédit à une borne de paiement à pied ou par carte de crédit à la borne de sortie.

Precise ParkLink et PayByPhone ont conclu des ententes pour la fourniture des équipements ou des services associés à ces technologies. Ces deux ententes prendront fin en 2026 (tableau 1 ci-dessous).

Tableau 1 : Ententes concernant le paiement du stationnement

Service	Fournisseur	Fin de l'entente
Distributrices de billets pour stationnement (sur rue et hors rue)	Precise ParkLink	31 octobre 2026
Systèmes de stationnement avec barrières (trois installations)	Precise ParkLink	31 octobre 2026
Paiement par téléphone	PayByPhone	30 juin 2026

Entente avec Precise ParkLink

La Ville d'Ottawa a conclu une entente de dix ans, l'« Entente relative au système

d'exploitation des stationnements », avec Precise ParkLink (Precise) en 2010, laquellea entraîné le remplacement de tous les parcomètres individuels par des distributrices de billets pour stationnement. Aux termes de l'entente, la Ville et Precise avaient la possibilité de prolonger celle-ci de cinq ans. Le Conseil a approuvé le rapport de mise à jour de l'entente avec Precise ParkLink ([ACS2020-PWE-RPS-0001](#)) le 14 octobre 2020. Ce rapport confirmait la prolongation de cinq ans de l'entente avec Precise et réglait également divers désaccords entre les parties. La prolongation de cinq ans arrive à échéance le 31 octobre 2026.

En vertu de l'Entente relative au système d'exploitation des stationnements, Precise était responsable de tous les aspects du système. En plus de fournir l'équipement, Precise devait fournir les services suivants.

- Collecte et traitement des espèces

- Entretien complet de tous les équipements

- Maintien d'un « système de gestion centralisé » d'arrière-guichet

- Dispositions relatives à la garantie et au renouvellement de tous les équipements

- Services à coût majoré aux installations selon les besoins de la Ville (p. ex. personnel et entretien des installations)

Le rapport en lien ci-dessus contient plus de détails à ce sujet. Étant donné que l'Entente relative au système d'exploitation des stationnements ne prévoit pas de prolongation, il faut lancer un appel d'offres pour les nouveaux équipements et les services connexes.

Entente avec PayByPhone

Dans le rapport du 9 décembre 2009 sur l'acquisition, par la Ville d'Ottawa, d'options de paiement pour les distributrices de billets pour stationnement ([ACS2009-COS-PWS-0031](#)), une délégation de pouvoirs a également été accordée pour procéder à un appel d'offres concurrentiel visant la mise en œuvre d'un service de paiement par téléphone afin de compléter les options offertes aux distributrices de billets pour stationnement.

PayByPhone a été le fournisseur retenu et le service a été mis en place en 2012. L'échéance de cette entente a été repoussée, le 1er juillet 2024, au 30 juin 2026.

Les systèmes de paiement par téléphone constituent une option supplémentaire pour

les clients qui veulent acquitter leurs frais de stationnement. Ils peuvent aussi gérer leur temps de stationnement à partir de leur appareil mobile. Ce service est actuellement offert à la Ville à un coût minime. Des frais de commodité sont facturés aux clients et sont versés au fournisseur pour couvrir les coûts du système. Les frais actuels sont de 0,30 $ par transaction, et des frais facultatifs de 0,15 $ sont facturés pour recevoir des notifications par SMS.

À Ottawa, les clients peuvent utiliser ce mode de paiement pour le stationnement sur rue et dans les 14 stationnements hors rue sans barrière. Le rapport annuel des Services du stationnement fait régulièrement le point sur l'utilisation du paiement par téléphone et les mises à niveau. En 2024, 2,6 millions de transactions ont été effectuées pour le stationnement sur rue et dans les stationnements équipés de distributrices de billets pour stationnement. La répartition par mode de paiement était la suivante.

- Espèces (pièces de monnaie) — 20 pour cent

- Cartes de crédit — 45 pour cent

- Paiement par téléphone — 35 pour cent

L'utilisation du paiement par téléphone dépasse désormais largement celle du paiement en espèces et se rapproche de celle de la carte de crédit. En 2024, 28 600 utilisateurs actifs du paiement par téléphone ont été recensés en moyenne chaque mois à Ottawa.

Les deux fournisseurs, Precise et PayByPhone, sont tenus d'assurer des niveaux de rendement prédéfinis qui garantissent un service de qualité à la Ville ainsi qu'à sa population et à ses visiteurs. Parallèlement, la Ville est responsable de la gestion des ententes, de l'élaboration de politiques conformément à la Stratégie municipale de gestion du stationnement approuvée par le Conseil (c.-à-d. déterminer où et quand le stationnement payant s'appliquera, les tarifs à percevoir et les périodes maximales de stationnement autorisées) ainsi que de l'application de la réglementation à l'appui de la gestion du stationnement.

Le présent rapport expose les raisons pour lesquelles le personnel recommande au Comité des travaux publics et de l'infrastructure de recommander au Conseil de déléguer au directeur général des Travaux publics le pouvoir :

- de lancer un processus de demande de proposition et de conclure une entente avec le soumissionnaire retenu pour l'acquisition d'un nouveau système de paiement du stationnement qui utilisera la technologie du paiement par plaque

d'immatriculation;

- de lancer un processus de demande de proposition et de conclure une entente avec le soumissionnaire retenu pour la fourniture de services de paiement pour les stationnements munis de barrières;

- de conclure et de signer une prolongation de cinq ans de l'entente avec PayByPhone concernant la fourniture de services de paiement par appareil mobile pour les stationnements publics gérés par la Ville;

- de lancer un processus de demande de proposition et de conclure une entente avec le soumissionnaire retenu pour la fourniture d'un deuxième service de paiement par téléphone pour les stationnements publics gérés par la Ville.

Le personnel en est arrivé à ces recommandations à l'issue d'un processus approfondi de collecte et d'analyse d'informations. Voici une description des éléments clés de ce processus.

- Feuille de route technologique des Services du stationnement. Une mise à jour de la Feuille de route technologique de 2020 a été réalisée en 2024 afin, notamment, de recenser et de comparer les options technologiques associées aux distributrices de billets pour stationnement.

- Appels d'intérêt. Deux appels d'intérêt ont été publiés à l'intention de différents fournisseurs. Les réponses obtenues ont permis au personnel de mieux comprendre les différentes technologies disponibles et les offres de services liées aux systèmes de bornes de paiement et aux systèmes de paiement avec barrière.

- Deux dossiers de décision. Évaluations approfondies des options technologiques en matière d'équipement et des options de paiement par téléphone, en tenant compte des aspects liés aux coûts, à l'exploitation et à la clientèle (entre autres).

- Consultations. Le personnel a consulté les parties concernées à l'interne (par l'entremise des Services des règlements municipaux, de Service Ottawa et des Services de la technologie de l'information) et à l'externe par l'entremise du [Groupe de consultation des intervenants du stationnement](#) afin de recueillir des commentaires et de s'assurer que les exigences et les répercussions des diverses options étaient bien comprises.

Le présent rapport explique en détail comment chaque recommandation a été formulée et les options qui ont été considérées pour aboutir à ces recommandations concernant

les bornes de paiement sur rue et les installations sans barrière, les installations avec barrière hors rue et les services de paiement par téléphone.

Bornes de paiement sur rue et installations sans barrière

Dans un souci de faire connaître au personnel les types de technologies disponibles et toutes les tendances de l'industrie, les Services du stationnement ont fait appel à BA Group pour mettre à jour la Feuille de route technologique 2024 des Services du stationnement, laquelle est annexée aux présentes en tant que Document 1.

En ce qui concerne les systèmes de paiement du stationnement sur rue à partir de bornes, la Feuille de route technologique confirme qu'il existe trois interfaces principales pour le traitement des paiements.

- Distributrices de billets pour stationnement. Les utilisateurs paient pour se garer et reçoivent un billet qu'ils doivent placer le recto bien en vue derrière le pare-brise de leur véhicule afin que les agents de contrôle du stationnement puissent le vérifier. Il s'agit du système utilisé actuellement à Ottawa.

- Bornes de paiement par plaque d'immatriculation. Les utilisateurs saisissent le numéro de la plaque d'immatriculation de leur véhicule au moment du paiement et n'ont pas à retourner à leur véhicule. Cette méthode améliore l'efficacité des contrôles du fait qu'il n'est plus nécessaire de vérifier les billets pour stationnement derrière les pare-brise.

