

## **Frequently Asked Questions (FAQ)**

### New Smart Parking Meters for the City of West Palm Beach

**Q: Why is the City of West Palm Beach installing new parking meters?**

**A:** The current single-space meters in the city are old and are reaching the end of life. Maintenance costs are climbing. The Parking Services Division often learns of a malfunctioning meter after a citizen reports it or during scheduled preventative Maintenance. The new meters will alert the Meter Shop staff to malfunctions so repairs can be done in a timely manner, which is not possible with the old meters. The new smart meters are not only capable of immediately alerting staff of malfunctions, they will save money on maintenance. They use solar cells to keep the batteries charged, resulting in fewer batteries to change and dispose.

**Q: How many smart meters will be installed, and where will they be located? What will happen to the pay-and-display stations?**

**A:** Approximately 1,000 smart meters will be deployed in most short-term parking spaces in downtown West Palm Beach. Smart meter installation will begin in mid July 2015 and is expected to continue into August. An additional 600 more smart meter installations will begin in January of 2016.

**Q: When will the meters at the location(s) where I park frequently be updated?**

**A:** We don't project timelines more than a few weeks in advance because we need to be flexible to accommodate other changes on the street, such as construction, special events, and availability of posts. However, upcoming changes will always be posted at [WPB.org/Parking](http://WPB.org/Parking).

**Q: Will people looking for an available on-street parking spot be able to find one with the new parking meter technology?**

**A:** Given the new technology available with the new parking meters, the City anticipates developing an "app" or a webpage in 2016 that will be capable of directing drivers to places where they are most likely to find available parking.

**Q: How often will the rates changes? What are the rates anticipated to be?**

**A:** The on-street rate structure has not been finalized. We are studying how the demands on our current on-street parking supply and what days, times, and locations are in highest demand. Once the study is complete, City staff will make recommendations for adjustments. The adjustments may be up or down.

**Q: Which credit cards are accepted at the smart meters?**

**A:** The meter will accept America Express, Visa, MasterCard, and Discover.

**Q: Is there a fee for using a credit card with the smart meters?**

**A:** No. However, the minimum parking session when paying by credit card is one hour. If the parking space has a time limit of less than one hour, then the minimum parking session is the time limit for that parking space.

**Q: Can I get a receipt for my credit card payment at a new parking meter?**

**A:** Yes. Visit <https://receipt.ipsmetersystems.com> and enter the requested information. A PDF receipt will be generated for the parking transaction(s) found for the credit card. You may also use the “login” link to register your card; once that is done, you’ll automatically receive a receipt by email each time the card is used.

**Q: Is there a fee associated with using pay-by-phone or a mobile app, now and with the new parking meters?**

**A:** Parking paid through mobile payment (whether phone or app) will be processed by a third-party vendor. To cover the cost of the service, a small convenience fee will be added to the parking fee.

**Q: How will the City pay for the new meters? Will this money be paid out of the general fund?**

**A:** The City will not use or take money away from the general fund to pay for the new meters. We expect the meters will pay for themselves with the additional revenue generated by making it easier to pay for parking. Fewer people will risk a ticket if they have options to pay for adequate time

**Q: Will my Duncan or MacKay parking card work at the new parking meters?**

**A:** Unfortunately, those parking cards use technology that is proprietary to those companies. We will discontinue those cards.

**Q: New poles for parking meters appear to be shorter. Is this a change?**

**A:** Yes. The display on the smart meters is at an angle, so new poles are shorter to make it easier to use the meters. Over time, the majority of the poles withing the City will be trimmed to have a consistent appearance.

**Q: Will there be an opportunity for businesses to start a validation program for on-street parking?**

**A:** Given the technology available with the smart meters, the City anticipates developing the ability for businesses to validate on -street parking electronically. Our current parking meter technology does not have this capability.