

*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**

**Southside PED (On Street): 6:00pm to 3:00am Thursday - Sunday**

**Southside PED (Lots): 10:00pm to 3:00am Thursday - Sunday**

**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](http://www.pittsburghparking.com)**

**Q. Can you pay with credit cards?**

**A. Yes, the new meters / kiosks accept credit cards (Visa, Master Card, Discover and American Express) 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 receive a text 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 "add" time 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)**