

Dock Square Parking Lot Automated Machines

The Dock Square Lot automated parking system is operational as of Wednesday, June 3, 2015. As part of the opening, we had an overview of the system with the neighbors, shop/restaurant owners, and town staff at the lot this morning. Below are some frequently asked questions to assist in educating residents, employees, and visitors about the lot operations.



Parking Lot FAQ's

What are the hours of the lot? The hours will remain similar to past years. Monday through Saturday, the lot will open at 9 a.m. and close at 11 p.m. On Sundays, the lot will open later, at noon, through June 21. To accommodate those attending service at the South Congregational Church, beginning on June 28, Sunday opening hours will change to 11 a.m.

How much does parking cost? Parking fees have not changed, they continue to be \$3.00 per hour.

Why is the bar down even when the parking lot is not charging? Although the Town may not charge for parking from 11 p.m. to 9 a.m., the system is still charged. The bar will always be down, and ALL who enter and exit MUST take a ticket even if they won't be charged.

If I keep my car overnight or leave after 11 p.m., will I have to pay? The automated system will charge based upon the hours the lot is open. As an example, if a car enters the lot at 8 p.m. and stays until 8 a.m. the next day, the vehicle will be charged from 8 p.m. to 11 p.m. (3 hours).

What happens to delivery trucks, will they have to pay? Everyone is allowed a 30 minute grace period to enter the lot and exit without paying. This would include delivery vehicles, those visiting the restrooms, people who need to drop off cardboard, and those searching for parking but not finding a spot. After the 30 minute grace period, they will be charged for an hour of parking.

Will the lot be open all year? The lot will be open the same months as it was previously. The lot usually opens in April/May and closes by the end of October. The lot will not be charging for Prelude in 2015. The Selectmen determine the hours and season of the lot each year.

What if I enter the lot and do not want to pay, what should I do? If you do not want to pay for parking, enter the lot and take a ticket. Immediately, go to the exit and place your ticket in exit machine. It will calculate that you are under the 30 minute grace period and allow you to exit without charge.



How do I use the new parking machines? When a vehicle enters the lot, they approach the first machine and push the **blue** button to dispense a ticket. Users **MUST** keep their ticket regardless of what hour they leave. When the vehicle is ready to exit the lot, it must approach the exit machine and insert the parking ticket—magnetic side UP and the stripe to the RIGHT.” The machine then calculates the amount due which will be displayed. If the user has a “chaser” or “coupon” ticket (worth one hour each) then those tickets should be inserted next into the SAME slot—magnetic stripe UP and to the RIGHT. Each chaser ticket will deduct one hour from the amount due. The user then inserts their credit or debit card into the SAME slot with the magnetic stripe UP and to the RIGHT. The amount due will be deducted, and then the card and a receipt will be dispensed. The exit bar will retract, and the vehicle will be allowed to exit.

How do I pay? Will it accept cash? The new machines accept credit and debit card only. You cannot pay by cash in these lots. If someone does park in the lot and does not have a credit or debit card, they may contact someone by pushing the **red** “assistance” button. This will connect them to a dispatch employee at the Police Station. The dispatcher will take their information and bill them for the time used.

Will there be any human beings at the lot? This summer, to help educate users about the lot, the Selectmen have authorized personnel to be present at the lot from noon to 5:00 p.m. each day. The parking lot staff will assist people, give directions, and help with operations. The lot is also connected to the Police Department by the **red** “assistance” button and cameras. If someone is having issues, they push the “assistance” button and a dispatch employee will communicate with them to address their issue.

What happens if I lose my ticket? Tickets must be used for entry and exit. If an individual loses their ticket, they must push the **red** “assistance” button, and the Town will invoice them for a day’s worth of parking or \$35.00.