- Bornes de paiement par place de stationnement. Les utilisateurs saisissent le numéro de la place de stationnement où leur véhicule est garé et n'ont pas à retourner à leur véhicule pour mettre le billet pour stationnement bien en vue. Cette méthode améliore l'efficacité des contrôles du fait qu'il n'est plus nécessaire de vérifier les billets pour stationnement derrière les pare-brise.

Le personnel a élaboré un dossier de décision qui évalue les avantages et les enjeux liés à chaque option, tant pour la Ville que pour les clients. Le tableau 2 ci-dessous résume chacune de ces options du point de vue des principaux avantages et enjeux.

Tableau 2 : Principaux avantages et enjeux des options pour le paiement sur rue et dans les installations sans barrière.

	Principaux avantages	Principaux enjeux
Distributrices de billets pour stationnement	• Coût d'immobilisation par borne moins élevé • Système connu des clients	• Coûts d'exploitation par borne plus élevés • Contrôle moins efficace • Possibilité d'une augmentation du nombre de bornes requises
Paiement par plaque d'immatriculation	• Coûts d'exploitation moins élevés (p. ex. aucun billet requis) • Contrôle plus efficace • Meilleure expérience pour l'utilisateur (pas d'obligation de retourner au véhicule) • Possibilité d'une réduction du nombre de bornes requises • Moins de papier requis	• Coût d'immobilisation par borne plus élevé • Risque d'erreurs de saisie de la part de l'utilisateur • Enjeux de confidentialité avec les informations relatives aux plaques d'immatriculation • Intégration entre le système de paiement par plaque et le système de contrôle du stationnement
Paiement par place de stationnement	• Coûts d'exploitation moins élevés (consommation de papier) • Contrôle plus efficace • Meilleure expérience pour l'utilisateur (pas d'obligation de retourner au véhicule) • Possibilité d'une réduction du nombre de bornes requises	• Coût d'immobilisation par borne le plus élevé • Risque d'erreurs de saisie de la part de l'utilisateur, encombrement accru de la rue et répercussions sur l'accessibilité • Moins bien adapté aux climats plus froids (les infrastructures supplémentaires entraînent des problèmes de déneigement, d'entretien et de visibilité pendant l'hiver) • Intégration entre le système de paiement par espace et le système de contrôle du stationnement

À l'issue d'une évaluation, le personnel a déterminé que la technologie du paiement par plaque d'immatriculation était la meilleure solution et recommande de lancer un

processus d'acquisition d'un système de paiement par plaque d'immatriculation pour remplacer les actuelles distributrices de billets pour stationnement. Bien que, comme il a été dit plus haut, cette approche pose encore des problèmes, le personnel les atténuera grâce à diverses stratégies. Parmi celles-ci, citons la réduction du nombre de bornes, le cryptage des données, un plan de communication complet pour le déploiement et l'intégration avec le système de contrôle du stationnement.

Afin de faire avancer les choses, le personnel demande au Conseil de déléguer au directeur général des Travaux publics le pouvoir de lancer un processus de demande de propositions et de conclure une entente avec le soumissionnaire retenu pour l'acquisition d'un nouveau système de paiement du stationnement par plaque d'immatriculation. La demande de proposition devrait être lancée au cours du troisième trimestre de 2025 afin que la transition vers le nouveau système puisse commencer au milieu de 2026.

Système de paiement du stationnement pour les installations avec barrières

Dans le cadre de l'Entente relative au système d'exploitation des stationnements qui arrive à échéance, Precise fournit des équipements et des services dans trois garages de stationnement municipaux (70, rue Clarence, 141, rue Clarence, et hôtel de ville). Le personnel demande au Conseil d'approuver le lancement d'un processus de demande de proposition distinct pour remplacer ces équipements et les services qui y sont rattachés. En plus des trois systèmes de barrière actuels, il faudra ajouter un quatrième système à cet appel d'offres pour la <u>succursale centrale de la Bibliothèque publique d'Ottawa (Ādisōke)</u>, dont l'ouverture doit avoir lieu en 2026.

La tenue d'un processus de demande de proposition distinct pour les installations sans barrière permettrait à la Ville d'Ottawa de choisir le meilleur système et d'obtenir le meilleur rapport qualité-prix. En établissant les exigences de ce système, le personnel considérera les conclusions de la Feuille de route technologique et l'information recueillie dans le cadre du processus d'appel d'intérêt.

À l'instar de la demande de proposition pour le remplacement des distributrices de billets pour stationnement, le personnel demande au Conseil de déléguer au directeur général des Travaux publics le pouvoir de lancer un processus de demande de proposition et de conclure une entente avec le soumissionnaire retenu pour la fourniture de services concernant un système de paiement pour les installations de stationnement avec barrières. Le processus doit être en phase avec la première demande de proposition en ce qui concerne les étapes et le calendrier afin que la transition vers le

nouveau système puisse commencer au milieu de 2026 et être terminée d'ici le mois d'octobre 2026.

Détermination du ou des modèles d'exploitation

Le personnel examinera attentivement tous les modèles d'exploitation proposés, en faisant preuve de toute la diligence requise, afin de faire en sorte que la Ville obtienne le meilleur résultat et le meilleur rapport qualité-prix. Les options suivantes ont été modélisées, mais ne peuvent être évaluées de manière exhaustive tant que la Ville n'aura pas reçu les propositions des fournisseurs en réponse à la demande de proposition. Les modèles d'exploitation qui seront considérés sont les suivants.

5) Fournisseur responsable de tout

6) Ville responsable de la collecte et du traitement des espèces; fournisseur responsable de l'ensemble de l'entretien

7) Fournisseur responsable de la collecte des espèces et de l'ensemble de l'entretien; Ville responsable du traitement des espèces

8) Ville responsable de l'entretien de base ainsi que de la collecte et du traitement des espèces; fournisseur responsable de l'entretien plus poussé

Les options 2, 3 et 4 ci-dessus peuvent également prévoir le recours à une tierce partie pour le traitement des espèces.

Chaque option sera évaluée au regard des coûts et de facteurs non financiers tels que le personnel en place, les ressources fonctionnelles et les risques qui en découlent ainsi que les besoins en matière de formation, de production de rapports et d'affectation des ressources.

Système de paiement du stationnement par téléphone

Le paiement par téléphone est de plus en plus utilisé par les autres municipalités et les fournisseurs privés de services de stationnement. La Ville d'Ottawa a constaté une augmentation de l'utilisation du paiement par téléphone, mais il existe d'autres solutions intéressantes qui permettraient à la Ville d'Ottawa de réaliser des économies sur les plans opérationnel et financier (p. ex. en réduisant le nombre de bornes et les coûts liés à la collecte et au traitement des pièces de monnaie ainsi qu'à l'entretien). La Feuille de route technologique indique que la Ville d'Ottawa devrait viser un taux d'utilisation du

paiement par téléphone de 50 % d'ici trois ans, et de 75 % par la suite. Il convient de noter que d'autres villes canadiennes ont connu un taux d'adoption plus élevé.

Depuis 2012, PayByPhone est l'unique fournisseur de ces services auprès des Services du stationnement. Le personnel recommande que l'entente avec PayByPhone soit prolongée de cinq ans. L'arrivée à échéance de ce contrat a également donné l'occasion d'évaluer à quel point la Ville devrait tirer le meilleur parti de cette technologie et de cette offre de services dans un contexte plus général.

Le personnel des Services du stationnement a procédé à une évaluation complète du système de paiement mobile du stationnement afin de déterminer quelle était la solution la plus efficace. Le personnel a évalué les avantages et les enjeux liés à chaque option, tant pour la Ville que pour les clients.

Les scénarios examinés par le personnel sont les suivants.

4. Rester avec PayByPhone comme seul fournisseur (par une prolongation de la durée de l'entente)

5. Conserver PayByPhone (par une prolongation de la durée de l'entente) et ajouter de nouveaux fournisseurs

6. Lancer un processus de demande de proposition pour choisir plusieurs fournisseurs

Le tableau 3 ci-dessous résume les principaux avantages et enjeux de chaque option.

