



*"...meeting community needs...enhancing quality of life."*

**DEPARTMENT OF PUBLIC WORKS**

**Engineering Division  
100 North Appleton Street  
Appleton, WI 54911  
Phone (920) 832-6474  
Fax (920) 832-6489**

January 18, 2021

Dear Property Owner/Business Owner:

The existing parking pay stations in Soldier Square are at the end of their useful life and will be removed by February 1, 2021. Before we spend significant funds to install parking meters, we would like to do a pilot program to see if our Passport pay-by-phone app only would work in this location. The advantages of the pay-by-phone app include:

- Pay without coins
- No meter malfunctions
- Extending parking for up to the time limit without going back to the vehicle
- Provides a text message when the parking session is expiring
- Customer doesn't pay for parking prior to the hours of enforcement

We know that change can be difficult, so we want to try the pay-by-phone app for three (3) months and gather feedback from the nearby property owners, businesses and customers. We will share the feedback we receive with the Municipal Services Committee and Common Council, who will ultimately decide on whether we continue with the pay-by-phone app only, or install parking meters in conjunction with the pay-by-phone option.

Enclosed is a flyer that you can share with your customers to help educate them on the Passport pay-by-phone app.

Please share any feedback you receive via my email at [paula.vandehey@appleton.org](mailto:paula.vandehey@appleton.org).

Sincerely,

Paula Vandehey, P.E.  
Director of Public Works

C: Mayor Jacob Woodford  
Alderspersons

Enclosure



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