

# Passport Parking App FAQ – Santa Rosa, CA

## General Questions

### What is the Passport parking app?

Passport parking app is an easy and convenient way to pay for parking in Santa Rosa using a mobile phone or web browser. You can use the app at all metered spaces in Downtown and Railroad Square as well as in City Lots. You cannot use the app in garages at this time.

### What are the benefits of the Passport parking app?

- Pay for parking using your phone
- Monitor your parking session
- Receive mobile alerts prior to your time expiring
- Extend your parking time remotely, up to the maximum time allowed per posted signage
- View all parking history

### Is there a fee to use the Passport Parking app?

When parking time is purchased through the Passport parking app, a 15-cent convenience fee applies to each transaction. The app will inform you of the convenience fee and you will be asked to confirm a transaction before you are charged.

### Without paying at the meter, how do parking enforcement officers know that I have paid for parking?

Each time you use the Passport Parking app, you will enter your license plate number that identifies your parking session. Enforcement personnel determine if you have paid by looking up your license plate number and payment status.

### What's a zone number? How do I locate my zone number?

The zone number is listed on the Passport decal on each meter. The zone numbers vary based on streets, lots and blocks, so be sure to check every time you park. Entering the wrong zone number may result in a ticket.

### How do I get started?

Easy! All you need is a credit or debit card. Choose one of the below methods for getting started:

- Smartphone users: Download the free Passport Parking app to your device.
- Use your mobile device or other web-accessible device to visit [pprk.com](https://pprk.com).
- Your wireless carrier's message and data rates may apply.

### How do I get the app?

The free Passport Parking app is available for download in the App Store and at Google Play. At this time, there is no app for Blackberry or Windows phones, but users can access the tool from a mobile web browser at <https://pprk.com/park>.

### Can I download the app on my tablet?

IOS users can download the Passport Parking app on their iPad, but a valid mobile phone number is still required to create an account and use the app. Android users cannot download the app on a tablet at this time due to limitations within the Android platform.

### How do I extend my parking with Passport?

You can extend your parking session by opening your active session, choosing to add more time, and confirming the additional fees.

### **Do other cities offer mobile payment for metered parking? How much do they charge?**

Many U.S. cities are adopting mobile payment systems for metered parking, including San Francisco, Sacramento, San Jose and others in the Bay Area. Typical convenience fees range from 15 to 45 cents.

### **Can I use the Passport Parking app at metered parking outside of the City of Santa Rosa?**

Passport Parking is available in other cities, however any funds added to a Wallet account in Santa Rosa can only be used in Santa Rosa.

### **What is a Wallet account?**

Passport offers a prefunded digital wallet. Once you have added money to your Wallet account, each time you use the Wallet to pay for parking, the cost of your parking session is deducted from your prepaid account.

### **I paid with Passport parking app and received a violation. What can I do to contest my ticket?**

Check to make sure you used the correct Zone number and license plate. If you receive a violation when you have parked using Passport parking app, you can access your parking history to show verification of payment. For more about citations with the City of Santa Rosa visit <https://srcity.org/201>.

## **Account**

### **How can I deactivate my account?**

Deactivate your account at any time by visiting ppprk.com. Once you log in, select the Menu (upper left corner icon with three horizontal bars), click on Profile and then click the Deactivate Account button. Complete the short process to deactivate your account.

### **If I don't have my mobile phone with me, can I use a different phone to pay for parking?**

No. Your phone number, thus your phone, is linked to Passport Parking for security and verification reasons. If you don't have your mobile phone with you, make a payment at the meter.

### **I drive multiple vehicles. Can I add more than one license plate to my Passport parking app account?**

Sure. Passport parking app allows you to add as many license plate numbers as you like, and multiple users can add the same license plate number (say for a shared family car or company car). For your convenience, Passport parking app allows you to input multiple license plate numbers to choose from when paying for your parking session. If you are parking with a new or different license plate number, enter the new license plate number when prompted. The system automatically saves recently used license plate numbers for your convenience.

