



CITY OF LA CROSSE

PARKING UTILITY

Office of the Director of Public Works

400 La Crosse St
La Crosse WI 54601-3396
Phone (608) 789-7599
Fax (608) 789-8322

Dale Hexom, P.E.
Director of Public Works
hexomd@cityoflacrosse.org

Robert Haines, P.E.
Asst. Director of Public Works
hainesr@cityoflacrosse.org

Sara McCormick
Clerk/Steno III
mccormicks@cityoflacrosse.org

DRAFT

Parking Ramp Answering Service - Frequently Asked Questions

5-8-14

General Policy:

During regular business hours the City will dispatch someone to investigate most reported problems. If non-business hours, the City will dispatch Police to investigate only problems suspected to be caused by equipment malfunctions, and not to resolve problems related to access cards, rejected tickets or inability to pay.

Audio message “This card is unusable”

Tickets, credit cards and pre-paid coupons must be inserted exactly as shown on the paystation diagram.

“The paystation won’t accept my ticket”

See above, or the ticket is damaged. Customers are responsible for taking proper care of their tickets so if crumpled up, wet, torn, exposed to magnets or otherwise rendered unusable, customer must press the “lost ticket” button & pay fees. **City will not dispatch someone to assist in this situation.**

“The paystation won’t accept my validated ticket”

Only the downtown Holiday Inn can validate tickets, and only La Crosse Center ramp will accept them. Tickets validated upside down or backwards by Holiday Inn will not work, and customer must either return to Holiday Inn for re-validation or pay fees.

Holiday Inn is responsible for improper validations so **City will not issue refunds & customer should contact Holiday Inn to seek a refund.**

“The paystation won’t accept my credit card”

See first item above, and only Visa, Mastercard, American Express & Discover are accepted. Audio message “credit cards are not accepted” will occur if communication link between paystation & credit card processing company is broken. This cannot be solved at the ramp so proceed to the call list if that message occurs.

“The paystation won’t take my money”

Paystations only accept U.S. coins (except dollar & half-dollar coins), pre-paid coupons or credit & debit cards. Bills are not accepted & there are no change machines at the ramps. **Change must be obtained from a local business if needed.** If coin chute is jammed, credit & debit cards can still be used. If a credit card jam, paystation will shut down & display “closed” until the jam is manually fixed. Try another exit lane if paystation is closed & proceed to the call list if “closed” message occurs.

“I don’t have any money or a credit card”

Customers are responsible for reading signs & paying fees, so **they must call friends or family to assist them, or find a means to pay their fees.** Police are instructed to only assist them in backing up if there are vehicles queued behind them so they can re-park while they seek assistance from others.

“My access card doesn’t work”

Proximity cardreader is on the lower-left part of paystation, and access cards need to be @ 1” of it to be read. Customers should never insert access cards anywhere. A short “beep” from cardreader is normal, a longer “beep” means card is being read but access denied, and no beep means card is not being read. Access cards only work at the ramp in which customer has a permit & only at times their permit is valid.

Customer should take a ticket if at entry, or press the “lost ticket” button if at exit, & pay fees. Customer should contact City’s Public Works office during business hours to resolve problems as **City will not dispatch someone to assist in this situation.** There are many reasons why an access card wouldn’t work.

“The ticket dispenser says there’s a ticket jam”

Customer should use another entrance if available. Proceed to the call list if this message occurs.

“I want to file a complaint”

Complaints are not accepted via the assistance button, so do not accept or relay any complaints to City. Also do not attempt to give directions or answer policy-related or other inappropriate questions. Customers should call City’s Public Works office during business hours.

“The gates are up, do I have to pay?”

If gates are in the raised position customer should just leave & ignore any messages from paystations. Gates are sometimes raised for special events or equipment malfunctions.

“The paystation screen is dark”

Vehicle is not being detected so customer should use another exit lane. Proceed to the call list if this message occurs.