



Request for Information
Parking Monitoring and Payment
RI 00259-17

Due: No later than **3:00 PM, February 21, 2018**

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SECTION 1: PURPOSE

The purpose of this Request for Information (RFI) is to gain knowledge of potential qualified sources and understand potential options, approaches, and strategies for allocation, management, and payment for parking in Sound Transit parking lots to identify technical capabilities of the industry. The goal is to develop familiarity with the current state of the market for parking monitoring, guidance, and payment, in order to provide information for a future procurement.

The applicable North American Industry Classification System (NAICS) code to be assigned to this procurement is 812930, Parking Lots and Garages.

SECTION 2: INTRODUCTION

2.01 Project Need

The tremendous demand for transit service in the Puget Sound region has resulted in parking facilities operating at or above capacity (100%+ capacity) and vehicle traffic negatively impacting local streets, neighborhoods and downtowns. For example, parking at many Sounder commuter rail stations is usually full before 6:00 AM, before the second morning train. Higher parking demand has resulted in transit riders needing to sacrifice time elsewhere in order to arrive earlier to parking facilities to ensure a parking spot. It also means that transit riders without schedule flexibility (e.g. shift workers) may not be able to access the transit system. Transit riders' demand for transit agency service is ultimately concentrated very early in the peak period, resulting in crush-loaded buses and trains that may bypass riders down the line. The premise of parking management is to deal with these problems and maximize the value of these public assets.

By developing a system where transit riders who use transit parking facilities must pay a nominal fee to park, Sound Transit will:

- Improve efficiency by increasing the number of transit riders per parking space because carpool and vanpool access to parking will be incentivized;
- Improve equity by providing permitted parking spaces and discounted parking rates for low-income users, in coordination with policies within regional reduced fare transit programs and the ORCA LIFT program;
- Improve mobility by spreading out demand for park and rides across the peak period, thereby relieving overcrowding on buses and trains, and reducing congestion on local streets; by increasing non-auto modes of access to transit; and by potentially increasing use of underutilized park and rides;
- Create flexibility in providing and managing parking assets and services, allowing for demand-based and user-based pricing and multiple forms of joint use and public-private partnership arrangements to be accommodated across the system and even within individual facilities.
- Generate revenue for the System Access Fund, which will be used to fund safety and accessibility projects around regional transit stations;
- Improve the customer experience by providing customers with better information about parking availability, certainty that they can find a parking space, and the flexibility to arrive at a more reasonable hour. It will also free up parking spaces for people not traveling in the morning peak;
- Improve mobility by discouraging non-transit riders from using public transit parking facilities – opening up more parking for transit riders and improving the business for private parking lots and garages.

2.02 Project Description (based on current assumptions)

Although no parking program has yet been approved, the description below captures Sound Transit's current assumptions for a parking program. **Nothing in this section is meant to imply that Sound Transit has selected any specific technology to accomplish its parking-related goals.**

Sound Transit will manage parking to increase the availability and reliability of access for riders. This is consistent with Board-adopted policy that anticipates charging reasonable fees for parking, which may vary by location, facility, size
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and/or occupancy in order to manage demand. Discounted rates are planned for low-income permits, in coordination with policies within regional reduced fare transit programs. Revenue derived from parking fees over and above the amounts assumed in the ST3 financial plan will be directed to the ST3 System Access Fund to further improve station access and safety, including bicycle and pedestrian access improvements.

We intend to install a frictionless parking technology strategy, potentially using different combinations of sensors (including, without limitation, license plate recognition [LPR], presence detection, magnetometers, and video analytics), as well as a variety of payment processing solutions including mobile payment and integration with the regional fare collection systems. For example: drivers would enter a Sound Transit lot or garage and pull into a spot. When it's time to leave, drivers will leave the parking facility as usual. The LPR system records the license plate information and either credits the transaction to a corresponding monthly permit or applies a daily parking fee to the transit patron. Through this program, parkers with a valid transit access pass (ORCA card/account) are able to use the parking facility, and non-transit parkers are issued citations or pay a higher fee. Meanwhile video analytics can track space availability for additional customers and monitor parked vehicles for time limits or other issues.

Ridership verification will likely be handled through an ORCA card reader, which transacts with Radio-Frequency ID (RFID) cards or near-field-communication-enabled smart phones. We may need an interim solution for parking monitoring systems deployed before the next generation of the ORCA system is operational (which is currently estimated to occur in 2023). We will also explore pay-by-phone options for parking payment.

The parking program may also feature parking guidance systems at each of the facilities through which parkers are guided directly to available parking. This function would track space availability and communicate the status details through facility signage and indicators or a data feed to web apps, mobile apps, and other smart devices or future smart vehicles.

We anticipate implementing this program with between two and four parking facilities before expanding to all Sound Transit parking facilities.

