



Park & Pay Stations

Frequently Asked Questions

How do I know if I have to pay for parking?

Whenever you see the Park & Pay logo and signs that read “pay at pay station.” The times typically match the hours that the time limits are in effect, but please confirm this by reading the enforcement hours on the rate card at one of the nearby Park & Pay Stations.

Where do I find the pay station?

Look for the “pay here” sign above the pay stations located in the lot or on every block with Park & Pay metered spaces.

Do I have to pay at the pay station closest to my car?

No, you can pay at the pay station that is most convenient for you and is along the way to your destination, but do so right away to avoid the possibility of a citation. Please remember to note your space number before leaving your car.

Where do I find my space number?

In parking lots, the 2-digit space number is located at the entrance of your parking space. On the street, it is a white 3-digit number located at the curb adjacent to your space and facing the sidewalk (as opposed to address numbers that face the street). Make sure that you enter your correct space number, or you’ll be paying for someone else’s space and may be ticketed.

How can I check how much time I have left on my space?

To check your time, return to the pay station where you paid and enter your space number. The remaining time will be displayed on the screen.

Can I purchase more time if I need it?

Yes. If you still have time remaining, return to the pay station where you originally paid to purchase more time. If you don’t have much or any time left, you can always start from scratch at any pay station in the area. Remember, though, that *you may not park longer than the posted time limit*, or you may be ticketed for a time limit violation, even if your space is paid up.

What do I do if a pay station is not working?

You must pay at another pay station located in the lot or nearby on another block. Alternatively, you can pay using your cell phone (see below). Technicians are automatically notified of most pay station problems, but please note the meter number and call the Meter Hotline at 877-215-3958 to report any problems to be sure that they are addressed quickly.

Why should I pay using my cell phone?

Paying with mPARK allows you to pay for your space and check your remaining time without going to a pay station. Simply call 888-mPARK-GO (888-672-7546) with your meter ID and space number. You can even opt to receive a reminder text message ten minutes before your time expires. Using an on-line account at www.mPARKusa.com, you can track your parking charges and even add additional cell phone numbers for family members or employees.

Does it cost any more to pay with mPARK using my cell phone?

Setting up an mPARK account is free, but there is a \$0.20 convenience fee *per transaction* for using the system. Normal cellular airtime fees and text messaging fees apply per your cell phone calling plan.

How do parking enforcement officers know that I've paid for my space?

Enforcement officers wirelessly retrieve the paid information from all the area's pay stations into their handheld computers. Violators will be ticketed based on this real-time information.

What if I get a ticket anyway? How can I prove that I paid for my space?

The system stores every payment made at a pay station, and your payment can be matched with your space to prove you paid at a particular time. If you believe that you received a citation in error, simply call the Parking Violations Bureau at 866-561-9742 to contest the citation. LADOT will research your payment and verify that the citation is valid.

Why don't Park & Pay Stations issue receipts?

The Park & Pay System has been designed to be paperless, without any need to return to your car and display a receipt. Eliminating receipts reduces litter and is environmentally friendly. If you pay by credit card or cell phone, your charges will appear on your monthly statement.

Why don't Park & Pay Stations accept bills?

While many people would appreciate the convenience of paying with paper currency, bill acceptors add a significant expense to the pay station operation. By keeping the system simple and efficient, this technology can be spread to more areas of the City.

Do Park & Pay Stations provide instructions in another language?

Yes, instructions are available in a second language by pressing the [i] key. Typically, the second language is Spanish, but another language may be available depending upon the location.

Why is the City installing Park & Pay Stations?

The main goals are to improve convenience and reliability, while controlling operating costs. Pay stations also enhance the streetscape by eliminating the "fence" of parking meters along the sidewalk, providing more room for sidewalk dining and other uses.

Will pay stations replace traditional single-space meters everywhere in the City?

At this time, Park & Pay Stations are being evaluated in select areas of the City. The experience gained from these initial installations will help determine how the program is expanded.

How can I find out more about Park & Pay?

Please visit our website at www.ladot.lacity.org for the latest news and information.

How can I provide my comments about Park & Pay?

We value your feedback and will carefully consider public comments in developing future plans for parking in Los Angeles. Please send your comments to LADOT.ParkandPay@lacity.org.