

Frequently Asked Questions (FAQ)

Trial of upgrades for pay-and-display parking meters for the City of Sacramento

The City of Sacramento has nearly 300 pay-and-display stations used in selected areas in the City. The Parking Services Division is evaluating upgrades, offered by various vendors, to these machines.

Q: Why is the City of Sacramento conducting trials of the Pay-and-Display meters?

A: The current pay-and-display stations were installed more than seven years ago, and now are approaching their end-of-life. Even though new single-space “smart meters” are being deployed throughout the City, there are areas where the pay-and-display meters will continue to be used—mostly in 10-hour parking zones and some off-street lots. However, maintenance costs are climbing and the machines are experiencing communications issues.

Technology has also changed over the past seven years, and the City would like to take advantage of newer features and efficiency.



Q: Wouldn't it be better if the pay stations were replaced completely with new ones?

A: To do so would incur greater cost for the City. The upgrades replace the internal operating components of the pay stations with the latest technology while using the existing cabinet.

Q: What benefits will customers see with the new pay stations?

A: Primarily, the machines will be easier to use, with bigger displays and more intuitive buttons. Additionally, we expect increased uptime. The newer components in the upgraded machines will be more reliable, and the machines should be “online” all the time. Some of the upgraded machines will print the receipts in a different format, with more information, which should make it clearer when the time was purchased and when it expires.

Q: How many machines will be upgraded for the trial?

A: Approximately a dozen machines will be upgraded.

Parking Services Division

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Q: Where can I find the upgraded pay-and-display meters?

A: The upgraded machines will be placed in different areas, both on-street and in off-street lots. Locations may be changed as we go through the evaluation. From time to time, we may post updates on Twitter (follow@SacParking).

The upgraded machines look similar to those in the picture to the right.



Q: How can I participate in the trial?

A: The pay stations that are part of the trial will have a sign on them, inviting customers to participate in a short survey. The sign will provide a web link and a QR code (which can be scanned by a smart phone or tablet with a bar code reader) for the survey. At the end of the trial, six customers who provide their contact information in the survey will be drawn to win a day of free parking in a one of the following parking garages: City Hall Garage, Capitol Garage, Old Sacramento Garage, Tower Bridge Garage, and Memorial Garage.

Q: How long will the trial last?

A: Approximately 90 days, but this may be extended if necessary to collect the necessary information and feedback.

Q: Will the trial change the cost or amount of time for parking where they are installed?

A: The trial will not affect parking rates or time limits.

Q: Can I use a receipt from a trial pay-and-display station when parking in other places?

A: Remaining time on a pay-and-display receipt can only be used at the same type of parking space. For example, a receipt purchased at an on-street pay-and-display machine can be used at any other on-street space where payment is made through a pay station. However, that receipt cannot be used as proof of payment at an off-street lot or at a parking space that has a single-space parking meter.