

Staff Report

If this information is required in an alternate accessible format, please contact the Accessibility Coordinator at 905-623-3379 ext. 2131.

Report To: General Government Committee

Date of Meeting: September 8, 2025 **Report Number:** LGS-029-25

Authored By: Michelle Chambers

Submitted By: Rob Maciver, Deputy CAO/Solicitor, Legislative Services

Reviewed By: Mary-Anne Dempster, CAO

By-law Number: **Resolution Number:**

File Number:

Report Subject: Parking Payment Modernization Update

Recommendations:

1. That Report LGS-029-25, and any related delegations or communication items, be received for information.

Report Overview

The purpose of this report is to close out the Parking Payment Modernization Capital Project and the completion of Action Item L.2.2.3 - Modernize Parking Pay Stations of the Strategic Plan. All project goals have been met, and the project came in significantly under budget due to the choice of innovative solutions.

1. Background

Council Resolution

1.1 At the Council meeting on June 26, 2023, Resolution #C-093-23 was approved as follows:

That Report LGS-023-23, Municipal Parking Payment Modernization be referred back to the CAO's Office, and that staff report back on machines that accept debit/credit or debit/credit/cash in addition to the mobile app; and

That the Bowmanville BIA be engaged in the process.

1.2 Report LGS-023-23 initially recommended replacement of the single space parking meters and paid parking in downtown Bowmanville with a mobile parking application in addition to pay and display parking meters in the central lots being upgraded to include cash, credit and debt payment options.

1.3 Concerns were raised with the removal of the meters and reducing the options to pay for parking. The report was referred back to staff to explore options for the replace of the on-street meters with options that include cash, credit and debit and that the Bowmanville BIA be engaged in the process.

2. Project Update

Parking Payment Modernization

2.1 As part Clarington's efforts to modernize its services and create efficient, cost-effective processes, the Municipality requested budget approval in the 2024-2027 Budget to upgrade the existing on-street coin operated meters in downtown Bowmanville. The original proposal was to remove the 171 existing meters and replace them with approximately 30 centrally located pay and display meter units. The project was approved in the 2024-2027 Multi-Year budget as follows:

Resource Requirement	Budget
Removal of single space meters, remediation and site install preparation*	\$50,000
Replacement and Installation of new Pay Stations	\$250,000
Meter Management System	\$19,800 annual operating
Total Capital	\$300,000
Total Operating	\$19,800
Total	\$319,800

- 2.2 Upon starting the project Staff identified immediate concerns with the central parking meters, including higher ticket costs, and a greater impact on downtown businesses and residents who are more familiar with single meters as well as accessibility concerns. There would be a significant disruption to the downtown to remove the existing meters and complete the installation work for the new central meters. Public Works Staff raised safety and operational concerns about requiring additional signage for central parking meters.
- 2.3 After further review, Staff identified a newer design of meters that was a superior alternative to the central meters. Several benefits were identified including a minimal disruption to the downtown, no additional signage required for the upgrades, no reduction in the accessibility and minimal remediation work required. Existing meter posts could be used with a decorative cover with a 'sleeve' to beautify the streetscape. The new single space meters also provide cash, debit and credit card payment options. Selection of this option resulted in a shorter timeframe for completion of the project. These meters also are equipped with a meter management system which allows the meters to be monitored electronically and the ability to access statistical reporting.
- 2.4 There was also a significant cost savings by choosing the single space meters in comparison to the central pay and display units.

Resource Requirement	Budget
Remediation work for existing meter posts *	\$6374.75
Replacement and Installation of new meters	\$128,052.45
Meter Management System	\$14,732.50
Total	\$149,159.70