Tableau 3 : Principaux avantages et enjeux des options liées aux fournisseurs de services de paiement par téléphone

	Principaux avantages	Principaux enjeux
Fournisseur unique (PayByPhone)	• Continuité pour les utilisateurs (même fournisseur présent) • Simplification de la disponibilité des données et de la gestion des contrats (fournisseur unique)	• Répercussions et vulnérabilité accrues en raison d'enjeux liés à la continuité des systèmes ou des activités • Manque de concurrence — risque de frais d'utilisation plus élevés et d'un moins grand choix de fonctionnalités ou d'innovations

Fournisseurs multiples (prolonger l'entente avec PayByPhone; processus de demande de proposition pour les autres)	• Continuité pour les utilisateurs (même fournisseur présent) • Atténuation des pannes de système • Protection contre les enjeux liés à un fournisseur unique (continuité des activités, enjeux contractuels, etc.) • La concurrence pourrait permettre d'obtenir de meilleurs tarifs ou de meilleures fonctionnalités pour les utilisateurs • Possibilités d'adoption accrue • Possibilité accrue d'harmonisation avec les services offerts ailleurs	• Possibilité de codes de localisation différents • Sources de données différentes • Ressources supplémentaires requises pour la signalisation, les autocollants, la communication et la gestion des ententes
Fournisseurs multiples (tous par le biais d'un processus de passation de marchés)	• Possibilité de fournir des précisions ou d'appliquer les mêmes exigences à tous les fournisseurs • Atténuation des pannes de système • Protection contre les enjeux liés à un fournisseur unique (continuité des activités, enjeux contractuels, etc.)	• Risque de perturbation pour les utilisateurs actuels (si PayByPhone ne figure pas parmi les fournisseurs), ce qui pourrait considérablement affecter les taux d'adoption • Possibilité de codes de localisation différents • Sources de données différentes • Ressources supplémentaires requises pour la signalisation, les autocollants, la communication et la gestion des ententes

Après avoir examiné les informations contenues dans le dossier de décision, le personnel a jugé que la deuxième option était à privilégier. Bien que l'option privilégiée prévoie de faire appel à plusieurs fournisseurs, l'intention est de faire appel dans un premier temps à un seul fournisseur supplémentaire pour compléter l'offre de PayByPhone.

Le moment de l'entrée en scène d'un nouveau fournisseur variera légèrement par rapport à ce qui est prévu pour les achats d'équipements. PayByPhone étant déjà opérationnel, l'objectif serait de mettre en place un deuxième fournisseur d'ici la fin du premier trimestre de 2027. Le personnel pourra ainsi établir des priorités et accorder l'attention nécessaire aux acquisitions et au déploiement d'équipements.

Bien que, comme il a été dit plus haut, cette approche pose encore des problèmes, le personnel les atténuera grâce à diverses stratégies. Il s'agit notamment d'étudier la faisabilité d'exiger les codes de localisation et les capacités de production de rapports actuels et de travailler avec les ressources en place.

La durée des ententes pour le système de paiement sur rue avec paiement par plaque d'immatriculation, les installations avec barrières et les ententes de paiement par téléphone sera déterminée avec les fournisseurs retenus. Le personnel considérera une durée d'entente, incluant les options de prolongation, allant jusqu'à 10 ans. Le personnel s'assurera que le Conseil est tenu au courant des trois résultats de la demande de proposition, de la planification liée aux communications et à la mise en œuvre ainsi que des détails liés aux processus de mise en œuvre. Plus précisément, le personnel informera le Conseil par l'intermédiaire d'une note de service à chaque étape clé, y compris après la sélection du fournisseur gagnant et au moment de la signature de l'entente, en fournissant des détails sur la mise en œuvre.

Déploiement des bornes de paiement

Avec la généralisation des technologies de paiement par téléphone, d'autres grandes villes ont réduit leur dépendance aux bornes de paiement pour le stationnement sur rue. Au cours de l'année écoulée, la Ville d'Ottawa a examiné et redéfini le déploiement de ses distributrices de billets pour stationnement. Le personnel a élaboré de nouvelles normes pour l'installation des distributrices en fonction de la distance couverte par les zones de stationnement payant. Ces normes sont encore en cours d'application et entraîneront le retrait d'environ 95 distributrices de billets pour stationnement (15 % de toutes les distributrices actives). Cela représentera une économie importante d'environ 1,5 million de dollars en coûts d'immobilisation (selon les paramètres actuels de l'entente) pour l'équipement qui est par ailleurs nécessaire pour Wellington Ouest et Westboro. Si la Ville ajoutait autant de bornes à son réseau, il en résulterait également des coûts d'exploitation annuels d'environ 260 000 dollars (selon les paramètres actuels de l'entente).

Si la Ville décide d'adopter la technologie de paiement par plaque d'immatriculation, cette norme sera réexaminée, car il pourrait être possible de réduire davantage le nombre de bornes déployées du fait qu'il ne sera plus nécessaire de retourner à son véhicule pour placer le billet derrière le pare-brise. L'objectif sera de maintenir un niveau de service de qualité tout en assurant l'efficacité des opérations.

Prochaines étapes

À la lumière de ces informations, le personnel recommande au Conseil de déléguer au directeur général des Travaux publics le pouvoir de lancer des processus distincts de demande de proposition pour le remplacement des distributrices de billets pour stationnement et des équipements de garage ainsi que de prolonger l'entente et de lancer un processus de demande de proposition pour des services de paiement par téléphone.

Le processus d'acquisition d'équipements doit suivre les étapes suivantes et respecter le calendrier correspondant.

- Élaboration et publication des demandes de proposition (T3 2025)

- Signature des ententes contractuelles avec les fournisseurs retenus (T1 2026)

- Élaboration et mise en œuvre de la stratégie de communication (T2 2026)

- Installation des nouveaux équipements de paiement du stationnement (T2 2 026 — octobre 2026)

Les étapes liées aux solutions de paiement par téléphone doivent suivre les étapes suivantes et respecter le calendrier correspondant.

- Prolongation de l'entente avec PayByPhone (T4 2025)

- Élaboration et publication d'une demande de proposition pour un nouveau fournisseur (T1 2026)

- Signature d'une entente avec le fournisseur retenu (T3 2026)

- Élaboration et mise en œuvre d'une stratégie de communication (T3 2 026 à T4 2026)

- Intégration du nouveau fournisseur (T1 2027)

Répercussions financières

Selon les prévisions, le besoin initial sera d'environ 700 systèmes de paiement par plaque d'immatriculation et quatre systèmes avec barrière, dont plusieurs bornes d'entrée et de sortie et des bornes de paiement à pied, entre autres composants.

Tant que les propositions n'auront pas été examinées et pleinement évaluées, il sera impossible de connaître le coût total des systèmes de remplacement. On estime que le coût d'immobilisation total pourrait se situer entre 8 et 12 millions de dollars.

À partir de 2026, des fonds d'immobilisations seront prévus dans le Fonds de réserve pour le stationnement afin de financer cet achat. Le Fonds de réserve pour le stationnement dispose de sommes suffisantes pour permettre au personnel d'évaluer les priorités et d'avoir le choix en ce qui concerne l'achat de ce système, notamment en disposant de moyens financiers plus importants au moment de l'achat ou en continuant à procéder par allocations progressives. Le personnel utilisera le Fonds de réserve pour le stationnement pour allouer et prélever des fonds selon les besoins en fonction de l'entente conclue avec le fournisseur retenu. Les exigences associées à un nouveau système de stationnement étant plus clairement définies, il y aura lieu d'en tenir compte au moment de la mise à jour du Plan du programme des infrastructures pour les Services du stationnement et de sa présentation au Conseil au deuxième trimestre de 2025 dans le cadre du rapport annuel des Services du stationnement.

On s'attend à ce que le nouveau fournisseur de paiement par téléphone fonctionne de manière similaire au fournisseur actuel et que les coûts engagés par la Ville pour ce service soient minimes.

Consultation

Les Services du stationnement ont consulté le Groupe de consultation des intervenants du stationnement lorsqu'ils ont élaboré les recommandations du présent rapport les 24 octobre 2024 et 28 janvier 2025.

Les Services du stationnement ont également consulté des partenaires internes des Services des règlements municipaux ainsi que de la Direction générale des finances et des services organisationnels, y compris du Service des finances, de la Direction des approvisionnements et des Services de l'information et de la technologie

Afin de s'assurer que le Conseil et le public sont informés des changements apportés au système de paiement du stationnement, le personnel élaborera un plan de communication complet.

Exigences en matière de communication

Le personnel prendra un certain nombre de mesures afin de planifier et de préparer correctement la mise en œuvre de la nouvelle technologie de paiement du stationnement en 2026. Il devra notamment élaborer des plans de communication qui contribueront à l'atteinte des objectifs suivants.

- Faire connaître les nouveaux équipements et le calendrier de déploiement.

