



## **Frequently Asked Questions Parking Modernization Proposal**

### **Why do we still need parking meters?**

The availability and convenience of public parking has a significant impact on the livability of our city and our ability to attract visitors, grow business and host major events. When hourly parking meter rates are properly set, parking meters create turnover and availability, making locations served by meters more popular due to increased availability.

### **Why did the City of Indianapolis release a Request for Qualifications (RFQ)?**

Mayor Ballard released the RFQ to upgrade the City's parking meter technology and better manage government-owned parking lots and garages. The current process has allowed the City to comprehensively review government-owned parking assets. The combination of these assets under one management company will offer efficiencies to help improve infrastructure downtown and in Broad Ripple.

### **The RFQ mentions a long-term concession and management agreement. What does that mean?**

The long-term concession agreement will be a contractual agreement between the City of Indianapolis and the winning proposal in which the winning bidder will manage, operate and collect revenue from city parking meters. The RFQ also outlines a management agreement for multiple parking garages and lots in the downtown Indianapolis area. By consolidating all other contracts into a single management agreement for multiple government-owned parking spaces, the lots and garages will remain under government ownership, with the management and operations being handled by the selected bidder.

### **Why did the City release an RFQ after the Request for Information (RFI) in 2008?**

The RFI asked interested vendors to submit strategies that could help the City maximize revenue from on-street parking and was used as a foundation for the requests in the RFQ. The RFI focused only on parking meters, whereas the RFQ incorporated more parking assets and more streamlined management opportunities.

### **What government entities are involved?**

Included in the RFQ are three Capital Improvement Board (CIB) surface lots and one parking garage, one City of Indianapolis parking garages and all metered street spaces.

In addition, the RFQ requested responses for the State of Indiana downtown parking garages and the parking garage associated with the new Wishard Hospital.

### **Who responded to the RFQ?**

The City had 16 respondents to the RFQ, which include:

- ACS, Denison Global Parking and Evens Time
- Bainbridge/ZKS and Ace Parking
- Central Parking System\*
- CintraInfraestructuras S.A.U.
- EximSoft International
- Express Parking and T2
- Gates Group, Serco and Imperial Parking
- Kohlberg Kravis Roberts and Co. and Duncan Parking\*
- Lanier Parking Solutions
- L.E.K. Consulting
- P4 Partners, Aurora Capital Group and LAZ Parking
- Prestige Infrastructure Capital
- Standard Parking
- Parking Solutions
- T2
- UBS

\*Teamed up during the short list process

### **What happened after the City received the responses to the RFQ?**

After the Mayor's office received responses, the office and its partners reviewed each response and narrowed down to a short list of seven qualified proposals. From there, respondents were invited to meet with City officials to discuss specifics of their plan and asked to submit preliminary proposals for the agreement. After a rigorous due diligence process of evaluating the proposals, the City announced on Aug. 20 ACS, a Xerox Company, and its qualified team as the selected operating partner for the City's parking meters and government-owned meters and lots. The concession agreement and the management agreement are currently under review by the City-County Council.

### **Why do we need to lease the parking system?**

The City's actual expenses amounted to roughly \$3.1 million in 2009, leaving only about \$750,000 for infrastructure improvements or parking meter upgrades. In fact, it is likely ACS will invest more than \$10 million in needed improvements to remove and replace most of the existing meters and to create a 21st-century parking meter system. Also, ACS, not the City, is required to make repeated technology upgrades over the life of the agreement. Assuming the useful life of a meter is approximately 7-10 years, there will be at least four to six refreshes of technology over the course of the agreement.

### **Can the City modernize the parking meter system on its own?**

The City of Indianapolis has not been able to provide adequate strategic management, oversight and expertise to maintain its parking meter system. Historically, managing a comprehensive parking system has not been a priority and the City has not raised parking rates consistent with the rate of inflation or growing costs of the system. The City has not funded significant investment in the parking meter system or new meter technology in decades, and has not raised rates in 35 years. The City is faced with growing demands and shrinking resources for infrastructure investment, including parking.

