News from ParkIndy, LLC

For Immediate Release
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PARKING MODERNIZATION UPDATE
(April 20, 2012)

The ParkIndy Team wants to keep you updated on the latest in parking meter news. We will continue to send regular updates to interested parties including media, businesses, and community groups. If any business, group, or association would like parking meter brochures or posters, please contact us at Sease, Gerig & Associates (317.634.1171).

WHAT'S NEW?

PARKINDY TO BEGIN INSTALLING ADDITIONAL WAY-FINDING TECHNOLOGY DOWNTOWN

Beginning next Monday, April 23, ParkIndy crews will begin installing hundreds of sensors downtown as part of its continuing effort to bring way-finding technology to Indianapolis. To date, sensors, which help motorists find a space, have been installed in almost 600 parking stalls on Mass Avenue, Broad Ripple and near Monument Circle. The expansion of this way-finding technology will contribute to providing Indianapolis with the most advanced parking system in the United States.

This next round of installations will connect downtown sensors to about 900 *additional* parking spaces.

Small sensors embedded in the roadway in each parking space will detect the presence of a car. That information will be communicated to motorists via a free smart phone application. Visitors who download the free app will have access to a live, instant map pinpointing available parking. Icons will note when more than four spaces are available (plenty of parking available), more than two spaces are available (some parking) or less than two spaces are available (limited parking). The app also delivers information about parking space time limits, pricing, and meter payment options.

The smart phone app, called Parker™, provides Indy's residents and visitors real-time insight for finding open parking spaces where sensors have been installed and activated. Parker™ is available now as a free download at iTunes and the Android Market.

ParkIndy anticipates this latest round of downtown installations will take one week to complete.

Starting on Monday, April 23, the locations in which sensors will be installed include the following: Mass Avenue, North Capitol Avenue, West Ohio Street and West Market Street, with additional closures on North Pennsylvania Street between Washington and Ohio Streets. Closures will move throughout the downtown area on alternating block faces to include: North Capitol Avenue, North and South Illinois Streets, North and South Pennsylvania Street, South Meridian Street, West and East Maryland Street, and West Ohio Street. Crews will install sensors on South Meridian, Illinois and West Maryland Streets throughout the week.

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To reduce traffic flow problems, spaces will open as work is completed to minimize restrictions.

Customers may begin accessing the newly installed sensors through Parker™ by early summer.

ParkIndy's introduction of way-finding technology in Indianapolis will make parking more convenient. The technology will not be used to "reset" parking meters.

REMINDER

HOW TO USE MULTI-SPACE PAY BOXES

Please feel free to share this reminder on how to use the multi-space pay boxes for customers coming to Indianapolis who may not be familiar with the multi-space pay boxes. Using the multi-space pay boxes can be accomplished in three easy steps:

1. On any multi-space pay box, motorists should key in the parking space number that appears on the pole beside their parking space and press the "Enter" button
2. Insert coins or a credit/debit card and add time with the "Plus" button
3. Then press "OK" to complete the payment

You Can Pay at Any Box to Renew Your Time
Each transaction is distinct with each pay box, so please wait until your original time is almost up to maximize your purchased time.

Pay Box Hotline
ParkIndy's goal is to provide customers with a better parking experience. That's why we are pleased to announce the creation of a 24-hour hotline for motorists who may need help at a pay box. Our 24-hour help line is active. The phone number – (317) 524-2247 – is posted on all pay boxes. A customer can call this number if he or she has a question about using the pay boxes or would like to report any problem with a pay box. We invite motorists to call us to report any pay box problems as quickly as possible so issues can be addressed in a timely and efficient manner.

Reporting Broken Meters
Motorists are reminded that any problems with broken meters should be reported by calling the meter hotline at (317) 327-5255 or by emailing info@parkindy.net. This number is posted on all parking meters as well as on the back of any ticket.

PAY BOXES AND "CLOUD" COMMUNICATION

To further our continuing efforts to provide as much information as possible about the pay boxes, following are answers to a few questions we have received recently:

- Our goal is to ensure that our customers get the time for which they have paid.

- When a customer pays at a pay box, his or her purchased time is reflected locally at that machine.

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- The pay box communicates the payment amount and space number to the cloud - not to other pay boxes.

- Consequently, only the pay box receiving the initial payment will reflect time. Time added at a second pay box will not reflect on the first.

- The time, however, is compiled and stored via the cloud.

- The cloud data is shared with parking ambassadors using handheld apps. It is the app - and not individual pay boxes - that is used by parking ambassadors to determine whether a vehicle is legally parked.

- This process works in a similar fashion to payments by phone. Those payments are stored in the cloud and accessed via an app. They are not communicated to every pay box and single space meter.

- If a customer paid for an hour at one pay box and then 30 minutes later paid for an hour at another pay box, the first pay box would reflect 30 minutes, while the second pay box would reflect one hour. The sum of those amounts, a total of 1.5 hours remaining paid, would be reflected in the cloud and communicated to parking ambassadors.

- Customers who don't want to track time on their watches can manage their time using the Parker App for smartphones. The app allows customers to not only drop a pin to map the location of their vehicle, but set an alarm when their paid time will expire. Alternatively, customers can call us to determine the amount of time.

- Each of the pay boxes displays a phone number to the **ParkIndy Help Desk** operated by live technicians 24 hours a day, Monday through Saturday. **That number is 317-524-2247**. Customers can call that number should they ever need to determine how much paid time they have left at a metered space. Our team will look up any space number quickly and let the customer know what the expiration time is, regardless of which pay box the customer paid.

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