



Where's the Parking Meter?



On-Street Pay and Display Machines

What is a Pay and Display Machine?

Pay and Display machines are multi-space parking pay machines. They are an alternative to a parking meter. The name describes the machine - when you park you pay at the machine with credit card or coin, take the receipt issued and display it on your vehicle dash. Beginning mid January, Calgarians will have an opportunity to test two types of Pay and Display machines on-street and off-street.



Dambach



Schlumberger

What is being tested?

This test program will evaluate two machines to determine the one that is best suited to Calgary. The Calgary Parking Authority wants to be sure the machine is reliable in Calgary's changeable weather, that it is easy to use and dependable. Testing will ensure the machines meet all the tough specifications we have requested.

Following the test period a machine will be selected to replace parking meters in Downtown Calgary.

Pay and Display machines are currently used on-street in several cities throughout North America including Toronto, Denver and Portland. They are also currently used in many surface lots in Calgary.

Where are the test areas?

The test area is in Downtown Calgary on 8 Ave between 5 and 7 Streets SW.

What are the benefits of a Pay and Display Machine?

Calgarians will see the immediate benefit of use credit cards payment for on-street parking. You've been asking for this and now it has arrived. Visa and MasterCard will be accepted. The machines will issue receipts - another benefit for business customers.

The new machines are visually more pleasing and take up less sidewalk space than parking meters, a bonus to pedestrians.

And if a Pay and Display machine isn't working customers can go to another machine in the area to pay.

How will I know where to find the Pay and Display machine?

Machines will be located as centrally on a block as possible. Both distance and the number of parking stalls will determine the final location on the street. Look for the signs indicating Payment Required and Pay at Machine.



Will parking spaces be marked?

Spaces will not be marked. This will mean an increase in the number of short stay parking stalls available on street as customers will park according to the size of their vehicle rather than meter designated distances apart.

What are the time limits?

Signs will indicate the time limits for the area. Read and follow all posted parking restrictions.

What happens during the test phase?

The Calgary Parking Authority wants to choose the Pay and Display machine that meets Calgary's needs for reliability and ease of use. Initially two types of test machines will be installed at surface lots for testing prior to testing on-street. The test period runs through

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the winter. We will be closely monitoring the machines both on and off-street during this period. We will also be conducting customer surveys and encouraging customer feedback. We want to choose the machine that will best serve Calgarians.

How do the Pay and Display Machines Operate?

The new machines are all solar powered and designed to work even during our short winter days. Machines will be in two-way communication with our central monitoring system so any vandalism, system defaults or problems are immediately known.

The electronic display and instructions are designed to be easy to use for maximum customer satisfaction during each transaction. The internal printer will produce a clear receipt to display on your dash.

How can we be sure they work?

This is what this test phase is all about. The Calgary Parking Authority wants to be sure we have the best equipment for weather and parking needs. We are testing to ensure the machines meet the requirements we asked the suppliers to provide. This testing continues until February 2004.

How do I pay for parking?

Instructions on how to purchase parking time are on each machine. Read and follow these instructions carefully. Instructions vary with the type of machine and whether on or off-street.

Credit card and coin will be accepted at the Pay and Display machines – MasterCard and Visa, quarters, loonies and toonies will be accepted.



What about Smart Cards?

Credit card payment provides the new option for customers. Most customers use credit cards, customers do not need to make special trips to pick up or commit cash to the smart cards, and less opportunity for loss of the cash card.

How can I be sure my credit card information is safe?

CPA is very concerned with maintaining the safety of credit card information. To provide maximum security the information will be encrypted so it can't be taken from the machine. Only limited, authorized staff has access to the data.

Can I use my remaining time if I move my vehicle to another area in the test site?

If you have time left on your receipt, you may use the remaining time when you move within the test area.

Will there be any change in parking enforcement?

Enforcement officers will continue to check for compliance with the parking bylaws. Officers have been trained in the use of the machines. To avoid a parking ticket ensure that:

- **the current receipt is clearly displayed face-up, on the dash of the vehicle;**
- **receipt is placed on the dash nearest the curbside;**
- **only one receipt is placed on the dash.**

As with meters, payment is required in disabled parking zones and in short stay (15 minutes) parking areas during the times posted. Short-stay periods will be strictly enforced.

How do I park my motor bike?

Motorcycles and convertibles are welcome to use Pay and Display by attaching a receipt in a conspicuous location.

WE WANT YOUR FEEDBACK

**Visit our website
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comments or concerns
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