



DEPARTMENT OF
**PUBLIC
WORKS**

MEMORANDUM

Date: 03/09/2026
To: Municipal Services Committee
From: Laura Jungwirth, Director of Public Works
Pete Neuberger, City Engineer/Deputy Director of Public Works
Hilary Pattermann, Parking Utility Manager
Subject: Request to approve Contract Amendment #1 with Traffic and Parking Control Co., Inc. (TAPCO) for TIBA ramp access upgrades in the amount of \$67,000 for a new not-to-exceed total of \$288,209.00

On September 4, 2024, Appleton Common Council approved the current contract with Traffic and Parking Control Co., Inc. (TAPCO) to address several limited updates to the parking access and revenue control system (PARCS). The approved work included transitioning from the existing on-premise server software to TIBA's cloud-based platform, upgrading outdated swipe-only credit card readers to PCI-compliant chip, tap, and mobile wallet payment capabilities by retrofitting the existing exit kiosks originally installed in 2015, and adding Pay-On-Foot equipment in the Yellow Ramp. The contract was approved in an amount not to exceed \$221,209.00.

Since that time, DPW has worked with the Information Technology Department; the credit card merchant services provider; the credit card gateway provider; the software provider, TIBA; and TAPCO to establish city-provided network/hardware requirements necessary to implement the system upgrades.

In preparation for implementation this spring, DPW has received feedback from major downtown ramp users and has consulted with Walker Consulting Services regarding current parking ramp industry standards, which have evolved since the contract was originally developed.

These consultations have led DPW and TAPCO to develop recommended modifications to the system specifications that are expected to significantly increase level of service for users, provide a system that will remain viable for many additional years, enhance system reliability, simplify installation, and reduce system down time during implementation.

The proposed contract modification includes the replacement of ten (10) existing exit kiosks. These units rely on obsolete ticket dispensing and ticket collecting mechanisms, as shown in Exhibit A, which are no longer in active development and have become increasingly difficult and costly to maintain.

The recommended exit kiosks, shown in Exhibit B, would provide modern functionality and improved reliability by utilizing scanner-based technology. Key features of the new exit kiosks include:

- Chip, tap, and contactless payment capability, including support for mobile wallets such as Apple Pay and Google Pay
- Ticket scanning technology, eliminating the need to insert tickets and reducing the risk of jams or mechanical failures
- QR code scanning capability to support hotel guest passes, pre-payment options, and virtual monthly permits
- Large touchscreen interface with a clearly visible “Press for Assistance” option and built-in intercom capability
- Compatibility with existing entrance kiosks, allowing the current entrance equipment to remain in service

Additionally, the new exit kiosks are compatible with the latest TIBA SPARK Software which includes the ability to offer future improvements such as:

- Digital permit management, including online purchasing and automatic monthly permit renewals
- Expanded mobile and QR code-based validation options for businesses
- License Plate Recognition (LPR) technology that can automatically raise gates upon vehicle entry and exit
- Video assistance capabilities through the built-in intercom

The additional \$67,000 of funding is available within the 2026 Parking Utility operations budget due to reduced 2026 costs for meter mechanicals/housings and ramp deck sealer materials.

EXHIBIT A – Existing PARCS Exit Kiosk



EXHIBIT B – Proposed PARCS Exit Kiosk

