

Parking Meter Debit Card Payment Info



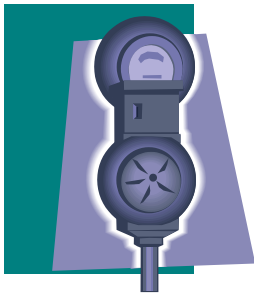
Cards are available in \$50 and \$100 increments.

We accept cash, check and credit cards (Visa, MasterCard and Discover only).

A \$10 administrative fee is required for all new cards purchased. There is no additional fee when purchasing replacement cards as long as you turn in your old card at the time of purchase. Before you turn in your old card make sure you have used all the available funds on the card, we are unable to issue refunds for unused funds left on the cards.

If you are unsure what type of meter debit card you need to purchase feel free to contact a Customer Service Representative at (916) 808-5354. They will be able to assist you with locating the name on the front of the parking meter.

Parking Customer Service is located at
New City Hall, 915 I Street, Room 1214
Sacramento, CA 95814



Contact Information

Parking Services Division.....916-808-5354
Parking Services Fax916-808-5115
Parking Meter Inquiries (311).....916-264-5011

www.sacpark.org

**CITY OF SACRAMENTO
PARKING SERVICES DIVISION
915 I STREET, ROOM 1214
SACRAMENTO, CA 95814**



The Parking Meter Debit Card



*Parking Services
Division*

City of Sacramento
Parking Services Division
915 I Street, Room 1214
Sacramento, CA 95814

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Fax: 916-808-5115

WWW.SACPARK.ORG

METER DEBIT CARD ORDER FORM



Printable form also available at: www.sacpark.org

Name:
Daytime Phone Number:

To find out what type of meter you normally park at check look for a name on the front of the meter. It will either say MacKay or Duncan.

MACKAY CARD FOR MACKAY METERS	
\$50 CARD X NUMBER OF CARDS	\$ _____
\$100 CARD X NUMBER OF CARDS	\$ _____
\$10 X NUMBER OF CARDS (ADMINISTRATIVE FEE FOR ALL NEW CARDS PURCHASED)	\$ _____
TOTAL ENCLOSED	\$ _____

DUNCAN CARD FOR DUNCAN METERS	
\$50 CARD X NUMBER OF CARDS	\$ _____
\$100 CARD X NUMBER OF CARDS	\$ _____
\$10 X NUMBER OF CARDS (ADMINISTRATIVE FEE FOR ALL NEW CARDS PURCHASED)	\$ _____
TOTAL ENCLOSED	\$ _____

Please take this completed form and visit our Customer Service Office at:

Revenue Division
New City Hall
915 I Street, Room 1214
Sacramento, CA 95814

Office hours:
Monday — Friday, 12:30 p.m.—5:30 p.m.
(excludes City holidays)

Meter Debit Card Information

Meter Debit Cards are provided for your convenience to pay for your metered parking. They are available in increments of \$50 and \$100 depending on your preference. There is a \$10 administrative fee for all new cards purchased.

Using The Card:

To use the card, simply insert the Meter Debit Card in the meter with the printed side up and the arrow pointing toward the meter.

The meter display shows the amount remaining on the Meter Debit Card for two or three seconds. (If you change your mind and remove the card while the amount left is still showing, you will not lose any money.)



The Meter Debit Card will then debit 25¢ for every 12 or 15 minutes of meter time, depending on the location. The longer the card is left in the meter the more time you purchase.

When you reach the desired amount of time, remove the Meter Debit Card and keep it with you. When you reach the maximum time available, the display will read **FULL**.

Important Reminders:

- The purchase of a Meter Debit Card does not guarantee a parking space.
- Meter Debit Cards do not work on green Pay & Display meters
- Meter Debit Cards cannot be combined with quarters
- Make sure to keep Meter Debit Cards away from extreme heat, water moisture, and electrical shock.
- **No refunds will be issued for unused, lost, stolen or damaged cards.**

How to Purchase a Meter Debit Card:

Meter Debit Cards may be purchased at the Revenue Division located in New City Hall. The address and office hours are on the order form.



Troubleshooting:

If the Meter Debit Card does not work or will not purchase time:

1. Make sure the Meter Debit Card is inserted correctly.
2. Check the Meter Debit Card on another meter.
3. “Bad Card” or “Coins Only” means the card is empty



- If the Meter Debit Card works at other locations, the meter you parked at has failed.
- Reporting Malfunctioning Meters -
 - (1) Note the meter number and meter location
 - (2) Call Sacramento City 311 **immediately** at 916-264-5011 or by dialing 3-1-1 if within City limits. Agents are available 24 hours a day, 7 days a week.
 - (3) **You do not need to move your vehicle once you report the malfunctioning meter.**

Reporting a malfunctioning meter **immediately** will allow the issue to be fixed while your vehicle is parked at the meter. Reporting also allows the issue to be logged and investigated by the Meter Shop in the event you receive a citation and need to contest it. Citations are dismissed based on repair records and not from the report alone.

916-808-5354



Questions or concerns?

Customer feedback is our best resource to help improve the Meter Debit Card Program.