

Frequently Asked Questions

What are Multi-Space Parking Meters?



Multi-space parking meters serve 8-10 parking spaces on-street and greater amounts in an off-street parking lot. These parking meters accept coins, credit and debit cards. The parking meters are set up so that the user can pay at any parking meter as long as they remember their parking space number. The space numbers are located on the front of the curb face for on-street, and at the end of the parking stall in off-street, at each parking space. The multi-space parking meters have a user friendly screen that prompts the user through each payment step and offers a receipt at the end of the transaction.

How do the Multi-Space parking meters work?

The multi-space parking meters work in a similar way to a banking ATM machine. The signage as well as notations on the meter, the easy-to-read screen, prompts 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 space number. The multi-space parking meters accept coins, Visa, MasterCard and debit cards.

Why did the City make this change?

City staff heard from the merchants, residents and visitor that they were unable to find parking near businesses on Brand Boulevard. Local businesses also felt that the limited turnover of parking at key areas along Brand Boulevard was hurting their business. Brand Boulevard has had a two hour 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. The hours have been changed to a 2 hour parking limit from 7am to 6pm, and a 4 hour limit from 6pm to 10pm, 7 days a week.

Why did the City install this type of parking 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 parking meter serves 8-10 parking spaces on street and serves more than that in a parking lot. These multi-space parking meters also have additional payment options as well as reduced maintenance needs. Features of the parking meters are:

- Minimizing lost revenue should a meter stop working as parking may be paid at ANY parking meter.
- 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.

Do the Multi-Space parking meters take credit cards?

Yes, the multi-space parking meters accept Visa, MasterCard and debit cards for payment. You may also receive a receipt to have a record of your purchase.

Is my credit card data safe if I use it at one of the Multi-Space parking meters?

All credit card data stored on the parking meter is encrypted so that it can't be read by anyone, including City personnel. The credit card transactions are 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 meter or kiosks, the City's multi-space parking meters do not ingest the card so you will always have physical contact and access to your card.

Do I have to put my receipt on my dash?

No. Receipts are available for your convenience. The receipt will show the time you paid and your expiration time, and the parking space number you paid for.

These Multi-Space 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 like flexible payment option and offering a printed receipt make the learning effort worthwhile.

How does the City enforce the pay stations?

Enforcement officers are equipped with a handheld device that shows which parking spaces are paid for and which are not. If an expired parking space has a vehicle in it, a citation will be issued.

Where can I find free convenient parking?

The Marketplace, Exchange and Orange Street parking facilities offer 90-minute free parking to all visitors. After the initial 90 minutes free parking, there is an hourly rate of \$1.00 with a daily maximum of \$6.00 at the Exchange and Marketplace parking facility. The Orange Street parking facility also includes 90 minute free parking, with an hourly rate of \$.75 with a daily maximum of \$6.00.

What happens if the Multi-Space meter does not work?

If you would like to report a problem with any parking meter, please call the City's Maintenance Services Division at (818) 548-3950.

In a 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 has experienced a significant reduction in out-of-service times with the multi-space meters compared to the single space meters.

Are the Multi-Space meters accessible to people with disabilities?

Vehicles displaying a valid disabled placard are exempt from payment at any parking meter, including the multi-space meters. However, all multi-space and single space meters meet ADA requirements.

Who do I contact for more information about the Multi-Space parking meters?

For more information, please visit the City's dedicated website at www.glendaleparking.com or call the City of Glendale, Traffic & Transportation Division at (818) 548-3960.