- Fournir des instructions claires et facilement accessibles sur l'utilisation des nouveaux équipements et systèmes.

- Promouvoir l'utilisation du paiement par téléphone afin d'en accroître l'adoption. L'élaboration de plans liés au remplacement des distributrices de billets pour stationnement et aux systèmes mis à jour avec barrières ainsi qu'à l'utilisation du paiement par téléphone donnera lieu à des consultations avec les principales parties concernées, notamment les ZAC et le Groupe de consultation des intervenants du stationnement.

BACKGROUND

Across the City of Ottawa's on-street paid parking network as well as at a number of garages and surface lots, the City currently accepts payment either through a Pay and Display kiosk or through a pay-by-phone app which operates independently.

In total, this encompasses 3,790 on-street spaces and 1,156 off-street spaces at 14 facilities for which there is a total inventory of 720 Pay & Display machines (including inactive and spare machines). The pending implementation of paid parking in Westboro and Wellington West will require approximately 110 Pay and Display machines which will be sourced from the existing inventory.

The Pay and Display kiosks allow people to pay for parking (using either coins or credit card) and print a receipt to place on their dash. Alternatively, the pay-by-phone system allows people to purchase time via a website or app which removes the requirement for them to return to their vehicle and also offers the benefit of remotely extending time if required (up to the posted time limits).

In 2024, there were 2.6 million total transactions on-street and at Pay and Display lots

and the breakdown by payment method was as follows:

- Cash (coins) – 20 per cent

- Credit Card – 45 per cent

- Pay-by-Phone – 35 per cent

In addition to the garages and surface lots noted above, there are gated systems at three parking garages (70 Clarence, 141 Clarence and City Hall). These systems include entry / exit terminals, pay-on-foot kiosks, and other related components. Visitors to one of these gated facilities can take a ticket at entry and then either pay at a pay-on-foot kiosk (using either cash or credit card), or with a credit card at the exit terminal.

Alternatively, they can use a credit card at both entry and exit.

In 2024, there were 870,000 total transactions at these gated facilities, 93 per cent of which were by credit or debit card.

There are contracts with different vendors to provide the equipment and/or services associated with these technologies.

Table 4: Parking Payment Contracts

Service	Vendor	Contract Expiry
Pay & Display (on-street / off-street)	Precise ParkLink	October 31, 2026
Gated Parking Systems (three facilities)	Precise ParkLink	October 31, 2026
Pay-by-phone	PayByPhone	June 30, 2026

This report is required to address the pending expiry of agreements with both Precise ParkLink (Precise) and PayByPhone. A brief overview of existing contracts is included below.

Precise ParkLink Contract

To initiate a contract with Precise, staff brought forward the following reports for Council approval:

- April 23, 2008 Pay and Display Implementation ([ACS2008-PWS-TRF-0007](#)) – Directed staff to proceed with negotiations with Precise under the framework of an Ottawa Option

- April 22, 2009 Pay and Display – Ottawa Option Procurement Process ([ACS2009-COS-PWS-0008](#)) – Confirmed the City's requirements for a paid parking system which was to serve as the basis for the next phase of the Ottawa Option procurement process.

- December 09, 2009 Pay and Display – Ottawa Option Procurement ([ACS2009-COS-PWS-0031](#)) – Delegated authority to staff to finalize and execute the Parking Operations System Agreement with Precise and to proceed with a separate competitive procurement for the implementation of a Pay-by-Cell component of the Parking Operations System.

The final contract, a 10-year "Parking Operations System Agreement", was finalized and executed in April 2010 with a subsequent 'Start Date' of November 1, 2011. This contract was deemed to qualify under a previous Ottawa Option Policy which means that it was considered to be innovative and in alignment with the interests of the City of Ottawa. The proposal provided by Precise offered two primary innovative benefits: the inclusion of a 'Revenue Guarantee' provision and a deferred payment structure for the equipment which was tied to the revenue guarantee.

The Revenue Guarantee ensures that the City receives a minimum increase in on-street parking revenue as a result of the installation of Pay and Display machines. Specifically, Precise guaranteed that on-street paid parking revenues would increase by 25 per cent over what they were with single-space parking meters (i.e. 'base revenue'). The contract includes a provision to account for the introduction of pay-by-phone technology, (implemented by a different vendor in 2012). If the Revenue Guarantee was not met during years one to five, the difference was to be paid directly to the City by Precise. If it was not realized in years six to 10 of the contract, the difference would be a credit towards reducing the City's liability (the 'Capital Account').

The total capital cost of the equipment received as part of the Parking Operations System Agreement was $12.7 million. This includes $10.9 million for the Pay and Display kiosks and $1.8 million for the gated equipment, which accounts for the original costs and upgrade costs in 2019.

As part of the Parking Operations System Agreement, Precise has been responsible for all aspects of the system. In addition to supplying the equipment, Precise has provided the following services:

- Cash collection and processing

- Full maintenance of all equipment

- Maintaining a back office 'Central Management System'

- Warranty and renewal provisions for all equipment

- Cost-plus services at facilities as required by the City (e.g. staffing, facility maintenance, etc.)

The Agreement provided the option of a five-year extension if agreed upon by the City and Precise. Council approved Precise ParkLink Contract Update report (ACS2020-PWE-RPS-0001) on October 14, 2020. The report confirmed the 5-year extension with Precise, which also resolved various issues that had emerged between the parties. This five-year extension expires on October 31, 2026.

Further details can be found in the above linked report. Based on the Parking Operations System Agreement, there is no allowance for a further extension, which requires going to tender.

PayByPhone Contract

Through the December 09, 2009 Pay and Display – Ottawa Option Procurement report (ACS2009-COS-PWS-0031), Delegated authority was also given to proceed with a competitive procurement for the implementation of a pay-by-phone service to complement the options available through the Pay and Display machines. PayByPhone was the successful vendor and the service was implemented in 2012. That contract was most recently extended on July 1, 2024, and is set to expire on June 30, 2026. Pay-by-phone systems provide added convenience by giving customers an additional option to buy parking services through an app that allows customers to manage their parking session from their mobile device. This service is currently operating at minimal cost to the City. Customers are charged a convenience fee which goes to the vendor to cover system costs. The current charge to customer is $0.30 per transaction and an optional

$0.15 fee to receive text notifications.

Updates related to pay-by-phone usage and upgrades have been included regularly in the Parking Services Annual Report. Pay-by-phone usage continues to increase. As identified above, in 2024 usage of pay-by-phone 2024 represented 35 per cent of all transactions. Pay-by-phone usage now exceeds cash by a wide margin and is getting closer to credit card. In 2024, there was an average of 29,100 active PayByPhone users per month in Ottawa.

The vendor has worked with the City to identify opportunities and continuously develop the product. Since 2012, some upgrades and improvements include:

- Introduction of Google Pay and Apple Pay methods

- Addition of a select-by-map feature

- Integrating beach parking passes into the system (at Petrie Island)

The two services (Pay and Display and pay-by-phone) complement each other and provide users with multiple convenient options to pay for parking. Both vendors are responsible for adhering to pre-defined performance levels that mandate a high level of service to the City and its residents/visitors. Meanwhile, the City is responsible for the management of the contracts, policy development in accordance with the Council-approved Municipal Parking Management Strategy (i.e. determining where and when paid parking will apply, the rates to be charged and the maximum parking periods permitted), as well as by-law enforcement in support of parking management.

Municipal Parking Management Strategy

The [Municipal Parking Management Strategy](#) (MPMS) sets out the mandate for the Municipal Parking Management Program. The Municipal Parking Management Program's Key Principle and Objectives help to establish the mandate of the parking program. They are aligned with the [Transportation Master Plan](#) and are the result of extensive consultation processes during the original development of the Municipal Parking Management Strategy in 2008 and 2009 and the subsequent Municipal Parking Management Strategy Refresh process during 2018 and 2019.

Key Principle

The Municipal Parking Management Program is committed to providing efficient, transparent, and sustainable parking services in collaboration with stakeholders who will be regularly consulted in a timely manner.

Objectives

1. Provide an appropriate and optimized supply of general use public parking that is secure, accessible, convenient, appealing, and fairly and consistently enforced.

2. Prioritize short-term parking that is responsively priced to support businesses, institutions, and tourism while considering the impact on the local community.

3. Promote sustainable modes of transportation by supporting and maintaining

programs and facilities that encourage sustainable mobility choices (public transit, cycling, walking) and alternative modes, including electric vehicles, car sharing, and new technologies as they emerge.

