

## City of Olympia Pay Station Replacement Project: Trial Meter Survey Summary

### Introduction

As part of the City of Olympia's pay station replacement project, two brands of meters, IPS and Duncan, were tested for approximately 30 days. This trial included a survey of City of Olympia parking customers to collect information on their experience using the two brands of meters. The survey results are intended to help inform the Parking Meter RFP Selection Committee's decision on what brand meter the City will purchase.

Information was collected through a survey administered both online and in the field. The survey consisted of six questions addressing where the meter was located, method of payment, whether the meter was easy to use and understand, whether any problems were encountered using the meter, what type of problem was encountered, and additional comments.

Parking customers were requested to respond to the survey in the following ways:

- 1) During normal enforcement rounds, Parking Services Field Representatives placed cards on windshields of vehicles parked at trial meters that asked people to provide feedback on their experience using the meters via an online survey. These cards were used when the vehicle owner/operator was not present.
- 2) When a person was present, they were asked to participate in a brief survey, which was then administered by the field representative. These responses were manually entered into the online survey at a later time.

The survey was conducted from May 8 to June 6, 2013. A total of 37 responses were collected; 11 via the online survey and 26 through the field survey.

Since the purpose of the survey is to help inform a final decision regarding which brand of meter the City of Olympia will purchase, this summary compares the two brands, focusing on the two questions most relevant to comparing the two meters:

- How easy was the meter to use and understand?
- Did you have any problems with the meter?

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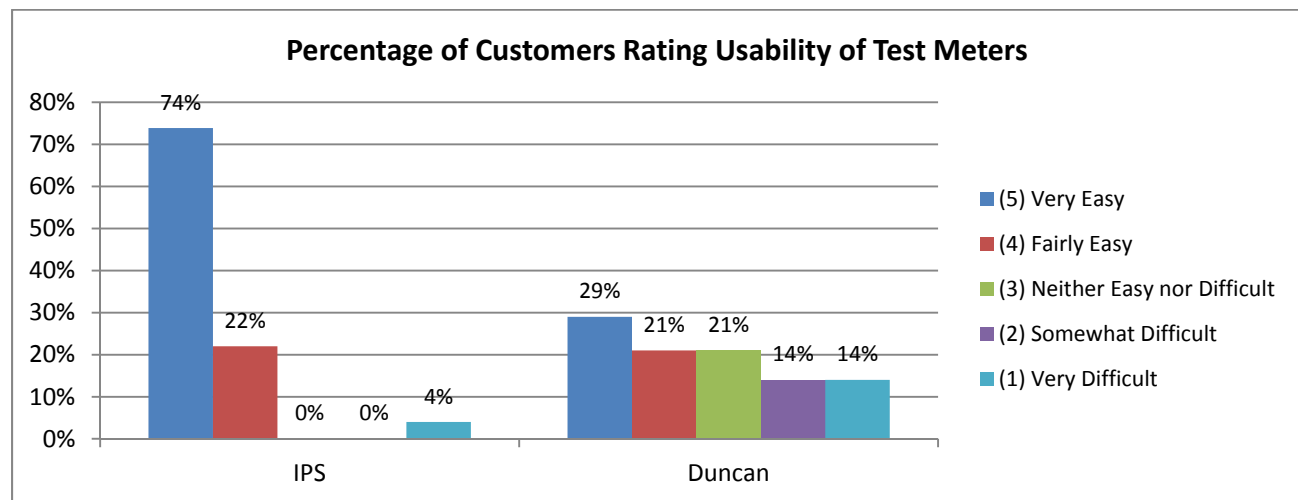
**Results**

Of the 37 survey responses, 14 were from people who used Duncan meters, and 23 from people who used IPS meters. The following tables summarize the survey results, comparing the two brands of meters.

