

When will the new machines be installed?

ParkEMU is expecting to install the machines in the latter half of November 2019. The installation dates will be staggered to avoid all lots being closed simultaneously. Specific dates for each lot will be communicated as they become available.

What happens if I don't have a credit or debit card with me?

Individuals without credit or debit card will need to pay for their time in a gated access lot using a *Promise to Pay* slip provided by a ParkEMU employee when the call button on the machine is pressed for assistance. *Promises to Pay slips* are brief forms filled out by the driver and paid at the ParkEMU office (1200 Oakwood Drive) within two business days. Filling out a *Promise to Pay* slip will take no more than two minutes.

If you cannot come into our office to pay, a check written out to LAZ Parking can be sent to the previously mentioned address. Individuals who fail to settle their balance within two business days will receive an illegal exit ticket in the amount of \$48.

Why are you doing this?

For a machine to process cash and coin, a complex series of internal mechanisms always need to be in place and running smoothly for the machine to perform all its necessary functions. With these brand new cashless gated access machines, we aim to create a more efficient parking experience by implementing a simpler system with fewer moving parts. This transition will decrease the amount of time each parker spends at checkout, reducing the frequency and length of exit backups. Also, since no cash is used, not receiving change will no longer be an issue.

What was the process and what will the new process be?

For the most part, the new cashless gated access machines will function similarly to the previous machines. Upon exiting, individuals will scan the ticket they pulled before entering the lot, which will cause the amount owed to display on the machine screen. They will then pay the balance using a credit card. By eliminating the need to handle cash and coins, checkout time will be decreased, allowing for a smoother parking experience.

What payment methods do you take?

The new gated access machines will not accept any form of cash or coin. However, all major credit cards, debit cards, as well as barcode-based payment methods, such as event validations, will be accepted.

Contact Information

Website: www.ParkEMU.com
Email: ParkEMUhelp@LAZParking.com
Help Line: 734-217-4890

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