After much deliberation and analysis, the City and its advisors concluded that financing the parking modernization through taxpayer-backed municipal bonds is less efficient and more risky than the ACS proposal. In order to acquire new parking meter technology, a new entity, such as a parking authority, would need to be formed. This newly formed entity's borrowing rate would likely be "BBB," which is well below the City's current "AAA" rating – meaning that borrowing costs would be much higher. Bonds would require a General Obligation or Moral Obligation pledge of the City, which puts taxpayers at risk. Installation of the new, modern meters would very likely be much slower than if the City utilized a public-private partnership model.

There are no assurances that the parking revenue from parking meters updated by the City would cover debt payments, let alone fund infrastructure improvements, which parking meters are intended to do. The City and property taxpayers would bear all of the risk if the revenues from the system should falter or maintenance costs rise. Selling bonds would require the City to generate enough revenue to pay for the operating expenses and the bond payments, and much of the revenue generated by the system would go to the bond holders and contractors. Making the required bond payments leads to less flexibility to close meters for special events because the revenue is need to pay back debt issuance.

### **How will the concessionaire improve parking in Indianapolis?**

The concessionaire will implement innovative and "green" technologies and improve the service to motorists. It will make parking more convenient and easier for motorists.

### **What are some of the specific benefits of new technology and pay boxes?**

New meters will accept coins, credit, and debit cards, and will integrate with other new technologies like pay by phone. In addition:

- Pay box receipts are portable and can be used at other meters up to the expiration time. So if a motorist wants to buy two hours of time at a meter to have breakfast, he or she can continue to use the receipt to run errands at businesses served by meters. Being able to take unused time with you is a significant difference from single space meters that leave unused time for the next driver to take.

- Hours of operation will be programmed so motorists do not mistakenly pay when a meter should not be operating, like after hours, during special events, on Sundays, and on holidays.
- Motorists will be able to pre-purchase time at a meter when there are no parking restrictions in place. For example, if a motorist parks at a meter at 5 AM, he or she can pay for the first two hours beginning at 7 AM.
- Meters will communicate with the back-office when broken, allowing the concessionaire to dismiss tickets issued in error at a broken meter.
- Some meter poles will be converted for use as bicycle racks.
- New meters will be solar-powered, reducing the need to recycle thousands of batteries per year

### **What risks are being shifted to the concessionaire?**

All of the financial and operational risks of running the parking program will be shifted whole or in part to the concessionaire. Foremost, is the budgetary, or appropriation, risk. The Concessionaire, not the City, must hire and pay the appropriate number of staff. The concessionaire does not have to worry about competing budgetary interests. Further, the concessionaire owns all of the operational and liability risks and must abide by the service levels set forth in the agreement. There are a number of risks primarily shifted to the concessionaire, including, among others:

- The impact of alternative forms of transportation, like car-sharing and public transportation;
- Competing off-street parking lots and garages;
- Less travel due to the expanding trend of working from home and the impact of social media;
- The impact of shrinking incomes on demand;
- Weather-related reductions in travel;
- The impact of price of gas, taxes, and vehicle expenses on demand.

### **Does mass transit play a role in this process?**

No, mass transit is not included in this process, and the concession does not place limits on mass transit. Mayor Ballard and his team fully support Indy Connect, Central Indiana's transportation initiative. To learn more about the draft plan, visit [www.indyconnect.org](http://www.indyconnect.org).

### ***Proposal details***

#### **Does ACS have the experience to manage our parking system?**

ACS has assembled a team of experienced parking professionals to best meet the needs of the City's residents and businesses. These team members have a demonstrated track record of delivering parking management products and services locally and around the world. Also, ACS has nearly 30 years of experience in managing local governments

parking systems, including currently managing the parking systems in Boston, Washington D.C., Los Angeles, and San Francisco to name a few.

ACS' team includes:

- Denison Global, a joint effort of Denison Parking and Global Parking, a Minority-owned Business Enterprise with more than 80 years of parking experience, will assist ACS with the on-street operations along with the off-street parking garages and lots in the parking system.
- Evens Time, a locally owned Woman-owned Business Enterprise, with more than 75 years of experience will assist ACS with installing new meter technology and maintaining the equipment in the parking system.

The ACS team will use its expertise to improve traffic flow, optimize space turnover and improve the public's parking experience while optimizing program revenues to the City.

