



City of Boulder PARKING SERVICES

Parking Pay Station Technology Frequently Asked Questions

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What is a Pay and Display pay station?

Pay & display pay stations are highly automated wireless parking meters that replace individual parking meters on a block. All customers parking on that block pay the pay station and display the payment receipt on the passenger side dash of the vehicle.

What is the timing?

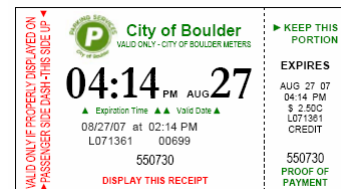
An RFP was sent to vendors on February 21, 2007. The tentative timeline is:

- o March 30, 2007 – Proposals from vendors are due (extended one week)
- o May 1, 2007 – Vendor interviews
- o Vendor selected – **Cale Parking Systems, USA**
- o June 18, 2007 – Garage rates will increase from \$1.00/hour to \$1.25/hour
- o August 23, 2007- Installation begins and will continue through mid September.
- o On-street parking rates increase to \$1.25 and the enforced hours change to 9am to 7pm, as the pay stations are installed.

Why replace parking meters? What makes this “customer friendly”?

The city of Boulder has nearly 1500 meters. They are aging and breaking down more frequently. Pay stations offer a more up to date system that is more reliable, provides the city with immediate on-line information and better controls, free-up space on the sidewalk and provide the customer with many benefits:

- **Multiple payment options** - machines will accept debit/credit cards, prepaid cards, tokens and, of course, coins.
- **More spaces**- It is possible to get more spaces by eliminating parking space lines on parallel spaces.
- **Freedom to move around** – If you have time left on your receipt, you may take your remaining time with you to another location within the City of Boulder parking districts, as long as it does not exceed the maximum time allowed on the block.
- **Tells when time is up** – printed receipt tells you when your time is expired, reducing the guessing game.
- **Environmentally friendly** – Pay stations are solar powered!
- **Fewer Violations for Parking Overtime** – because multiple payment options are accepted, you no longer have to “gamble” with only the change in your pocket. You can choose to stay the “max time” so you can enjoy your time downtown and not worry about expired parking.
- **Less meter “down time”**- The pay stations communicate wirelessly with a central computer, letting us know when they are not functioning properly.
- **More diverse** – In addition to English, pay stations also display Spanish, French, and German.



How will I find the pay station?

Look for “Park and Pay” directional signs at the end of each block with arrows pointing toward the pay station. Above each pay station, a “Pay to Park” sign points to the pay station.



How does the multi space Pay and Display pay station work?

User friendly instructions will be visible on all pay stations.

- After parking, you walk to the centralized pay station
- You enter your payment and select time.
- The pay station provides a display receipt. The display receipt shows the date and time your parking time expires.
- Place the display receipt on the passenger side dash of your vehicle.

Will my meter key still work?

The new pay stations will not accept the meters keys, but we intend to trade the keys and any readable balance to a "prepay card" type of validation that will work with the new pay stations.

What about handicapped spots?

For convenience, parking meters will remain at handicapped spots.

Will the five minute grace period still remain?

No overtime at meter tickets will be issued within 5 minutes of your valid display receipt expiration time.

How does a motorcycle display a ticket?

There are two free motorcycle areas around the mall. Should a motorcycle choose to park in a space, they will be required to display a ticket just like a car.

Are there any other changes on the horizon?

- **In-Car "Meters"** – Prepaid in-car "meters" can be used in conjunction with parking pay stations. Drivers can load money on a "meter" that hangs from the rearview mirror and counts down parking minutes.
- **Enhanced Validation program** - The city is exploring changes with the validation program to encourage more downtown businesses to participate.

Many people use meters to lock bikes. Will the city provide more bike racks?



Yes. There are currently close to 1100 bike rack spaces in downtown Boulder. The city of Boulder is committed to supporting cycling and will also convert some of the old meter posts to bike racks.

Where will the Pay Stations be located?

The City of Boulder is placing 1-2 pay stations on each block face. Placement depends on several factors such as convenience, sunlight (for solar power), length of block, etc. Park and Pay signs with directional arrows will be posted on each block.

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Will I get a ticket while paying the pay station?

No, all of the pay stations will be within view of the parking area, and our parking enforcement officers know to look for you before issuing a ticket.

Will the pay stations have time limits?

Yes, pay stations will have various time limits. Most are 3 hours, but some will be 2 hours, 4 hours and 10 hours. Time limit signs will be clearly posted on the pay station.

After my 3 hour time limit expires, can I buy another ticket and stay longer in the same space?

No. The current rules continue to apply: after you are parked in any space for the maximum allowed period of time, you must move.

Will I be able to purchase less than an hour of parking on the pay stations?

Yes, the pay stations will accept nickels, dimes and quarters to purchase less than an hour of parking.

What happens if a pay station doesn't work?

The pay stations will communicate with the parking division employees to report a problem. The problem will be corrected quickly, but until it is fixed, it is your responsibility to pay another unit.

What will happen to the old parking meters?

The first old parking meter removed will be donated to the Boulder History Museum. The old meters in the handicapped spaces will remain as well as other old parking meters, in less used areas. Many of the old meters will be used for "spare parts" and a few may be sold.

What is a meter greeter?

Meter greeters are ambassadors of pay stations! These pay station experts will circulate through the downtown where pay stations have recently been installed, helping new users get over any first-time user technology hurdles that may exist. They can be easily spotted in wearing white t-shirts that say, "Ask me About Park, Pay and Display".

What other cities use pay stations?

In Colorado - Aspen, Cherry Creek, Larimer Square, Belmar.

In the U.S. – Portland, Seattle, Tacoma, Chicago, Philadelphia, Pittsburgh, New Orleans, Arlington, Truckee, Berkeley, New York City, Houston, San Diego, Park City, San Francisco, Manchester, NH, Syracuse, Mesa, Miami and many more.

Around the world – Toronto, Calgary, and extensively in Europe, Australia, and New Zealand.

Pay Stations are a proven and successful technology

For more information please contact:

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