

Parking Authority FAQ

Question	Answer
1. If I start work before 9:00, how can I get time on the station to ensure I don't get a ticket?	The parking stations can be activated at 7:30 AM, but there will be "free time" until the actual enforcement period of 9:00 AM. So if you buy an hour of time at 7:30, the actual time on your station will be from 9:00 – 10:00.
2. What is the maximum amount of time I can purchase?	In the central business district, up to a maximum of 4 hours. In the long-term parking, you can purchase 8 hours which is the enforcement period-9:00 Am to 5:00 PM
3. What if I buy 4 hours in the central district leave and come back, can I buy additional time?	No, the maximum is by license plate and is 4 hours
4. Why is there a maximum of 4 hours in the business district?	The limit is to ensure turnover of vehicles which allows more parkers to shop/dine at the various venues we have within the business district
5. Can I purchase less than an hour in the central business district?	Yes, purchases can be made in increments of half hours. Each half hour in the central business district is \$.50
6. If I buy 2 hours and only use 1 hour, what happens?	Since you pay by license number, if you have time remaining on your license plate—i.e.: bought 2 hours and only used 1 hour, you can move your vehicle to another spot and not put any additional money in the station until the 2 nd hour is used. If you don't need the additional time, it is lost and not transferrable to another vehicle
7. Does the pay station give change?	No. Use only \$1.00 bills, quarters or credit cards. Do not use \$5.00 bills. <i>Changes are being made to the stations that they will not accept \$5.00 bills</i>
8. How do I know if I am parked in a business district area or the long-term area?	There will be signs on the stations designating a "Zone 1" central business district or "Zone 2" long-term parking
9. Can I move my vehicle from a central business district to a long-term zone?	Yes, but if your time has expired, you will need to purchase additional time via the station or make a new reservation via the meter feeder app
10. Can I move my car from long-term to the central business district?	If you move to the central business district from the long-term parking, you will need to make a new reservation since the rate is higher in the business district
11. When I use the app, it also shows me other parking areas-such as Carnegie. How do I eliminate that and only show Sewickley?	At the bottom of the initial screen on your smart phone, there is a mileage indicator. Change the mileage to only show available parking within 1 or 2 miles as opposed to 10 miles.

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12. How do I activate the pay station?	To activate, you must hit the “power” button which is located just to the left of the green check mark. Note, the green check mark is not used to start the transaction, but to complete it
13. How do I know my payment was actually taken?	To confirm and complete the transaction, you must hit the green checkmark and wait for your receipt to print. If you do not do that, then the payment and time you have asked for was not taken
14. With the new rates in effect, have the hours of enforcement changed?	No—the hours of enforcement remain at 9:00 – 5:00 weekdays with free parking on Saturday and Sunday
15. Why did we change from meters to pay stations?	The pay stations provide many advantages to the consumer and the business owner over the old meters. No need to carry a pocket full of quarters any longer since the stations accept in addition to quarters, one dollar bills and credit cards. The stations allow for 4 hours in the business district as opposed to the 2 hour meters-now customers can go to lunch, go shopping and not worry about running back to the car to feed the meter. Since you pay by license plate number as opposed to a space (as with the meters), as long as you have time left on the plate, it is possible to move your car and not have to pay a 2 nd or 3 rd time. The new Meter Feeder app allows for paying on line and will give you an alert to your smart phone when your time is getting close to running out—thus reducing the possibility of getting a parking ticket
16. How do I get the app?	Go to the app store on your smart phone, type in Meter Feeder and download it to your phone—it is free. Just complete the questions it will ask you and you are good to go!
17. Do I need to place the receipt on the windshield of my car?	No, the pay stations work by license plate number so there is no need to display the receipt inside the car
18. Whenever I use the Meter Feeder app, there is an additional charge-half hour in the business district is \$.50 but the meter feeder app shows \$.52—why?	The additional fee is what meter feeder charges for use of the app. The credit card processing firm also charges \$.30 for the initial transaction which the Parking Authority has voted to absorb.
19. Why if I purchase a half hour on the app, it shows 29 minutes?	When you purchase the half hour, there is 30 minutes, but after 1 second, there is now 29 minutes and 59 seconds. The seconds do not show, so the app shows only 29 minutes-but you have the full half hour

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20. Why does it appear when I am using quarters that the pay station is not giving me credit for the ones I plug into the station?	With the new rates, it takes \$.50 (or 2 quarters) to get the 1st half hour and then two additional ones to get a full hour. There are no 15 minute increments. It may appear that the 1st or 3rd or 5th quarter is not giving you credit, but the station is waiting for the next quarter to advance another half hour