



FREQUENTLY ASKED QUESTIONS

What is Easy Park? A consistent issue that has been expressed by commuters since the installation of the automated pay machines is the amount of time necessary to pay for parking. A consequence of the amount of time necessary to pay for parking is long lines. The end result is commuters have missed trains or boarded trains without paying for parking. To address the issue two additional machines were added to the Maple Street Lot. The additional machines brought some relief, but did not resolve the issue. Before spending money on additional machines the Village commissioned a study of the commuter parking lots and the parking habits of the commuters.

The Village's consultant conducted an analysis that included details on the length of an average transaction, number of commuters waiting in line, and length of lines in conjunction with train arrival. In addition, the consultant conducted a survey of commuters' current satisfaction with the commuter parking experience. All of the commuters completing the survey were asked if they would like to have a permit parking option as an alternative to the automated pay machines. A significant majority (>80%) of commuters indicated that a permit parking option would be preferred. The end result was that a permit parking program best addressed the issues of the commuters for the least cost.

After studying local permit parking programs Village staff developed the Easy Park program. Easy Park is a new payment option for the Metra commuter parking lots. The Easy Park program offers an alternative to the current daily payment options (cash, parking debit card) by offering a monthly parking pass. Instead of paying for parking at the automated pay machines on daily basis commuters will be able to purchase a pass through the Finance Department for a cost of \$40.

When Will Permits Go on Sale? Permits are currently on sale.



The Commuter Lots are Filled Every Day. Why Offer the Easy Park Program? The program was not designed with the purpose of increasing the number of parkers. The program was created to offer commuters that use the lots on a daily basis an easy option to pay for parking and at the same time reduce the number of users at the automated pay machines.

Does Easy Park Offer Assigned Parking? No. Easy Park is not a parking reservation system. The commuter lots will remain first come, first park; however, specific areas of the lots have been designated permit parking areas only. The purchase of a permit does not reserve a specific spot, but will allow permit holders to park in the designated permit parking areas.

Does Easy Park Guarantee a Parking Space? No. The lots will remain first come, first park. Permit holders will be allowed to park in the designated permit areas and daily fee areas. The number of permits sold will be limited to a number that will ensure the permit spaces fill, but will also leave enough spaces open for the daily fee parker.

What Happens if I Have a permit, But the Commuter Lots are Filled? The lots will remain first come, first park. You will be unable to park for the day and will not receive a refund. All of the commuter lots tend to be filled by 8:30am. Commuters taking a later train should strongly consider if the purchase of a permit is in their best interest, refunds will not be given for days that the permit is not used.

Do I Have to Purchase a Permit? No. The permit is an alternate option for paying for daily parking without using the automated pay machines. Commuters are not required to purchase a permit. Commuters can continue to pay for parking on a daily basis by using the automated pay machines.

How Can I Purchase a Permit? Presently three options for obtaining a permit will be available; mail, in person and Finance Night Drop Box.

If purchasing by mail:

Commuters wishing to submit the application for permit parking via mail must complete and print the online permit application. The application can be found at www.mountprospect.org/easypark (the application will be available starting January 15, 2014). The completed application must be mailed with check to the Finance Department (50 South Emerson Street, Mount Prospect, IL 60056). Check is the only acceptable form of payment when submitting by mail. Please allow ten (10) days for processing of applications.

If purchasing in person:

Commuters wishing to purchase a permit in person must complete and print the online permit application. The application can be found at www.mountprospect.org/easypark. The completed application can be brought to the Finance or Public Works Department during normal business hours. Acceptable forms of payment include cash, check or credit card. Permits purchased in person will be issued immediately.



Hours of Operation:

Finance Department: 8:30am -5pm, Monday – Friday.

Public Works Department: 7:30am – 5pm, Monday – Friday.

If purchasing by Finance Night Drop Box:

Commuters wishing to purchase a permit via the Finance Department's Night Drop Box must complete and print the online permit application. The application can be found at www.mountprospect.org/easypark (the application will be available starting January 15, 2014). The completed application must be placed in an envelope with a check (no cash or credit card) and dropped in Finance Department's Night Drop Box. The drop box is located outside the main entrance (Emerson St) of Village Hall (50 South Emerson Street). Please allow (10) days for processing of applications.

Can I Purchase More Than One Monthly Permit at a Time? Yes. Commuters will be able to purchase as few as one individual month or as many as twelve individual months (within the same calendar year) at one time. We are currently selling permits for calendar year 2014 only.

How Much Does a Permit Cost? An individual permit costs \$40 a month. Permits will remain \$40 a month regardless of the number of parking days in the month.

How Long Does the Application Take to Process? If you submit your application via mail or the Finance Night Drop Box you should allow ten (10) business days for processing. Applications should be submitted by the 15th of the month to ensure the permit arrives before the start of the new month.

Will a limited number of permits be sold? Yes. The Village will limit the number of permits sold to ensure that the permit only areas are filled and enough parking remains for daily fee parkers.

Is There a Waiting List? No. Permits will be sold on a first come, first serve basis.

What Happens if I Lose My Permit? Lost or stolen permits will not be replaced. The commuter would be required to purchase a new permit at full cost.

Are Refunds Available if the Permit is not Used the Entire Month? No. Refunds will not be given for permits that are not used an entire month. If you have an upcoming vacation or changes in your daily routine that will reduce the number of days that you park in a month, you should consider whether you should purchase a permit.

Can I Purchase a Partial Monthly Permit? No. Commuters wanting to purchase a permit after the month has started may do so, but the permit will be sold at full cost.

Do I Need to Pay for Daily Fee Parking if I Forget My Permit? Yes. Permits must be displayed anytime you park in the lots. If you forget your permit you will need to pay for daily



fee parking by using the automated pay machines. Failure to display a permit or pay for a space at the automated pay machine will result in a parking ticket.

I Submitted an Application, But the Permit did not Arrive Before the First of the Month. If you do not have a permit you must pay for daily fee parking via the automated pay boxes. Refunds will not be issued.

Do I Have to Display my Permit at All Times? Yes. The permit must be displayed at all times when parked at any of the commuter lots. The permit must display from the rear view mirror with the Village Keystone facing the rear of the vehicle.

Will the Maple Street Parking Lot Remain Resident Only? Yes. The Maple Street Parking lot will have a designated permit only area, but the entire parking lot will remain restricted to Mount Prospect residents only. This means permit and daily fee spots in the Maple Street Lot are restricted to Mount Prospect Residents only.

