



# CITY OF SANTA BARBARA

## Downtown Parking Committee

### *Staff Report*

**DATE:** September 2, 2010  
**TO:** Downtown Parking Committee Members  
**FROM:** Browning Allen, Transportation Manager  
**SUBJECT:** CREDIT CARD UPDATE

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#### **RECOMMENDATION:**

That the Committee hears an update on efforts to implement credit card payments in the Downtown Parking Lots.

#### **DISCUSSION:**

##### Background:

The new revenue control equipment that was selected as part of the design of the Granada Garage has the capability of accepting credit cards. Over the past two fiscal years staff has replaced all the old equipment with the new revenue control system used in the Granada Garage. With all lots now replaced the next step is the implementation of the credit card system into the Downtown Parking Program.

##### Current Status:

Downtown Parking staff, along with the City's Finance and Information Systems staff, as well as Sentry Controls, the supplier of the revenue control equipment, has been working on identifying all of the necessary hardware and software needed to process and monitor the credit card transactions. The most critical part of the credit card transaction is the interface between Downtown Parking's credit card server and the City's credit card processor. Working closely with Finance staff, the final arrangements have been made to allow for secure, real-time authorizations at minimal start-up and ongoing costs. Working with First Data Merchant Services, both Finance and Parking staff will have the ability to create reports and perform timely auditing of all credit card transactions.

Before we accept credit cards at all of the lots, Staff will first test the system by accepting a limited number of credit cards transactions at the Granada Garage. This will insure that the card readers and new software systems are performing as expected. This "soft" roll-out of the program will also allow Downtown Parking staff enough time to train all of the Parking Lot Operators on how to accept credit cards.

All systems and training are scheduled to be in place and ready for implementation at all garages and parking lots on October 4, 2010.