

Frequently Asked Questions

ParkMobile App

Where do I get the mobile app? *parkmobile.io or download from Smartphone in google play or Apple store*

How exactly do ParkMobile customers start a new session? *Tap on a zone number on the map, or enter the number in the app.*

When adding more time to their sessions are they charged an additional \$0.39 when paying directly at the meter (\$0.49 when using ParkMobile)? *Yes*

Do ParkMobile customers need to log back into the app every time? *Once you create an account, you stay logged in.*

Are pre-paid credit/ debit cards accepted? *Most debit cards with Visa, MasterCard, Discover logos are accepted.*

Are time limits enforced if parked in a lot and payment made with the mobile app? *Time limits are enforceable and you may get a citation for parking over the maximum time limit posted.*

Is there a maximum number of sessions for me to park at the meter? *Parkers using the ParkMobile App can extend a current session up to the maximum time allowed. Time limits are enforceable and you may get a citation for parking over the maximum time limit posted.*

Will I have to move my car after the maximum number of sessions? *Time limits are enforceable and you may get a citation for parking over the maximum time limit posted.*

Who do I contact if I have issues with the ParkMobile app? *Tap “Settings” in the lower right corner of the app and then tap “Chat Support”, call 877-727-5718 or online at <https://support.parkmobile.io/hc/en-us>*

Pay Stations

Will the kiosk be updated to accept “Tap & Go” of credit/ debit cards instead of inserting the card? *Yes, the City has now integrated the “Tap” functionality at each one of our Downtown meters.*

Do the pay stations offer text-to-speech accessibility? *The City is evaluating whether this technology will be offered in the future.*

I need a receipt for my parking session at a kiosk, what is the website to download my receipt? <http://www.getthereceipt.com>

Will receipts for cash parking sessions be available in the future? *The City is evaluating whether this technology will be offered in the future.*

Who do I contact if I have issues with the pay station kiosk? ***Call 621-PARK***

Smart Meters

The screen is on the top of the meter and I can't see it. Do you have meters accessible for seniors and disabled persons? ***Multiple meters are at a lower height and will be dispersed through the metered areas. Future Smart Meters will be installed in compliance with the federal Americans with Disabilities Act accessibility law, at about 48 inches above the ground.***

Are pre-paid credit/ debit cards accepted? ***Most debit cards with Visa, MasterCard, Discover logos are accepted.***

Is my meter occupancy permit still valid in the Federal Lot or City Hall North Lot? ***Yes. Meter occupancy permits are valid in all public surface lots.***