### **Why was 50 years selected for the term?**

The City's goal was to attract a large group of interested firms to submit proposals on this project to ensure a very competitive process. The City considered a shorter term when drafting the Concession Agreement, but learned that terms less than 50 years would likely not attract infrastructure investment firms that could help generate significant up-front payments and annual revenues.

Anything less than the term proposed by the City would have limited the competitive RFQ process to a competition among management/operating companies that would not have been able to afford the magnitude of upfront investment that was offered by multiple competing teams, including the ACS Denison Global/Evens Time team.

Additionally, the revenue sharing feature properly aligns the interest of the City and ACS and provides incentives for ACS and the City to promote an efficient on-street parking system downtown and in the Broad Ripple area throughout the agreement term.

The City will have the option to review the agreement every 10 years and consider an early termination. This will allow City leaders to continually evaluate the success of the parking proposal and to ensure the agreement continues to benefit the City.

### **Is this a good time to enter into a 50-year agreement?**

According to Morgan Stanley, financial advisor to Indianapolis, the market for parking meter assets has not fallen during the recession like it has for other markets, *e.g.* real estate. More than \$50 billion of equity capital is currently available for infrastructure investments worldwide.

As a result, this is an excellent time to pursue this transaction. In the end, there was significant public interest in parking assets as demonstrated by the number of responses (16) to the RFQ.

The funds generated will be dedicated to improving the street and sidewalk infrastructure of downtown and Broad Ripple. Like the City's proposed transfer of water and wastewater systems to Citizens Energy Group, the parking proposal will create a significant capital fund to make infrastructure improvements benefiting Indianapolis for decades, creating construction jobs at a time when the construction industry is experiencing double-digit unemployment. Also, by investing in infrastructure now Indianapolis will be better situated to recover from the current recession

**How will the agreement affect Indianapolis parking?**

By modernizing the government-owned parking system in Indianapolis, residents, employees and visitors of downtown Indianapolis and Broad Ripple will have a better parking experience. Multi-space parking meter technology will replace many of the single space meters lining the streets. These new parking meters will allow for a variety of payment options, including cash or credit cards and may even allow payment by cell phone. Increased turnover at meters will encourage the availability of more metered spaces for short-term users. Long-term users will be encouraged to park in nearby lots or garages.

**Does the City have the right to terminate the agreement?**

Yes, the City has the right to terminate the agreement in the event of default or failure by the ACS to provide the required services according to the City's operating and financial standards specified in the agreement. These contract provisions protect Indianapolis' taxpayers from risk, and terminating for cause is a very real exercise of power under the agreement. The City's attorneys note that these provisions afford the City more than adequate protection.

The agreement also contains a general "termination for convenience" provision, meaning the City can terminate the agreement early if it believes the agreement no longer is in the best interest of the City. Every 10 years during the life of the agreement, City leadership may evaluate the contract. Should the City decide to exercise its option, the City will incur a termination payment due to ACS which decreases over time. This amount is to protect ACS' upfront investment of the \$20 million cash payment, its \$7 million to \$10 million investment in the meters and related systems and other costs that may not have been covered during the years when the agreement remains in place.

**Is this the same as the Chicago parking meter lease? Aren't portions of the contract the same?**

No. While certain aspects of the Indianapolis and Chicago concession agreements may be similar, the two agreements differ in many important ways. But both agreement shares content with a number of other very successful concession agreements like the Harrisburg, PA, concession agreement, the Toll Road Concession Agreement, and the Chicago Skyway Concession Agreement. These agreements contain a significant amount of boilerplate and are similar in form and structure. They serve as a starting point for

negotiating the details, and that's where the Indianapolis contract differs.

The financial details are critical. Contrary to the Chicago structure, Indianapolis did not propose monetizing all of its future parking revenues into a single upfront payment. Mayor Ballard's proposal emphasizes a long-term revenue stream for the City that is tied to the performance of the metered parking system and will properly align the interests of ACS with the City's interests.

Further, the Chicago concession has been maligned for its implementation. That has less to do with the structure of the agreement. We have learned from Chicago's experience, and our operating schedules detail a methodical transition and implementation of new technology.

