

## PARKING AUTHORITY FAQs

QUESTION	ANSWER
1. Why is the screen blank whenever I approach the Meter?	The meters are solar powered, and they go into a sleep mode to conserve energy.
2. How do I activate the Meter?	To activate the Meter, hit the white “power on” button located on the keypad, to the left of the green check mark. Once the Meter is activated, follow the on-screen steps provided.
3. How do I complete a transaction and know my purchase was successful?	To complete your transaction, you <b>must</b> hit the green check mark. You <b>must</b> receive a receipt. If no receipt is given, your transaction is not complete.
4. Do I have to place my receipt on my dashboard?	No. The system is license plate recognition, so you do not have to put your receipt in your vehicle.
5. What if I start work or have an appointment before 9:00 AM?	Payment can be made as early as 7:30 AM, but your time will not begin until the start of enforcement at 9:00 AM.
6. Is there a maximum amount of time I can purchase?	Yes. In Zone 1, Business District, the maximum is 3 hours. In Zone 2, All Day, the maximum is 9 hours.
7. Why is there a 3-hour maximum in Zone 1?	The 3-hour limit is to encourage the availability of spaces and turnover of vehicles to allow more shoppers and diners to enjoy the various businesses within the district.
8. Do I have to move my car from Zone 1 after the 3-hour maximum? When can I return to Zone 1?	Yes. You will have to move your car out of Zone 1. You can return to Zone 1 after 3 hours.
9. How do I know what Zone I am parked in?	There are signs on the sides of the meters designating Zones. A map of the zones can also be found on our website.
10. How do I know if I am parked in a metered parking space?	Any parking space with a white chalked outline is a metered parking space.
11. Are the Handicap spaces metered parking spaces?	Yes. This is to encourage availability of the handicap spaces.
12. Can I move my car from Zone 1 to Zone 2 on the same reservation?	No. You can only move within the Zone where you purchased your reservation. If you move to a new zone, a new reservation must be purchased.
13. What should I do if I make an error entering my license plate number?	If you enter the wrong license plate number, you should notify the Parking Authority as soon as possible and place your receipt on your dashboard. The Parking Authority’s phone number is located on each meter.
14. If I already paid for parking and decide I need more time, can I add time? If so, how?	Yes. To add time to an existing reservation you will need your original receipt. Select the icon on the right side of the keypad that resembles a

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	credit card and follow the steps outlined on the screen.
15. If the meter closest to my vehicle is out of service, do I have to pay?	Yes. You can use the next available meter within the same zone or make payment using the Meter Feeder app.
16. Do you have an app to pay for parking? If so, how do I get it?	Yes. MeterFeeder is free, and the app used to pay for parking in Sewickley. Go to the app store on your smart phone and download MeterFeeder to your device.
17. What if I experience problems with the MeterFeeder app?	If you experience problems using the app, you can contact them directly at 844-463-7275. If you are unsuccessful making a reservation with your app, you must make a payment at the closest meter.
18. How do I know if I got a ticket?	As with the old system, your ticket will be placed on the windshield of your vehicle. Either on the driver's or passenger side.
19. What should I do if I feel I was ticketed in error?	You can appeal your ticket by completing the Official Ticket Appeal Form. The form can be found on the website or picked up in person at the Sewickley Municipal Building, 1 <sup>st</sup> Floor.
20. How do I pay a ticket?	<p>There are 3 ways to pay:</p> <ol style="list-style-type: none"> <li>1. Online at MeterFeeder.com. There is a \$1.00 convenience fee.</li> <li>2. Mail your payment to: Sewickley Parking Authority, 601 Thorn Street, Sewickley, PA 15143. If your payment is postmarked within 5 days of receipt of the ticket, the fine will not increase.</li> <li>3. Drop your payment and ticket in one of the Fine Boxes located throughout the business district. Envelopes are provided on the side of each Fine Box.</li> </ol>
21. Where are the Fine Boxes located?	<ol style="list-style-type: none"> <li>1. At the curb in front of the Municipal Building at 601 Thorn Street.</li> <li>2. In the Division Street Parking lot.</li> <li>3. On Broad Street, in front of the Village Barber Shop.</li> <li>4. On Beaver Street, in front of Pizza Roma.</li> <li>5. In the Green Street Parking lot.</li> <li>6. On Walnut Street, across from Adesso Café.</li> </ol>