



Parking is Getting an Upgrade

olympiawa.gov/parking

Parking is getting an upgrade effective Wednesday, April 18, 2018. However, a phased in approach will occur with some services, like leased lot permits, to ensure a streamlined experience for customers. This fact sheet outlines what's happening and when.

Why a new system? The current software is outdated. The new system is compatible with smartphones and provides real time updates for parking staff from both online customers and office staff, making the parking experience seamless for the customer. Additionally, the new system provides many new and enhanced online features.

What are the new enhanced online services? Citizens will be able to do the following online:

- **Apply for a 9-hour permit.** This service will have real time updates to field staff. Get or renew a 9-hour permit online and then immediately park at any 9-hour meter, worry free.
- **Apply for a Residential Parking Permit.** From the convenience of home, citizens can supply all the necessary documentation and get approval from city staff for a permit. We will send you an email with any additional steps or paperwork you may need. Once approved, your license plate will be in our system. You can also request a visitor's pass online once in the program.
- **Request an appeal for a parking ticket.** Customers will still need to appear in court; however, they can request an appeal online. Saving the hassle of finding a stamp or a special trip.
- **Enhanced online pay option.** In addition to paying a ticket, customers can now view and print their ticket history. Once you set up an account, you can also view other related parking information, permits, etc.

What other services are coming?

- **In May — Pay-by-Phone:** A new service where customers pay for parking using their smart phones called Pay-by-Phone is being phased in over several weeks. Check out our webpage in mid-March for more information.
- **In December — Online Leased Lot Permits:** Because permit sales start in December, and to prevent two systems being utilized at the same time, leased lot parking permits will transition to online with 2019 permit sales.



FAQ



When existing equipment like the handheld (pic above) breaks, we are often unable to have repairs done, nor can the existing system be upgraded. Currently there is a 24-hour delay before information is available for staff in the field to view.

Can I still pay my ticket and purchase permits in person? Yes.

- **Request permits at City Hall** - Customer Service Center at 601 4th Avenue E, from 8:00 am to 4:30 pm, Monday – Friday except on City recognized holidays.
- **Request an appeal or pay a ticket at the Justice Center** - 900 Plum Street SE, from 8:00 am to 4:00 pm, Monday – Friday except on City recognized holidays.

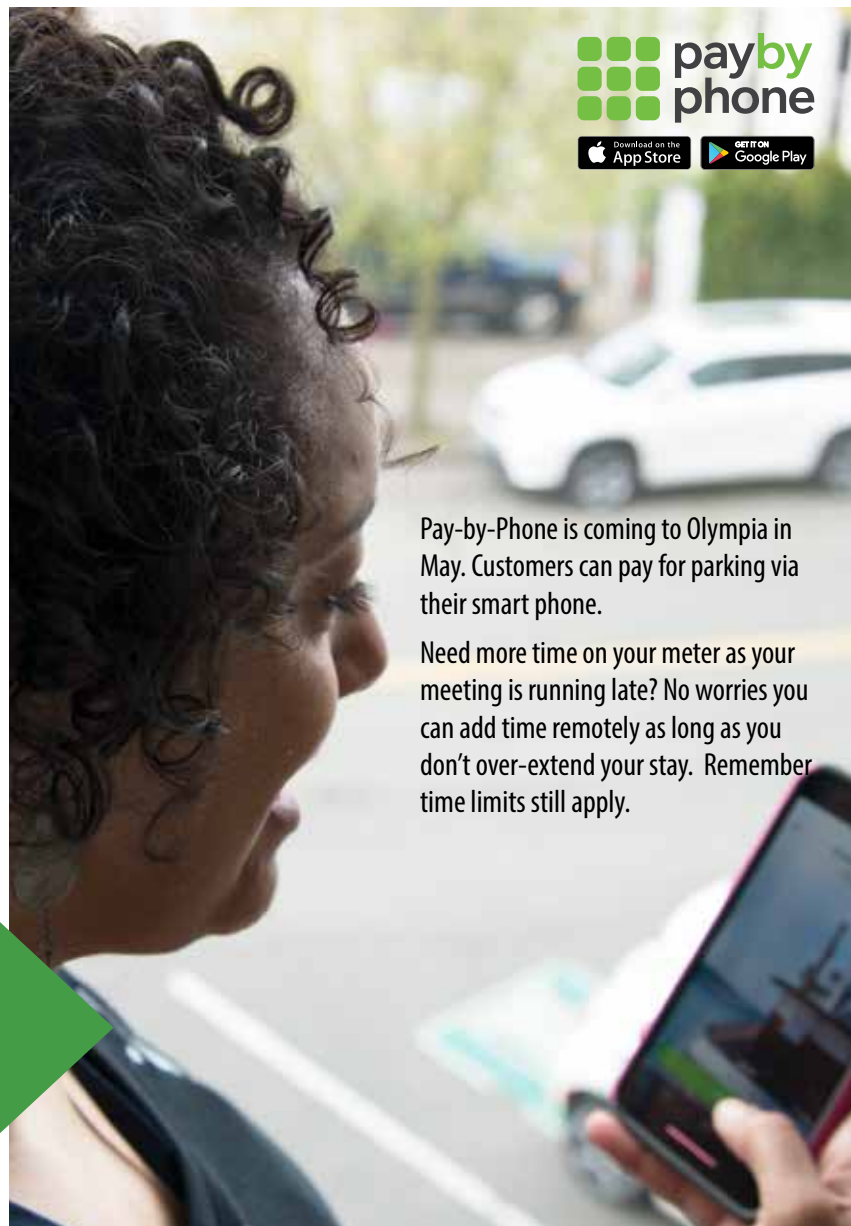
What is License Plate Recognition (LPR)? LPR is more efficient and reduces errors, as the technology scans and reads license plate numbers, rather than being manually entered. This allows the officer to instantly access the parking status of the vehicle even when the meter reads expired, (i.e. the vehicle has a permit or has time utilizing Pay-By-Phone).

How is LPR information used? LPR information is solely for the use of parking management, to determine if a vehicle has a permit or utilized Pay-by-Phone technology. Additionally, the data, without license plate information, may be used to analyze parking trends, like determining occupancy rates.

Why are the parking meter debit cards being phased out? Parking meter cards are outdated and only work in a limited number of meters. Instead the City will offer customers a Pay-by-Phone option being phased in during May, it will work on all meters. The City will continue to sell and recharge cards until 4:30 pm on Friday, June 1, 2018. The cards will continue to work in 9-hour and older style 3-hour meters after June 1st, until the balance on the card reaches \$0.00



Parking Meter Debit Cards are being phased out, effective June 1, 2018. Cards only work in 9-hour and on a limited number of old style 3-hour meters.



Pay-by-Phone is coming to Olympia in May. Customers can pay for parking via their smart phone.

Need more time on your meter as your meeting is running late? No worries you can add time remotely as long as you don't over-extend your stay. Remember time limits still apply.