PayByPhone Overview
City of Seattle
June 2013
PayByPhone clients and operators

- operating in over 180 cities & towns across 3 continents

financial benefits

» higher average PayByPhone payment than average coin/cc payment
» PayByPhone reliability drives compliance: where meter is out of order payment can still be made
» higher PayByPhone transaction volumes reduces reliance on meters
» no reduction in citation revenue with PayByPhone launch

security & convenience

» pay for parking from safety and comfort of vehicle – no need to walk to pay station (thru weather), wait in line, with cash or credit card in hand
» extend parking from any location: office, classroom, restaurant
» email receipts
» text message reminders
paybyphone – how it works

three users ...

the motorist: credit, debit

the parking operator

enforcement officers

PayByPhone
Data Center

PayByPhone’s three-user system involves a motorist, a parking operator, and enforcement officers. The motorist pays for parking through a mobile app or a pay-by-phone service, which is facilitated by the parking operator's data center. Enforcement officers monitor the system to ensure compliance. The system accepts credit and debit card payments, and it supports various payment methods such as Visa, MasterCard, and American Express.
paybyphone – how it works

- no need for pre-registration
- no hardware required in car
- English, French & Spanish

download mobile app
paybyphone.com
or call
1-888-450-7275

Location
5281

Payment:

PayByPhone works with
PayByPhone works with iPhone, Android, and Blackberry apps

- iPhone, Android and Blackberry apps are live
  - allows new users to register & pay for parking
  - allows existing users to pay for parking and/or update their account details
  - rich interface that allows for maps & other information
- highest rated apps across all platforms
IVR touchtone (phone call)

- Call the number on sign
- Enter location number
- Enter duration
- Press 1 to confirm
- No need to call to stop
Pay by QR code

- scan with any smart phone
- select option to download app or pay with mobile web
- enter location code
- enter duration
- confirm payment
- email confirmation
- SMS reminder

TRY ME!
PayByPhone works with Pay by NFC

- launched in San Francisco 2011
- customers with NFC phones tap the NFC logo
- app launches automatically
- enter duration
- press confirm
- e-mail confirmations and text reminders
- If app not on phone, user directed to download app or pay via Mobileweb
PayByPhone works with

pay by mobile web or internet [https://m.paybyphone.com/]

- create & modify accounts
- easy to add license plates
- cross platform (iPhone, Android, Blackberry, Windows Mobile, Palm OS, tablet browsers, PC, etc)
Multi-vendor integrations

- pay station integration
  - partnership with IPS, CALE, DPT, Duncan, others
  - real time information exchange
  - consolidated reporting

- enforcement integration
  - partners include Pocket PEO, Aparc, EZ Tag, T2, Duncan and ParkTrak
  - prevents accidental ticketing of valid pay by phone transactions
PayByPhone works with standardized signs/branding
account management

paybyphone.com allows customers to:

- view payment history
- print receipts
- change account details
- modify credit card details
- change text and/or email settings
web based tools

Service Management website allows parking operations staff to:

- modify locations
- update rates
- set event pricing
- use specialized pricing / rules
- utilize promotional codes
- Start/credit pkg
- Change user info
- View transactions
reports and export

three types of reports

- **financial**
  - daily deposit report
  - revenue by region, location
  - customer usage by lot
  - individual transaction report

- **support**
  - customer parking history
  - parking sessions by lot and date
  - history by last 4 digits of credit card
  - information dashboard

- **patrolling**
  - currently parked vehicles
in-app advertising - coming soon

find parking - coming soon
Thank You

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