Village of Mamaroneck & ParkMobile Frequently Asked Questions

Can I still use quarters at the meters?
Yes! All meters and pay stations still accept quarters.

How do I get the ParkMobile app?
The app is free and is only available for use on a smartphone. Download the app online for iPhones and Android style phones. The street signs also have a QR code - scanning the code with a phone QR reader will connect you directly with ParkMobile app to sign up.

Is there a fee to park with the app?
A $0.25 convenience fee is charged on each parking transaction. However, if you use the ParkMobile Wallet, you do not have to pay the $0.25 transaction fee. The fee will be automatically removed from your parking purchase when you select the wallet payment option. The wallet requires a $25 minimum load. This also means your credit card will be charged for $25 for parking, rather than have several small $1 or $2 transactions listed.

How do I select the wallet to save money?
When you set up your ParkMobile account, select the wallet payment option. When you go to make your first parking transaction, the wallet will auto load with $25. After you select the amount of time you would like to park, the app will show a DEFAULT payment option. YOU MUST SELECT THE BLUE LINK CALLED "CHANGE" in order to select the ParkMobile Wallet and watch the $0.25 transaction fee disappear.

I park in the Village often, is there a discount for frequent parkers?
You can save the $0.25 convenience fee on each new parking transaction when you use the ParkMobile wallet.

How can the app save me time and money?
The app can send an alert to your phone before your meter is about to expire to help you avoid costly parking tickets. If you can add more time to your parking session, you can do it from your phone. No need to rush back to a parking meter to pay.

Why did the app make me pay for 2 hours - I only wanted 1 hour?
Just like the $1 minimum purchase at a pay stations for a credit card, the parking app also has a $1 minimum parking time purchase to cover Village costs. Although meter rates vary by location, you get the full $1 of parking time that you pay for.   If you only need a few minutes, it is probably best to just pay with a quarter.

I got a parking ticket but the car next to me is in violation and didn't get a ticket - why?
The use of the parking app **WILL NOT** change the meter flag from red "violation" to show that time was paid. A car may look like it is in violation when it is paid for on the app. The parking enforcement officers can see which cars are paid for with the parking app. ParkMobile gives you a receipt for each parking transaction as proof of payment.

I have 3 cars in my household, does each person need a ParkMobile account?
No, up to 5 cars can all be on the same ParkMobile account.