2.03 Current Parking Initiatives

Sound Transit is currently operating a High-Occupancy Vehicle (HOV) permit program. The intent of the Permit Parking Program is to increase the number of transit customers accommodated per parking space, improve the efficiency of Sound Transit facilities and services, and improve customer satisfaction. In the fall of 2016, commuters who carpool to the Angle Lake and Tukwila International Boulevard light rail stations and Sounder south line stations were able to buy a \$5 monthly permit giving them priority parking during the morning rush hour. Customers must have and use a valid ORCA card to apply for a permit and carpool permit holders must arrive with at least two other transit riders in the permitted vehicle. Up to half the parking spaces at each location remain available for other transit riders on a first-come, first-served basis.

Sound Transit will begin its Single-Occupancy Vehicle (SOV) permit program later in 2018. Unlike HOV permits, SOV permits do not increase overall facility usage, but guarantee access for solo drivers willing to purchase permits. SOV permit prices will be determined by the Sound Transit Board in consultation with the public, and could range from a level necessary to recover administrative costs (\$15/month) up to prevailing market rates. HOV permits will remain \$5/month.



SECTION 3: OBJECTIVES

Sound Transit has the following key objectives for the Parking Monitoring and Payment program:

1. Better manage the supply of parking available to transit riders.
2. Better monitor use of parking facilities to ensure that they are used by Sound Transit riders.
3. Generate revenue.
4. Provide a better transit rider experience.

SECTION 4: AREAS OF INTEREST

Sound Transit is interested in receiving information that it can use to determine how to best approach parking for the Puget Sound region. Consequently, Sound Transit invites information from the Industry community and other interested parties as to:

1. Payment Technology
 - a. Please describe your parking payment technology, including answers to the questions below.
 - i. Does your system allow for remote or mobile payment?
 - ii. Does your system allow for payment via sensing technologies such as license plate readers?
 - iii. If you use payment kiosks, how long does the median transaction take to complete?
 - iv. How do you satisfy the requirements of the Americans with Disabilities Act (ADA) related to the physical equipment and the user interface?
 - v. Can your payment system accommodate different parking payment durations (i.e., daily parking vs. monthly permitting)?
 - vi. What payment media does your system accept?
 - vii. How does your system compartmentalize Payment Card Industry (PCI) concerns, if payment cards are allowed?
 - b. Have you ever integrated your payment systems with electronic transit fare payment systems? If so, for each such integration, please provide:
 - i. The agency or agencies for whom you did the work.
 - ii. A description of the integration process.
 - c. Does your payment system integrate with enforcement systems or otherwise allow for the issuing of violation notices?
2. Monitoring and Guidance Technology
 - a. Please describe your parking monitoring technology, including answers to the questions below.
 - i. How does your technology manage individual parking spots or groups of spots? If sensors are used, how many spots does one sensor cover?
 - ii. How does your technology manage the entrances and exits to parking facilities? If sensors are used, describe the technology.
 - iii. Has your technology been subject to independent audits or studies of its accuracy? If so, please provide the results of those studies with your response.
 - iv. What is the known accuracy of your technology? Please include an accurate range of uncertainty.
 - v. What is the expected lifetime of your field equipment?
 - vi. Is there a difference between how your technology works in surface lots, underground structures, and above-ground structures? Explain.



- b. Does your technology allow for the monitoring of different types of spaces (i.e., dedicated carpool spaces, handicapped spaces, etc.) or different levels in a facility separately? Explain.
 - c. Does your technology provide the ability to determine how long a specific vehicle has been parked?
 - d. If you provide a video analytics solution, does it require specific cameras or a specific type of video feed? If so, please describe it.
 - e. What is the end-to-end communications architecture from the field equipment to the back end? Identify each link in the communication chain.
 - f. Is your system based on principles of open architecture? Can the back end work with any field equipment, or does it require specific equipment?
 - g. Please describe how data from your parking monitoring technology is provided to downstream applications such as web pages, applications, and signs.
 - h. Does your system provide parking guidance (i.e., directing drivers to open spaces or specific classes of spaces)? If so, please describe how it works.
3. Contract Structure and Implementation
 - a. Please identify whether you are an equipment vendor, system integrator, or parking operator.
 - b. How long would it take your company to install your solution in a 1,000 space parking structure, beginning with preliminary design and concluding with the start of operations?
 4. Operations
 - a. Please describe the ongoing operational needs of the solution , including the following perspectives:
 - i. Mechanical needs of the physical equipment (gates, etc.),
 - ii. Procedural needs, such as cash collection, ticket restocking, regular recalibration needs, battery replacement, and any other known ongoing needs, and
 - iii. Staffing and/or regular maintenance of the technology components of the solution.
 - b. Have you contracted for, or does your firm offer ongoing operational services, to aid in the operations of a parking solution, and if so, what are those services and what is the pricing model?
 - c. What reports and/or data produced by the parking solution provides meaningful business value in the operations and trend analysis of the parking solution?
 - d. Please provide a copy of your warranty.
 5. Indirect Impacts
 - a. Please describe any secondary needs experienced or recommended that relate to paid parking. For example:
 - i. Does signage play a part in paid parking?
 - ii. Where have any additional communications or other driver focused communications been required and what is the nature of those communications?

