City of Santa Barbara
Downtown Parking Committee

Memorandum

DATE: August 13, 2020

TO: Downtown Parking Committee

FROM: Robert J. Dayton, Transportation Planning and Parking Manager

SUBJECT: Access Control System Upgrades

RECOMMENDATION:

That the Committee receive a report and recommend that City Council approve the appropriation of funds for hardware and software upgrades for the SKIDATA access control system in City parking lots.

DISCUSSION:

In 2006, Downtown Parking began replacing old, analog, and manually-operated entrance gates and ticket dispensers in parking lots with SKIDATA Parking Access and Revenue Control System (PARCS) equipment. The SKIDATA PARCS includes entrance and exit gates, ticket columns, cashiering hardware in parking kiosks, desktop ticket coders, computer terminals and software, and are all connected via a fiber-optic network to central servers. This connectivity enables:

- Centralized monitoring of parking movements, lot occupancy, customer transactions, and cashiering;
- Collection of occupancy and revenue data; and
- Remote control of entrance and exit gates.

The City's SKIDATA PARCS computer system is aging and requires hardware and software upgrades to maintain system security and technical support, including the Payment Card Industry Data Security Standard. The current SKIDATA system is running on Parking Logic Version 10 and Windows 7 software. Bringing the system up to current standards requires upgrading the hardware, upgrading the Parking Logic software to Version 14, and upgrading Windows 7 to Windows 10. Microsoft ended support for Windows 7 in January 2020. Additionally, the COVID-19 pandemic has necessitated a transition away from the City's customary high-touch in-person service model, towards a "contactless" process, where customers are able to pay for parking at the exit column without hands-on assistance from a kiosk attendant.

The proposed upgrades include:

- Operating system software upgrades to improve security and stability.
- Conversion of exit column proximity card readers from SKIDATA's Radio Frequency Identification (RFID) readers to HID's RFID technology, which enables the use of more versatile, less expensive access cards for permits and pre-paid cards.
- Addition of Near-Field Communication readers to exit columns, which will enable customers to pay using Apple Pay, Google Pay, and Samsung Pay from their mobile phones upon exit.
- Addition of EMV "chip card" readers to exit columns to provide point-to-point encryption of credit card information and protect the City against fraud and charge-back claims.
- Replacement of aging desktop SKIDATA computer workstations used for cashiering.
- Server replacement and upgrades.

Competitive bidding for this purchase is not required. Council granted the Transportation Planning and Parking Division a five-year sole source purchasing authorization for SKIDATA equipment on June 27, 2017. Staff recommends continuing with SKIDATA, as their equipment and service after sale has been exceptional.

Staff has requested Council appropriate $292,866 from Downtown Parking Fund reserves for purchase of these hardware and software upgrades. This appropriation is not anticipated to reduce Downtown Parking Fund reserves below Council policy levels.