

# City of Indianapolis Public Parking System

## 2006 Indianapolis Parking Meter Pilot Project Findings



*Pay by space*

### Summary

In 2006, the Department of Public Works conducted a 90-day pilot project to test two types of multi-space parking meters that accept credit cards: “Pay by Space” and “Pay & Display.” The “Pay by Space” meter is similar to today’s parking process with defined spaces. However, each space is numbered and that number is entered into the centrally located meter that manages six to 10 parking spaces. With “Pay & Display,” there are no identified spaces, but every person parking in the defined area, typically a block, must pay at the centrally located meter, take the receipt and place it on the dashboard.

Multi-space meters are designed to reduce visual clutter, improve aesthetics, promote universal accessibility and improve ease of use. In addition, the new meter technology is said to improve meter maintenance, reliability and parking space turnover as well as strengthen multi-language capabilities.

### Public Opinion

A public opinion survey of 282 respondents, conducted in-person and online, revealed that:

- 71 percent said that credit card payments are an important option.
- 78 percent said that multi-space parking meters are preferred over traditional meters.
- 75 percent of disabled users stated that multi-space parking meters were easier or no more difficult to use than traditional meters.

### Consumer Behavior

On average, credit card transactions were 73.61 percent higher than coin transactions.

### Revenue

Revenues/transaction increased significantly, as was expected (11.75 percent to 16.08 percent).

### Next Steps

- Identify locations to begin a phased incorporation approach.
- Track data on the existing meters to establish a solid baseline.
- Develop an education campaign to ensure comfortable public adaptation.
- Prepare for operational changes necessitated by the availability of real-time reporting.
- Seek operational efficiencies to minimize credit card processing and transaction fees.
- Choose vendor and equipment/begin installation.



*Pay and display*