



Frequently Asked Questions - Pay-by-License Plate Meters

Q. When are meters enforced? On-Street and in Lots?

A. On-Street Meters: 8:00am to 6:00pm Monday - Saturday.

Lots: 8:00am to 10:00pm Monday - Saturday.

HOURS OF ENFORCEMENT ARE DISPLAYED ON THE METER SCREEN.

Q. What is the rate?

A. The hourly and minute rates are different depending on which neighborhood you are in. Rates are posted on the Meter Screen Display. Refer to the Authority website for more information: www.pittsburghparking.com

Q. Can you pay with credit cards?

A. Yes, the new meters / kiosks accept credit cards (Visa or Master Card) as well as quarters but not dollar bills.

Q. Can you pay at any multi space meter?

A. Yes, you can pay at any meter within the same district (defined as an area with the same rate and time limit).

Q. Is a receipt issued?

A. Not automatically, RECEIPTS are OPTIONAL; you must follow the prompt on the screen to print a receipt.

Q. Do you need to place the receipt on your dashboard?

A. No, the receipt does NOT need to be placed on your dashboard, keep it for your records only.

Q. How do you add time to the meter?

A. When paying by QUARTERS time will be automatically added for each quarter that is inserted. When paying by CREDIT CARD you add time by dollar increments by pressing the \$1.00 button or by pressing the maximum button.

Q. Do Individuals with a Disability have to pay to park?

A. Yes, individuals with a disability have to pay to park. But as mandated by the State they are entitled to receive 60 minutes in excess of the time they purchase. The individual must display a valid handicap placard or the vehicle must have a handicap license plate.

Q. Are the meter screens lit during the evening?

A. Yes, when any button is pressed the meter screen will light for the duration of the transaction.

Q. Does the meter accept mixed payments? Coins and Credit Card?

A. Yes, but you must first enter Quarters then you can finish the transaction with a Credit Card.

Q. If the license number is entered incorrectly can it be corrected?

A. Yes, before your transaction is completed you can either use the back space key to make corrections or cancel the entire transaction by pressing the red "X" button and start over.

Q. How does the Parking Enforcement Officer know I paid?

A. All license plates entered into the meter are transferred to the officers handhelds for payment verification.

Q. Can a ticket be contested?

A. Yes, by calling Pittsburgh Parking Court at 866-353-7151 (the phone number is also located on the ticket) to schedule a hearing.

[NOTE: Please visit www.pittsburghparking.com to view the "HOW TO VIDEO" on the step by step operations of the Pay-By-License Plate meters.](http://www.pittsburghparking.com)