Ultimately, the format of the agreement has no impact on valuation and execution. For example, homeowners all sign loan agreements that, with a few differences here and there, are fairly standard. Just because one homeowner has plumbing problems with his house or thinks he didn't get the right value doesn't mean another will experience those same problems.

#### **What are the benefits of the proposal?**

The proposal will result in a \$20 million upfront payment, with ongoing revenues to the City totaling approximately \$620 million over the 50-year agreement, in addition to the creation of 200 new jobs, unrelated to the parking proposal, in Indianapolis.

By modernizing the government-owned parking systems in Indianapolis, residents, employees and visitors of downtown and Broad Ripple will have a better parking experience. New multi-space meter technology, more payment options and greater parking availability will allow for reduced congestion and an enhanced quality of life, while also creating a vibrant economic environment and a dedicated revenue stream for infrastructure investment.

#### **Will the City still receive parking meter proceeds?**

Yes. ACS' proposed Revenue Share mechanism provides that the City shares in every dollar generated by the Metered Parking System (including enforcement revenue) in accordance with the following tiers:

- First Tier- up to \$7 million in annual revenue: City 30% ACS 70%
- Second Tier- \$7 million plus in annual revenue: City 60% ACS 40%

It is anticipated the City will receive approximately \$620 million over the life of the agreement, including the upfront payment of \$20 million. The City will share in parking and violation revenues over the life of the agreement. All proceeds from the proposal

must be used for infrastructure investments downtown and in Broad Ripple (Indiana Code 36-9-12).

**Will the City collect parking ticket revenue?**

In order to maximize upfront proceeds the City agreed to allow all ticket revenue to be collected by ACS, but all revenue, violation or otherwise, is subject to the revenue sharing mechanism specified in the agreement. The City specifically drafted the arrangement to separate those writing the tickets from those adjudicating tickets (to remove any improper incentives). All persons who are issued a violation can appeal directly to the City if they feel the ticket was written in error.

**Will IMPD continue to write parking tickets?**

Yes. Mayor Ballard's administration, using feedback from stakeholder meetings and public forums, was adamant that IMPD retain the ability to write tickets. Parking enforcement by the concessionaire must be performed in accordance with the Operating Standards specified in the concession agreement; writing tickets in violation of the Operating Standards is a breach of the Agreement.

**Will the City share in the "nontraditional" revenues from parking meters for advertising, naming rights, etc.?**

Yes and No. The City will share in all gross revenues according to the percentages specified in the agreement. In this way, both the City and ACS have incentives to grow overall system revenue. However, all advertising and naming rights will remain with the City.

**Will ACS create new jobs in Indianapolis?**

Yes. In addition to the new jobs created by the new the parking program, ACS proposes to add 200 other jobs in the City over a two-year period. These jobs would remain in place for seven years, would be unrelated to the parking program and provide an estimated \$40 million of economic value.

**Will ACS hire local, minority- and women-owned businesses?**

As part of the RFQ process, ACS partnered with local firms Denison Global Parking and Evens Time. Additionally, Denison Global Parking is a Minority-owned Business Enterprise (MBE), while Evens Time is a Woman-owned Business Enterprise (WBE).

**Will residential parking permits be included in the plan?**

All existing residential permit programs will be grandfathered without change. The ACS proposal would allow for implementation of a neighborhood parking plan, such as in areas surrounding Mass. Ave. and Broad Ripple if the City desires. A residential parking permit in Broad Ripple and a parking garage have been considered a high priority long before this parking modernization effort began. With the proposed increase in operating hours and rates, residents are concerned that even more Broad Ripple customers will look for free parking in their neighborhoods. A residential parking permit



program would help mitigate this, keeping customers parking in designated areas and out of the neighborhoods. This approach has received widespread support from Broad Ripple merchants and residents during stakeholder meetings and public forums held by the Mayor's Office.

**Are merchants in favor of the plan?**

Many merchants have expressed public support of the plan, and the Indianapolis Chamber of Commerce voted to support the deal while Indianapolis Downtown Inc has partnered with the City throughout the proposal process. Accessible parking will allow downtown Indianapolis and Broad Ripple to continue to grow as thriving districts that are attractive to merchants, businesses and hospitality entities. Businesses that were previously limited by the presence of parking meters on the street will have the ability to expand – possibly resulting in more sidewalk cafes and outdoor dining.

