

*Parking Services Division*

## **Frequently Asked Questions**

### **Mobile payments for parking**

***Q: What is the mobile payment system for parking?***

A: Parking Services has teamed with **Parkmobile** to offer a service that allows you to use a mobile app, a web browser, or a phone call to pay for parking at selected meters and parking lot locations in Sacramento.

***Q: What are the advantages of using Parkmobile?***

A: In summary, Parkmobile enables quick, easy payments for parking sessions, stores transaction history, and provides parking session expiration reminders. In detail:

- Easy to register and use (account set up and management available through the app, online, and over the phone).
- Optional 15-minute expiration notifications.
- Saves time.
- Extend your parking session on-the-go (where permitted).
- Ability to view and print parking history.
- Save "Favorite" and Recently Used zones.
- Add up to 5 license plate numbers and 5 users to your profile.

***Q: What is the cost for using Parkmobile?***

A: Parkmobile is a third-party vendor that incurs cost for processing the mobile payments. To cover the cost of the service, a small convenience fee of 35¢ will be added to the parking tariff for each parking transaction. In certain locations, this fee is waived.

***Q: How do I use Parkmobile?***

A: Once you have an account, you have several options for using Parkmobile within Sacramento:

- Mobile app (available for many devices, at the appropriate "app store" or <http://us.parkmobile.com/members/members-mobile-apps/>)
- Using a web browser on a mobile device or regular computer to visit <http://us.parkmobile.com/mobile/>
- Calling **916-SAC-PARK** (916-722-7275) from any phone

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If the location where you are parking shows a Parkmobile “QR code,” you can scan the code with your mobile device to obtain the app. If you scan the code by using the app, it will recognize the zone and start a parking session for that location.

Some phones also can read “NFC” (for “Near Field Communication”) tags. If your mobile device is so equipped **and** the meter or lot decal has such a tag, you can hold your device near the tag to have it activate the app and start a parking session.

**Q: How do I create a Parkmobile account?**

A: You can use the Parkmobile app on your mobile device, use a web browser to connect to <http://us.parkmobile.com/mobile/>, or make a phone call to [916-SAC-PARK](tel:916-SAC-PARK). You will need the following pieces of information: your cell phone number, email address, vehicle license number, and credit card information. The setup process should take no more than a couple of minutes, and there is no cost to create an account.

**Q: I keep getting an error while trying to create my account, saying it already exists. How do I get help?**

A: Contact Parkmobile Support at 877-PARK-HLP (877-727-5457) for assistance.

**Q: Where can I use Parkmobile?**

A: Parkmobile is available both on-street (at meters) and in selected off-street parking lots. Look for the green Parkmobile decals or signs (similar to those on the right) where you are parking.

If you are parking at an on-street meter, the parkmobile decal will be affixed to the side of the meter that faces the traffic.

If you are parking in a parking lot operated or managed by the City of Sacramento, you will see signs posted throughout the lot, as well as display decals on the parking lot payment machines.

**Q: How do I find the zone number where I’m parking?**

A: The zone number is printed on every Parkmobile sign and/or decal. If you see a Parkmobile logo, you’ll see a zone number.



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***Q: But what if the zone number is not readable on a meter or in a lot?***

A: If you are parked in a lot, the app's Zone Map will tell you the location. If you are unsure, or you are parked at a meter on-street, we recommend you call the City operator at 311. You will be asked for the PKGS number on the display on the front of the meter.

***Q: I used the wrong zone number or space number? How do I change it?***

A: Once you have confirmed the transaction, you cannot go back and change it. If you complete a parking session in error, immediately complete a parking session with the correct zone or space number, then call Parkmobile Support at 877-PARK-HLP (877-727-5457) to have the initial transaction reversed.

***Q: I paid for more time than I needed. Can I stop the session or transfer my time to another location?***

A: Unfortunately, no. Just like any other payment at a meter or pay station, once paid, the time remains on the meter. Upon moving to another location, you will need to pay for a new session.

***Q: How will I know my parking payment was processed?***

A: The payment process itself will tell you when the payment has been completed. Additionally, you may choose to be sent a text message and/or when the payment process has completed.

***Q: Will the parking meter show my payment so I don't get a ticket?***

A: Parkmobile is integrated with the smart parking meters for on-street parking in Sacramento. If the meter does not reflect the payment immediately, you can be assured that your payment has been recorded and verified. Should a parking citation be issued as a result of a Parkmobile payment that did not update immediately, customers may contest the [citation online](#).

***Q: Can I pay for a meter when time already exists on it?***

A: Yes, if the parking meter has time on it when you park your vehicle, Parkmobile will allow you to pay for additional time, not to exceed the maximum time for the location, using the application. The Parkmobile payment for the additional time will update on the meter display approximately 10 minutes prior to the meter's expiration. The existing time on the meter will NOT reflect on the application on your phone, but it will show on the meter, up to the maximum time allowed on the meter. It is important to manage the amount of time you purchase if time is currently on the meter. If you are not careful, an overpayment at the meter may occur. It is highly recommended to avoid purchasing more time that would be allowed at the meter because refunds cannot be issued for overpayment.

