



# On-Street Parking Changes 2017 FAQ's

## **Q: Will the rates for meter parking change?**

The rates for meter parking will not change in 2017. All of the meters require \$.25 cents for 10 minutes. Meters have a two hour time limit. If you plan on parking over two hours, you should park in an LPA garage. LPA garage locations can be found on our website.

## **Q: Will the fines for on-street ticketing change?**

The following fines will change:

- Overtime parking at no meter: \$10 to \$20
- Parking in a loading zone: \$10 to \$20
- Street sweeping: \$20 to \$25
- No parking 2 a.m.-6 a.m. \$20 to \$25

## **Q: When are on-street meters enforced?**

Enforcement times will remain the same: Monday - Saturday 8:00am to 6:00 pm. This information can be found on the kiosks and meters.

## **Q: Can I still use my ParkLancaster app to pay for parking?**

Yes, the ParkLancaster app will still be available for parking payment. The app allows you to pay on your phone, find your vehicle, receive updates when your parking will expire, and add time to your parking meter. You can download the app by searching "Park Lancaster" in the App Store. If you don't have a smart phone you can still pay by phone by calling 1(877) 727-5281.

## **Q: How does the Parking Enforcement Officer know I paid?**

Parking enforcement officers will use a handheld device to look up the license plate of a vehicle and confirm payment. Single space meters paid for with coins will show the amount of time paid for on the meter head which enforcement officers will reference. When using Pay by Phone on the single space meter, EXPIRED will be displayed on the meter head and parking enforcement officers will use a handheld device to look up the license plate number of the vehicle and confirm payment.

## **Q: If the license plate number is entered incorrectly can it be corrected?**

Yes, before your transaction is complete you can either use the backspace key to make corrections, or cancel the entire transaction by pressing the red "x" button and starting over.

## **Q: What should I do if I entered my plate number incorrectly and received a ticket?**

Contact the LPA office if you feel you have incorrectly been issued a parking ticket.

## **Q: Can I pay for on-street parking and then move to another space within the paid for**

Yes, however our goal for on street is to turn over spaces for the benefit of the business community, not to encourage someone to move their vehicle from space to space in a small downtown.

## **Q: Will garage parking change?**

No, garage parking will not be effected by pay-by-plate or changes to enforcement.

## **Q: Will street sweeping enforcement only take place downtown?**

No, enforcement will be implemented city wide, not just in the downtown investment district.

## **Q: Will the LPA be available 24/7 for parking issues?**

Yes, you can call our office at (717) 299-0907.

## **Q: What is the time period between booting and towing a vehicle?**

Per the Vehicle & Traffic Ordinances, the boot shall remain in place for 48 hours unless the owner has complied with Ordinance rules for fines, fees, and court costs. If such compliance has not occurred in 48 hours, the vehicle shall be towed or impounded.

## **Q: Who should be called to replace faded or damaged street signs?**

Call the LPA and they will alert the City. The City fabricates and installs the signage.

## **Questions or Comments?**

Call our office at (717) 299-0907 or email [info@lancasterparkingauthority.com](mailto:info@lancasterparkingauthority.com)