**How will loading zones, taxi zones and other currently non-metered curb areas be affected by the agreement?**

These zones will not be impacted by the agreement, as current policies for these areas will remain in place.

**How will service employees (including hotel and restaurant employees), who rely on on-street parking for several hours at a time, be impacted by the deal?**

Under the new agreement, there will be a two to four hour maximum limit at parking meters designed to increase turnover to help businesses in areas where there are parking meters. However, the City and Concessionaire are working to ensure that downtown service employees have many affordable on- and off-street parking options. For example, where utilization is low the city could allow for people to park at those meters for a longer period, e.g. 8 to 10 hours.

**Will City employees still use parking placards to park at meters?**

The City's parking placard program has been abused in the past, which is why Mayor Ballard revoked more than 800 parking placards in September 2008. The City must be able to administer and audit which City-County employees are utilizing parking meters intended for public, temporary parking.

The employee parking program established under the concession agreement will allow the City to better manage how/when/where/why an employee parks at a parking meter. It makes little sense for a person working in the City-County Building to drive to a meeting a few blocks away, and yet anecdotally, we know this scenario occurs all too frequently.

Once electronic metering is in place, the City's placard system for various City employees and elected officials will be replaced with a debit/credit type of system. Use of metered spaces by these individuals will be tracked and charged to various

departments using these cards. Payment to ACS will be offset from amounts owed to the City under the revenue share. This approach basically reduces the City's revenue share by the actual amount of use of the meters by the City rather than a significant reduction of upfront proceeds.

**Does the proposal provide any disincentive for developers to restore or redevelop downtown buildings near parking meters?**

No. A developer currently has the ability to pay the City to shut down parking meters for development projects, and this policy will continue.

***Parking meter details***

**Will there be a rate increase?**

Yes, a modest one. Hourly metered parking rates have not been increased in more than 35 years. As demand for on-street parking has grown, hourly meter rates have not kept pace. Under-priced parking meters reduce the likelihood of turnover and merchants often object to lack of meter turnover and to downtown employees who often "feed the meter" well in excess of two hours. This leads to perceived parking problems by having little to no on-street parking. The purpose of on-street parking is to provide convenient short term parking options, and currently people use parking meters for long term parking due to the very low rates.

**What are the new rates?**

The proposal would allow ACS to raise the maximum rates in Zone 1 (Downtown core) to \$1.50 per hour, in Zones 2 (Downtown other) and 3 (Residential) to \$1 per hour and in Zone 4 (Broad Ripple) to \$1.50 per hour. These potential rate increases were formulated through a parking analysis completed by Indianapolis Downtown Inc. and Walker Parking Consultants. Rate increases will not take effect until new parking meters are installed.

**How do those rates compare to other cities?**

Rates in Indianapolis will remain less than comparable cities. For instance, in Columbus, Ohio and Nashville, Tenn., motorists pay \$1.50 per hour now. In Cincinnati the cost is currently \$2 per hour.

**Can rates be reduced if necessary?**

Yes. The concession agreement is very flexible in this regard. The agreement is about optimizing parking. That's why the hourly parking rates outlined are maximums, not minimums. This allows the City and the concessionaire to reduce rates if parking at a meter significantly declines. The concessionaire has already suggested reducing rates in various areas to optimize use.

**Will meter hours stay the same?**

Currently most meters run from 7 a.m. to 6 p.m., Monday – Friday. Under the new proposal, Zone 1 (Downtown core) and Zone 4 (Broad Ripple) meters will operate from 7 a.m. to 9 p.m., Monday – Saturday, Zone 2 (Downtown other) meters will operate from 7 a.m. to 8 p.m., Monday – Saturday, Zone 3 (Residential) meters will continue to operate from 7 a.m. to 6 p.m., Monday – Friday. This will align the evening times for meters in Broad Ripple and Mass Ave.

**Will the City-County Council retain oversight of the parking meters?**

Yes, the City-County Council will remain in control of parking meter rates, locations and hours, days and durations.

