

## **Frequently Asked Questions**

### **What kind of payments do these pay stations take?**

You can pay with cash in bills or a credit or debit card. The machine will accept VISA, MasterCard, Discover or American Express. If you pay in cash, the machine will accept one dollar bills as well as fives, tens and twenties. For example, if you owe \$3.00 for parking and you insert a \$20.00 bill, you will get back \$17.00, typically as one ten, one five and two ones. The machine does not take coins and does not give change in coins.

There are clear and simple directions on the pay station explaining where to insert your ticket and how to make payment.

### **Where are these pay stations located?**

Since you need to pay for your parking before you return to your car, the pay stations are located at the most traveled pedestrian exits/entrances for each garage. At the Market Street Garage, it is located on the Mall side next to the garage elevator across from the Parks and Recreation office. At the Water Street Garage, it is located at the bottom of the garage stairs at the corner of 2<sup>nd</sup> Street SE and E. Water Street.

**What if I left my ticket in my car?** Are you telling me I have to go get the ticket and then walk all the way back to this pay station before I can leave?

The answer is no. There are alternate pay stations at all the exit lanes in both garages. These alternate pay stations may be accessed from your car window and they have all the functionality of the walk up pay station. They take the same credit cards and cash payments and they similarly make change. We simply ask our customers to use the walk up pay station so all they have to do at the exit is insert their paid exit ticket. If most people use the walk up pay station, it should make the exit from the garage faster for all.

### **Why are you installing this new equipment?**

The old equipment is well past its service life and the original manufacturer is no longer in business. Spare parts are difficult to find and the software is no longer being maintained.

### **Are the parking rates going to change?**

The rates are not going up but we are going to have a new rate structure. Right now the rates are: the first hour is free and it is \$2.00 per hour or any part of an hour thereafter. We are changing that to: the first hour is free and it is \$1.00 per half hour and any part of a half hour thereafter. For example: if you come in at 11:00 AM and want to leave at 1:15 PM, you will have stayed for 2 hours and 15 minutes. Under the old rates: the first hour is free, the second hour is \$2.00 and the last 15 minutes is an additional \$2.00. You owe \$4.00 for parking. Under the new rates: the first hour is still free, the second hour is two half hours for \$2.00 but the last 15 minutes is only \$1.00. You owe a total of \$3.00.

### **What about validations?**

If you visited a business that validates parking, they will give you a second ticket that looks very much like the ticket you pulled when you drove in. First, you insert your original ticket in the pay station and it

calculates your payment due, then you may use this validation ticket just like cash. If the ticket was for the second hour free then it has a value of \$2.00. You simply insert it in the machine much as you would cash and \$2.00 is deducted off the fee. In the example above where you parked for 2 hours and 15 minutes, you would still owe \$1.00.

**If I parked for only 1 hour and 15 minutes and thus only owed \$1.00 and I put the \$2.00 validation ticket in the machine, do I get \$1.00 in change?**

The answer is no. The good news for the merchant is that they may have provided you a validation ticket worth up to \$2.00 but if it is redeemed for only \$1.00, then the merchant is only charged \$1.00 for the ticket.

Remember, validated parking may be free of charge to the customer but the merchants still have to pay for it.

**What about the old rubber ink stamps?**

A validation ticket issued by any business on the Mall will be good at either the Market Street or the Water Street Garages with the new equipment. The old rubber stamps will no longer be valid but it also no longer matters in which garage you parked.

**Will parking be validated at special events?**

This depends on the type of event and how it is operated. Most events that will validate parking will issue standard validation tickets but the event organizers will explain any specific validation procedures for their event.

**What is happening to the former cashiers?**

The cashiers will now become parking ambassadors and be available to help people navigate the pay stations and provide directions to businesses and events in the area.

**What if I need help at the exit?**

There is a help button on the exit pay station. If you press the button it will call the telephone issued to the new roving ambassadors. They can either talk you through the issue or come to your location.

**Is anything changing for monthly parkers?**

For parkers with monthly passes the process is unchanged. The existing hangtags or passes will work just as they currently operate. Please be careful following too closely behind another monthly parker in front of you at the exit. The new gates will need to come completely down before your hangtag can activate them to go back up. If you try to drive out when the gate is raised by the car in front of you, before the gate comes down and resets, it may come down on your vehicle. **No tailgating.**