

Parkmobile Pay-by-Cell FAQ's

Why pay-by-cell?

- Parkmobile provides a mobile payment service, including help support.
- Pay for parking via a smart phone app, toll free number, or the web.
- No coins/cash/credit card on-hand needed.
- Saves the trip to your car to feed your meter.
- Parkmobile can send reminders by text message so you can extend your parking time without returning to your car.

How do I pay for parking?

When you set up your account, you elect to pay by credit card or PayPal. Payments are usually posted the same day, so you can login to your Parkmobile account and see your parking transactions on your Parkmobile page.

How does parking with Parkmobile work?

- [Download the app](#), visit the [Parkmobile](#) website, or call the toll-free number on the green Parkmobile sign to register for a Parkmobile account; you will need your license plate number and a method of payment (credit card or PayPal).
- When you park in a space, use the Parkmobile smartphone app to access your account, or call the toll-free number on the sign.
- Key in your zone number located on the green sign (these zone numbers are different throughout the city).
- Opt-in to have Parkmobile send a text 15 minutes prior to the expiration of your parking transaction; You may either add time or return to your car on time.

I don't have a smartphone. How can I start a parking transaction?

Call the toll-free number posted on the green Parkmobile sign. The toll free number for Parkmobile parking at City of San Rafael Parking Services is 1-877-727-5718.

Where can I park and use pay-by-cell?

At parking meters and City-owned parking lots. Look for the green Parkmobile signs on the meters and parking lot machines.

Can I reserve a space or pre-pay for parking using Parkmobile?

No. All transactions are real-time. You should be parked in the space before you begin your parking transaction.

If I park in a parking lot and use Parkmobile pay-by-cell, how will your officers know that I've paid, if I don't have a receipt?

Using pay-by-cell means you don't need to walk back to your car to leave a receipt on your dash. The enforcement officers can see from their report, if your space is paid or not by looking up your license plate #.

How long can I park in the Parkmobile zone?

It depends on the parking restrictions of the meters or lots. Your parking transaction will continue until you have reached the maximum time limit for which you have paid, just like a meter.

Can I move from zone to zone?

No. Your parking transaction is for a specific Parkmobile zone. If you move to another zone, you will have to pay again.

Do I need to enter a space number when I park in a parking lot?

Yes. You will need to enter your lot space number in addition to the Parkmobile zone number (listed on the green sign), specific to that parking lot.

Do I have to pay on the weekends?

You are required to pay for parking in public parking lots and at the meters, Monday-Saturday, 8am-6pm (Walgreens lot, 8am-8pm). Public parking is always free on Sundays.

How does the parking officer know I've paid?

When you use the mobile app or call to start the parking session, you key in a zone number. The parking officer verifies your parking session by matching the license plate to the zone number.

What happens if I get a parking violation?

Citations issued by City of San Rafael Parking Services may be paid and appealed online at www.citationprocessingcenter.com. If you paid for parking via Parkmobile, you may obtain a receipt for your parking transaction from your Parkmobile account. Other than supplying confirmation of payment, Parkmobile cannot help resolve a parking dispute.

How much does it cost to pay for parking by phone?

Per transaction convenience fees range from \$0.20 to \$0.35. Visit the Parkmobile website to inquire about a preferred membership to obtain the least expensive per transaction convenience fees.

Can I purchase less than one hour?

Yes. Parking permission is purchased in 20 minute increments.

How much does it cost to receive a reminder text?

There is no additional charge for the service (unless your cell provider charges for text messages); however, you will be charged a convenience fee if you choose to pay to extend your parking transaction.

Do I get a receipt?

You can go online to your Parkmobile personal page anytime to make changes to your account, review parking charges, print parking transactions and receipts, or export data to another format.

What happens if I don't agree with the amount that I've been charged, what can I do?

Contact Parkmobile right away. Give them the details and they will help you resolve the problem. City of San Rafael Parking Services office cannot resolve charge disputes.

Can I get a refund?

Parkmobile does not issue refunds for parking transactions. City of San Rafael Parking Services cannot issue refunds for Parkmobile transactions.

What doesn't Parkmobile do?

- Parkmobile does not enforce parking lots
- Parkmobile does not accept or process citation appeals
- Parkmobile does not issue refunds

How secure is the mobile payment system?

The Parkmobile system is PCI DSS level 1 compliant and your Parkmobile personal page is SSL 256 encrypted.