CITY OF VANCOUVER

REQUEST FOR PROPOSAL NO. PS20210229
PROVISION OF LICENSE PLATE RECOGNITION SOLUTION
QUESTIONS AND ANSWERS NO. 3

ISSUED ON: June 29, 2021

Q1	From the excel document "PS20210229-PartBAnnex2-DetailRequirements"
	1.0 Enforcement Functions, Section 1.3: Enforcement
	The future LPR enforcement will include the paid parking zones that are typically covered by pay stations. The paid session information will be centralized in the Gtechna solution (from any payment source). Describe the configuration options for the enforcement of an expired session, including city controlled option for a grace period after expiration and the issuance of a violation.
	During the transition from single space meters to pay stations, there may be blocks that may not have a paid session if the user paid by coin at an unconnected meter, while some users have a pay by phone session.
	Can your solution operate in this environment to issue violations only for the expired sessions and not for the unknown coin payments?
	It seems that this is a difficult problem to solve as the following shows.

Scenario	Parker pays by?	Identified by Plate?	Comment
1	Smart phone	Yes	
2	Pay station with LPR entry	Yes	
3	Permit	Yes	
4	Unconnected pay machine	No	Receipt is visible
5	Meter	No	Meter shows paid
6	No paying parker	No	Possibility of bogus receipt

If the LPR system drives by a 40 km/h, scenarios 1, 2 and 3 are determined automatically within fractions of a second. Scenarios 4, 5 and 6 are not automatic and require PEO intervention to interpret the status of a paid session. For example, the LPR vehicle could be driven more slowly and a second person observing the status of meters or presence of a payment slip on the dash thus reducing the need for a full stop. This would be done only in the areas required.

Can the city clarify what their expectations are?

A1	While it is correct that the LPR system cannot determine the payment status in scenarios 4-6, we are hoping that the solution can be configured to flag to the Officer the type of potential violation in the area of unconnected meters. For example, an expired session (from Pay by phone) will be known as the payment information is retrieved from the Gtechna system for that plate and the Officer would simply approve those tickets. If the solution prompts that the plate is "unknown" meaning not found as a recent payment session from Gtechna, then the Officer would clearly see that it is unsubstantiated, and would not approve the ticket issuance. The City would enforce those violations in a different way. Note that currently 80% of payments are via Pay by Phone so the volume should be low. Please note in your proposal if the features the City is looking for are available as a configuration option. Please include optional items as a separate line item in your Commercial Proposal.
Q2	Section 1.11 Solution Options If the city chooses to mail warning notices rather then issue an actual violation, can your solution offer a value add in that it will handle the warning process without the need to send the warnings to the Gtechna solution? This would entail a matching of plates to registered owner information and a letter printing process from a backend solution. Most of our clients prefer to have a record of a warning. From a system perspective it seems to make more sense to have a general approach since warning citations can be viewed as regular citations with a value of $0. Can the City clarify what is driving this requirement?
A2	While the City does expect to have the warning citation in Gtechna, we were just curious as to any other options that might exist.

END OF Q&A No. 3