### **What if I have a specialty or vanity license plate?**

People with specialty or vanity license plates issued by any state may use the Passport Parking app. Simply enter the full license plate number, including any stacked letters from top to bottom, as it appears on the license plate. Make sure to correctly enter every letter or number on the license plate to avoid a ticket.

### **Can I change my notification alert to something other than 10 minutes?**

No. At this time, the time period for the notification alert feature cannot be changed.

### **Can I use the Passport Parking app without having to set up an account?**

No. To use the Passport Parking app, you must set up an account first.

### **Can I access my parking history? How do I get receipts?**

Your Passport parking app transactions are saved and can be accessed two ways:

1. To email a receipt of a parking session directly from the app, go to Settings and select My Parking History. The app keeps a history of your last 20 parking sessions. Choose a recent session and select Email Receipt. This will send a receipt to the email address associated with the Passport parking app account.
2. To view the entire parking history of your account, you may log in to ppprk.com from a computer and run reports as necessary.

### **I have a new phone number. What do I do?**

If you have a new phone number, you will need to register a new account for that phone number. Deactivate your current account online at ppprk.com and then sign up for a new account.

### **Can I add another phone number to my account?**

No. Each account is connected to a single phone number.

### **How does Passport parking app use my email?**

We use your email address only to send you important information regarding your Passport parking app account.

### **How do I reset my PIN?**

You create your PIN when you sign up for an account. If you wish to reset your PIN, click on the Reset PIN button on the Login page. You will be required to re-enter your payment card currently on file to verify your identity (we provide the last four digits to help you remember which card you used). After successfully verifying your payment card details, you will be taken to the Create PIN page, at which point you can reset your PIN.

### **My name and/or account information has changed. How can I change it?**

No problem. Using the app or website, visit the Menu and access the options under Settings to change your Profile and/or Payment Details.

## **Payment**

### **How does Passport parking app bill me?**

Transactions completed using an individual Credit/Debit card will show up on your card statements as individual line items and will be deducted from your account once the parking session is completed.

You can pay for your parking sessions in the app by funding the Passport Parking Prefunded Account, also called a digital Wallet.

If you fund the Wallet, you have the option to fund, using a Credit/Debit card, a minimum \$20.00 or a maximum of \$100.00. Each time you use the Wallet to pay for parking, the cost of your parking session is deducted from your prepaid account.

### **Does the Passport Parking app require a minimum purchase amount for a transaction?**

Yes. The Passport Parking app requires a minimum purchase of 12 minutes.

### **What forms of payment can I use to pre-fund my account?**

You can use any Visa and Mastercard card to initiate a single parking session or fund the Passport Parking Prefunded Account. To use the Passport Parking app, you must link a credit or debit card to your account.

### **My account is running low; how do I add more funds?**

You can add more funds during the payment selection step.

### **May I get a refund for any unused time?**

No. Refunds for unused time are not available.

# Troubleshooting

## **Why can't I add more time to my parking session?**

If you are unable to add additional time to your parking stay, it is likely that:

1. Your session has ended. You must extend (up to the allowed time) while your session is active, you cannot add more time once the session has expired. In most areas, you cannot start a second session in the same zone on the same day.
2. You have reached the maximum parking time allowed for that space.
3. You do not have to pay as no payment is required (check posted signs for hours of operation).

## **I parked using the wrong zone number; can I change it?**

You cannot change a zone number once your parking session has started, so remember to review screens before confirming your sessions. Make sure you check for rates, parking restrictions on the meter, and permanent or temporary signage to avoid a ticket.

## **How do I know if my parking time was processed?**

The Passport Parking app or mobile web session screen shows the start and end times of your parking session. Additionally, a countdown timer will show the remaining amount of time to your current parking session at any point in time.

## **Why am I receiving a time out error?**

Passport parking app allows 90 seconds to complete a transaction before the system times out. If a time out occurs, simply begin your transaction again.

## **I'm trying to create an account, but it keeps saying "User Exists." I've never signed up before. Help!**

Call us at 707-543-3325 and we can help you sort out the situation.

## **How do I get support?**

Using the app or website, go to Menu > Report a Problem and send Passport the details of your issue. If you need immediate assistance, please call the Santa Rosa Parking Department at 707-543-3325.