



City of Vancouver Pay by Phone Background Information

1. Why is the City introducing Pay by Phone for parking?

Pay by Phone is an easy and convenient way to pay for parking and is consistent with the City's aim of providing a range of payment choices and features. Pay by Phone has been part of the long term strategy for parking and works in conjunction with the wireless handheld ticketing system used by enforcement staff.

2. How was the contract awarded?

The contract was awarded through a competitive RFP process.

3. Who is Verrus?

Verrus is a Vancouver based company that pioneered the introduction of pay by phone parking in North America. It is now the market leader with extensive deployments throughout Canada, the US and the UK. Locally the service is available in White Rock, Richmond and many of the commercial parking operators.

4. How does the service work?

It's simple. Call the local phone number posted on the meter. Enter the location number and minutes required. The system confirms the cost before parking starts.



It's free to register for the service and the cost of any parking and user fees are billed to a credit card.



5. What are the benefits for the parker?

- No need to find or carry change
- A reminder message can be sent to your cell phone before parking expires
- You can call in to add more time without returning to the meter subject to any maximum stay restrictions
- You can receive an email receipt for each transaction or print out an online statement of all transactions.

6. How will the enforcement staff know that I have paid if I don't use the meter and it shows expired?

The handheld units used by City enforcement staff wirelessly query the System to determine who has paid and what time parking payment expires.

7. Why is there a user fee for the service?

There is no need to use the service if you pay at the meter as usual for no extra cost. If you wish to enjoy the convenience and benefits of the pay by phone service there is a 30c per transaction convenience fee charged by Verrus. There will be a pre-paid parking option for pay by phone introduced later in the fall with a lower user fee.

8. Are there any images available for publication, can I hear what it sounds like?

Copyright free images and logos are available at www.verrus.com/media There is also a sound file of a typical pay by phone parking transaction.

9. Are there any planned enhancements?

Pay by Phone will allow the City to offer more flexible parking tariffs and enhanced services. For example convenience alerts can be sent to the drivers cell phone if the lights are left on or parkers can be alerted about major events and traffic restrictions in the immediate area at the time of parking.

10. Who can I contact for more information

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