CITY OF FORT WORTH
Improved Customer Satisfaction and Parking Operations

- Smart investments
- More convenience in payment
- Increase compliance and parking revenue
The implementation of Parkeon Pay and Display units in place of coin operated meters has led to fundamental improvements in the service level. The citizens of Fort Worth have an additional reason to be happy – less citations were written in the year of installation – showing that people were being more compliant to the parking rules with a more convenient system in place.

Operationally, the implementation of the Pay & Display meters has been a big success. Maintenance and collection costs are way down compared to the old meters. On average, maintenance techs visit only 40 out of the now 104 Parkeon meters each month to perform some form of service. And, with more than half of the revenue coming via credit cards, there are a lot less visits for collections than before. On average, collections agents collect only two or three times per month from each Pay & Display meter.

Meter uptime has been a huge key to the success. The meters report all issues in real time so the City can react quickly and keep the units up and running.

Prior to the installation of the Pay & Display meters, Fort Worth had a huge problem because it was very easy to vandalize the single space parking meters (approximately 200 were vandalized each year). Now vandalism has virtually gone away.

With the success of the program, the City is reviewing plans to convert more coin operated meters over to smart meters.

Challenges successfully overcome
- The wider choice of payment methods has increased compliance, and reduced citations and complaints
- The average transaction value has been doubled
- Maintenance and operating costs have been optimized

"Now we hear a steady stream of feedback from our customers on the ease of use and the convenience in being able to use credit and debit cards to pay for parking."

Peter Elliott
Parking Manager - City of Fort Worth, TX

SOME KEY FIGURES
- +10.3% increase in paid transactions (comparison of the same 6 months period, before and after)
- -15% in the number of citations written
- 60% of revenue is via credit card
- Average credit card transaction amount x2 versus coin transaction
- Pay & Display meter uptime > 99.9%
- -18.3% in the repair cycle time (from 44.6 to 36.5 min)