4. Resolve parking-related issues in residential areas caused by sources of high parking demand.

5. Ensure financial sustainability by ensuring that revenues are sufficient to support the objectives of the Municipal Parking Management Strategy, recover all Parking Services operating and capital expenditures and contribute to the Parking Reserve Fund to finance future parking system development.

In alignment with the program's mandate, it is important to fully ensure an efficient and financially sustainable system when approaching these procurement requirements.

Technology Road Map

As a means of ensuring that there is an informed and progressive approach to the various parking management solutions, the Municipal Parking Management Strategy requires that a Technology Road Map be developed and updated on a regular basis (once per term of Council). The Technology Road Map for Parking Services was first developed by BA Group in 2020 and was subsequently updated in 2024. BA Group is a Canadian consulting firm based in Toronto that provides transportation planning and engineering services to public and private organizations. They are focused on sustainable urban land development and the legal, functional, social and economic implications of various transportation systems. They also have specific expertise and a significant amount of experience with parking.

The updated Technology Road Map includes a focus on the market situation and market trends relating to parking payment systems. It also takes a specific look at the potential benefits and impacts of Pay and Display and potential replacement technologies (e.g. pay-by-plate and pay-by-space). This updated Technology Road Map was essential in supporting the analysis towards determining the recommendations for next steps in addressing the expiry of the agreements with both Precise and PayByPhone in 2026. The expiry of these contracts represents an opportunity to consider options to adapt and modernize the entire parking payment system, ensuring it provides a high level of service and convenience for the user and remains both efficient and up to date with current trends and advancements.

In particular, based on research and analysis of the various options, the updated Technology Road Map recommended that the Municipal Parking Management Program

should:

- Conduct a business case regarding the use of pay-by-plate payment instead of pay-and-display payment when replacing the existing on-street and surface lot kiosks

- Develop a protocol for determining the quantity of and payment interface features for new payment kiosks given the trends towards increased cell phone payments and fewer cash payments

- Focus on increasing cell phone and web-based payment to 50 per cent or more withing the next three years, and to 75 per cent beyond that.

The updated Technology Road Map is included as Document 1.

DISCUSSION

The Parking Operations System Agreement with Precise ParkLink, Inc. (Precise) and the City will expire on October 31, 2026, and the contract between PayByPhone and the City is set to expire on June 30, 2026.

Staff are recommending that the Public Works and Infrastructure Committee recommend that Council delegate the authority to the General Manager, Public Works to:

- Proceed with an RFP and finalize an agreement with the successful proponent for a parking payment system to replace the existing Pay and Display kiosks that will be based on pay-by-license plate technology, as described in this report and funded through the Parking Reserve Fund

- Proceed with an RFP and finalize an agreement with the successful proponent for services related to gated parking facility payment systems as described in this report and funded through the Parking Reserve Fund

- Finalize and execute a five-year extension with the vendor PayByPhone for the provision of services related to paying for City-managed public parking services by mobile devices

- Proceed with an RFP and finalize an agreement with the successful proponent for a second vendor for services relating to paying for City-managed public parking services by mobile devices as described in this report

The intent of these recommendations is to provide the City the ability to develop and implement a modern, cost-effective, and efficient parking payment system that aligns

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with the Municipal Parking Management Strategy and supports the long-term operational goals of the City.

Staff came to these recommendations through an extensive process of information gathering and analysis. The following represents the key parts of this process:

- Parking Services Technology Road Map – An update to the 2020 Technology Road Map was completed in 2024, part of the focus of which was to identify and compare technology options related to Pay and Display kiosks.

- Requests for Information (RFI's) – Two RFI's were posted for response from various vendors, which allowed staff to gain a better understanding of the different technology and service offerings that are available related to kiosk-based and gated payment systems.

- Two business case reviews – Thorough assessments of equipment technology options and pay-by-phone options, accounting for cost, operational and customer considerations (among others).

- Consultations – Staff have engaged with stakeholders both internally (through By-law and Regulatory Services, Service Ottawa and Information Technology Services), and externally through the [Parking Stakeholder Consultation Group](#) to gather feedback and to ensure an understanding of the requirements and impacts of the various options.

This report details how each recommendation was made and the options that were considered to reach these recommendations for:

- On-Street Kiosks / Non-Gated Facilities

- Off-Street Gated Facilities

- Pay-By-Phone

On-Street Kiosks / Non-Gated Facilities

The City of Ottawa currently uses Pay & Display technology to manage the following as of December 31, 2024:

- 3,790 on-street parking spaces (604 active machines)

- 1,156 off-street spaces at 14 surface lots / garages (26 active Pay and Display machines)

In addition to the current deployment, approximately 525 on-street paid parking spaces

will be added in 2025 with the implementation of paid parking in the Westboro and Wellington West areas - requiring approximately 110 Pay & Display machines.

With the Parking Operations System Agreement with Precise ParkLink expiring in 2026, staff have been presented with an opportunity to assess what technology is best from both a customer and an operational perspective. Among the key considerations related to this are to ensure that the new payment system provides convenient and user-friendly options for users, is flexible to account for required rate changes, and that it is efficient to operate and enforce.

To ensure staff are aware of the types of technology available and any industry trends, Parking Services engaged with BA Group to update the Parking Services Technology Road Map in 2024, attached as Document 1.

In terms of on-street kiosk-based parking payment systems, the Technology Road Map confirms that there are three main interfaces for processing payments:

- Pay and Display: Users pay for parking and receive a receipt, which must be displayed face-up on the vehicle's dashboard for enforcement personnel to inspect. This is the system currently used in Ottawa.

- Pay-by-Plate: Users enter their vehicle's license plate number when paying, which also removes the requirement to return to the vehicle. This method enhances enforcement efficiency by reducing the need to check for dashboard receipts.

- Pay-by-Space: Each parking space is numbered and users enter the space number where their vehicle is parked, eliminating the need to return to the vehicle to display a receipt. This method enhances enforcement efficiency by reducing the need to check for dashboard receipts.

Following an extensive review and business case analysis, staff have identified pay-by-plate as the preferred technology. The business case assessed the benefits and challenges of each option from both the City and customer perspective. It assessed the three options across various criteria including costs, user experience, enforcement efficiency, privacy concerns, suitability for local conditions, and accessibility. Each option is summarized in Table 5 below in terms of both the key benefits and challenges.

Table 5: Key Benefits and Challenges of the On-street / Non-Gated Facility Options

	Key Benefits	Key Challenges
Pay and Display	• Lower capital cost per machine • Familiarity for customers	• Higher operating costs per machine • Less efficient enforcement • Potential for more machines required
Pay-by-Plate	• Lower operating costs (e.g. printed ticket not required) • More efficient enforcement • Better user experience (no requirement to return to vehicle) • Potential for fewer machines required • Less paper required	• Higher capital cost per machine • Potential for user input errors • Privacy concerns with license plate information • Ensuring integration between pay-by-plate system and parking enforcement system

Pay-by-Space	• Lower operating costs (paper use) • More efficient enforcement • Better user experience (no requirement to return to vehicle) • Potential for fewer machines required	• Highest capital and operating cost per machine • Potential for user input errors, increased street clutter and accessibility impacts • Less suitability in colder climates (additional infrastructure results in snow clearing, maintenance and visibility considerations during the winter) • Ensuring integration between pay-by-space system and parking enforcement system

The Technology Road Map notes that, "When replacing old parking meters or upgrading older pay and display technology, most municipalities are changing to pay-by-license plate kiosks". The Technology Road Map provides some examples related to this trend towards pay-by-plate. For instance, Montreal is planning for a gradual replacement of on-street kiosks with pay-by-plate machines. Similarly, Toronto replaced 225 Pay and Display kiosks with pay-by-plate kiosks in 2023 and has plans to continue with this conversion. Additionally, cities like Oakville, Niagara Falls, and Burlington have also transitioned to pay-by-plate technology.

As indicated, in light of the outcome of the business case analysis plus clear indications that pay-by-plate is increasingly becoming the choice technology for many other jurisdictions, staff are recommending a procurement process to acquire a pay-by-plate system to replace the existing Pay and Display technology. This is expected to result in operational efficiencies related to the system itself and parking management in general. It will also better serve the public by eliminating the need for those using the kiosks to return to their vehicle, as they do not have to display a receipt as proof of payment.

