Pay-by-Plate Parking – Frequently Asked Questions (FAQ)

1. **What is Pay-by-Plate?**
   Pay-by-Plate parking is an alternative to the previous Pay-by-Space parking that was present in Asbury Park. way to pay to park at a meter. Customers purchase parking time at a pay station or on the mobile parking app using their license plate. Purchase time is tied to a vehicle's license plate.

2. **Why is the City transitioning to Pay-by-Plate?**
   Pay-by-plate parking will provide a more streamlined environment for enforcement of parking regulations combined with a better experience for visitors and guests. The City will no longer need to maintain marked parking space numbers on the pavement which can be difficult to see in poor visibility conditions. The City has found that many parkers enter incorrect space numbers. Creating a unified system of enforcement by license plate also allows resident and employee permit holders to have a better experience, eliminating the need for hangtags and decals.

3. **How do I know if the space that I park in is a metered parking space?**
   Parkers should be aware of signage on each block which indicates whether there is paid parking on that block.

4. **What should I do when I park in a metered parking space?**
   Until you can commit a license plate to memory or save it in the mobile parking app or at http://www.myparkingreceipts.com, a good recommendation is to snap a photo of your license plate before leaving your vehicle.

5. **How can I register my plate so that I don't need to remember it?**
   Parkers can now register and save their license plates on either the mobile parking app (http://www.asburyparkapp.com) and/or for use at the parking pay stations (http://www.myparkingreceipts.com).

6. **How do I enter my license plate at a parking pay station?**
   Use the alphanumeric keypad on the pay station to enter your license plate including the stacked characters [no special characters].

7. **What if I type my plate number in wrong?**
   Please review all of your parking details before purchasing your time at a pay station or on the mobile parking app. Parking sessions cannot be adjusted once they have started. Should you start a session on the wrong license plate, you will need to immediately start another session with the correct license plate. If the Parking Enforcement Officers are not able to match the license plate on your vehicle with the transaction data, you will receive a citation.

8. **Can I extend my time for an active parking session?**
   Active parking sessions can be extended on the mobile parking app for no additional transaction fee using the Extend Session command. At the pay stations, simply press the '#' key, enter the license plate to be extended, and pay for additional time. Press OK to confirm.

9. **Can I move spaces after I paid for a specific license plate with Pay-by-Plate?**
   Yes, as long as the vehicle remains within the same paid parking zone i.e. Downtown, Waterfront and All Other Areas.

10. **How does Parking Enforcement know I paid?**
    The parking pay stations and mobile parking app transactions sync with Parking Enforcement systems, and Parking Enforcement Officers utilize a license-plate recognition enforcement system to verify all purchases and valid permits.

11. **Where do I go for more information or if I have a question on how to use the meter?**
    Please call or email the Parking Office at 732-502-4562 (during office hours) or 732-774-1300 (evenings and weekends) or email parking@cityofasburypark.com.