

Frequently Asked Questions

1. How do the new meters work?

a. For municipal lots

- i. Note your space number before going to the meter
- ii. Press any key on the keypad to turn the meter on (if it is in “sleep” mode)
- iii. Choose a language
- iv. Choose off-street option
- v. Enter your space number and press (OK)
- vi. Make a payment via credit card, bill or coin when promoted on the screen
- vii. If using a credit card, the meter will communicate with the bank wirelessly to approve your credit card. This can take a few seconds.
- viii. Once payment is accepted, the machine will prompt you to see if you would like a receipt
- ix. If you would like to add time, you may go to any pay station in the Village and add time to your space.

b. For on-street parking (pay-and-display)

- i. Press any key on the keypad to turn meter on (if in “sleep” mode)
- ii. Choose a language
- iii. Choose on-street option
- iv. Make a payment via credit card, bill or coin when promoted on the screen
- v. If using a credit card, the meter will communicate with the bank wirelessly to approve your credit card. This can take a few seconds.
- vi. Once payment is accepted, a receipt will print out in the ticket cup located below the credit card reader
- vii. Lift the clear cover and remove your ticket
- viii. Display the ticket face up on your dashboard

2. Why did the Village make this change?

- a. Parkers can now pay by coin, bill or credit card. You no longer need to worry about having enough change
- b. Receipts are generated for proof of payment
- c. Extensive reporting capabilities give the Village better control over cash flow
- d. In our pay-by-space operations, parkers can now add time to their parking using any multi-space meter
- e. Removal of single-space meters enhances the streetscape and frees up sidewalk space for pedestrians and other uses.

3. Why doesn't the parking meter give change?

The Village has decided that the costs and benefits of the changers did not warrant the additional costs. In addition, with the option to use your credit card, you can always ensure you pay the exact price of the parking rate.

4. Why are you increasing our parking rates?

The Village's hourly parking rate has not increased since 1980. During that time, Village costs have steadily gone up. The rate increases have been implemented to help subsidize these additional costs required to run the Village's parking operation.

5. These parking meters are 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 we believe the added benefits like flexible payment options will make the learning effort worthwhile. We also feel you will be as comfortable with the new meters as you are with the old ones after only a few uses.

6. What happens if the meter doesn't work?

If you are having difficulties with a parking meter or if you would like to report a problem with a meter, please call the Parking Violations Bureau at 914-939-6858.

7. These multi-space machines appear much more expensive than the current meters. How can the Village justify spending all of this money when the existing meters work perfectly fine?

The multi-space meters pay for themselves in a relatively short period of time. Specific ways the multi-space machines will save money and pay for themselves include:

- Reduced maintenance and collection costs of maintaining each multi-space machine that covers an area that used to be serviced by 10 to 15 single-space meters.
- Minimizing lost revenue should a meter stop working as parking may be paid at ANY parking meter. When one of the single-space meters stopped working, that space received no revenues until it was fixed.
- The modular construction of the multi-space machine means that repairs can be resolved quickly to minimize the maintenance and service costs
- The multi-space machines are highly secure with features that include real-time wireless alarming should there be an attempted break-in. This kind of feature almost completely eliminates the potential of revenue theft.
- When you look at the cost per space of single-space meters to that of the multi-space meters, the costs are quite comparable.