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***Q: The instructions on the pay station at the parking lot say I need to display a paper receipt on my car. Does that still apply when I use Parkmobile?***

A: Those instructions apply only to payments made directly at the pay station machine. Payments for a parking lot completed through Parkmobile, will automatically update a computer or handheld device used by Parking Enforcement Officers.

***Q: Which credit or debit cards are accepted by Parkmobile?***

A: Cards with logos from American Express, Visa, MasterCard, and Discover are accepted by Parkmobile.

***Q: Why does Parkmobile ask for my license plate number? Will the system work without it?***

A: Enforcement officers use the license plate number to check payment information in most of the City's off-street parking lots. If you change vehicles, remember to update the license plate information on your account. The Parkmobile system will accommodate up to five license plates per account.

***Q: Can I get a receipt for my mobile payment transaction?***

A: You can log into your account at any time to review all transactions, print parking transactions, or export the data to another format.

***Q: How do I get a reminder that my parking session is about to expire?***

A: Log into your account (through the app or on the web) and go to Settings, then choose the "Notifications" area. You can select the notifications you wish to receive. Please note that you will only receive a notification that your parking session will end if you made a payment through Parkmobile. It is not possible to get a notification if you paid the meter directly.

If you use the mobile app, a reminder can be set to alert you 15 minutes before the parking session will expire.

***Q: Why did I not receive a reminder text message?***

A: The delivery of text messages is dependent on mobile carrier's network. Parkmobile sends the text message to your carrier's gateway, who in turn, relays it to your phone. Delayed deliveries or missed deliveries can occur if your phone is in an area that doesn't have sufficient cell coverage or if the carrier is experiencing heavy traffic. If you are experiencing communication difficulties frequently, we recommend that you contact your wireless carrier.

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***Q: My cell phone isn't working or I forgot it. How can I make payment with Parkmobile?***

A: You can use **any** phone to call [916-SAC-PARK](tel:916-SAC-PARK), or use **any** web browser to connect to <https://us.parkmobile.com/members/>. Simply enter your cell number and password, and then follow the prompts to begin or extend a parking session.

***Q: Why won't Parkmobile allow me to add more time to my session?***

A: Most likely, you have exceeded the maximum parking time for the meter or parking lot space. The same time restrictions apply to mobile payments as with payments made at meters.

***Q: The parking meter says "coins only" or "cards only." Can I use Parkmobile to pay?***

A: If the meter has a green Parkmobile decal with a zone number on it, then you still can use Parkmobile to pay. If the meter has not yet been set up for Parkmobile payment, then you will need to use the payment method the meter currently is accepting. (For failing meters: please note that the meter automatically informs the Parking Meter Shop of any malfunctions and a technician will be dispatched at the first available opportunity.)

***Q: Can I use Parkmobile to pay at a pay-and-display station?***

A: If the pay-and-display station is located in an off-street parking lot **and** there is a green Parkmobile sign or decal visible within the lot, then you are able to use Parkmobile in that lot.

Payments for on-street pay-and-display stations are not currently supported through Parkmobile, although the City is investigating how it can offer this capability in the future.

***Q: I use Parkmobile in another city. Can I use the same account in Sacramento?***

A: Yes! However, please note that if you are making a phone call to start a parking session, you must dial the Sacramento-specific number of 916-SAC-PARK. If you use the other city's number, Parkmobile will record your parking session in that city, not in Sacramento.

***Q: I have an account with PayByPhone (formerly known as Verrus). Can I still use it to pay for parking in Sacramento?***

A: PayByPhone will no longer process parking payments for the City of Sacramento effective March 21, 2016. However, other cities and parking operators use PayByPhone services and you may still use your account in those other locations.

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***Q: I used Parkmobile to pay for my parking session, but I received a citation. What happened?***

A: Fortunately, your payment through Parkmobile will be shown in your account history, which you can review. Please confirm that you paid for the correct zone (and space number, if in a lot). In the very unlikely event that you received a citation even though your payment was made for the correct zone and space, you may [contest the citation](#). Ensure that all information or evidence is provided in the citation contest process. When the citation contest is reviewed, information submitted will be reviewed carefully to determine if the citation was issued in error.

***Q: Do I need to call Parkmobile the moment I park the vehicle? How much time do I have after I park to call so that I don't receive a citation?***

A: Please pay immediately upon parking, payment should be completed as rapidly as you would if you were to pay the meter directly. All transactions are registered to the Parking Enforcement system in "real time," which means that actual time of payment will be reflected. Payments made after a citation is issued will not void the citation.

***Q: There is an error on my credit card statement from a Parkmobile charge. Whom do I call to resolve it?***

A: Please contact Parkmobile Support at 877-PARK-HLP (877-727-5457) for assistance.