Bowmanville BIA

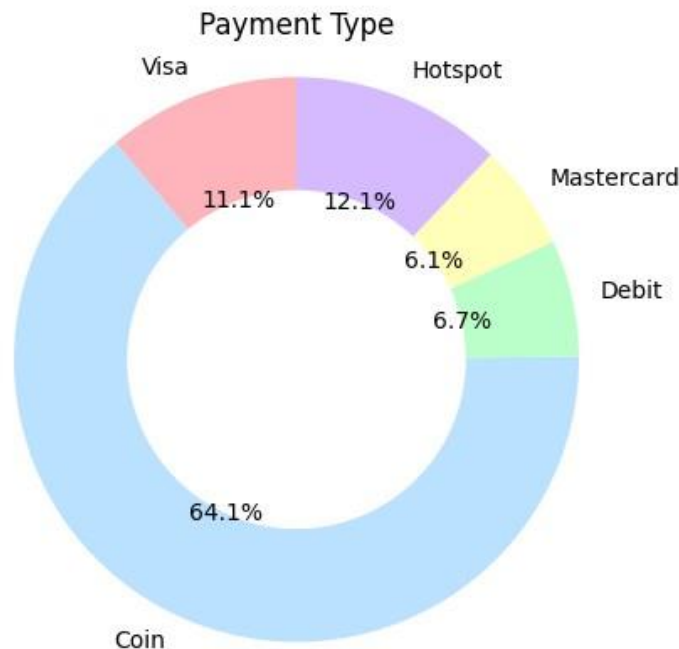
- 2.5 The Bowmanville BIA was engaged and consulted following the decision to proceed with the new single space meters. Municipal staff attended a Bowmanville BIA meeting to provide an update and respond to questions regarding the new meters. During the review, the features and benefits of the meters were outlined, including the availability of cash, debit, and credit payment options. Additional email communications were sent to share proposed installation timelines and to notify the Bowmanville BIA as key steps in the process were completed.

Additional Parking Spaces

- 2.6 During the launch of the parking payment modernization initiative, Staff identified the need to clearly delineate parking stalls on Temperance Street, south of King Street. Traffic staff collaborated to review existing meter placements and assess opportunities for improvement.
- 2.7 As a result of this review, four additional parking spaces were identified and marked on Temperance Street, and a designated loading space was added on King Street. These enhancements have increased downtown parking availability, improved traffic circulation, and contributed to overall safety. Installation of new meter poles is currently underway, and the corresponding parking meters have been ordered. Staff will continue to explore future opportunities to add more stalls, which would support faster turnover of on-street parking, enhance safety, and potentially generate additional revenue.

Statistics

- 2.8 While the majority of parking transactions continue to be made using coins, we are beginning to observe a gradual shift toward alternative payment methods such as debit, credit, and mobile platforms. Recognizing the public's preference for retaining the coin option, we will continue to monitor this trend closely. Should the reliance on coin payments diminish, we may revisit the possibility of adjusting payment options in the future, ensuring any changes are made with public input and operational needs in mind.



- 2.9 A review of the parking meter statistics from the date of installation to July 31, 2025, has been completed. The total revenue generated from the meters is \$74,807.80. When including online payments processed through Hotspot, the total revenue increases to \$85,088.92. This reflects a net increase of \$5,820.45, representing a 7.34% growth for same period in 2024.
- 2.10 Historically, parking meter maintenance and parking enforcement have been hindered by outdated and unreliable equipment. Since the upgrade and implementation of the meter management system that allows for real-time monitoring and maintenance alerts, enforcement efficiency has significantly improved. This enhancement has contributed to an increase in infraction revenue of \$5,480.00 which is 95.8% increase from last year between the date of installation to July 31, 2025.
- 2.11 Several operational efficiencies have also been achieved as a result of this project. It is estimated that 16 staff hours per week (8 hours per Officer) have been avoided across coin collection, coin counting, meter maintenance, and enforcement activities. Annually, this equates to 768 hours of staff time, representing a cost savings of approximately \$37,542.53.

3. Financial Considerations

- 3.1 As the total cost of the project was \$149,159.70 and resulted in the project cost being under the approved budget, a portion of the surplus has been allocated toward future maintenance, upgrades, and repairs of the parking meter infrastructure. This will ensure continued functionality, improved service delivery, and long-term asset sustainability.

4. Strategic Plan

- 4.1 This report provides an update on the actions necessary to complete priority L.2.2: Use technology and process improvement to modernize and optimize services. Specifically, action L.2.2.3: Modernize parking pay stations.

5. Climate Change

Not Applicable.

6. Concurrence

Not Applicable.

7. Conclusion

It is respectfully recommended that Staff Report LGS-029-25 be received for information

Staff Contact: Michelle Chambers, Legislative Services Coordinator, 905-623-3379 ext. 2101 or mchambers@clarington.net.

Attachments:

Not Applicable

Interested Parties:

There are no interested parties to be notified of Council's decision.