The challenges that have been identified related to pay-by-plate (Table 6) will be addressed to the extent possible in alignment with the following considerations:

Table 6: Pay-By-Plate Challenges and Mitigations

Challenge / Risk	Mitigation
Higher capital cost per machine	• Kiosk deployment will be reviewed to determine if any reductions are possible in light of the customer not having to return to their vehicle. • Any resulting reductions in the number of machines required will reduce the purchase cost of the system.
Privacy concerns with license plate information	• Encryption and alignment with the Payment Card Industry Data Security Standard (PCI DSS) will be a requirement for any successful vendor and monitoring provisions will be included in the resulting agreement.
Potential for user input errors	• Best practices from other jurisdictions / organizations will be reviewed • A communication plan will be developed which will focus on what is changing and the responsibilities of the user to ensure correct information. • A transition plan will be developed which will account for the role that both communications and enforcement can play in ensuring a successful user migration.
Ensuring integration between pay-by-plate system and parking enforcement system	• This will be a key requirement during the procurement process and vendors will need to demonstrate their ability to successfully integrate with the parking enforcement system.

The following is a summary of the key specifications that are expected to be included as part of this RFP.

Existing Key System Features / Requirements:

- Payment processing by coin or credit card
- Compliance with *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA)
- Fully bilingual messaging
- Solar powered machines
- Climate suitability
- Ability to remotely monitor and receive alerts / data

- Encryption of data, adhering to PCI-DSS and other relevant security standards

New Key System Features / Requirements:

- Payment via debit card
- Tap-to-pay technology
- Larger screens with a greater capacity for messaging (instructions, rates, hours, etc.)
- Ability for remote programming (rate adjustments / messaging)
- Keypad to accommodate license plate entry
- Integration with the City's parking enforcement technology (e.g. handhelds)

In order to move forward with the procurement process, staff is seeking Council's approval to delegate the authority to the General Manager, Public Works to proceed with an RFP and finalize an agreement with the successful proponent for a new parking payment system that will be based on pay-by-license plate technology and in alignment with the specifications captured above. The RFP would be initiated in Q3 2025, ultimately leading to the transition to a new system which would start by mid-2026. Part of this process would include a comprehensive communications plan prior to the start of implementation. The plan would involve the use of multiple platforms, including social media and on-site signage, to inform the public of changes to the parking system and payment methods. There would also be support and education to users through a customer service campaign to explain how to use any new technology. Staff will ensure Council is kept up to date on the RFP outcome, planning related to communications and the specifics related to the implementation process. Specifically, staff will communicate to Council via memo at key milestones, including following the selection of the successful vendor and upon execution of the agreement with details related to implementation.

Parking Payment System – Gated Facilities

Through the expiring Parking Operations System Agreement, Precise provides Parking Facility Payment System equipment at three municipal parking garages (70 Clarence, 141 Clarence and City Hall). Staff are seeking Council's approval to proceed with a separate RFP to replace this equipment and the related services. In addition to the three existing gated systems, there will be a requirement to include a fourth system in this procurement for the Ottawa Public Library central branch (Ādisōke), which is set to open in 2026.

A separate RFP would maximize the options available to the City of Ottawa, ensuring the best system and the best value. In establishing the requirements for this system, staff will consider the outcomes of the Technology Road Map, and the information gathered through the RFI process.

However, the scope and type of equipment will largely mirror what the City currently has in place. While there are some trends in gated facilities towards integrating more advanced technology (e.g. pay-by-plate, license plate recognition and Bluetooth), these options have not been established for long enough and the scale of the deployment within Ottawa (across only four facilities) does not require a large-scale change at this time. Instead, staff are prioritizing the need for a robust, proven and reliable system that will provide a similar level of service and convenience to what is already in place at these facilities.

The following captures a summary of the specifications that are expected to be included as part of this RFP.

- Payment processing by coin, credit card or debit card
- Ability to accept monthly parking passes and process validations
- Tap-to-pay technology (at pay-on-foot terminals and entry/exit gates)
- Ability for remote programming (rate adjustments / messaging)
- Compliance with *Accessibility for Ontarians with Disabilities Act,* 2005 (AODA)
- Fully bilingual messaging
- Ability to remotely monitor and receive alerts / data
- Encryption of data, adhering to PCI-DSS and other relevant security standards
- Remote monitoring to receive and address issues via intercom
- On-site staffing services, as is required by the City

As with the Pay and Display replacement RFP, staff is seeking Council's approval to delegate the authority to the General Manager, Public Works to proceed with an RFP and finalize an agreement with the successful proponent for services related to a gated parking facility payment system. This process is expected to align with the first RFP in terms of the steps and timing with the transition to a new system expected to start in mid-2026 and be concluded by October 2026.

Similar to the other equipment procurement, staff will ensure Council is kept up to date on all key decisions and milestones.

Determination of the Operating Model(s)

As has been discussed, under the existing Parking Operations System Agreement, Precise is responsible for all aspects of operating the system, including all maintenance requirements and cash collection / processing. There are also warranty and renewal provisions of the Agreement that require Precise to keep the equipment updated to account for industry trends and requirements.

The same type of all-inclusive arrangement is one possible outcome to the equipment-related procurements. Alternatively, there are other options that staff will fully consider in the process of exercising full due diligence to ensure the most optimal and best value outcome for the City.

These options have been modelled but cannot be fully assessed until the City receives the vendor submissions in response to the RFP. The operating models that will be considered are as follows:

- Vendor full responsibility – The vendor manages all aspects of the parking payment system, including cash collection/processing and all maintenance.

- City for cash collection/processing, vendor for all maintenance – The City handles collections, while the vendor is responsible for maintenance. This would consider third-party options for cash processing.

- Vendor for cash collection and all maintenance, City for cash processing – The vendor manages cash collection and maintenance; the City handles counting and deposit tasks. This would consider third-party options for cash processing.

- City for basic maintenance and cash collection/processing, vendor for advanced maintenance. This would consider third-party options for cash processing.

Each option will be assessed on the basis of costs as well as non-financial components such as existing staff, functional capacity, and the resulting risk and training, reporting and resourcing requirements.

If the preferred outcome requires additional resources from a staffing, fleet or facility perspective, staff will report back to Council to seek approval as required.

Parking Payment System – Pay-by-Phone

Pay-by-phone is an additional payment option for customers when it comes to paying for parking in the City of Ottawa. This has become an increasingly standard option among other municipalities and private parking providers. In Ottawa, customers have this option for all on-street parking and at the 14 non-gated off-street parking facilities. This service was launched in 2012 through the vendor PayByPhone Technologies Inc. (PayByPhone). PayByPhone had been successful through an RFP process and has provided the service with minimal costs incurred by the City. Since 2012, PayByPhone has been the sole provider of these services on behalf of Parking Services.

This system has been effective in facilitating mobile payments, which have steadily grown from accounting for seven per cent of all transactions in 2017 (five years after launch) to 24 per cent in 2022 (ten years after launch) to 35 per cent in 2024. In the most recent months, use has reached 38 per cent (January 2025). In some areas, the use of pay-by-phone eclipsed 40 per cent in 2024 (e.g. the Glebe and Little Italy north of the Queensway).

The growth of pay-by-phone use has represented a success, but there is further opportunity for growth which would represent operational and cost saving benefits for the City of Ottawa (e.g. through fewer kiosks and less costs involved with coin collection and processing, and maintenance). Other cities in Canada have experienced higher adoption and the Technology Road Map suggests that the City of Ottawa should target a 50 per cent share for pay-by-phone within three years, and 75 per cent beyond that.

Through research and in referencing the Technology Road Map, some potential barriers to increased uptake are lack of awareness, the extra cost of the transaction fee and a lack of options or competition in the market. For reference, in Ottawa customers are currently charged $0.30 per transaction to use the service and can also opt-in for a text notification message for an additional $0.15 per transaction.

The contract with PayByPhone has been extended at different points since 2012 with the current agreement set to expire at the end of June 2026. Staff are recommending that the PayByPhone contract be extended another five years. The timing of this has also created an opportunity to assess how the City should best leverage this technology and service offering in the broader context of taking a look at the entire parking payment system.

In turn, staff have conducted a comprehensive evaluation of the mobile parking payment system to determine the most effective approach.

The scenarios that staff considered are:

- Remain with PayByPhone as the sole vendor (via extended contract)

- Retain PayByPhone (via extended contract) and add new vendors

- Initiate a tender process for multiple vendors

Following an extensive review and business case analysis, staff have identified the second option as preferred. As with the other business case, this one assessed the benefits and challenges of each option from both the City and customer perspective. It assessed the three options across various criteria, including user convenience, system reliability, vulnerability/continuity, adoption rate and costs. Each option is summarized in Table 7 below in terms of both the key benefits and challenges.

