



Parking Division

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To: Transportation Commission Members

From: Sabrina Tolley, Assistant Parking Utility Manager

Subject: Creating a \$4 Processing Fee for issuance of Lost Ticket Fee Refunds

Lost Ticket Fee and Refund Process

When an hourly/daily parker uses a City of Madison gated parking facility, they press for a ticket to enter and must use that entry ticket to pay for their parking session when they exit. If the customer loses their entry ticket, the Parking Division charges a \$30 per day lost ticket fee upon exit, and provides the customer with information on how to obtain a refund if they find their original entry ticket at a later date.

Currently, the Parking Division refunds the entire difference between the \$30 paid for the lost ticket fee, and what they would have paid upon exit for the actual duration parked if they had not lost their entry ticket. The refund process involves staff performing a manual calculation of the parking fee based on the original ticket entry time and the exit time stamp from the paid lost ticket fee receipt, scanning and entering the documents into MUNIS to generate the refund request, and upon approval, a check is printed and mailed to the customer at the Parking Division's expense.

Proposed Processing Fee and Effective Date

A processing fee of \$4 is proposed to cover the staff time, material, and postage costs associated with processing a Lost Ticket Fee refund. The \$4 processing fee would not be charged to the customer at the time of request, and would instead be deducted from the amount refunded to the customer, with the customer receiving the balance of refund amount. The fee is proposed to go into effect January 1, 2022 and would be included on updates to informational materials scheduled for reprint in mid-December.