

The New Chester Parking Program - FAQs

WHEN WILL PROGRAM START?

- The target start date for the new Chester Parking Program is tentatively set for February 4, 2019— depending on the weather conditions over the coming weeks.
- The actual start date will be formally announced to the public via Chester’s website (chestercity.com) at least 21 days in advance.

WHERE IS THE NEW CHESTER MANAGEMENT PARKING OFFICE LOCATED?

- Our office will be located at Chester City Hall 1 W. Fourth Street, Chester PA 19013. We are currently in the process of building out our office on the main floor and expect to move in by mid-January 2019.
- Our phone system will not be available until we have completed our construction at City Hall but check the Chester City website for more information.
- City Hall is open from 9:00 am to 4:30 pm Monday through Friday.

I SEE METERS BEING INSTALLED, DO I HAVE TO PAY FOR THE METERS NOW?

- No, not until the Chester Parking Program officially begins.

HOW MUCH DO I HAVE TO PAY FOR METER PARKING AND HOW CAN I PAY FOR IT?

- Meter rates are as followed (except near Talen Stadium on event days):
 - \$2.00 per hour or;
 - \$6 for four (4) hours or;
 - \$10 all day from 8 am to 6 pm.
- All Chester meters will accept coins, major credit cards or pay by using your phone (via pay-by-phone app).

- Pango is our pay-by-phone provider and you will be allowed to setup an account with them.
- Details about registering will be available in the Chester startup announcement via the City's website.
- If you register for the City's Residents Permit Parking program all qualified residents will get 1 hour per day free meter parking.

WHAT ARE THE HOURS PARKING METERS ARE IN EFFECT?

- Parking Meters are in effect Monday through Thursday from 8:00 am to 6:00 pm, Friday until 9:00pm and Saturday from 8:00am to 9:00pm.
- There is no charge for parking evenings, Sundays and on some holidays as determined by the City.

CAN I GET A PARKING TICKET AT A METER IF I DON'T PAY?

- Yes - Once the new Chester Parking Program officially begins. However, existing meters in the downtown area will continue to operate and be enforced.

I LIVE IN THE NEIGHBORHOOD SURROUNDING WIDENER UNIVERSITY, IS THERE GOING TO BE A RESIDENT PARKING PROGRAM FOR THESE AREAS?

Since the mid 80's there has been a Resident Parking Permit (RPP) ordinance that provides residents with permits to park during the day without fear of being ticketed in designated area/zones. The new Chester Parking Program will be enhancing this program to ensure residents have the ability to receive permits that will guarantee daytime parking spaces are available.

Resident Permit Parking (RPP) guidelines are below:

- RPP program will only be valid in certain areas/zones in the city designated by signs on posted blocks. If you see a sign on your street you should register for the RPP program.
- Daytime hours are defined from 8:00 am to 6:00pm Monday through Friday.
- RPP applications will be accepted in-person at Parking Management Office located inside of City Hall, by mail and on-line via the Chester City website.
- RPP permits are valid for 1 year and will need to be renewed annually.
- Permits are **FREE!**
- Guests permits will be free and available upon request.
- RPP registration or permits will not be issued to residents who have not satisfied outstanding City debt or have two (2) or more unpaid parking tickets within the household.
- There is a two (2) per household permit limit.

WHAT IS THE ELIGIBILITY REQUIREMENTS TO REGISTER FOR A RESIDENT PARKING PERMIT IN CHESTER?

- VEHICLE MUST DISPLAY PENNSYLVANIA LICENSE PLATES AND BE REGISTERED AND INSURED AT YOUR CHESTER HOME ADDRESS
- PROVIDE PROOF OF RESIDENCY IN THE FORM OF ONE OF THE FOLLOWING:
 - YOUR DRIVER'S LICENSE
 - YOUR LEASE (IN YOUR NAME)
 - RECENT UTILITY BILL (IN YOUR NAME)
 - **RESIDENTS WHO LEASE OR RENT MUST HAVE PROPERTY OWNER REGISTER THEIR VEHICLES.**

WHEN WILL THE CHESTER RESIDENT PARKING PERMIT PROGRAM BEGIN?

- The new Chester Parking Program is tentatively scheduled to begin on February 4 but look for the official announcement on the Chester City website in early January for the official start date.
- Resident Permit Parking (RPP) applications will begin to be accepted 2 weeks (14 days) prior to the new Chester Parking Program official start date.
- Details concerning the RPP program will be available in January.
- Once the new Chester Parking Program begins no RPP related tickets will be written to residents for an additional two (2) weeks or 14 days. This grace period is to ensure all Chester residents affected have ample time to understand the RPP program and register for permits for their vehicles.

IF I GET A TICKET HOW CAN I PAY IT?

- There are multiple ways to pay your parking tickets. Instructions for how to pay your ticket will be printed on the physical ticket or available via a website specifically designated for the new Chester Parking Program. The website information will be available when the program officially begins with this information available on the current Chester City website.
- The ways to pay for your parking ticket include:
 - Pay by mail
 - In-person at City Hall
 - Online through our parking website
 - Over the phone

HOW LONG AFTER I GET A PARKING TICKET DO I HAVE TO PAY FOR IT?

- A ticket must be paid within 15 days in order to avoid delinquent penalties.

HOW CAN I APPEAL A TICKET THAT I BELIEVE WAS WRITTEN IN ERROR?

You have the right to appeal a ticket and we have created a process that allows for speedy resolution.

- You can request a ticket investigation if you believe your ticket was issued in error via the phone, in-person or online, which will allow the Chester Parking Program to begin to determine if your complaint is valid.
- You have 15 days to ask for a hearing or register a complaint investigation.
- For every ticket issued, we have detailed meter information, pictures of the vehicle, signs and other necessary information that supports the issuing of a parking ticket. We will check our information and if we find the ticket was issued in error, it will be dismissed and we will send you a letter or email, if you gave us your email address.
- If after our complaint investigation results show we believe your ticket was issued correctly, then you have the right to appeal this decision. The City of Chester will hear your appeal and make the final decision. The new Chester Parking staff will not be involved in the hearing or final outcome of the appeal other than to supply any supporting materials required for the hearing.
- You will be able to schedule a hearing via our website, over the phone or walk into the Parking Management Office located at City Hall. Walk-in hearings maybe available if hearing staff are available.