

**City of Fredericton
Pay-by-Space Parking Installation
Question & Answer**

Background

After several months of research and testing, the City of Fredericton will introduce a new pay-by-space parking system in its municipal parking facilities starting this fall. The new self-serve system is easy to use and will offer parking customers and the municipality a number of benefits.

The system will replace the gated system in place at the Frederick Square and Brunswick Street parking garages, as well as the pay-and-display system in The Tannery parking lot on King Street. It will be installed during the month of November 2007. The system will be introduced at the York Street Carpark in the late spring of 2008.

Questions & Answers

The following questions and answers have been prepared about the pay-by-space parking system.

Q. How do these new pay stations work?

- A. The new electronic parking pay stations (meters) work in a similar manner to banking machines or kiosks. There is signage by the machine, on the machine and in the screen prompts to help customers. The basic steps for purchasing parking are as follows:
- Park your vehicle and note your space number before going to the pay station.
 - Press any key on the keypad to turn on the machine if it is “asleep.”
 - Select English or French.
 - Enter your space number and press OK.
 - Choose the amount of time you want to stay and your associated rate.
 - Make a payment via credit card or cash (bill or coin) when promoted on the screen.
 - Once payment is accepted, a receipt will print out in the ticket cup located below the credit card reader.
 - Lift the clear cover and remove your receipt. Everyone gets a receipt to prove payment. This feature is especially beneficial to business parkers making expense claims on parking.
 - Customers can simply then leave the parking facility and proceed with their business.
 - There is no need to put the receipt on your dash as parking services staff can check parking space status through wireless handheld devices or by polling the machine directly.
 - If you want to add time, simply return to any pay station – in the parking facility you used or in another location – enter your space number, and follow the prompts for adding time.
 - If you have questions, you can get help by calling 506-460-2019.

Q. Is my credit card data safe if I use it on one of these new machines?

- A. All of the credit card data stored on the machine is encrypted so that it can't be read by anyone, including municipal personnel. The credit card transactions are also approved by the banks in real time so you have an authorization number on your receipt to reference your transaction with your credit card company.

Q. When I use my credit card, what happens if it gets stuck inside the machine?

A. Like many other electronic parking meters, banking machines, or kiosks, the City's new parking meters do not ingest the card so customers will always have physical contact and access to their card. No additional transaction fees collected with the credit card option.

Q. Does the pay station take debit cards?

A. Unfortunately, no. The parking equipment manufacturer reports that unlike the credit card option, the debit card option has not been developed to a point where it can be offered to parking customers, without posing an incredible risk to both the customer and the City of Fredericton. Research and development efforts need to be carried out – at an incredible cost and effort to make such a system viable.

Q. Does the parking meter give change?

A. Yes.

Q. What are the rates and hours of operation for the pay-by-space parking system?

A. Rates: \$1 an hour/ \$8 for all day parking
Enforcement Hours: 9 am to 5 pm, Monday to Friday

Q. Will monthly parkers be affected by the change?

A. Monthly parkers will continue to use the parking facilities as before. However, instead of using a PIN number or swipe card as is the case now, they will be issued a hangtag for the rear view mirror of their vehicle. Monthly parking permit holders will continue to park on certain levels of the garages, which will now be also be identified by a range of numbered parking spaces.

Q. Will staff continue to receive parking passes for the garages as part of their employment agreement with the City of Fredericton?

A. City of Fredericton employees will continue to have monthly parking privileges in Frederick Square Parking Garage and the Upper Queen Parking Lot.

Q. Will any parking attendants lose their jobs with the implementation of this new system?

A. No. Parking attendants will be redeployed to other duties in the parking facility.

Q. What happens if the pay station doesn't work?

A. Unlike the old gated system, when the system broke, back-ups in traffic occurred. In the case of the pay-by-space pay stations, when one is not working, there are several others in the parking facility that customers can use. Parking services staff will be aware very quickly if a pay station is not working properly.

Q. Are the new pay stations accessible to people with disabilities?

- A. Yes. The pay stations meet standards outline by the American Disability Association, which are in keeping with Canadian standards.

Q. Why is the City of Fredericton making this change?

- A. The City of Fredericton's current parking equipment has become obsolete. Frequent breakdowns are being experienced and replacement parts are no longer available. In addition to this, parking customers have been asking for different payment options, not supported by the current system.

As a result, the City of Fredericton parking services division has been actively seeking a new parking system for the Frederick Square Parking Garage, the Brunswick Street Parking Garage, and the York Street Carpark since 2001. In addition, the division has also been researching the best parking solution for the proposed parking facility to be built in the East End of the downtown to support the new conference centre.

Q. Why pay-by-space versus a gated / attendant parking system or some other system?

- A. Since the installation of the current parking system, the parking industry has evolved. In keeping with the public's higher expectations regarding how and when to pay, parking industry leaders have spent more and more time on developing customer self-serve, automated parking systems.

The new system is easy for customers to use, and unlike pay-and-display systems, where customers must return to their vehicle to display their parking receipt, pay-by-space customers can simply pay and head out of the parking facility.

For the municipality, the system is more affordable than a quality gated / attendant parking system, with less movable parts to break. The system easily links to the City's accounting system, and supports several payment methods for customers.

Everyone gets a receipt, which is especially good for business parkers making expense claims. As the full system comes online, parking customers will be able to add time to their parking space from ANY municipally owned pay-by-space facility.

Q. How much did the system cost and who is the supplier?

- A. The pay-by-space system was purchased as a result of Request for Proposal P07-13 for the Supply, Delivery, Training, and Support for Multi-Space Parking Pay Stations, which closed on June 13, 2007. On July 23, 2007 Council approved the staff recommendation that Digital Payment Technologies Corp., of Burnaby, BC, be awarded the tender for the new parking system at a cost of \$266,122.40, HST included, plus an annual recurring charge of \$19,152, HST included. The system is called a LUKE Multi-Space Pay Station.

Q. With the old system, customers went into the garage and parked for as long as they liked, paying the parking attendant when they left? Why can't short-term parkers still do that?

- A. To replace the current parking system at the City of Fredericton's parking facilities with a similar system would cost in excess of \$750,000. In keeping with the parking industry's move to self-serve, automated parking systems, pay-by-space parking stations provide many benefits to the customer and municipality.

This includes new payment methods and elimination of line-ups for customers; dependable equipment, increased safety for parking attendants and improved accounting for the municipality.

Only 30 per cent of the parking garage users are short-term, transient parkers, who for the most part, come and go from the garages on a fairly frequent basis.

While the new system requires customers to pay up front for their parking time, the parking garages and carpark still offer good value to short-term parkers. The parking rates are lower, so if a customer is not sure how long they will need to park; it is still cheaper to estimate upwards than it would be to park at an on-street meter.

Q. I understand that with the new system, changes have been made to the parking bylaw that will result in customers getting tickets in the parking facilities. Why is this necessary?

A. The City of Fredericton's goal with the new parking system was to find a reliable parking system that offers a variety of benefits to both the customer and municipality. Warnings will be used to educate customers about the new system in the beginning. Grace periods will be generous. The ability to issue tickets is needed to control misuse of the parking facilities.

Q. Is Fredericton the first city to use these new meters?

A. No. A number of cities in North America are using the pay-by-space system. The system is popular in British Columbia and is being used in Montreal.

Q. Who do I contact for more information about pay stations?

A. Information on the pay-by-space parking system can be found on the City of Fredericton website at www.fredericton.ca. For additional details, please contact the City of Fredericton parking services division at 506-460-2019 or parking@fredericton.ca.