

Municipal
Parking Services
(MPS)



VIPS

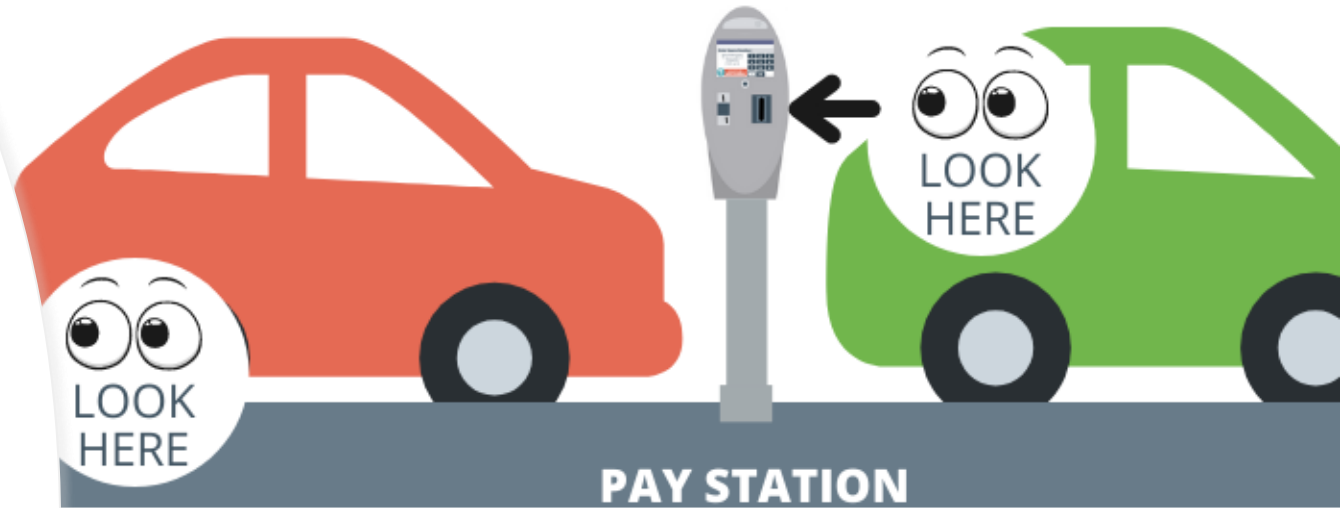
Intelligent Infrastructure

How does it work?

- Senses a vehicle using devices in the ground and camera to read license plates
- On Street uses Space Number
- Lots will use the person's license plate number

YOUR space number is on a post or pay station **facing the rear** of your vehicle.

NEXT →



LOOK-IN PARKING ONLY

NEXT →

space number is on a post or pay station **facing the rear** of your vehicle.



General information

- Hours of enforcement:
 - Monday – Saturday 11AM – Midnight
 - Excludes Civic Holidays (Look at the court schedule)
- The price of parking hasn't changed
- Payments are accepted starting at 9am but won't apply until 11am when parking enforcement starts.
- Max Time doesn't apply during non-enforcement hours
- On – Street Parking is limited to 2 hours (Has been for years. Old system allowed reloading after 2 hours and time limits weren't enforced.
- The surface lots have been extended to 4 hours from 3 hours
 - For long term parking, the parking structures are more economical (1st 2 hrs free - .75/hr)

New meter pay stations



- Street meter pay stations located approximately every 4 spaces on every block
- Touchscreen like an iPad - Well lit, easy to read, includes audio prompts
 - Enter SPACE # at pay station





New meters (continued)

BOLLARDS

- “Bollards” are in places where a pay station isn’t
- Lights indicate the status of a parking session
 - White – Open Space
 - Yellow – 5 Min. Grace Period (awaiting payment)
 - Green – Paid parking session
 - Red – In violation (not paid, time expired, exceeded max time)
 - Enter Spot number and it will provide information

True up

- “True Up” - Drivers can pay for their entire On–Street parking session at the beginning or end, as long as they don’t go over the 2-hour time limit or move their vehicle before paying.
- Common errors are from folks trying to pay beyond maximum time or not hitting accept on the payment screen



Grace Periods

- On-Street spots have 5 minutes of free parking at the start (Initial grace period). Paid parkers are given 5 minutes of free parking at the end (Violation grace period) Example: If they pay for 30 minutes and stay 40, they won't receive a violation. Time starts when the vehicle enters the parking spot and ends when it leaves.
 - The bollards will flash yellow when in the initial (first) grace period
 - Bollards will remain green when in the violation grace period
- If no attempt to pay is ever made, a parker still receives the first 5 minutes free but will get a violation afterward for non-payment.

