



Missoula Parking Commission

Meet Downtown Missoula's Newest Addition: LUKE, the new Parking Meter!

Here are the questions people are asking about the new meters, along with some answers.

QUESTION	ANSWER
1. When will I have to use the new meters versus the old meters?	The "Go Live" date is scheduled for Wednesday, December 9, 2015.
2. Will the old meters be covered to remind me to not use them?	Stickers on the old meters will indicate the user should pay at the new LUKE multi-space machines.
3. Is anyone going to be available in the first few weeks after the LUKE meters start working to help me if I have trouble or have questions?	Yes! Missoula Parking Commission employees will be on the street to educate the public about the new LUKE meters through December.
4. Since the LUKE meters are not in front of some spaces, will it be obvious which LUKE I have to pay at or can I use any LUKE on the same block face?	Yes. You can pay at any of the LUKE meters with the same rates. Most of the meters are short-term meters. Long-term LUKE meters will have a yellow sticker on them and have a different rate schedule.
5. Do I need to know my license plate number when I pay at the LUKE meters?	Yes. You need to know your license plate numbers. To help you with this, the MPC is giving away special key fobs that will allow you to write your license plate number on it so you will have your plate number handy every time you use a LUKE. You can get a key fob at the Missoula Parking Commission office at 128 W. Main St. or from one of the MPC staff members.
6. What methods of payment will be accepted? Do I have to use a credit card? Can I still use coins?	The LUKE meters will accept coins, credit cards and debit cards. They will not accept bills.
7. What is the new cost to park? What is the pricing structure? Why are rates increasing?	The rates are increasing to offset the charges for the new multiple payment options. The rates are in keeping with the current rate structures of cities similar to Missoula.

MISSOULA'S NEW RATE SCHEDULE (9 a.m. - 5 p.m.)		
SHORT-TERM PARKING		
On-street meters	Rate Per Hour	Total Cost Per Stay
1st hour	1.00	1.00
2nd hour	1.00	2.00
3rd hour	1.50	3.50
4th hour	2.00	5.50
5th hour	2.50	8.00
6th hour	3.00	11.00
7th hour	3.50	14.50
8th hour	4.00	18.50
9th hour	0.00	18.50
10th hour	0.00	18.50

LONG-TERM PARKING (for employees & residents)		
On-street meters	Rate Per Hour	Total Cost Per Stay
1st 5 hours	1.00	1.00
2nd 5 hours	1.00	2.00

LEASE (PERMIT) PARKING		
	Rate Per Month	
On-Street Lease	30.00	
Off-Street Lots	35.00-55.00	
Off-Street Structures	75.00	

8. If I want to park for just 15-20 minutes, do I have to pay for a full hour?	No. You can park for 30 minutes using coins.
9. Can I add money to a meter by phone?	Yes, you will be able to extend your time by phone. When you pay you will need to: <ul style="list-style-type: none"> a. enter your license plate number b. pay with credit/debit card with VISA or Master Card ability c. enter your cell phone number
10. Do I need an app? Is this feature up and running yet?	You do not need a specific app to extend by phone. This feature is incorporated into LUKE's operating system and works via text messaging. However, text message rates may apply.
11. If I pay for two hours in one spot but move to another and still have time left before my money is used up, do I need to pay again?	No, the time you paid for will stay with your license plate number. That means you can take your paid meter time with you within the two-hour limit. However, short-term and long-term parkers must stay with the original parking rate.
12. Will there be ticketing for the first few weeks after the LUKE "Go Live" date on December 9?	No. The Missoula Parking Commission wants the public to learn about and become familiar with the new LUKE meters. Therefore, the MPC will not ticket meter violations until the beginning of the New Year. However, there will still be enforcement for lease lot violations and improper parking.
13. How much are tickets now if my meter runs out?	The fine structure will remain the same. For details, visit the Missoula Parking Commission website (http://www.ci.missoula.mt.us/462/Parking-Commission) and look up the Ordinance 10.54.140 Penalties – Parking violations.
14. Is there still a "forgiveness" ticket program?	Absolutely!
15. Are there any parking spaces that are limited to time (for instance, 2 hours) like the old meters? How is this regulated? If so, how will I know that a space is limited to 2 hours?	Yes, there will be a few parking locations for 2 hours, 30 minutes and Loading Zones (20-minute limit). Staying too long will result in an Overtime violation with the escalating fine structure just as before. There will be signs indicating the time limits.
16. Can someone park in a spot all day?	Yes, you may stay in a short-term parking space all day long (8 hours). The total cost will be \$18.50.

17. Are there any LUKE meters with long-term rates? If so, where are they?	Yes. They will have yellow decals on them saying, "Long-Term Parking Only." These yellow labeled meters are located on the periphery of the Downtown Core.
18. What are the other parking options in Downtown besides meter parking?	The Parking Commission offers numerous off-street and on-street permit parking areas. The two parking structures - Central Park (128 W. Main) and Park Place (Front & Pattee) offer the first hour free.
19. Is parking still free on weekends, holidays and after 5 p.m.?	Yes, parking is free on the weekends, after 5 p.m. on weekdays, and on holidays. Missoula parking enforcement takes place from 9 a.m.-5 p.m. Mondays through Fridays, except on federal holidays.
20. I am worried about the Downtown businesses. Will the new meters negatively affect them as people have to pay more to park?	The new LUKE meters will enhance the parking experience for everyone parking in Downtown Missoula. Offering multiple payment options will be more convenient for the users.
21. What will happen to the old meters?	The plan is to support the Missoula Downtown Foundation with the old meters through direct purchasing, art projects, auctions and more. The Downtown Missoula Partnership will manage the sale and use of the old meters. Call 406-543-4238 to inquire about them.
22. What funds were used to purchase the new meters?	The Missoula Parking Commission obtained an equipment lease/loan to fund the meter project. That loan will be paid off with parking meter revenue.
23. Why are the new meters called LUKE multi-space parking meters?	The name LUKE was inspired by the movie "Cool Hand Luke," which features a scene involving meters.
24. How do people access the LUKE meters with the long-term rates?	The long-term meters are for people who work or live downtown. Employees and residents will need to visit the Missoula Parking Commission office at 128 W. Main St. to obtain code numbers. This code will allow them to use the lower-rate meters marked Long-term Parking Only. The meters will prompt the users with instructions on how to enter their unique code numbers.

Additional questions not addressed here can be directed to the Missoula Parking Commission via phone (406-552-6250) or email (pcommission@ci.missoula.mt.us) or visit the office in person.