Sound Transit welcomes information from vendors and other interested parties on any areas listed above, or any combination thereof.



SECTION 5: SUBMISSIONS IN RESPONSE TO THE RFI / CONTACT INFORMATION

5.01 Response Format

Sound Transit requests that vendors respond with any materials that would provide the information requested. Please provide your responses in an electronic format, such as Microsoft Word. This will assist in our review process.

5.02 Response Due Date

Responses to this RFI should be submitted to the RFI Coordinator no later than 3:00 PM, February 21, 2018, Pacific Standard Time. Sound Transit reserves the right to update the RFI Schedule. Please do not cut and paste your responses into this RFI. Instead provide your response as a separate document. Only one electronic copy need be submitted.

E-mail is the preferred method of delivery. Hardcopy responses and materials will be accepted.

Sound Transit may request that some responders to this RFI provide oral presentations and/or demonstrations relating to their responses and/or services.

5.03 RFI Coordinator

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5.06 Response Contents

The responding party is requested to supply the following information:

1. Introduction to the respondent's organization, and if the respondent is a vendor, information such as parent company, age, size, number of customers, offices, number of employees, ownership structure, and the products and services offered.
2. Contact name(s) and information for questions Sound Transit might have concerning this information.
3. Literature or other materials that would help Sound Transit assess and become familiar with the respondent and its offerings.
4. List of relevant websites for the respondent and its offerings
5. Examples of completed parking monitoring projects, including any relevant websites, evaluations, and descriptions. Include a list of government/private entities for which the vendor currently handles parking management. The respondent should identify major customers who use its services and are willing to serve as a reference. Please provide the appropriate contact information for such references.
6. Responses to the questions in "Areas of Interest" above.
7. Any other Information that would help Sound Transit assess the ability of respondent and its offerings to help meet Sound Transit's needs.



SECTION 6: GENERAL REQUIREMENTS

6.01 No Obligation

Sound Transit may use the information gathered from this RFI process in a future procurement. The release of this RFI, however, in no way obligates Sound Transit to such course of action. If, in its sole discretion, Sound Transit decides to undertake a future procurement, a competitive process will be used to select a vendor.

6.02 Cost of Preparation

Vendors will not be reimbursed for costs associated with preparing or presenting any response to this RFI.

6.03 Response Property of Sound Transit

All materials submitted in response to this RFI become the property of Sound Transit. Sound Transit has the right to use any of the ideas presented in any such materials. Telephone calls will not be accepted or acknowledged. No feedback or evaluations will be provided to companies regarding their submissions. However, Sound Transit may contact sources to gather additional information as required. All information submitted will be held in a confidential manner and will only be used for the purpose intended.

6.04 Public Disclosure

Pursuant to Chapter 42.56 RCW, responses submitted under this RFI shall be considered public records and with limited exceptions will be available for inspection and copying by the public. Vendors must specifically designate and clearly label as "CONFIDENTIAL" any and all materials or portions thereof they deem to contain trade secrets or other proprietary information, which is exempt from public inspection and copying. The Vendor must provide the legal basis for the exemption to Sound Transit upon request. If a response does not clearly identify the "CONFIDENTIAL" portions, Sound Transit will not notify the vendor that its Response will be made available for inspection. If a request is made for disclosure of material or any portion marked "CONFIDENTIAL," Sound Transit will determine whether the material should be made available under the law. If Sound Transit determines that the material is not exempt and may be disclosed, Sound Transit will notify the vendor of the request and allow the vendor 10 working days to take appropriate action pursuant to RCW 42.56.540. If the vendor fails or neglects to take such action within said period, Sound Transit may release the portions of the Response deemed subject to disclosure. To the extent that Sound Transit withholds from disclosure all or any portion of vendor's documents at vendor's request, vendor shall indemnify, defend and hold harmless Sound Transit from all damages, penalties, attorneys' fees and costs Sound Transit incurs related to withholding information from public disclosure. By submitting a Response, the vendor consents to the procedure outlined in this paragraph and shall have no claim against Sound Transit by reason of actions taken under this procedure.

6.05 Disclaimer

Sound Transit has issued this RFI solely for information and planning purposes, and the issuance does not constitute a solicitation, and will not result in an award of any kind. The issuance of this RFI and your preparation and submission of information do not commit Sound Transit to any contractual relationship, directly or indirectly.