MIAMIBEACH

OFFICE OF THE CITY MANAGER

NO. LTC # **252-2016**

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager for

DATE: June 10, 2016

SUBJECT: **PARKMOBILE (PAYMENT MOBILE APP) SCHEDULED OUTAGE – JUNE 12, 2016**

As you know, the City's Parking Department has been providing phone payment options for metered parking through Parkmobile since May 2014.

This LTC serves to advise you of a scheduled system upgrade by Parkmobile this Sunday, June 12th from 2:00 a.m. to 8:00 a.m. Please note the service will be unavailable for this brief period. Technically, it will only affect the last one (1) hour of metered hours of operation in South Beach and a segment of Middle Beach.

The upgrade will allow Parkmobile to dramatically increase the capacity and reliability of the system, while also enhancing the application's speed and responsiveness to initiate parking sessions and deliver customer notifications.

During this window, customers will not be able to initiate parking sessions through the Parkmobile application, website or IVR systems. Customers will receive an in-application message during this period advising of the scheduled system upgrade and related temporary service interruption.

The Parking Department will be lenient with overtime violations during the one (1) hour (2:00 a.m. to 3:00 a.m.) period. Of course, customers may pay for their parking sessions at any parking pay station during the scheduled outage. Additionally, the Communications Department will be broadcasting this information via social media.

If you should have any questions, please contact Saul Frances, Parking Director via email at saulfrances@miamibeachfl.gov or at extension 6483.

c: Kathie Brooks, Assistant City Manager
Mark Taxis, Assistant City Manager
Susanne Torriente, Assistant City Manager
Allison Williams, Chief Financial Officer
Marcia Monserrat, Chief of Staff/City Manager
Tonya Daniels, Communications Director
Saul Frances, Parking Director

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