

# Frequently Asked Questions



**Q. Why is there such short notice on the change in ownership/management?**

A. Based on customer complaints received over the past year, it was in the best interest of the public for the City to take over operations at the close of escrow. We realize there will be some confusion as parking patrons become accustomed to new operations; however, the City is committed to making the transition as smooth as possible and patrons will see a rapid improvement in customer service.

**Q. What parking lots are affected by this transition?**

A. Parking lots known as Lot 293 (Amtrak Depot), Lot 296 (6<sup>th</sup> & H), and Lot 297 (7<sup>th</sup> & G). (See Map)

**Q. Why isn't the City using the current machines for tickets and payments?**

A. The City does not own the current parking equipment. The City will be installing new Pay-by-Space parking meters that will also accept credit cards. During the transition period we will be manually operating the parking lots until the new parking equipment arrives in early 2007.

**Q. I've already paid for my parking in advance. Or, what if I already purchased parking validations? How do I get a refund?**

A. Customers are encouraged to contact Platinum Parking directly regarding refunds associated with all purchases or payments made prior to the parking management transition. Platinum Parking can be contacted at (916) 498-0608 or (916) 838-3883. Email requests can be made to [platinumparking@comcast.net](mailto:platinumparking@comcast.net), [supervisor@platinum-parking.com](mailto:supervisor@platinum-parking.com) or [info@platinum-parking.com](mailto:info@platinum-parking.com).

**Q. What can I expect the first few weeks?**

- Daily parkers will enter the parking lot and be greeted by a City employee.
- The employee will stamp a ticket displaying the date and time of arrival to the parking lot.
- The patron will be given instructions on paying for parking prior to exit.
- A cashiering area will be located in the parking lots and staffed by City employees ready to assist customers leaving the parking lot.

**Q. Will my current monthly keycard still work?**

A. No, current keycards will not work; the method used will be a hangtag system. You will display the hangtag in your vehicle. Each month a new hangtag displaying the date and location will be issued.

**Q. What are the new parking rates at the three parking lots?**

A. The rates have been reduced to;

Lot Name	Monthly Pricing	Daily Pricing	Hourly Pricing
<b>Depot Lot 293</b> 5th & I	\$95.00 - Monthly Rail riders \$120.00 - Regular Monthly	Daily Max \$6.50	\$1.50 each ½ hour (first 20 minutes is free)
<b>Depot Lot 296</b> 6th & H	\$100.00 - Regular Monthly \$175.00 - Reserved Monthly	Monthly Only, No Daily Parking	None
<b>Depot Lot 297</b> 7th & G	\$100.00 - Regular Monthly	Daily Flat Rate \$7.00	None

**Q. What parking options are available to me?**

A. The two options for customers are short-term and monthly parking.

The **short-term option** is beneficial to customers that only need to use the parking lot on a periodic basis and do not need to move their vehicle frequently. For example, if you park your vehicle all day in the parking lot less than three days a week, it would be beneficial for you to use this option.

The **monthly parking option** is for regular users of the parking lots. This option is beneficial to customers that park in the lot on a regular basis and frequently move their vehicles. For example, if you park in the parking lot four or more days per week it would be beneficial for you to use this option.

**Q. Is there a grace period to sign up for parking?**

A. Current monthly parkers will be granted five days of free parking, this will give them time to purchase a new monthly hangtag. If you are unable to sign-up for parking within the grace period, you will need to contact Parking Services to make other arrangements. **Additionally, parking is free for all daily train riders with proof of ridership through January 2007. Monthly parkers can take advantage of the free parking offer, but will be considered "daily" parkers and might be placed on a waiting list and not guaranteed a monthly parking account.**

**Q. Do I have to pay for parking to drop someone off for the train?**

A. No, drop-offs and pickups under 20 minutes will be free for all parkers in Lot 293 (depot).

**Q. How do I sign up for monthly parking?**

A. Administrative Staff will be on-site at the depot during the transition from 3am to 9pm to answer questions and to provide information about monthly parking.

**Q. I need parking information during off-hours, how can I sign up?**

A. Information and forms, which can be faxed to us, are available on our website at:

<http://www.cityofsacramento.org/transportation/parking/offstreet.html>

**Q. Is parking open to new monthly customers?**

A. Yes, we will accommodate everyone.

**Q. Who do I make my checks payable to? Where do I send the payment to?**

A. Make checks payable to the City of Sacramento. Please send payment to Parking Services Division, City of Sacramento, 921 10<sup>th</sup> Street, Suite 100, Sacramento, CA 95814, ATTN: Monthly Permits.

**Q. Can I renew my monthly parking hangtag through the mail?**

A. Yes, this can be done two different ways. The first option is highly recommended to expedite the processing of your monthly parking hangtag.

**Option #1:** Fill out the enclosed Credit Card Authorization Form and allow us to charge your credit card for the parking fee once a month. You will be required to send in a self addressed stamped envelope and then we will send you a new monthly parking hangtag in the mail.

**Option #2:** Send your check and a self addressed stamped envelope to the address below. Once the payment is received, we will send you a new monthly parking hangtag in the mail. Please allow five to ten business days for your request to be processed.

**All Payments need to be sent to Parking Services Division, City of Sacramento, 921 10<sup>th</sup> Street, Suite 100, Sacramento, CA 95814, ATTN: Monthly Permits.**

**Q. What happens if I lose my monthly parking hangtag?**

A. Unfortunately, lost monthly parking hangtags are non-refundable. If you lose your hangtag you must contact our office to purchase a new one.

**Q. Do I have to be a train rider to park in the depot parking lot?**

A. No, our parking lot is open to the general public.

**Q. What do I do if the parking lot is full?**

A. Additional parking is available in Old Sacramento Parking Garage located at the corner of 2<sup>nd</sup> and I Street. Information on parking rates and locations can be found on our website at: <http://www.cityofsacramento.org/transportation/parking/offstreerates.html>

**Q. Why is Second Street closed off to enter and exit the Depot Parking Lot?**

A. We expect to re-open the Second Street exit/entrance within a few weeks of opening the parking lots. The closure is temporary to concentrate our customer service efforts at the front of the Depot.

**Q. What type of parking equipment is the City installing into these lots?**

A. The City will install new Pay-by-Space parking meters that will also accept credit cards.

**Q. What type of parking citations will be issued now that the City is operating these lots?**

A. All City parking lots are patrolled by City of Sacramento Parking Enforcement Officers, 24 hours a day, seven days a week. Examples of parking violations are as follows: 1-Failure to display a valid monthly hangtag, 2-Non-payment, 3-Parking in Red Zones/Fire Lanes, 4-Failure to display a valid disabled placard when parked in a designated disabled parking space, and 5-Time Zone Restrictions.