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Press Release

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[Metro-North](#)

IMMEDIATE

LAZ Parking Installs Electronic Parking Meters at Metro-North Stations

MTA Metro-North Railroad, in partnership with its new parking operator, LAZ, is making it easier for people to pay for parking, sign up for and renew permits and handle accounts on-line and by phone.

Older electronic meters and antiquated slot boxes are being replaced system-wide with new parking meters that, in addition to accepting cash, will now accept credit or debit cards for payment of parking fees and issue printed receipts. These receipts do NOT need to be placed on the dash board.

"Through this innovative approach, we are pleased that our partner, LAZ, is swiftly implementing initiatives to immediately improve the customer experience," said Metro-North President Howard Permut.

"We are proud to be affiliated with a partnership that allows us to offer a state of the art and consistent customer experience across all 34 locations within our system that will make a significant difference to Metro-North Railroad's customers," said Eric Siskind, Regional Vice President of LAZ.

The old slot boxes, which pre-date LAZ, are being removed along with the balance of old electronic meters, to provide a uniform network of new Shelby Digital meters at all of the 34 stations where LAZ has operated parking lots for Metro-North since April 1, 2009. The devices are intelligent and call out remotely if they have a malfunction or even need a coin hopper replenished.

As of April 21, 2010, 48 new electronic meters at 19 stations have been installed. Another 36 electronic meters remain to be installed. All East of Hudson station parking facilities operated by LAZ will have the meter conversion completed by early this summer.

Installation of improved meters at select West of Hudson stations has been expedited in response to recent customer difficulties, especially at slotbox locations. New electronic meters were installed at Otisville and Campbell Hall this week.

Existing meters West of Hudson are generally newer and all LAZ-operated West of Hudson stations will have new electronic meters by February 2011. Electronic meters were installed at the busy Harriman station in 2006 and they were upgraded by LAZ to digital electronic meters by in February.

In addition, a pilot program for permit holders to pay online began in February at three stations on the New Haven Line utilizing an expansion of the new LAZ / Metro-North tailored website. Parking customers at Mamaroneck, Pelham and Mount Vernon East also can now apply, upgrade and purchase a new permit, when available, by going to LAZ's full service website: RRparking.com

Renewal letters were sent to permit holders at these three stations that directed them to RRparking.com for this new on-line service. Reaction has been very positive, confirmed by customer surveys and plans are to expand the service to all LAZ-operated facilities in the near future.

A new system-wide pay-by-cell phone option also is expected to be in service by the end of this year, with a pilot to begin this summer. This service is great for people who are dashing for the train and don't have time to stop at the meter. They simply remember their space number and call in a payment in from the train. A small service fee applies. Similarly if someone is running late getting home, they can call and extend the meter, and thereby avoid a parking violation.

"The new conveniences built into the meters, the on-line permit service and the pay-by-phone options are all part of Metro-North's effort, with LAZ Parking, to improve the customer experience at the station, which are the gateways to our train service. We want to make getting on our trains as easy as possible," Permut said.