Mobile App

- App available through both Apple and Android stores
- Drivers can pay per parking session similar to street
- Drivers can find open meters or lots through the map, or monitor their parking session
- Use of “concierge” AutoPay allows drivers to “set and forget” to save them the hassle of paying per session; great for frequent visitors. (They must enable this feature in the app, it’s not automatic)



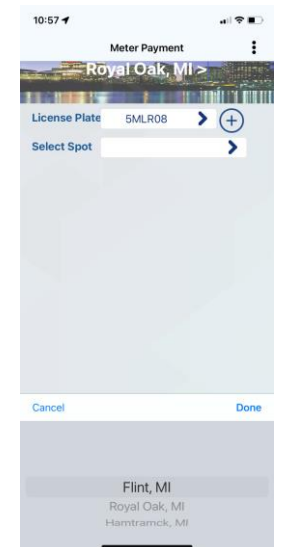
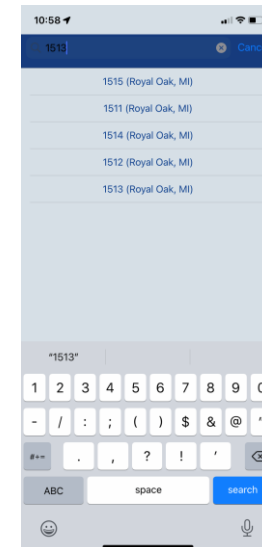
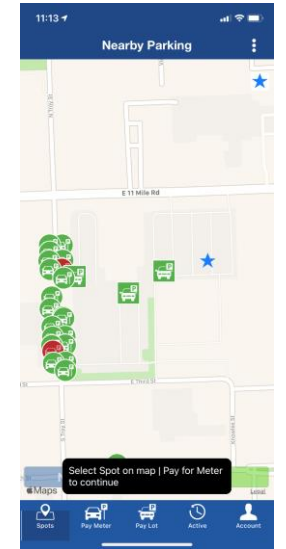
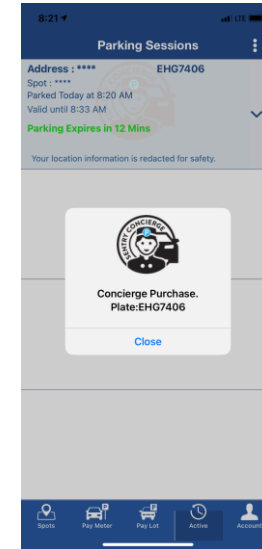
Mobile App

- App can be set to send notifications of expiring time notifications enabled in the app for this to work.
- Multiple vehicles can be added to the app to cover the whole family
- Must maintain a \$5.00 minimum balance for Concierge Auto Pay
 - If they drop below \$5.00, they will have to reload money into their account and reenable auto-pay
 - Messages will be sent to parkers who are close to the minimum balance



Mobile App Use

- Credit card info must be loaded onto app
- 25 cent “convenience fee” charged per parking session via the app
- Find open spots
- Driver selects either meter number or lot from appropriate menu
- Driver selects desired time for parking session
- On-Street Parking must be paid for before exiting the space, otherwise a violation is generated



Name:

Email:

Phone #:

Handicap: ☐

AutoPay: ☒ Enrolled: 01/28/2019

Balance:

License Plates:

| Plate # | Concierge Status |
|------------------------|------------------|
| 227BVH | Active |
| Q48HVN | Active |

