



Frequently Asked Questions

What are Multi-Space Parking Meters?

Multi-Space Parking Meters are parking meters that serve 8-10 parking spaces on-street and more spaces in a parking lot. These meters accept coins, cash, credit and debit cards for payment and may even accept payment via cell phone with your' ParkMobile. The meters are set up so that the user may pay at any pay station location as long as they remember their parking space number. The space numbers are marked on a post at the front of each parking space. The Multi-Space Parking Meters have a user friendly screen that prompts the user through each step and offers a receipt at the end of the transaction.

How do these new meters work?

The new Multi-Space Parking Meters work in a similar way to a banking ATM machine. The signage as well as notations on the meter, and the easy-to-read screen, prompt users through each step. Most important is for the user to remember the parking space number so that when they are prompted, they enter the correct number. The Multi-Space Parking Meters accept coins, cash, Visa, MasterCard, Discover and debit cards.

Why did you make this change?

The upgrades to the multi space meter parking system were implemented to improve customer service by allowing multiple payment options and pay locations; to improve the capacity for downtown parking by using concentric parking principles; and to reduce the risk of coin theft from the meter heads and lower the system's maintenance costs.

Limited turnover of parking at key parking spaces in the downtown can hurt business. Downtown Ferndale has had a 2 hour parking limit from 9am to 6pm for many years which was established to help enhance the turn-over rate. However business owners have found that some people arrive well before 9am and stay until 11am. Others arrive at 4pm and stay into the late evening hours.



Why did the City choose this type of meter?

The Multi-Space Parking Meters have many benefits compared to the single and double space meters the City has used at other locations both on and off-street. Each meter serves between 8-10 parking spaces on street and may serve many more than that in a parking lot. These Multi-Space Parking Meters also have additional payment options as well as reduced maintenance needs. It is anticipated that the Multi-Space Parking Meters will pay for themselves in a relatively short period of time. Features of these meters include:

- Minimizing lost revenue should a meter stop working as parking may be paid at ANY parking meter. When one of the single-space meters stops working, that space receives no revenues until fixed.
- The modular construction of the parking meters means that repairs can be resolved quickly to minimize maintenance and service costs.
- The meters are highly secure with features that include real-time wireless alarming should there be an attempted break-in. This kind of feature almost completely eliminates the potential of revenue theft.

Does this meter take credit cards?

Yes, the new meters accept Visa, MasterCard, Discover and debit cards for payment. You will also always receive a receipt to have a record of your purchase.

Is my credit card data safe if I use it on one of these new meters?

All of the credit card data stored on the meter is encrypted so that it can't be read by anyone, including City personnel. The credit card transactions are also approved by the banks in real-time so you have an authorization number on your receipt to reference your transaction with your credit card company.

Unlike many other Multi-Space Parking Meters, banking meters or kiosks, the City's new parking meters do not ingest the card so you will always have physical contact and access to your card.

These parking meters look too complicated. I prefer the simple coin operated meters.

We recognize that it may take some time to get used to the new system, but the technology we have selected is very user friendly. The easy-to-read display will prompt users with quick and simple steps. The added benefits of flexible payment options, offering a printed receipt, and advancing "green technology" makes the learning effort worthwhile.



When does this new parking program take effect? Are the rates and hours of operation changing?

The new Multi-Space Parking Meters will be re-launched on Monday, March 25th. New parking enforcement hours will be from 10am-8pm, Monday – Saturday through April 30th. After May 1, enforcement hours will be from 10am-11pm, Monday-Saturday.

Parking rates are \$.50/hour through December 31, 2013.

Where can I find free convenient parking?

You can park at the [American Legion Parking Lot at the Corner of Livernois and W. 9 Mile Road](#).

What happens if the meter doesn't work?

If you would like to report a problem with a meter, please leave a message with a Park Plus technician at 248-336-4370.

In the rare situation when an individual meter goes completely off-line, customers may still park in a space near an out-of-service meter as long as they purchase their parking from another Multi-Space Parking Meter. The City expects to see a significant reduction in out-of-service times with the new meters compared with single-space meters.

Are the new meters accessible to people with disabilities?

Vehicles displaying a valid disabled placard are exempt from payment at Multi-Space Parking Meters as well as traditional meters. However, the City's contract with the meter manufacturer requires that all pay station locations, controls and operating mechanisms be compatible with the ADA requirements.

Who do I contact for more information about the Multi-Space Parking Meters?

You can email Park+ directly at parkplus@ferndalemi.gov, or visit the City's dedicated website at www.ferndaleparkplus.com or call the City of Ferndale at (248) 546-2360.