**Was the meter easy to use and understand? (responses = 37)**

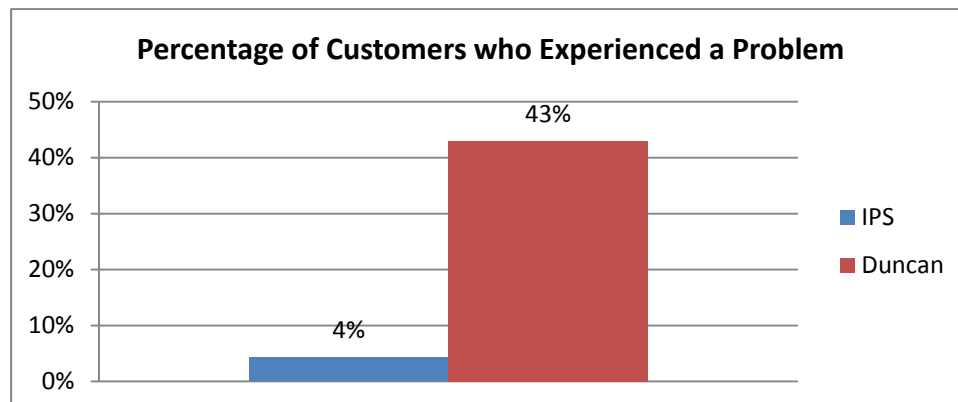
Brand	Very Easy	Fairly Easy	Neither Easy nor Difficult	Somewhat Difficult	Very Difficult	Average Rating*
IPS (n=23)	73.9% (n=17)	21.7% (n=5)	0.0% (n=0)	0.0% (n=0)	4.3% (n=1)	4.61
Duncan (n=14)	28.6% (n=4)	21.4% (n=3)	21.4% (n=3)	14.3% (n=2)	14.3% (n=2)	3.36

\*On a scale of 1 to 5, with 1 being very difficult and 5 being very easy.



**Did you have any problems with the meter? (responses = 37)**

Brand	Yes	No	Type of problem encountered
IPS (n=23)	4.3% (1)	95.7% (22)	The meter would not register time for my coins (n=1)
Duncan (n=14)	42.9% (6)	57.1% (8)	The meter would not register time for my coins (n=4) I had a difficult time seeing/reading the screen (n=1) The 15-minute free feature did not work (n=1) Could not operate credit card function – no directions (n=1)



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### Comments

In addition to the responses to the questions summarized in the above tables, respondents were provided the opportunity to add additional comments. Following are the comments received, categorized by meter brand.

#### IPS

- Much easier to use than the pay stations.
- Response to Q3 was fairly easy because there was some confusion regarding which meter to use. The parking space was large, the vehicle small and parked at the rear of the space away from the meter.
- I liked the big screen display!!! Easy to use.
- I think I'm in love! I've been avoiding downtown, because I dislike the kiosks so much - you can't read them with rain on the display, or with sun in your eyes, or wearing bifocals. . . . This new meter worked like a charm.
- A little confusion regarding which button to push to get 15 free minutes.
- Like the idea of single spaced meters replacing the pay stations.
- I like the new meters a lot! They are much better in many ways than the ticket type. It saves time not going back to your car to put the ticket on the dash and would be much easier in wet weather. Thank you for working on our great downtown!
- My wife & I often use the meters near 4th & Franklin when we go downtown. The new meters are wonderful compared to the "complicated" ones installed a few years ago. I've never liked walking half a block to get a parking sticker, and then walk back to put it in my car. On numerous occasions, we have had to explain to visitors how to use those meters. Kudos to the city to finally start to replace them with easier to use ones.

#### Duncan

- Script at the bottom of the screen is too small.
- The small text at the bottom of the screen was difficult to read.
- Nice to have the option of a credit card, so I didn't have to worry about having enough change. Thanks!
- It did not give me any time for the quarters I entered. I wasted 50 cents.
- Goodness! It was not intuitive and no instructions. I put money in that did not register. I clicked buttons and ended up with 30 minutes and could not figure out how to add more. I believe we need to pay for parking but I was not happy today.
- Very happy that the pay stations are being replaced, and like the pay with coins or credit card feature. Liked that there is a solar panel to recharge batteries, and that the meter goes into the same housing and hood.
- I did worry about the security issue of the readers and if you are using a cellular link to verify the card number. If so, it would have been nice to read something about a secured connection. Other than that I loved the convenience of the new meter.
- The screen was easy to read.
- What a waste of time and resources! Tried to pay for an hour of parking and the meter wanted to charge me for a minimum of \$1.00 for 1hr 40mins. Very user unfriendly. It did not register my coins and nowhere on the unit did it indicate that there were 15 minutes of free parking. I'm ready to quit frequenting businesses downtown. What a racket!