Concierge

- Only available through the mobile app
- Driver needs to load money into the parking account
- Add their vehicle's license plate number
- Enable "AutoPay"
- The LPR system cross references license plates to the concierge data when a vehicle pulls into a space or lot
- The account will automatically deduct the appropriate fee for the parking session
- Concierge users must still abide by maximum time ordinances (2hr for street, 4hr for lots)

Handicapped Permits

HELP Portuguese 6:46 PM INSERT COIN OR SWIPE CARD Español SENTRY METERS

2hrs 00mins Available SPACE: 1315

Are you an AutoPay member? YES

AVAILABLE 0:00 hour : minute

RATE SCHEDULE

WARNING
Moving car after payment will result in **LOST PAYMENT**

PRESS FOR HANDICAP

WARNING

Handicap parking requires a vehicle displaying a disability placard or license plate issued by the Secretary of State. By selecting "Confirm" you are indicating your vehicle has a visible handicap placard/plate issued by the Secretary of State.

An officer will be dispatched to validate the placard, plate, and/or sticker.

Unauthorized handicap parking is a \$150 fine.

CONFIRM BACK

- ❖ Drivers parked in a handicapped spot need to identify they have a handicap placard when paying.
- ❖ This will notify PEO's via handheld device of a permitted vehicle in a particular spot
- ❖ PEO will verify handicapped pass in window
- ❖ This does NOT automatically excuse the driver from paying
- ❖ At a pay station (Example to the left): A handicapped parker can select the handicapped symbol on the kiosk. They will be provided a warning indicating an officer will check on their placard.

Handicapped Permits con't

10:49

Account Details

Name: Parker Daylee

Email: [Redacted]

Phone #: [Redacted]

Handicap: ☐

AutoPay: ☐

Balance: \$39.05 [Add Money](#)

License Plates: [Add](#)

- All handicapped parkers must still abide by maximum time ordinances (2hr for street, 4hr for lots)
- In the app, they can activate the “Handicap” feature. They will be required to input a handicap permit number

Handicapped Permits con't

- ONLY handicap permits with a yellow sticker are exempt from paying at meters/lot kiosks
- LPR will NOT be able to see the permit on the mirror and the driver will be cited
- If a citizen reports having one, verify that it exists and record the license plate and permit number
 - Email the plate to the parking manager so accommodations can be made
 - They may still receive a violation until the accommodation can be made by the parking manager.



How does ticketing work?

- License plate numbers are recorded and photographs are taken to establish entry/exit times, as well as proof of violation times (overtime at meter, over time in zone, etc)
- Citations are validated by two human persons before citations are mailed to the registered owner
 - Citations are mailed from Minnesota
- Citations are due within 30 days from the date they're issued
- Citations can be paid online or to our court; directions for payment and contestation are listed on the mailed citation

