

**Advisory Parking Committee  
Meeting of October 12, 2022**

151 Martin Street, City Commission Room, Birmingham, MI

**Minutes**

These are the minutes of the Advisory Parking Committee ("APC") regular meeting held on Wednesday, October 12, 2022. The meeting was called to order at 7:30 a.m. by Chair Vaitas.

1. Rollcall

**Present:** Chair Al Vaitas; Kelly Cobb, Steven Kalczynski, Kevin Kozlowski, Lisa Krueger, Lisa Silverman (left 9:24 a.m.), Jennifer Yert

**Absent:** Vice-Chair Richard Astrein; Jim Arpin, Mary-Claire Petcoff

**Staff:** Parking Systems Manager Ford; City Transcriptionist Eichenhorn, Operations Commander Grewe

**SP+:** Catherine Burch

2. Introductions

3. Review of the Agenda

4. Approval Of Minutes: Meeting Of September 14, 2022

**Motion by Dr. Silverman**

**Seconded by Mr. Kozlowski to accept the minutes of September 14, 2022 as submitted.**

**Motion carried, 7-0.**

VOICE VOTE

Yeas: Silverman, Vaitas, Yert, Cobb, Kalczynski, Krueger, Kozlowski

Nays: None

5. PARCS (Parking Access Revenue Control Equipment) Review and Recommendation

PSM Ford outlined the review process.

TIBA / Traffic & Safety (TIBA) presented first and Flash Parking presented second.

Subsequent to their presentation, in reply to APC and Staff inquiry, representatives from TIBA stated:

- In the case of a lost ticket, a user can use the intercom button on the in-lane machine to contact customer service. Customer service would either then locate the ticket in their system and base the charge on that, or enter an estimated time of entry to calculate a charge;
- City of Lansing, City of Ann Arbor, and some City of Detroit locations work with TIBA / Traffic & Safety for their parking;
- If a network connection is lost, tickets and payments would still be functional. Updates to the software would not work. If customer service was within the deck, that could remain operational during a network connection loss as well;
- The system has anti-passback technology;
- The system could come with the ability for Staff, permit parkers, and companies with permit parkers to manage monthly permit parking information if desired; and,
- The system has integration options with ParkMobile, the City's present mobile parking application.

Subsequent to their presentation, in reply to APC and Staff inquiry, representatives from Flash Parking stated:

- The ticket read-rate exceeds 99%;
- The kiosk can be adjusted to avoid glare from sunlight;
- The system is in use in the City of Grand Rapids and at private operations within Michigan;
- If the City's internet fails, the system comes with an LTE modem built in which would allow monthly parkers to enter and exit without being affected. In the event that all internet is lost, payment at the kiosk would not work. If a parker's mobile device had internet, mobile payments could be made through the app. If the City wants to capture revenue in that event, the lanes would have to be staffed in order to show proof-of-payment and allow exits;
- The default in the event of offline mode is to raise the gate arm and allow parkers out without revenue collection so that no parker remains trapped inside of a deck without the ability to pay;
- The system has anti-passback technology;
- The system has integration options with ParkMobile, the City's present mobile parking application;
- Since most of the repairs are self-service, the most common vendor service repairs stem from gate-arm damage. In the event that a printer goes down, the City would already have a backup printer for replacement;
- The systems can be retrofitted with new technology that becomes available;
- The system would come with the ability for Staff and permit parkers to manage monthly permit parking information;
- The screen is customizable in a number of ways, and could include a banner feature to advertise City events; and,
- For a lost ticket, there is a flat fee option or a dynamic lost ticket option, which would require an interaction with customer service to verify the entry-time in order to more accurately capture revenue.

The APC then discussed the two vendors. APC comments were as follows:

- Flash was significantly less expensive than TIBA. Flash was also a bit slower, had less premium materials, and less high-quality ticket paper;

- Flash has a shorter history in the industry;
- For either option it would be helpful to maximize the screen font;
- The TIBA screen was more intuitive, faster, and more responsive than the Flash screen;
- The majority of the text on the default Flash screen could be removed to simplify the User Interface (UI);
- TIBA has an offline mode that allows revenue capture whereas Flash does not;
- It would never become less expensive to use TIBA than Flash given TIBA's upfront costs;
- Either vendor would address the entry and exit issues the City presently encounters;
- Flash estimates a faster installation time than TIBA does; and,
- It would be preferable to have the system installed before the holidays if possible.

PSM Ford said he had previous positive experiences in using Flash. He noted that the ticket paper quality did not matter. He said the functionality between the two vendors was largely the same. He said he also liked the branding and the self-repair aspects. In speaking with references for both vendors, the largest difference was whether vendor repair or self-service repair was preferable. His experience with using Flash's LTE modems when necessary was positive.

After discussion concluded, two APC members voiced their support for Flash.

One APC member said she preferred the TIBA product but understood the value of self-repair offered by Flash.

In reply to the Chair, PSM Ford said the APC could help customize a simpler UI if Flash were selected.

The Chair emphasized the importance of a streamlined UI in terms of public experience.

OC Grewe noted that both vendors would eliminate the likelihood of the deck entries causing backups into the roads. He noted that the Flash ticket would instruct parkers on paying via mobile before exiting, would could result in less exiting backups as well.

**Motion by Dr. Silverman**

**Seconded by Mr. Kozlowski to recommend to the City Commission that Flash Parking be the new parking access revenue control provider for all five City garages.**

There was broad APC concurrence about the importance of streamlining Flash's UI.

**Motion carried, 7-0.**

VOICE VOTE

Yeas: Silverman, Vaitas, Yert, Cobb, Kalczynski, Krueger, Kozlowski

Nays: None

The Chair and the APC thanked PSM Ford for organizing the presentations.

6. Meeting Open to the Public for Items not on the Agenda

Ms. Krueger raised concerns about certain public behavior at the Park Street Parking Garage (Park Street).

OC Grewe said the Police Department (PD) was presently working on installing cameras within the parking garages but it would be about a year out. He clarified that some drivers are undertaking risky driving behavior on the roof of the Park Street, but said there was not much crime in any of the structures.

Ms. Krueger asked that Park Street be prioritized during that process since the easier access to Woodward makes issues more likely.

OC Grewe said the PD could solicit the APC's feedback on where the cameras should be located within the garages once the process reaches that point.

The Chair confirmed that would be appropriate.

7. Miscellaneous Communications
8. Adjournment

No further business being evident, the meeting adjourned at 9:29 a.m.

Aaron Ford  
Parking Systems Manager



Laura Eichenhorn  
City Transcriptionist