Table 7: Key Benefits and Challenges of the Pay-by-Phone Vendor Options

	Key Benefits	Key Challenges
Sole Vendor (PayByPhone)	- Continuity for users (same vendor present) - Streamlined data availability / contract management (single vendor)	- Higher impacts / susceptibility due to system or business continuity issues - Lack of competition – risk of higher user fees and less features/innovation
Multiple Vendors (extend PayByPhone, others through procurement process)	- Continuity for users (same vendor present) - System outage mitigation - Protection against issues with single vendor (business continuity, contract issues, etc.) - Competition could yield better rates and/or features for users - Opportunities for increased adoption - Increased potential to align with services offered elsewhere	- Potential for different location codes - Different data sources - Additional resource requirements related to signage, decals, communications and contract management

Multiple Vendors (all through a procurement process)	• Opportunity to clarify / apply specifications to all vendors • System outage mitigation • Protection against issues with single vendor (business continuity, contract issues, etc.)	• Potentially disruptive for existing users (if the vendors do not include PayByPhone), which could significantly set back adoption rates • Potential for different location codes • Different data sources • Additional resource requirements related to signage, decals, communications and contract management

In summary, having multiple pay-by-phone vendors would create competition with opportunities for competitive user fee rates and could support innovation, all to the benefit of the user. Just as important, additional vendor(s) would provide added protection for the City by way of better ensuring continuity of service in the event of a system outage, contract termination or business failure.

In terms of the challenges that have been identified with the preferred option, these will be addressed to the greatest extent possible in alignment with the following considerations:

Table 8: Pay-By-Phone Preferred Option Challenges and Mitigations

Challenge / Risk	Mitigation
Different location codes	• Explore the feasibility of requiring the same codes as what exists from any incoming vendor
Different data sources	• Require flexible and complete reporting capabilities that align with what is already received • Ensure through consultation with Finance staff and by way of specifications that there can be alignment when it comes to remitting and processing revenue

Resource requirements	• Proper planning will ensure that Parking Services and Traffic Services (to update required signage) will be in the best position to accommodate all start-up requirements • On-going requirements related to contract management can be accommodated with existing resources based on the level of effort that has been involved in the current contract

While the preferred option considers "multiple vendors", the intent is to initially procure a single additional vendor to pair with PayByPhone. The outcomes of this will be carefully monitored and if there is an expected benefit in continuing to expand the number of vendors, this would be communicated to Council prior to proceeding.

The following captures a summary of the specifications that are expected to be included as part of the RFP for an additional pay-by-phone vendor.

- Adherence to PCI-DSS and other relevant security standards
- Fully bilingual messaging / interface
- Integration with the City's parking enforcement technology (e.g. handhelds)
- Access to revenue and transaction data and customizable reporting
- Ability to conduct revenue audits on a regular or on-demand basis
- Storage of all collected data within Canada
- Automatic notifications of system issues, both to the City and to the users
- Continuous administrative and technical support directly from the vendor

Vendors participating in the RFP will also be invited to put forward customer service features and a rate structure that will be assessed as part of the evaluation.

If approved, the timing of the procurement for a new vendor would vary slightly relative to what is planned for the equipment-related procurements. Already having PayByPhone in place, the target would be to implement a second vendor by the end of Q1 2027. This will enable staff to prioritize and give the proper consideration to the equipment-related procurements / implementations. The timelines for all aspects of the follow-on work from this report are captured further below. Similar to the other components, staff will ensure to keep Council updated on developments related to the procurement and the timing for implementation. The contract length for the on-street pay-by-plate payment system, gated facilities, and pay-by-phone contracts will be determined with the preferred vendors. Staff will consider a contract term, including extension options, of up to 10 years.

With respect to the proposed five-year extension with PayByPhone, overall, the terms of

the existing agreement have served the City well. Discussions will be required with PayByPhone in advance of the June 2026 contract expiry to determine how best to work from that and extend the relationship.

Machine Deployment

As part of the work towards clarifying the nature and scope of the new parking payment system, consideration has been given to what the requirements are for kiosks. Increasingly other larger cities are reducing their reliance on kiosks in favour of pay-by-phone technologies. There are no clear examples of cities that have gone exclusively to pay-by-phone as there remain portions of the population who would be excluded by this. However, the increased use of pay-by-phone has allowed some cities to test and implement models that have reduced the number of kiosks and/or resulted in specific segments where there are no kiosks and are therefore only pay-by-phone.

Some examples of these types of initiatives in other cities are as follows:

- Toronto – 'mobile only zones' in low traffic / transaction areas where there are a small number of spaces (less than five) and high pay-by-phone use

- Winnipeg – in the process of reducing the number of Pay and Display kiosks in high pay-by-phone / low transaction areas

In the past year, the City of Ottawa has examined and clarified the deployment of its existing Pay and Display kiosks. For parallel on-street spaces, which are spaces that are parallel to the roadway / curb the new standard is as laid out in Table 9. This accounts for 91 per cent of the on-street paid parking machine inventory. Similar standards have been applied for on-street angled parking spaces.

Table 9: Kiosk Standard for Curbside Parallel On-street Parking

Paid parking length within a blockface	Number of Machines
Less than 12 meters	0
12 meters to 90 meters	1
91 meters to 150 meters	2
More than 150 meters	case-by-case

These standards are still in the process of being applied and will result in the reduction of approximately 95 Pay and Display kiosks (15 per cent of all active machines). This will represent a significant cost avoidance of approximately $1.5 million in capital costs (based on current contract parameters) for the equipment that is otherwise required for Wellington West and Westboro. If the City were to add this many machines to the inventory, it would also result in approximately $260,000 in annual operating costs (based on current contract parameters).

If the City proceeds with pay-by-plate technology, this standard will be re-examined as there may be opportunities to further reduce the deployment based on the convenience of not having to return to one's vehicle to place the receipt on the dash. The objective through all of these processes will be to maintain a high level of service to the public while balancing the need for operational efficiencies.

In the limited instances where there are no kiosks (i.e. where there is less than 12 meters of paid parking, or 1-2 spaces), these will be monitored to determine if this can or should be expanded and consultation with the Parking Stakeholder Consultation Group will be a key part of this process along with specific consideration given to requirements related to accessibility.

Funding Strategy

It is expected that the initial requirement will be approximately 700 pay-by-plate kiosks and four gated systems, requiring multiple entry and exit terminals and pay-on-foot stations, among other components.

Until the proposals are reviewed and fully evaluated, the total cost of the replacement systems cannot be known. It is estimated that the total capital cost could be in the range of $8 million to $12 million.

Starting in 2026, capital funds have been identified from the Parking Reserve Fund to support this purchase. There are sufficient funds in the Parking Reserve Fund for staff to assess priorities and have options when it comes to the purchase of this system, including having more funds available at purchase or continuing with incremental allocations. Staff will leverage the Parking Reserve Fund to allocate and draw funds as required based on the agreement with the successful vendor. With the requirements associated with a new parking system more clearly scoped, this will be a key consideration when the Capital Program Plan for Parking Services is updated and presented to Council in Q2 2025 as part of the Parking Services Annual Report.

As part of the RFP evaluation, the City will ask vendors to submit options related to up front and deferred costing so as to provide staff with an opportunity to conduct a fulsome review to ensure the most suitable outcome for the City.

It is expected that the additional pay-by-phone vendor will operate in a similar manner to the existing vendor and there will be minimal costs incurred by the City for that service.

Communications Requirements

There are a number of steps that staff will take in order to properly plan and prepare for the implementation of new parking payment technology in 2026. Included in these will be the development of communications plans which will help to ensure the following objectives:

- Establish awareness of what equipment is changing and the timing

- Provide clear and easily accessible instructions on how to use the new equipment / systems

- Promote pay-by-phone use towards increasing adoption

The development of plans related to the Pay and Display replacement and the updated gated systems and related to pay-by-phone use will involve consultation with key stakeholders, including BIA's and the Parking Stakeholder Consultation Group.