PARKING TICKET ENCLOSED – ACTION REQUIRED

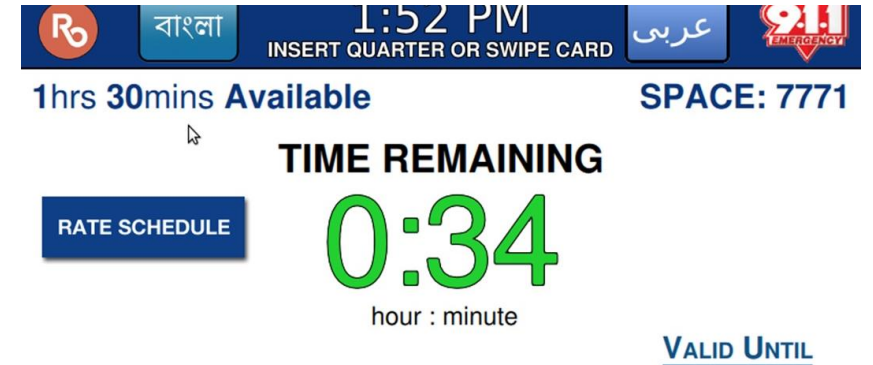
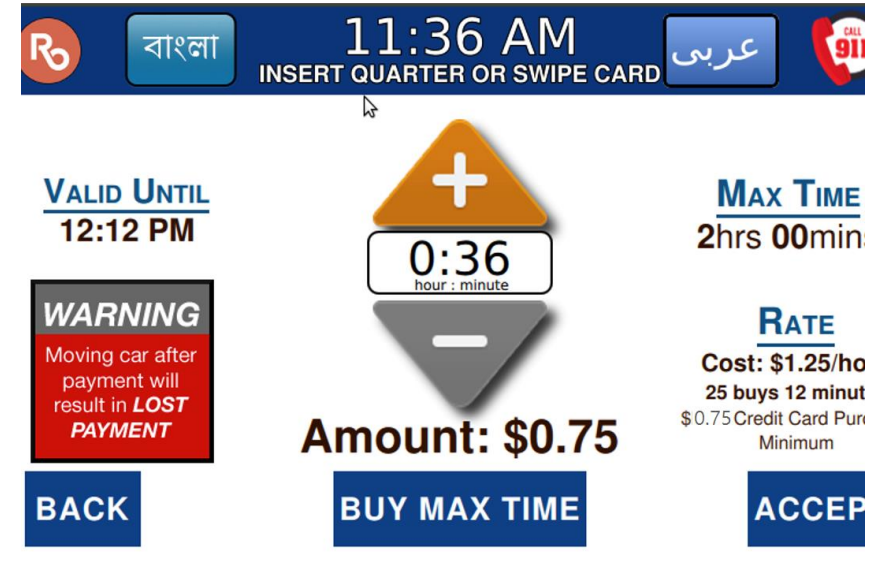


Municipal Parking Services
Attn: City of Royal Oak, Michigan
12450 Wayzata Blvd. Suite 200
Minnetonka, MN 55305

COMMON ISSUES

Most reported issues have been found to be user error

- Entering the wrong spot number – ensure it's the number facing the rear of the vehicle
- Trying to pay for time over 2 hours
 - The system will NOT allow payments if the time limit has been reached. This person will receive a violation
 - Enter Spot number and it will provide information
- Credit Card says processing but won't accept payment
 - Have the hit the "Accept" button on the payment screen
 - For credit card security, the system will time out and revert back to the home screen and payment will NOT be processed





UNCOMMON ISSUES

- COIN JAMS – USE ANOTHER PAY STATION
- WON'T TAKE CREDIT CARDS – USE ANOTHER PAY STATION
- SPOT WAS GREEN/RED WHEN I ENTERED
 - WERE THEY LOOKING AT THE CORRECT BOLLARD/PAY STATION?
 - IF ALL IS CORRECT, THIS IS A DETECTION ISSUE WHICH SHOULD BE REPORTED TO MPS & PARKING MANAGER. THEY CAN PARK OR DIRECT TO ANOTHER SPOT
 - CONTACT POLICE TO SEND A PEO OVER.
- SPOT WAS FLASHING RED WHEN I ENTERED, AND I CAN'T PAY
 - GO HEAD AND PARK OR DIRECT TO ANOTHER SPOT
 - REPORT TO THE POLICE DEPARTMENT TO SEND A PEO OVER.
 - THEY SHOULD NOT FEAR GETTING A TICKET (PHOTOS WON'T MATCH)
 - THIS IS A VEHICLE DETECTION ISSUE AND NEEDS TO BE REPORTED TO MPS.

Complaints and Citizen Issues

- Times are strictly enforced; violations are generated as soon as one second after the person is in violation
- Violations will be issued for exceeding time limits, (2hr for street, 4hr for lots)
- For visitors expecting to stay for long periods, suggest parking lots or structures
 - Otherwise, driver will have to physically move their vehicle to another spot before max time violation
- There is no way to retroactively pay for a parking session after the driver leaves the spot
- Vehicle must be parked and not moved before and after payment. If the system detects the vehicle moved it will reset the parking session.
- Only Parking personnel can access the Sentry Mobile system to investigate complaints/issues

Complaints and Citizen Issues

- If someone reports they're attempting to pay and the meter won't accept their payment:
 - Verify they are entering the correct spot number – the number facing toward the back and front of their vehicle.
 - They could be trying to pay for time past the maximum time limit
 - Obtain contact information for the person, date, time, and spot number. Report it to the parking manager