



City of Santa Barbara
Downtown Parking Committee

Memorandum

DATE: September 8, 2022
TO: Downtown Parking Committee
FROM: Roy Forney, Downtown Parking Operations Supervisor
SUBJECT: REVENUE CONTROL SYSTEM UPGRADES

RECOMMENDATION:

That the Committee receive a report and recommend that City Council approve the appropriation of funds for purchase of EMV readers for parking kiosks.

DISCUSSION:

The Downtown Parking Program processes over 700,000 credit card transactions per year. Since the SKIDATA revenue control system upgrades in late 2020, there are no longer terminals for processing credit card transactions in the exit kiosks. All credit card transactions, excluding our new SWEB Mobile payments, are processed outside of the kiosk at the SKIDATA exit column. When a customer requires assistance with a credit card transaction, kiosk staff must walk alongside, or in front of, oncoming vehicles to assist the customer with processing the transaction at the exit column. This causes delays for customers at exit and creates safety risks for staff.

Staff proposes adding Windcave EMV credit card terminals to the parking lot exit kiosks. The addition of EMV ("chip") readers will allow staff to process transactions without stepping into the exit lane, thereby improving safety. Customers will still have the ability to process transactions at the exit column without assistance by staff. Parking Operations will maintain its ability to create Self-Service exit lanes during low-volume periods, early morning, and late at night.

Staff is requesting that Council appropriate \$61,385 from **Downtown** Parking Fund reserves for this purchase. While exact reserve balances are not known at this time, it is estimated that this appropriation will cause the Downtown Parking Fund to fall approximately \$14,000 below Council policy requirements.

To ensure compatibility with the current access control equipment, the Windcave EMV terminals will be purchased through SKIDATA.