



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 6

Agenda Date: June 12, 2025

In Control: City Council A Session

DEPARTMENT: Finance Department

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Ratification of Amendment for Parking Pay Stations for CCDO

SUMMARY:

This ordinance ratifies an amendment to the contract with Flowbird America Inc., for cloud-based maintenance, support services and replacement parts for existing on-street parking pay stations for an estimated total contract value of \$130,824 over a two-year period for the Center City Development Department (CCDO). The term of this amendment began January 1, 2025, and is through December 31, 2025, with one, one-year renewal option. Year 1 cost of up to \$65,412 will be funded by the Parking Operating and Maintenance Fund. Funding for the subsequent year is contingent upon City Council approval of the annual budget.

BACKGROUND INFORMATION:

Submitted for City Council ratification is a contract amendment with Flowbird America Inc., for cloud-based maintenance, support services and replacement parts for existing on-street parking pay stations. The Center City Development and Operations Department (CCDO) operates and maintains downtown parking facilities. The City has over 5,600 downtown public parking spaces available in garages and street level lots/spaces that are supported by automated meters and 700 coin-operated meters. Every year, the downtown area is host to various events which are open to

locals and tourists. Depending on the event size, attendees often experience difficulty in locating parking availability, resulting in traffic congestion and parking in unauthorized spaces and locations.

The Center City Development Department (CCDO) along with Flowbird America Inc. provides services for 100 Pay-N-Display Work Spaces. This contract provides services for action required, terminal out-of-order, communication problems, consumables, cash collections, cash-in-terminals, parking activity, tickets sales analysis, and transaction by payment. Flowbird America Inc. will provide Standard Work Spaces with maintenance, collections, transactions, repairs, control and telephone support.

CCDO was actively working on the extension of the contract since Summer 2024 to ensure continuity of services while City reviewed other parking options. In November 2024, CCDO decided to reduce the units serviced by Flowbird America Inc., resulting in the need for a new quote and updated amendment. The information needed to complete the amendment was not received back in time to process prior to contract expiration on December 31, 2024. Although the contract expired, Flowbird America Inc., continued to provide services as determined by the City, to avoid lapse in services, which resulted in the need for this ratification.

The initial term of this amendment began January 1, 2025, and is through December 31, 2025. Additionally, one, one-year renewal at the City's option will also be authorized by this ordinance.

ISSUE:

The requested ratification of the contract amendment with Flowbird America Inc. will extend and continue the cloud-based maintenance, support services and replacement parts for existing on-street parking pay stations for the period of January 1, 2025, through December 31, 2025, with one, one-year renewal option. This will allow for continued services while the City to researches other options for long term support services.

This contract is exempt from the SBEDA program.

This award is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply to non-professional service contracts, so no preference was applied to this contract.

ALTERNATIVES:

Should this contract amendment not be ratified, CCDO will lose access to an enterprise license and will be unable to maintain the cloud-based parking pay stations for all City-owned parking meters. The City would be required to purchase client licenses for existing software on an as-needed basis resulting in increased costs. In addition, patrons would have to either pay online via the City app SAPark, online, or at analog legacy meters with coins limiting multi-modal payment methods. This would result in a reduction of service and inconvenience to the City user experience.

FISCAL IMPACT:

This ordinance will ratify a contract with Flowbird America Inc., for cloud-based maintenance, support services and replacement parts for existing on-street parking pay stations for an estimated total contract value of \$130,824 over a two-year period which started January 1, 2025 and is through December 31, 2025 with one, one-year renewal for the Center City Development Department (CCDO). Funding in the amount of \$65,412 is available in the Parking Operating and Maintenance Fund FY 2025 Adopted Budget. Funding for the subsequent year is contingent upon City Council approval of the annual budget.

RECOMMENDATION:

Staff recommends approval of this ordinance.

This contract Amendment was processed citing a Sole Source Exemption and a Contracts Disclosure Form is not required.