



## CITY OF ATLANTA PUBLIC PARKING MANAGEMENT PROGRAM FREQUENTLY ASKED QUESTIONS



Effective November 1, 2009, the City of Atlanta started a new program to modernize parking management offering a wide range of technologies and services to Atlanta. With PARKatlanta, we are now be able to accept various forms of payment, including coins, bills, and credit cards. Other improvements being introduced by PARKatlanta include enhanced customer service options for motorists who receive parking tickets to pay fines securely and easily online or by calling 1-888-266-1360.

### **Is this privatization?**

No. The City is outsourcing management of public parking services. However we still own the parking meters and the right of way. Public Works (City staff) oversees the program. With this program, the City will receive up-front payment from the vendor. The vendor will recoup this cost by managing the day to day operations including parking collections and enforcement.

### **How many metered spaces are available?**

The new parking management program is improving overall parking turnover for Atlanta residents, businesses, and visitors with more than 2500 metered spaces.

### **What are the hours of meter enforcement?**

Effective August 24, 2010, we are implementing new parking zones in metered locations to accommodate the uses of particular areas.

#### **Business/Government zone:**

- This is an area where parking is occupied by patrons of business or government offices with high need for turnover parking
- Enforcement days are Monday through Saturday
- Enforcement hours are 7 A.M. to 7 P.M.
- Parking time limit is two hours

#### **Mixed Use zone**

- This is an area where buildings have multiple uses which include both residential and commercial but do not have onsite parking
- Enforcement days are Monday through Friday
- Enforcement hours are 8 A.M. to 6 P.M.
- Parking time limit is three hours

### **School/University zone**

- This is an area where the majority of parking is occupied by attendees of post-secondary colleges and/or universities
- Enforcement days are Monday through Saturday
- Enforcement hours are 7 A.M. to 7 P.M.
- Parking time limit is three hours

### **Entertainment/Restaurant/Hospital zones**

- This is an area where the majority of parking is occupied by patrons of theaters, museums, restaurants, other entertainment venues, and hospitals
- Enforcement days are Monday through Saturday
- Enforcement hours are 7 A.M. to 10 P.M.
- Parking time limit is four hours

Parking enforcement does not occur on Sundays and the following City observed holidays.

- \* New Year's Day (January 1)
- \* Martin Luther King, Jr. Day (Third Monday of January)
- \* Memorial Day (Last Monday of May)
- \* Independence Day (July 4)
- \* Labor Day (First Monday of September)
- \* Veteran's Day (November 11)
- \* Thanksgiving Day (Fourth Thursday of November)
- \* Christmas Day (December 25)

### **Are PARKatlanta employees authorized to write parking tickets, and who in the Atlanta Police Department exercises oversight of their operations?**

PARKatlanta non-sworn officers will only enforce three violations, (1) Expired meter, (2) On-time parking on the meter and (3) Residential parking. Sworn officers who are off duty police and or retirees that are employed by PARKatlanta will enforce all other parking violations.

### **What should I do if the meter I parked at is broken?**

If you encounter a broken parking meter and would like to park, please call 1-888-266-1360 to report the meter broken. After reporting the broken meter, the customer service representative will provide you with parking instructions and you may park at the meter for the maximum time limit in the area (i.e. 1 or 2 hour parking limit). If you receive a citation after following the posted instructions, please call PARKatlanta and an investigation will be done. The citation may be voided pending verification that the broken meter was reported.

### **Do disabled persons have to pay meters?**

Yes, only vehicles displayed an official hang-tag or license plates issued to disabled persons may park in a handicapped space.

### **Where do I call to report illegal parking?**

Mail: PARKatlanta – Parking Violations Bureau  
PO Box 8816  
Silver Springs, MD 20907-8816

Online: [www.parkatlanta.org](http://www.parkatlanta.org)

Phone: 1-888-266-1360  
(Available 24 hours a day 7 days a week)

Person: 150 Garnett Street  
Atlanta, GA 30303  
7:30 am to 5:30 pm Monday through Thursday

### **What are the options for persons who may have outstanding parking tickets?**

There will be a 30 day grace period for people who have outstanding parking fines. As new violators accumulate 3 or more tickets, they will also receive a 30 day grace period.

### **How do I dispute a parking ticket?**

Parking citations are eligible for dispute up to 14 days after issuance. Dispute forms are available at the Lenwood A. Jackson Sr. Justice Center (Municipal Court) located at: 150 Garnett Street, SW, Atlanta, GA 30303, (404) 658-6940 or online at:

<http://www.atlantaga.gov/government/courts/municipalcourtatlanta.aspx>