pay by phone Help

For PayByPhone questions: https://support.paybyphone.com/hc/en-us

How to from PayByPhone: http://bit.ly/2xnNRNn

Your Frequently Asking Questions Answered:

Can I transfer unused time to another parking spot?

In short answer, no. Time cannot be transferred to another location and a new parking session should be started.

If using the iOS or Android App, follow the regular steps to creating a new parking session.

IVR users can start a new parking session by calling the automated line. Wait for the prompt that asks you to Press * (star) for more options. The next prompt will be 'To purchase other parking press 1. Input the location code to see if additional time is allowed.

Note: In some instances, you are unable to stay at the same meter due to maximum stay limitations.   If the next transaction is occurring on the same block and your previous session has exceeded the configured time allotment. You may have to move your vehicle to another location entirely.

I can't extend my parking session, why?

It's likely you could be trying to exceed the maximum parking restrictions for the meter or lot that you are parked at.

PayByPhone customers are subjected to the same parking restrictions as customers who pay through the meter. Some areas prevent users from repeat parking after staying for the maximum time allowed by implementing a wait time i.e. 30 minutes.

In this case users are unable to park at the same location, or possibly at other meters on the same block, until the defined wait time has passed.

For more information on parking restrictions or bylaws, please contact the parking company or enforcement office.

I don't have a smart phone, what can I do?

You can go online before you leave home, or once you reach your destination (if you have a laptop with you) and pay from your computer.

You can also your cell phone to call and enter your information with PayByPhone. You do not need to have a smartphone or the app to use PayByPhone.

My Phone doesn't have data, what can I do?

Using the phone number listed on the signs, you can call your information into PayByPhone. The number is 1-888-680-7275.

I don't have internet at home, what are my options?

If you have a phone, you can call in your parking by calling the parking number at 1-888-680-7275 or use the library's computers to pay for your parking online.

How will the police officers know if I've paid?

The Police Officers who patrol have a handheld device that lets them know if someone has paid by putting your license plate number into the system.

How do I know if I've paid?

If you've paid you will see a screen that tells you how much time you have left. From this screen you can increase your time if you wish to add more.

When is PayByPhone enforced? Are there hours?

Just like the meters, it is being enforced Monday to Saturday from 8am to 6pm, this excludes Sundays and Holidays.

If I'm at a meter, do I have to use PayByPhone?

No, you can still use the meters with coins or credit cards. The PayByPhone feature at the meters is only for those who want to use it *instead* of the meters.

Where do I have to use PayByPhone?

There are two areas in Town where a person will need a smartphone to park, Main Street near Concord Academy and the West Concord Commuter Parking Lot, for those spaces located on state-owned land. PayByPhone is the only option for Main Street near Concord Academy because the Historic Districts Commission did not approve of parking meters or parking kiosks that would have allowed other payment options, except for the 12 parking spaces adjacent to the Concord Free Public Library.