



## **MANAGER'S MEMORANDUM**

Prepared for: **Naperville City Council**

By: City Manager's office

9/28/2023

### **A. MANAGER'S MEMORANDUM**

Source:

1. Andy Hynes  
Engineering Manager  
TED Business Group

Subject:

Commuter Parking Update  
Pay-by-Plate

Action:

FYI

**CITY OF NAPERVILLE  
MEMORANDUM**

**DATE:** September 28, 2023

**TO:** Doug Krieger, City Manager  
William J. Novack, Director of TED Business Group

**THROUGH:** Andy Hynes, Engineering Manager, TED Business Group

**FROM:** Andrea Nair, Project Manager, TED Business Group

**SUBJECT:** Commuter Parking Update Pay-By-Plate

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**PURPOSE:**

The purpose of this memorandum is to inform the Mayor and City Council that the City is switching from a pay-by-space payment to a pay-by-plate payment system on Oct. 9, 2023.

**BACKGROUND:**

At the City Council meeting on Sept. 5, 2023, the City Council approved an ordinance that eliminated the quarterly commuter parking permit and allowed for changing the method of payment for daily fee spaces from pay-by-space to pay-by-plate.

Pay-by-space has many limitations. These include frequent maintenance of the painted space numbers and inconvenience for commuters to remember a different space number whenever they commute. Further, it limits flexibility and does not allow commuters to park in unmarked spaces.

Switching to pay-by-plate allows commuters to use their license plate to pay for a parking space. After the initial adjustment to this change, it should be more convenient for customers. They will be able to pay by entering their license plate at both the pay station kiosks located at the train stations and through the PayByPhone app. Further, as the City works towards converting all spaces to daily fee, paying by license plate provides flexibility to park in any space without the need to paint or number all 3,689 commuter spaces.

**DISCUSSION:**

Parking Lot Modifications

Signs to alert commuters to the change to pay-by-plate will be installed throughout the lots. Some of these signs will be temporary until permanent signs can be fabricated and mounted. The space numbers on the parking lot surface will also be covered with paint during an upcoming weekend.

### Communications

In addition to the new signs at the parking lots and updated information on the City's commuter webpage, a Commuter Connection e-newsletter will be sent out ahead of the change. The PayByPhone app also has a pop-up alert feature that can be turned on to notify commuters of the upcoming change.

### Enforcement

The Police Department is aware of this change and will be working with commuters during the first few weeks after the change and provide warnings before issuing citations for non-payment. All spaces are still \$2, except for the DuPage Children's Museum, Parkview and 190 E. 5<sup>th</sup> Avenue lot, which are \$5. These rates remain in effect through the end of the year.

### Kroehler Parking Lot

The Kroehler lot is primarily a permit lot with a small number of daily fee spaces. Since the pandemic, Kroehler permit holders have been allowed to park in the Burlington lot. The permit spaces in the Burlington lot remain only half full, even with both Kroehler and Burlington permit holders using the spaces. When the City implements pay-by-plate on Oct. 9, the Kroehler lot will become a daily fee lot. Throughout the middle of the week, the Naperville Station is at capacity and opening the Kroehler lot to daily fee adds an additional 282 spaces that commuters will be able to use. The Burlington lot will remain a permit only lot through the end of the year.

### Future Changes

The next phase of the commuter parking updates will take place just before Jan. 1, 2024. At that time, the City will be changing to all daily fee parking. All parking spaces will be the same rate, \$3. The weekly and monthly payment options will be available then. The preferred parking spaces for seniors and expectant mothers will also be designated starting Jan. 1.

### **RECOMMENDATION:**

Please share this information with the Mayor and City Council through the Manager's Memorandum.