**Are there still parking meter holidays?**

Yes. Meter parking is free on the following holidays:

- (a) New Year's Day;
- (b) Dr. Martin Luther King Day;
- (c) Presidents Day;
- (d) Memorial Day;
- (e) Independence Day;
- (f) Labor Day;
- (g) Thanksgiving Day;
- (h) Christmas Day;

The new parking meters will be programmed to prohibit mistaken penalties on these holidays.

**Will the meters operate on Sundays?**

No. Meter parking is free on Sunday. New technologies will prevent motorists from mistakenly paying a meter on Sundays or holidays.

**Will the meters still accept coins?**

Yes. Once new parking meters are installed, they will accept coins and other forms of payment like credit and debit cards.

**Can the City still block or temporarily remove meters for major events?**

Yes. The concession agreement seeks to optimize meter utilization, and it provides the City with significant flexibility to block meters for special events at no charge. In addition to special events, Sundays, and holidays, the City may close meters for up to four hours per day. Further, City can close meters beyond four hours per day approximately 19 times per year. Because costs are discounted and the City shares in all revenues, more often than not, the City's costs to close a meter are less than the revenue the City would have lost.

Historically, meters in Indianapolis are closed no more than 3 to 4 percent per year. So the City has built in a cushion in the concession, allowing closures of 6 percent (or 19

days) before a review of impact is required. Again, special events do not count against the City, and meters can be closed without impact during those events.

**What are some examples of special events?**

The 2012 Super Bowl, 500 Festival Parade, and the Final Four are just a few of the special events exempted from the agreement.

**Will event organizers have to pay to block meters on Saturdays?**

Yes, to the degree a meter operates on Saturday. Event organizers currently pay the City to block off meters, so this policy will not change.

**If meters are blocked for a Saturday morning event, will they be bagged on Friday and remain bagged until Monday as they are now?**

No. Both the Concessionaire and the City have an incentive to minimize the time that meters are bagged before and after special event hours. For example, under the proposed revenue sharing arrangement, every hour that a meter is bagged after the end of a special event means lost revenue to the Concessionaire and the City.

**Will there be meters placed in new areas?**

Yes. Neighborhoods and businesses have requested more meters. An estimated 100 meters will be installed on Massachusetts Ave, northeast of the three-way intersection of College Ave., Mass. Ave. and St. Clair St. An additional 30 parking meters will be installed on Westfield Blvd. in Broad Ripple (where meters once resided but were removed more than 10 years ago in lieu of a parking deck over the Canal).

**Can the City permanently remove meters?**

Yes. The City has the flexibility to remove meters on an as needed basis. Under the revised proposal, the City can remove up to 200 meters without losing revenues. This is being called the "Parking Meter Basket." If the City removes a meter in a zone and at the same time adds a meter in the same zone, the City will be able to net so that the City's revenue will not be reduced

**What is the cost of removing a meter under this agreement?**

In any event, the City will have the option of using the Parking Meter Basket so that its revenue does not decline as a result of a permanent meter removal. During the first year of the agreement the City will have a flat fee for the permanent removal of a meter in the unlikely event that more than [200] meters are removed in the first year. After the first year the formula for removing a meter specifically calculates the exact utilization amount (based on historical data) of the particular parking meter in determining the fee for removal. Data from the new electronic meters will allow ACS and the City to determine the occupancy level for each meter, which means if a meter is closed, the fee will be based on the average occupancy level in addition to the length of term of the concession agreement.

Indianapolis' current daily fee charged to a private party to close a meter for a day is \$15. This charge is in place despite the fact that the current hourly rate is \$0.75 and the hours of operation are generally 7 a.m. to 6 p.m., totaling less than \$15. Fees that will be paid to the vendor to temporarily close meters also include the cost of vendor personnel to close and later reopen meters. The City will share in the revenues from these fees in the future.

Also, it is important to remember that the City would lose revenue presently if it removes meters (in other words, meter removal is not without cost to the City).

**Are new meters added to the concession?**

If the City and ACS agree to add new meters to the system, ACS pays all of the upfront installation cost and the revenue from these meters will be part of the revenue share. If ACS does not think that additional meters requested by the City will be economically viable and the number of new meters exceeds 10 percent of the meters in a particular Zone, the City can pay to have meters installed and ACS will be responsible for operating and enforcing such meters. These types of meters are called "Reserved Metered Parking Spaces." The City keeps 75 percent of the revenue and ACS keeps 25 percent.

