News from ParkIndy, LLC

For Immediate Release
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PARKING MODERNIZATION UPDATE
(July 5, 2012)

The ParkIndy Team wants to keep you updated on the latest in parking 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 brochures or posters, please contact us at Sease, Gerig & Associates (317.634.1171).

WHAT'S NEW?

PARKINDY DONATES MONEY TO INDYCOG FOR BIKE RACKS

ParkIndy is committed to supporting charitable 501(c)(3) organizations in Indianapolis by helping worthy groups with roots in Indianapolis extend their resources for the betterment of the community.

INDYCOG, located at 222 E. Market St. in Downtown Indianapolis, falls under this category. INDYCOG's mission is to promote bicycling as a safe and viable means of transportation and recreation in Indianapolis. INDYCOG envisions bicycling as a preferred mode of transportation and recreation in the City of Indianapolis. The organization's collaborations with local businesses, nonprofit organizations, and local government create a network of bicycle infrastructure that is safe, convenient, and enjoyable for the whole community.

ParkIndy donated $4,000 to INDYCOG. The funds have been earmarked for the procurement of 50 bicycle meter rings throughout the City of Indianapolis. ParkIndy also is donating in-kind all of the labor to install the bicycle rings for INDYCOG. Installation began last week.

"As more area residents are enjoying their bicycles because of the financial, environmental, and health benefits associated with this activity, being able to lock your bike safely to a meter ring just makes sense and provides a much appreciated convenience to bicyclists," said IndyCog Executive Director Kevin Whited.

The photo to the left shows a bicycle meter ring attached to a paybox pole.

ParkIndy will be making donations to additional charities throughout the summer.

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PARKINDY ACTIVATES ADDITIONAL SENSORS THROUGHOUT INDIANAPOLIS

Monday, July 2, became another noteworthy date in the transformation of the Indianapolis parking system. On this day, an additional 811 sensors were activated. The sensors identify vacant parking spaces at meters.

Coupled with 557 already operational sensors, this rollout brings the total number of parking spaces served by sensors downtown and in Broad Ripple to 1,368. The sensors are embedded in the roadway in each parking space and detect the presence of a car. That information is communicated to motorists to help them more easily find parking.

"This move is another step toward providing Indianapolis the most advanced parking system in the United States," said Adam Isen, program manager for ParkIndy, the organization modernizing parking in Indianapolis.

Motorists can download a free app called Parker™ for their [iPhone](#) or [Android](#) device. The app provides real-time information to guide customers to open and available parking spaces. Icons 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). Parker™ updates automatically when a car is parked or leaves a space. An optional voice feature provides an audible queue when available parking is nearby.

The app also provides information about parking space time limits, pricing, and meter paying options, including links to pay by phone using [Parkmobile](#). A "Park Now" button allows the driver to note where his or her car is parked and later find guidance back to the car if needed, set reminders, take a picture of a car, and add notes about the location.

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The map below indicates the locations of active parking sensors in Downtown Indianapolis and along Mass Ave:

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As shown by the map below, most metered parking spaces in Broad Ripple are now served by sensors:
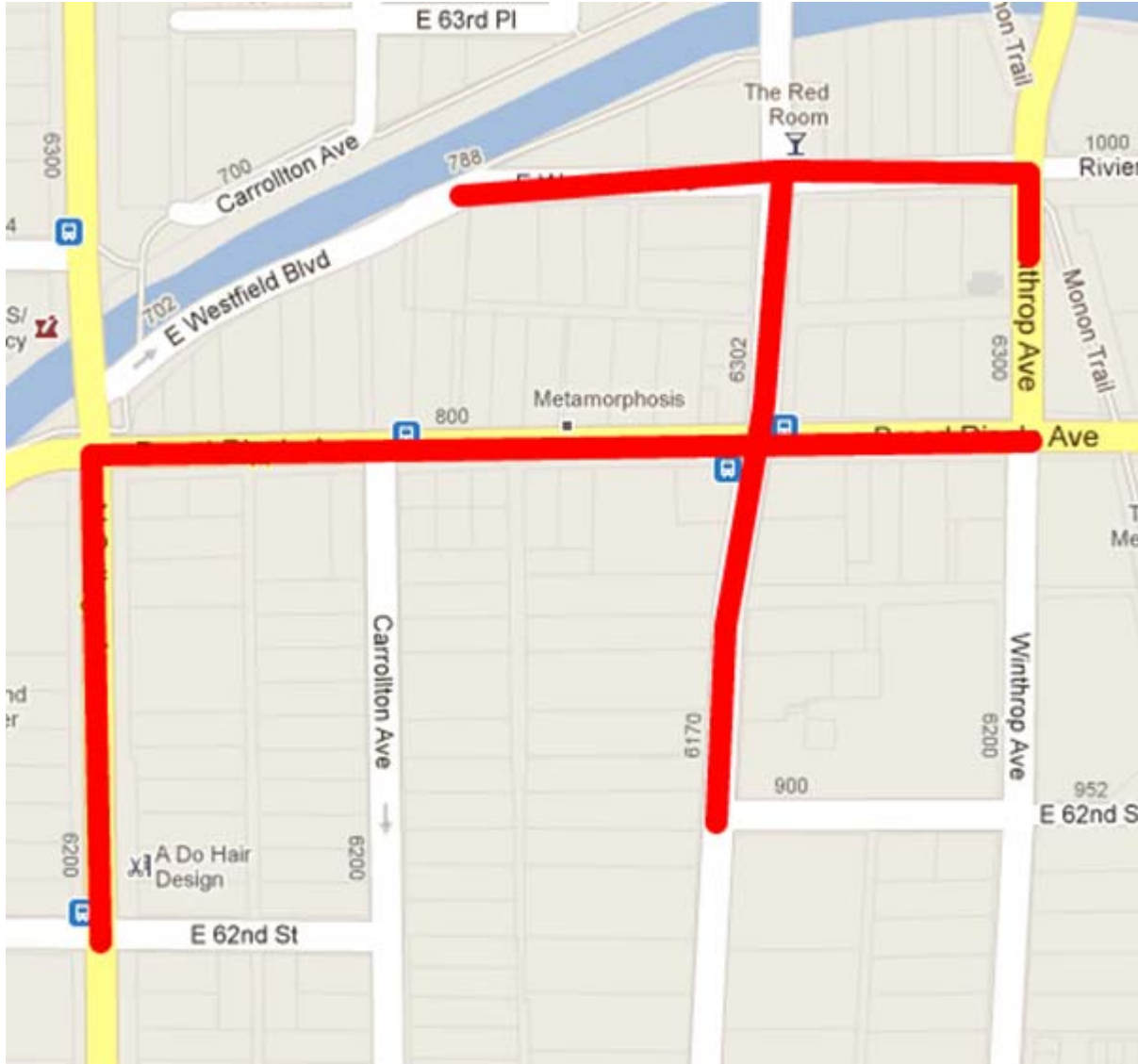
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CREDIT CARD USAGE CONTINUES TO RISE

ParkIndy began the process of modernizing Indianapolis' 3,600 metered parking spaces about 17 months ago. Every parking meter in the city now accepts credit cards or payments by phone.

Last April, credit card purchases accounted for 37 percent of all payments at credit card-accepting meters. Since that time, payments by credit cards have grown. Today, more than 63 percent of payments are by customers taking advantage of the convenience of paying by credit card.

Further, as a reminder, customers may simplify their parking experiences by calling (877) 727-5007 or by visiting www.Parkmobile.com to pay by phone.

ADDITIONAL PAYBOXES INSTALLED ON MASS AVENUE

ParkIndy received a request to install additional **multi-space pay boxes** near Mass Ave. ParkIndy verified that the existing pay boxes were used heavily in this area. Within five days of the request for additional pay boxes, ParkIndy installed an additional four pay boxes.

"As a Mass Ave business owner, I appreciate the new meters for their convenience," said David Andrichik, owner of the Chatterbox Jazz Club at 435 Mass Ave. "Customers are really reacting positively to the ease with which they can pay for their meter time, and that's been a real boon for our area businesses."

Customers may complete their parking payments at single-space meters and multi-space payboxes in three easy steps:

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

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For a video demonstrating how easy it is to use a pay box, please visit http://www.parkindy.com.

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 may 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. The number is posted on all parking meters as well as on the back of any ticket.

IF MOTORISTS HAVE QUESTIONS

Help is now available to any parking customer who has a question. 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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