

FAQ Passport Parking App Refunds

Updated: 04/04/2025



FAQ

Q: When did the City begin issuing Passport wallet refunds?

A: The City started issuing refunds on October 1, 2022.

Q: Are refunds still being issued?

A: The City is issuing refunds through August of 2025.

Q: What happens to the money the City was unable to refund?

A: September 2025 the monies and names will be sent to the State of Washington as unclaimed property <https://ucp.dor.wa.gov/>.

Q: What is being refunded?

A: The City will issue refunds for amounts paid, but not for promotional monies. Example: if you paid \$20 and received \$22 in wallet funds (\$2/promotional), you will be refunded \$20, not the \$2.

Q: How will you be refunded?

A: The City will refund you by check. You will be asked to verify email/phone, provide your full name, address, city, state, and zip for a check to be sent.

Q: How will you receive communication from the City?

A: The City will be communicating with wallet customers through text, emailing from a City email address, or possibly a phone call.

Q: I received an email or text to contact Spokane 311 about a refund by check, is it legitimate?

A: Yes. The City is sending communication out to contact Spokane 311 or for outside city limits 509.755.CITY(2489). Please do not reply to the email but follow the directions and contact Spokane 311.

Q: How much time do refunds take?

A: Refund time varies but are processed as quickly as possible.

Q: Why is it taking so long for refunds to be processed?

A: There were thousands of refunds to process manually with limited staff.

Q: I received less than the balance in my wallet. Why?

A: If promotional funds (\$.01-\$2) are included in the wallet balance, promotional amounts are not eligible for refunds. Likewise, if you reloaded a wallet, each time you did that you received \$2 of promotional monies, so every reload of \$2 cannot be refunded if it was not used.

Q: I had less than \$2 left in one or more wallet(s), why wasn't I refunded?

A: Any amount less than \$2 was promotional and not eligible for refunds.

Q: Can you move my wallet money in Passport to ParkMobile?

A: No. Passport and ParkMobile are separate companies, and the City does share personal information between the two companies.

Q: Does ParkMobile have wallets?

A: Yes, ParkMobile does have wallets.

Q: What if I have additional questions?

A: You can email parkingpayments@spokanecity.org