

## **Using the Town Square Garage Pay Station**

This section provides additional details on the user experience for large categories of users of the parking garages in Rockville Town Square.

### ***Normal Hourly Parkers***

The user experience for a normal hourly parker will be as follows:

- Touch any button to activate the pay station if it is in "sleep" mode.
- Choose between English and Spanish.
- Select "Hourly" parking as the option.
- Enter the number of the parking space in which the vehicle is parked.
- Enter how much time s/he wishes to park
- Pay by coin, bill or credit card.
- Pay station prints ticket/receipt, and customer takes ticket, to help remember the parking space number and the expiration time.

Users may add time once they have parked, up to the limit associated with that parking space. They may do so at any pay station in the system. As an example, if a user has parked for 2 hours and wishes to park 2 additional hours in a 4-hour space, he may do so by choosing the Add Time function on the Pay Station when the option arises and go through similar steps as listed above. Each receipt will have an "Add Time #" that needs to be entered at the pay station when adding time.

### ***Employee Parking***

#### How Monthly Parking Will Work for Non-County Employees

Non-County employees working in Town Square will purchase their monthly pass at the pay station, using the coupon number that they will have received from their employer (FRIT, VisArt or the Rockville Innovation Center). Once payment has been made, using the "monthly with coupon" option on the pay station, the pay station will print a receipt. This receipt is the evidence that the customer has paid. The customer will not need to interact with the pay station again until the following month.

These receipts are small and easily lost. Staff therefore will work with PMI, the City's contract garage operator, to provide "hang tags" to monthly parkers who bring the receipt to the PMI site manager. In that way, there will be also be an independent record of those who purchase the monthly accounts.

Hang tags will also be far more visible to PEOs, which will need to check to see if there is a hang tag before issuing a ticket, because space in which a monthly parker is located will not be reflected as "paid" in the parking system.

Non-County employees working in Town Square will purchase their monthly pass at the pay station, using the coupon number that they will have received from their employer (FRIT, VisArt or the Rockville Innovation Center). Purchasing the monthly parking pass requires the following steps:

- Touch any button to activate the pay station if it is in "sleep" mode.
- Choose between English and Spanish.
- Select "Monthly with Coupon" as the option.
- Enter Coupon Number
- Pay the full monthly amount by coin, bill or credit card.

- The Pay Station prints ticket/receipt.
- Bring the ticket/receipt to the PMI site manager, to receive a more-visible hang tag.

***Parking for Use of the Rockville Library Building: Employees and Patrons***

Under the Rockville Library Parking Agreement, which is discussed in the next Agenda item, here are the protocols for employees and patrons to use the parking system:

How Monthly Parking Will Work for Employees of the Rockville Library

Each County employee will have his or her own coupon number that will permit the employee to park without paying. The *daily* user experience for a parker who works in the Rockville Library building, on a day that the City is charging for parking, will be as follows:

- Touch any button to activate the pay station if it is in “sleep” mode.
- Choose between English and Spanish.
- Enter the number of the parking space in which the vehicle is parked.
- Select “Hourly with Coupon” parking as the option.
- Enter the individual coupon number.
- Enter how much time s/he wishes to park.
- (There will be no need for the employee to pay.) The pay station will print the ticket/receipt, and the employee will take the ticket, to help remember the parking space number and the expiration time.
- Employees will be able to add time at any pay station, including the pay station located in the Library lobby.

How Parking Will Work for Patrons of the Rockville Library

There will be a 2-step process for a visitor to the Rockville Library to be able to park for free in the Town Square garages.

Once a library patron has parked in any of the three garages, the library patron will:

- Touch any button to activate the pay station if it is in “sleep” mode.
- Choose between English and Spanish.
- Enter the number of the parking space in which the vehicle is parked.
- Select “Free 15 Minutes – Library users only”
- The Pay station will then print a ticket/receipt, which the patron should take to the library to help remember the parking space number and the expiration time.

The patron then proceeds to the pay station that is located in the lobby of the Library. At that pay station, the patron will:

- Touch any button to activate the pay station if it is in “sleep” mode.
- Choose between English and Spanish.
- Enter the number of the parking space in which the vehicle is parked (the space number is printed on the ticket/receipt that the patron has)
- Select “Hourly with Coupon” parking as the option.
- Enter the coupon number for free library parking. That number will be posted on the pay station.
- Enter how much time s/he wishes to park, up to a limit of 2 hours.
- (There will be no need for the patron to pay.) The pay station will print the ticket/receipt, and the employee will take the ticket, to help remember the parking space number and the expiration time.

- The patron may stay as long as s/he likes in the parking space by carrying out the process at the Library pay station again, adding 2 additional hours each time. (Patrons who wish to stay in the Library for more than 4 hours will need to park in the all-day spaces at the top levels of the 355 Garage.)

#### Parkers receiving Validation

At present, a parker receiving validation from an establishment will pay at the pay station similar to any normal hourly parker, and bring the receipt/ticket to the establishment that has promised to provide reimbursement. Other options are also being explored.

#### Grocery Store Patrons

More information on this process will be provided as the opening of the grocery store approaches.