

PAID PARKING MANAGEMENT STRATEGY – FREQUENTLY ASKED QUESTIONS

In June the City will introduce a pay-by-phone only service to control 136 on street parking spaces on Harbour Drive. The new system is a pilot project that will be assessed after a full calendar year to see if any changes are needed. This project is part of a long-term Paid Parking Management Strategy. The strategy outlines a comprehensive overview of the City's existing paid parking system and makes 57 recommendations. The full strategy is [available online](#).

There have been many questions about the new PaybyPhone system that will be implemented on Harbour Drive.

What if I don't want to use the app?

The app, and the associated toll-free service, are an additional payment option provided to people in the City. The PayByPhone system does not eliminate any existing parking options.

On Harbour Drive the existing meters have all been damaged. Because of this, and the desire to test a PayByPhone only option, Harbour Drive will not have meters available for a one-year trial period. If PayByPhone only does not work for our community new meters will be installed following the trial period.

Why isn't St. John's following other major cities?

PayByPhone is the largest cash free payment solution provider in the smart parking market and is used in major cities and across Canada including Calgary, Edmonton, Ottawa, Québec, Regina, Saskatoon, Toronto, Vancouver, and Winnipeg. Internationally it is used in cities such as Boston, Dallas, Miami, New Orleans, San Francisco, London, Paris, Nice, and Geneva.

Is the ParkingBOXX a better solution for St. John's where users pay at a station and then place a ticket in the vehicle window?

ParkingBOXX has variety of offerings, including systems that use a ticket, as well as multi-space parking meters and an app for payment by phone. Equipment offered by ParkingBOXX could fulfill the needs of the City when our current meters are replaced and will be determined by a competitive bid process in the future.

The 'pay and display' system requires users to leave their car, pay at a pay station, and then return to their vehicles. This may be inconvenient for users, especially those with a mobility impairment. An inconvenient system leads to lower compliance with parking regulations, and subsequent increase in violations issued. This type of system 'pay and display' was explicitly considered as part of the Paid Parking Management Strategy ([see page 16 of the report](#)) and was ruled out in favour of a 'pay by plate' system.

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With 'pay by plate' parking the validation is connected to the vehicle's licence plate. This means users don't need to return to the vehicle after paying. With the use of an app, users don't need to visit a pay station or meter to pay for parking. If running late the app warns the user of the expiry and offers the chance to top up payment before it expires - all without needing to return to the vehicle. This is a benefit to businesses as patrons will not have to exit the businesses to make a payment.

One of the issues with cash accepting meters is that by storing cash they have become a target for vandalism. This is true of both our current meters and any replacements in the future. Vandalism targeted at cash accepting meters is a key reason why the Paid Parking Management Strategy identifies a desire to move to cashless payments. This poses challenges for those without smart phones or credit cards. The Paid Parking Strategy recommends a careful and thoughtful transition toward cashless with constant evaluation of the cashless goal to determine whether it is viable.

Do I have to place a call to City Hall with a credit card if I don't have the app?

No, you do not have to call city hall to pay. PayByPhone offers a toll free automated service that allows customers to call in and book their parking. Customers will enter licence plate, parking zone, and credit card number. There is no wait time to access this service as it is all automated with clear voice instructions. The ability to call 311 for assistance is something we are exploring but not a primary mechanism for use of this system.

Does this new system expect tourists and non-residents to have an app on their phone?

No, it is not expected that users will have the app. On Harbour Drive we are testing the idea of PayByPhone which includes both the app and the option of paying via toll free telephone service.

In the future, as the app is rolled out in various areas of the City, it will offer an additional payment option, not eliminate any existing option. For example, in Churchill Square users will either pay at the kiosk, pay using the app, or pay by calling the toll-free number. On Water Street motorists will have the option of using the meter as they do today or use the PayByPhone app, whichever they prefer.

Over 17 million people used the PayByPhone app in 2017. For visitors to St. John's who have used the app in other cities, it will present a custom welcome screen based on location. This allows visitors who have used the service elsewhere to connect seamlessly with no new download required.

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