



Chicago Parking Meter System Improvements Announced

(December 21st, 2009) Chicago -- Chicago Parking Meters, LLC (CPM) officials have met with dozens of chambers of commerce, businesses, and neighborhood organizations to discuss the metered parking system operation. As a result, a number of the suggestions heard in the "listening tour" have been adopted to improve the system and add convenience for motorists.

"Mayor Daley urged us meet with each community so we could adjust the system to better meet their needs," said CPM Chief Executive Officer Dennis Pedrelli. "We listened, we learned and we believe their suggestions have greatly improved the system."

Chicago Parking Meters (CPM) has almost completely up-dated the City's on-street metered parking system by replacing the majority of the city's 36,000 single head, coin-operated meters with 4100 modern, state-of-the-art pay boxes a full one and a half years ahead of what the concession agreement requires. Each pay box replaces on average, nine meters, reducing clutter on sidewalks and adding to neighborhood beautification efforts. These "smart boxes" greatly enhance customer convenience, and they also notify operators wirelessly when they require collection or are broken.

Some of the new system enhancements that are now in place include:

Portable time: Receipts purchased at pay boxes are good until expiration at any meter with the same or lower hourly rate, and they now are clearly printed with the rate so motorists can easily determine where they can use their receipt. Given that the vast majority of meters are in the neighborhoods at the same rate, that means people can take payment with them as they visit many different business districts.

Extended periods of stay: CPM has changed pay boxes to provide extended time near theaters, concert halls, schools, hospitals, and other places where parkers require more than a two-hour stay.

Automatic parking ticket dismissal: Information on meter malfunctions is captured in a database and shared with the City of Chicago which has automatically dismissed 92 tickets for inoperable meters since late summer.

Discounted monthly parking in lots: In cooperation with the City, CPM is piloting a program at 11 commuter lots, offering motorists the option of monthly passes at considerable savings.

Pre-payment: Pay boxes are programmed to offer pre-payment whenever possible. Motorists parking at 24-hour meters can generally pre-pay until 10:00am unless rush hour restrictions are in place. At most other meters, motorists can pre-pay as early as 5:00am until 10:00am or later.

Donated bicycle meters: CPM donated thousands of single space meter poles and housings to the City of Chicago, retrofitting them so that bicycle parking is protected.

24 x 7 customer service center and hiring: Call 877.242.7901 to report a broken meter and repairs are made in less than one business day, usually in just a few hours. Also, Chicago residents comprise 85% of our team. We're also dedicated to minority and women business enterprises, and CPM is committed to trying to surpass the goals set forth by the concession agreement.

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www.chicagometers.com for up-to-date information on parking availability, operational issues and hiring opportunities