



**The City of Hamtramck
Smart Parking Initiative
FAQs**

Q&As

Q: What solution does Municipal Parking Solutions provide?

A: The Sentry smart meter and Kiosk platform from MPS is the world's most technically advanced parking meter. This innovative parking infrastructure makes parking more cost-effective for the city and more convenient for businesses and citizens.

Q: What are the major differences between the old meters and the new meters?

A: The new meters represent an upgrade to the latest technology in both parking meters and in Smart City parking management technology. They have many consumer-friendly features, such as multiple ways to pay for parking, a bright, multilingual display with full audio-visual capabilities, unparalleled integration with the Sentry Mobile parking mobile app. The Sentry Mobile App automatically recognizes a parker's license plate and can automatically pay for parking, so the driver is never in danger of receiving a ticket.

The meters incorporate the latest in vehicle detection technology that allows for the complete capture of parking data behavior, and the ability to combine meter operations and enforcement by instantaneously detecting a new parked vehicle and documenting parking violations as they occur. This functionality ensures uniform, 24/7 enforcement capabilities throughout the city and allows parking enforcement officers to remotely enforce parking violations. Finally, the meters enable many non-parking features commonly found in Smart City kiosk devices, such as the ability to broadcast audio-visual weather alerts and amber alerts, provide community service notices, display advertising, etc.

Q: Why is MPS deploying its technology in Hamtramck?

A: Hamtramck is the ideal town for smart meters. This technology is a forward-looking innovation for a historic community that has always been an innovator in Michigan.

Q: How do smart meters work?

A: Parkers interact with the Sentry smart meter by using a large, well-lit touch screen display that will provide easy-to-follow instructions, along with a mobile app for payment and to find available spots. The Sentry Mobile application enables a touchless payment experience or even a one-time payment experience whereby a parker only needs to enter their license plate and credit card into the Concierge auto pay option – a feature that also enables lifetime permitting to park on permitted street or lots in Hamtramck. For those who don't want to convert to the new automatic payment system, the smart meters will also accept coins and credit cards.



Q: When will smart meters be installed?

A: Smart meters were installed across the city in a multi-stage process and will go live on August 12th.

Q: How many parking spots will have smart meters?

A: Approximately 300 parking spaces will be upgraded with smart meters and parking sticks. Meters are either next to a parking spot or in the middle of the block. Parking sticks are metal bollards that aid in recognizing permit holders and scoff law license plates.

Q: What are the terms of the agreement?

A: Through this arrangement, the city will receive new meters, kiosks and Safety Sticks with free installation and maintenance. This installation is part of a five-year contract, with an option to extend for both sides.

Q: Will the meters give me a receipt or paystub, and do I need to put it on my dashboard?

A: No. The meters do not have printers and they will not issue paper receipts or pay stubs. So, there is no need to place anything on your dashboard. But you may obtain a receipt via email simply by keying your email address into the meter and requesting one.

Q: Is this technology taking revenue away from the city?

A: The city will earn more money with smart meters, not less.

Q: How does MPS make money from smart meters?

A: MPS splits the revenue with city partners that benefit from its technology.

Q&A by Audience

Municipalities

Q: Why should our city choose “smart” parking meters?

A: About half of people who park never pay parking meters and most do not receive tickets. Of those ticketed, many don't pay them or fight the tickets in court. With smart meters, Hamtramck can:

- Increase collections and generate savings for the city and for taxpayers
- Save time drivers spend looking for parking spots near downtown businesses, which increases turnover and brings in new customers
- Advance the SMART City initiatives which increase the livability of the city and attract new businesses

Q: What does our city get out of it?

A: The MPS systems has proven to increase payment compliance and parking enforcement in other cities where it has been installed. These improvements increase parking, improve parking



compliance and facilitate violation collection. Studies show that residents more than ever are craving livable, walkable cities. Millennials are driving changes in the way we commute and how we take advantage of technology to make our public services more efficient. Cities can use smart meters to change traffic patterns and create a vibrant, safe downtown shopping area – all while adding additional revenue or even rewarding public servants. The system is customizable, so Hamtramck can create a parking infrastructure that helps solve issues of public safety, connectivity, communication and growth.

Q: How can meters improve communication in our city?

A: The screens on the smart meters enable cities to share important messages with the public. Some applications include announcements about street closures or public meeting times, or it can be used to stream emergency news, evacuations during extreme weather. Cities can even choose to use them as paid advertising space.

Businesses

Q: How do businesses benefit from smart meters?

A: Businesses benefit from smart meters in a number of ways. Smart meters reduce over-parking and increase shopper turnover. They also offer guaranteed parking access, which increases the appeal of downtown shopping and solves the problem affecting 39 percent of citizens who currently avoid some destinations out of fear of not finding a spot. Finally, businesses can advertise on the smart meter screens and will have the option of offering free or discounted parking to customers.

Q: How can smart meters spark economic development?

A: Smart meter infrastructure can help incentivize business development to keep more business and consumer activity within Hamtramck, thus spurring the local economy. Smart meters are a way to invest in smart infrastructure for a smart city at no cost.

Community

Q: What will smart meters do for citizens?

A: Americans spend an average of 17 hours a year searching for parking. Smart meters take the hassle out of parking – no more digging around for change, no more rushing back to the car to avoid a ticket and no more circling the block looking for spots. With the help of a free mobile app, drivers will be able to find an open parking spot, park their car and walk away without handfeeding the meter. Guided navigation to available parking spots reduces the stress and uncertainty associated with parking in high-traffic areas – drivers can even reserve spots.



Q: Will it cost me more money?

A: No, the price for parking hasn't changed. The amount being paid at the meter hasn't changed, there is just more ways to pay – using coins, a credit card, the sentry mobile app or Concierge Autopay.

Q: How do Safety Sticks & Meters enhance public safety?

A: According to the National Safety Council, 100's of pedestrians are injured daily in bike paths, crossing the street or accessing public transportation. Safety Sticks deter and enforce illegal parking helping to prevent injuries and deaths. Sentry Meters/Kiosk have special public safety features include the ability to share "Amber alerts" and warn of extreme weather warnings.