

2018 YEAR IN REVIEW

The City of Edmonton's Parking Services team manages over 5,000 paid parking spaces on the public road right of way and in City parkades. EPark, The City's paid parking system, includes 422 pay machines, the MyEPark mobile app and online portal.

Key highlights for 2018 include:

Innovation in Parking Program Award presented to the City of Edmonton by the Canadian Parking Association for the automation of paid parking via the deployment of the EPark payment system.

Introduction of TouchScreen Pay Machines with an improved user interface and experience.

Launched an update to the MyEpark Mobile App as a result of customer feedback. The update includes streamlined payment processes, automatic fund reloads, in-app parking session notification, and a 'find my car' map feature.

New improved and efficient payment process through the EPark pay machines.

City-Owned/Operated Parkade Modernization

2,224,802

TOTAL TRANSACTIONS

2795
curbside stalls

2746
parkade stalls

422

Pay Machines

including 50 new Touch screens

18%  of active accounts with **EPark Mobile App.**
That's 4,009 more people that can now pay only for the time they park.

32%  in **Service Calls**
(compared to 2017)

- ▶ 6 Public Engagement events to dialogue with citizens on **Accessible Parking** needs
- ▶ **Customer feedback** resulted in the introduction of Touch-Screens and improved payment experience including a modernized MyEpark Mobile App

22%



in electronic transactions completed by phone

20% increase to **credit card transactions.**
That's a total of **72%** of all transactions!