

INDUSTRY WE SERVE: MUNICIPALITIES

PERFECTLY ALIGNED WITH YOUR BRAND

Municipal parking represents unique challenges because they know that parking is not their constituents' destination, it is the means to an end for working or visiting. This is why creating an excellent customer experience is so paramount; it's not only beneficial for the parking operation, but also for the city as a whole.

Delivering a high level of customer service while maximizing revenue through parking fees is the goal, and we can help. Our CSRs can help resolve parking patrons' issues quickly and efficiently, so they can pay and be on their way.

HOW WE BENEFIT MUNICIPALITIES



Collect revenue after-hours, and 24/7 live help without any additional staff



Free up internal staff to focus on higher-priority, on-site tasks



Provide an exceptional level of service for a fraction of the cost of on-site staff



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DO YOU KNOW HOW MANY CUSTOMER SERVICE CALLS YOU'RE GETTING?

According to data from our platform, in 2022 we took 1,781 calls per municipality facility on average. That's 148 calls per month, per facility. However, that range can vary widely based on number of lanes, location, etc.

On the high end, in 2022, for one of our larger municipalities, we answered 23,133 calls, which is an average of 1,928 calls per month across all their facilities.

The number of calls you could be getting may surprise you. Shoot us a note and we'd love to take a look.

OUR MUNICIPALITY CLIENTS



“ We are so glad we have Parker Technology as our partner! The live communication has made such a difference with our clients and visitors. The staff is so understanding of our needs and responds quickly to any last minute requests. We are completely satisfied with their service!” - Brandy Stanley, former Parking Services Manager at the City of Las Vegas

