

City of Spokane

On-Street Paid Parking Renovation



20220516

Frequently Asked Questions

Why is the City of Spokane replacing parking meters?

The City of Spokane has not upgraded its on-street parking system since the late 90's. The original coin-only payment devices are still in operation. The 2019 Downtown Parking Study recommended new paid parking devices. The new meters are part of the advancement of a better system making on-street paid parking easy, convenient, and accessible.

How will I know how to use the new meters?

The new single and dual space meters are more intuitive with digital displays and interactive functionality. Additionally, the new system will have enhanced customer service accessibility.

Will the hours of for paid parking change?

On-street paid parking hours will stay the same. Monday-Saturday 8 a.m. to 7 p.m. and free on Sundays and federal holidays.

What are the benefits of the new on-street parking meters?

- **Payment Options:** *Meters and kiosks will accept credit/debit cards, coin, and mobile payments for increased flexibility.*
- **More Information:** *On-screen digital displays are more intuitive, have more information and are easier to read. Meters and kiosks will have more information available to parking customers on the devices such as time status, reservation information and payment instructions.*
- **Better Visibility:** *Meters will be color coded according to time limits for better visibility. Customers will be able to see time remaining and receipt of any payment on the meter. 2-hour meters will be purple, 4-hour meters blue and all-day meters green.*
- **Consistency:** *Meters on a block face will be the same time stay. Meters installed during Phase 1 will be 2-hour time stay spaces with purple signage.*
- **Convenient & Accessible:** *On-street parking customers will experience increased parking availability because there will be less time-stay violations, reducing "circling around the block" and waiting for a space to open up.*
- **Space Makeover:** *Currently, there is a meter for every on-street parking space. Most of the new meters will be "dual-space" meaning there will be one meter for two spaces. This will remove almost half the meters within the downtown core. The unused posts will be removed or repurposed for bicycle racks. Outside of the downtown core most metered on-street parking spaces will be replaced with kiosks for every 6-8 parking spaces.*
- **Improved Service:** *With less and more reliable devices, Parking Enforcement Specialists will be able to improve the health and safety of the community by having more resources to respond to unsafe violations.*

What are the advantages of mobile parking apps?

Mobile parking apps are convenient for a few reasons:

- *Payment is done from a smartphone and can be made from anywhere (from vehicle in cold or hot weather)*
- *More than one vehicle can be on an account (payment for any vehicle can be done remotely)*
- *No coins needed*
- *Credit/debit card(s) can be saved for easy payment*

Will parking meter rates increase with the new meters?

On-street parking meter rates will not increase with the installation of new meters. When using credit/debit card or mobile app payment, there is a minimum \$1.20 charge.

What can on-street paid parking customers expect during the transition?

- There will be a combination of new devices and old meters through the on-street paid area for a few years. New meters will be concentrated in the downtown core, old meters will be in the outer portions of the paid parking area.
- New devices take all forms of payment, old devices only take coin and mobile payment and can no longer accept credit card payments.
- The online parking map will be in transition during installation events and will not be accurate until the end of the installation week.
- Meter rates will stay the same.
- Mobile app payments require a minimum charge of \$1.20.
- On-street paid parking can only be used for the maximum time-stay of the zone once per day.
- Each block face is a separate zone.
- New meters with digital screens can accept coin, credit card, Passport Parking and ParkMobile mobile apps, by phone, and online payments.
- Disabled parking permits allow for free parking up to a maximum of 4 hours regardless of time limit stays.
- Reserved parking spaces are indicated with red or orange placards providing the hours in which they are not available. Parking customers can utilize the space outside of the reserved time. Vehicles parked in reserved space within the time shown on the placard are subject to ticketing and being towed.

What are the different time limits for on-street parking?

There are three time stay options. 2 hours, 4 hours and all-day. Entire block faces have the same time-stay limit for consistency. Please pay attention to parking reservation signs which may indicate limited parking time.

How do I find where the different time limit meters are located?

The City maintains an [on-street parking map](#) that indicates the various meters and time stays that are available.

When will all meters be replaced?

The on-street paid parking meters will be replaced in phases. Phase 1 is May 17-20, Phase 2 will be during the summer of 2022. The remainder of the meters will be replaced as funding is available.

What if I have a problem with a meter?

New on-street meters are signed with a customer service number or people can call 3-1-1 during business hours.

How much is a parking ticket?

Parking ticket fees vary depending on the type of violation, fees can be found on the [City of Spokane Fee Schedule](#) under Motor Vehicle Violations.

What mobile apps work with meters?

In Phase 1 areas with new devices, Passport and ParkMobile will work. During Phase 2, Passport and ParkMobile will be available citywide.

What is the difference between paying with a parking app on a smartphone and paying online?

Payment with a parking app like Passport or ParkMobile require an account registration and includes a credit or debit card payment. Paying online does not require registration and payment is provided with a credit or debit card.

Will I get a ticket if I parked at an old meter and there is a new meter installed when I return to my vehicle?

Parking customers are not subject to citations during the change-out of meters during installation events.

What are the requirements for disabled parking?

Disabled parking permits allow for free parking up to a maximum of 4 hours regardless of time limit stays.