Pay by License Plate Parking Meters

Frequently Asked Questions

1. What are pay by license plate parking meters?

Pay by license plate parking meters allow drivers to pay for parking just like the older parking meter kiosks except parkers do not print out a piece of paper and place it on their dash to show they paid. Instead, parkers enter their license plate number, which serves as their parking credential.

2. Why do you need my license plate number?

The Baltimore City Department of Transportation (BCDOT)'s parking enforcement officers now use a vehicle's license plate number, rather than the printed ticket, to determine if each vehicle has paid for parking.

3. Do I have to return to my vehicle after I've paid the meter?

No. You do not have to return to your car to display a receipt on your dashboard. You can go directly from the meter to your destination!

4. What methods of payment can I use?

The meters accept the same types of payment as before — coins and credit cards.

5. Did the hourly rate change?

No. The hourly rate is the same as it was before.

6. Did the hours of operation change at the parking meters?

No. The hours of operation are the same as before.

7. I have a disability. Do I have to pay the parking meter?

Yes. These new parking meters are compliant with the Americans with Disabilities Act; therefore, payment is

required even if you display a disability placard or have disability license plates. In most metered parking areas of the City, there are now metered spaces reserved for people with disabilities. For additional information, go to www.morespace4all.com.

8. **Can I get a ticket if I pay a meter other than the one on the block where I parked?**
   Yes. You need to pay at one of the meters on either side of the block where you parked.

9. **Can I get a ticket if I move my vehicle to another metered space once I've paid?**
   Yes. You need to pay at one of the meters on either side of the block where you parked.

10. **How do I enter stacked letters in my license plate number?**
    Enter the top letter first, then the bottom letter.

11. **Do I need to enter spaces in my license plate number?**
    No. Do not include any spaces in your license plate number.

12. **If I make a mistake when entering my plate number, can I start over?**
    Yes. Touch the cancel button to restart.

13. **Is it safe to use my credit card at the parking meter?**

Yes. Pay stations are PCI compliant. PCI is the Payment Card Industry (PCI) Security Standard for protecting data, which is designed to ensure the companies that process, store, or transmit credit card information maintain the information securely. When using a credit card at a pay station, credit card information is encrypted. We do not retain or store any credit card information, which is similar practice for other credit card transactions.

14. I received a parking ticket. What do I do now?

To pay a parking ticket:
The Abel Wolman Municipal Building is the only place to pay a parking citation in person. Payments can also be made by mail at the following address: P.O. Box 13327, Baltimore, Maryland 21203; by telephone: 1-877-729-6269; or online at this website: https://cityservices.baltimorecity.gov/parkingfines/. If paying more than one citation by telephone or on the internet, please be sure to use your bill number. The bill number is located at the upper right-hand corner of your bill. Refer to Article 31, Section 36-1 of the Baltimore City Code for a listing of all parking fines.

To [contest a parking ticket](#)
Petitions to set trial can only be received and processed by District Court of Maryland. The City of Baltimore has no purview over this process and therefore you should

request/submit petitions to: District Court of Maryland, 700 E. Patapsco Avenue, Baltimore, Maryland 21225. The telephone number is: (410) 878-8300.

15. What should I do if a pay station is broken? Do I still have to pay?
Yes, please find another parking meter on your block. Please report the broken parking meter by calling 311.

16. Can I get a refund if my credit card was improperly charged?
Yes, if there was a meter malfunction, you may request a reimbursement. Call 443-573-2832.

17. What if I have other questions?
Call us at 443-573-2832 or email us at EZParkMeters@bcparking.com.