**Will the Concessionaire be able to boot and/or tow cars for unpaid tickets?**

Yes. Under the proposed agreement the Concessionaire will have the ability to request the towing of cars with four or more unpaid tickets, provided they utilize the City's towing contractors. This is the same policy that is currently in place. The City does not currently "boot" cars.

**Will there be new areas with parking restrictions, such as no parking during rush hour?**

No. Existing restrictions for rush hour traffic will remain in place.

**Will restaurants still have some meters reserved for valet parking loading and unloading?**

Yes. The mechanism by which a restaurant or company can request valet parking will remain the same.

**Will the fine for overtime parking increase with this agreement?**

There are no immediate plans to increase the fine. In the future, adjustments may be required. The minimum parking violation can be no less than the current \$20, and no more than 10 times the maximum hourly rate.

**How will I learn how to operate the new meters?**

The City and ACS will implement an aggressive information campaign after a contract is signed and in advance of the installation of new meters.

**How will parking modernization impact those with handicapped plates?**

The City's policy toward handicapped meters will essentially remain the same, in addition, the City and the ACS are working on plans to increase handicapped accessibility through the installation of electronic meters. In 2006, when the City ran a pilot program with electronic meters in the downtown area, 75 percent of disabled users reported that electronic parking meters were "easier, or no more difficult to use" than traditional meters.

**Does the deal hamper the City's ability to implement a mass transit plan?**

No. Nothing under this agreement inhibits the establishment of increased mass transit options in areas where there are parking meters.

**Will the meters be friendly to the environment?**

Yes. Parking meters promote "green" initiatives. Properly set, hourly rates increase turnover and availability, making businesses served by meters more attractive to customers and reducing congestion and emissions created by drivers looking for parking spaces. The concessionaire's solution goes further, utilizing solar-powered equipment to reduce the need to recycle thousands of batteries per year. The meters will communicate wirelessly with the back-office, telling staff when a meter is broken or in need of collection. Fewer trips will be needed to check on meters, further reducing congestion and pollution.

**Will this eliminate broken meters?**

Broken meters will always be a part of any parking meter system. However, the number of meters that are not working at any given time will be greatly reduced. With new technology, broken meters will alert operators of the malfunction, thus increasing the likelihood that a meter will be repaired and put quickly back into operation. There will also be a 'Meter Hotline' established for citizens to notify when they find a broken meter needing repair.

**How will non-working meters be reported?**

ACS is required to display a phone number that anyone can call to report a broken meter.

**Will I get a ticket if I park at a broken meter?**

Parking enforcement personnel should not issue you a ticket if a meter is broken. As new technologies are added, they will receive additional training to recognize when a meter is broken.

**What happens if I get a meter violation at a broken parking meter?**

The City retains the right to adjudicate tickets. Essentially, if someone feels they were issued a ticket for any type of error, that person can appeal to the City. If someone is issued a ticket while parked at a broken meter, the ticket should be voided. Also, the enforcement personnel will be informed not to write tickets to cars where meters are known to be malfunctioning.

**Do the pay boxes protect against identity theft?**

Yes. Any credit or debit card system that is put in place must adhere to the standards set forth by the Pay Card Industry (PCI).

**Will I get a ticket when my windshield is covered by snow or ice?**

If the ACS and the City choose to implement Pay and Display meters, and a windshield is covered by snow or ice, the enforcement personnel will gently try and wipe away the snow or ice to see the payment ticket. However, if they cannot clearly see the pay stub, no ticket will be issued.

**Can meters be impacted when there are changes in temperatures, including freezing conditions?**

Like anything else, parking meters are subject to the elements including snow and ice, although the mechanics of the meter should not be affected too much. However, if a meter freezes or becomes inoperable due to the elements, no ticket will be issued for cars parked by those meters.

**Will motorcycles and scooters be required to use the new meters?**

Yes. Motorcycles and scooters will be required to use the new meters. The new technology will make parking more convenient to both cars and motorcycles, and the City and the concessionaire will reach out to their motorcyclists and scooter owners to explain the benefits of the system.