Next Steps

Based on all of the above information, staff are recommending that Council delegate the authority to the General Manager, Public Works to:

- Proceed with an RFP and finalize an agreement with the successful proponent for a parking payment system to replace the existing Pay and Display kiosks that will be based on pay-by-license plate technology, as described in this report and funded through the Parking Reserve Fund

- Proceed with an RFP and finalize an agreement with the successful proponent for services related to gated parking facility payment systems as described in this report and funded through the Parking Reserve Fund

- Finalize and execute a five-year extension with the vendor PayByPhone for the provision of services related to paying for City-managed public parking services by mobile devices

- Proceed with an RFP and finalize an agreement with the successful proponent for a second vendor for services relating to paying for City-managed public parking services by mobile devices as described in this report

If the first two recommendations are approved, the next steps would be as follows for the procurements related to equipment:

Table 10: Timelines for equipment-related procurements

Task	Details	Timeframe
Develop and issue RFP's	Two RFPs to be issued through MERX • Pay and Display replacement kiosks • Off-street gated facilities	Q3 2025
Contract agreements with successful vendors	Develop and execute two contract agreements: • Pay and Display replacement kiosks • Off-street gated facilities	Q1 2026
Develop and implement communications strategy	Clarify equipment requirements and start the process to educate and inform the public of the changes and how to use the new equipment. This will involve the use of multiple platforms, including social media, on-site signage and web-based content.	Q2 2026
Installation of new parking payment equipment	Phased replacement of existing equipment that is likely to span multiple months	Q2 2026 to October 2026

If the third and fourth recommendations are approved, the next steps would be as follows for follow-on actions related to pay-by-phone:

Table 11: Timelines for pay-by-phone actions

Task	Details	Timeframe
Extend contract with PayByPhone	As required, clarify any terms with the vendor, working from the existing agreement	Q4 2025
Develop and issue RFP for a new vendor	Develop requirements and issue the RFP through MERX	Q1 2026
Contract agreements with successful vendor	Arrive at terms and execute a five-year agreement	Q3 2026
Develop and implement communications strategy	Work with the vendor towards developing measures to educate and inform the public of the changes and how to use the new service. This will involve the use of multiple platforms, including social media, on-site signage and web-based content.	Q3 2026 to Q4 2026
Implementation of new vendor	Launch the availability of the additional vendor option	Q1 2027

Staff will ensure to keep Council informed if there are any substantive changes to what has been outlined in this report as implementation progresses.

FINANCIAL IMPLICATIONS

There are no financial implications associated with the report recommendations. Funding is available within the Parking Reserve for the equipment related to the parking payment system to replace the existing Pay and Display kiosks and the equipment related to the gated parking facility payment system. The extension of the pay-by-phone contract and the addition of another pay-by-phone service provider will result in minimal costs incurred by the City and these are available within existing budgets.

LEGAL IMPLICATIONS

There are no legal impediments to approving the recommendations as outlined in the report.

CONSULTATION

Parking Services consulted with the Parking Stakeholder Consultation Group on when developing recommendations for this report on October 24, 2024, and January 28, 2025.

Parking Services also consulted with internal partners in By-law and Regulatory Services as well as the Finance and Corporate Services Department including Finance, Procurement and Information Technology Services.

To ensure Council and the Public are aware of changes to the parking payment system staff will develop a comprehensive communications plan that will leverage the use of multiple platforms, including social media and on-site signage, and there would be support and education to users through a customer service campaign to explain how to use any new technology.

ACCESSIBILITY IMPACTS

In Ottawa, holders of a valid accessible parking permit (APP) are entitled to park in public parking areas and on public roadways. On-street parking privileges include parking for free for up to four hours where there are Pay & Display machines, and elsewhere where parking is permitted, regardless of the time limit posted on the signs. APP holders may also park for up to four hours in "no parking" zones, except where other traffic and parking by-law provisions are in place, such as in front of a fire hydrant, within nine meters of an intersection, and during winter parking bans. These current parking privileges for APP holders will still apply if paid on-street parking is approved.

The first objective of the Municipal Parking Management Program is to, "Provide an appropriate and optimized supply of general use public parking that is secure, accessible, convenient, appealing, and fairly and consistently enforced". The City follows the requirements for on and off-street parking as per the *Integrated Accessibility Standards Regulation* (IASR) of the *Accessibility for Ontarians with Disabilities Act,* 2005 (AODA). Staff will ensure that the applicable accessibility standards are adhered to during the execution of the projects and initiatives identified in this report, including incorporating accessibility design, criteria and features through the procurement processes previously mentioned. This will involve consulting with appropriate staff within the City. Additionally, as identified as a requirement of the AODA, the City consults with its Accessibility Advisory Committee regarding on-street parking where there is a duty to consult. A representative from the Accessibility Advisory Committee is a member of the Parking Stakeholder Consultation Group. Finally, when considering the number of on-

atreet parking payment kiosks, accessibility was a key consideration to ensure equitable use for both persons with disabilities and older adults as not all customers are able to pay for parking with a mobile device, have access to data to download and use mobile applications, or even have their mobile device on them which could result in user frustration and less revenues for the City. The Accessibility Office has also previously received feedback from customers indicating the level of difficulty many mobile-only parking kiosks pose to persons with disabilities and older adults and emphasize that any options procured by the City ensure equitable access to all.

DELEGATION OF AUTHORITY IMPLICATIONS

Staff are requesting Councils approval to delegate the authority to the General Manager, Public Works to:

- Proceed with an RFP and finalize an agreement with the successful proponent for a parking payment system to replace the existing Pay and Display kiosks that will be based on pay-by-license plate technology, as described in this report and funded through the Parking Reserve Fund

- Proceed with an RFP and finalize an agreement with the successful proponent for services related to gated parking facility payment systems as described in this report and funded through the Parking Reserve Fund

- Finalize and execute a five-year extension with the vendor PayByPhone for the provision of services related to paying for City-managed public parking services by mobile devices

- Proceed with an RFP and finalize an agreement with the successful proponent for a second vendor for services relating to paying for City-managed public parking services by mobile devices as described in this report

ENVIRONMENTAL IMPLICATIONS

The Municipal Parking Management Program has five objectives, one of which being to, "Promote sustainable modes of transportation by supporting and maintaining programs and facilities that encourage sustainable mobility choices (public transit, cycling, walking) and alternative modes, including electric vehicles, car sharing, and new technologies as they emerge". Parking revenues acquired from the new vendors will be used to go toward promoting alternate modes of transportation including pursuing additional standard bike parking options, secure bike parking, and micro- mobility connections.

INDIGENOUS, GENDER AND EQUITY IMPLICATIONS

The Municipal Parking Management Strategy follows a key principle and objectives that define service. One of the objectives is to prioritize short-term parking that is responsively priced to support businesses, institutions, and tourism while considering the impact on the local community. Another objective of the strategy aims to promote sustainable modes of transportation by supporting and maintaining programs and facilities that encourage sustainable mobility choices (public transit, cycling, walking) and alternative modes of transportation which include, electric vehicles, car sharing, and new technologies as they emerge. These objectives ensure staff consider all individuals when managing parking. Investing in sustainable modes of transportation ensures all transportation network users can make it to their destinations without barriers.

Staff engaged with the Parking Stakeholder Consultation Group (PSCG) to provide updates and receive feedback on the recommendations of this report. Members of the PSCG include representatives for BIAs, Community Associations, Accessibility, Transportation Demand Management / Cycling / Pedestrian, Ottawa Tourism and Convention Authority, Development Industry / Building Owner / Building Manager, Places of Worship and Older Adults.

If the recommendations of this report are approved, staff will work with stakeholders to develop a communications plan to ensure awareness of the changes and implementation process.

RISK MANAGEMENT IMPLICATIONS

This report outlines all risks and mitigation measures.

TECHNOLOGY IMPLICATIONS

There is ongoing collaboration between Information Technology Services (ITS) and Public Works on the development of the RFPs for on-street paid parking solutions, including details around requirements, features, specifications, and operating models.

The technology implications will be assessed based on the solution that is procured and the subsequent operating model. Implementation timelines will vary depending on the solution procured due to integration requirements with other systems, including parking enforcement systems.

This procurement was listed as one of ITS's 2025 priorities in their presentation to the Finance and Corporate Services Committee on March 4.

TERM OF COUNCIL PRIORITIES

The Municipal Parking Management Program's Principles and Objectives ensure a commitment to efficient, transparent and sustainable parking services, along with the promotion of sustainable modes of transportation. With adhering to the principle and objective's of the Municipal Parking Management Program, Parking Services supports the Term of Council Priority for a city that is more connection with reliable, safe and accessible mobility options.

SUPPORTING DOCUMENTATION

Document 1 – Technology Roadmap

DISPOSITION

Upon Council's approval of the report recommendations, Public Works Department will implement the recommendations of this report.