

# Welcome to Downtown Lakeland!

## WE'VE GOT A SPOT FOR YOU...

We are happy to provide convenient parking in and around the downtown area. Whether you stay for a couple of hours or all day, we have a space for you!

**YOU GET 2** When downtown you get two hours of free parking per day within designated blue parking areas. The time allotted is a total of two hours per day. If you move from space to space throughout the day your time does not start over.



# How It Works!

**YOU MUST FIRST REGISTER AT PARKMOBILE.COM AND CREATE AN ACCOUNT.**



**Parkmobile**  
**PARKING MADE SIMPLE™**

You can engage your account via the APP or a phone call from a cell or landline. Add the parkmobile phone number to your contacts for easy access: **1.877.727.5714**

## PAID LOTS/GARAGES

1. Look for PM signs/stickers with the zone number and phone number.
2. Once registered, open the app or call the phone number to engage your account.
3. Provide space number, time and go!

## 2 HOUR FREE PARKING ON THE STREET AND IN SPACES

Parking is free for a total of 2 hours per day in any 2 hour FREE designated street or space. Remember, that is a TOTAL of 2 hours a day not per space or parking session.

Once you've exhausted your FREE 2 hours you can add paid time without returning to your car!

## HERE'S HOW IT WORKS:

1. Park your car and start enjoying your FREE 2 hours. It is up to you to keep track, so we suggest a reminder on your phone or watch to alert you when your 2 hours is almost up. Note the zone number if you are not using the app.
2. Before 2 HOURS FREE expires, open the app or call the phone number to engage your account. No need to return to your car.
3. Enter your zone number. Choose the tag number from those listed in your account. Enter your time (up to 2 additional hours for on-street spaces) and continue to enjoy Downtown!

**CHECK THE FAQs IN THE CENTER OF THE BROCHURE TO LEARN MORE.**

# YOU GET 2 HRS FREE PARKING



# FAQ's

**1. IS THERE A FASTER WAY TO PAY A PAY BY SPACE MACHINE?** Yes, you can use the **PARKMOBILE** app or call 1.877.727.5714. You must register with **PARKMOBILE** first.

**2. THE SIGNS SAY TWO HOURS FREE PARKING. CAN I STAY LONGER THAN TWO HOURS?** Yes you can! In the lots and garages you can purchase up to eight hours. On-street parking time can be extended beyond the initial two hours via **PARKMOBILE** for up to two additional hours. *Each additional hour costs \$1.00.*

**3. CAN I MOVE TO ANOTHER SPACE AND GET TWO MORE HOURS FREE?** No, FREE parking is cumulative all day, not per parking session or space.

**4. I DON'T HAVE A SMART PHONE, CAN I STILL USE PARKMOBILE?** Yes, but you must be registered first. You can engage your **PARKMOBILE** account via the app or by calling 1.877.727.5714.

**5. IS THERE A FEE FOR USING PARKMOBILE?** Yes, there's a 35¢ fee for each transaction.

**6. WHERE CAN I PARK FOR FREE ALL DAY?** The all-day free lots are identified in purple on the map in this brochure.

**7. IS IT TRUE YOU CAN ONLY BE IN DOWNTOWN FOR TWO HOURS?** Not at all! You can use your two free hours, extend your space time remotely using **PARKMOBILE** or relocate to one of the metered locations.

**8. FOR ON-STREET PARKING, MUST I USE THE FREE TWO HOURS OF PARKING BEFORE PURCHASING ADDITIONAL TIME?** Yes. You must use your free time first. Set a reminder on your phone or watch to alert you when your time is almost up so you can engage **PARKMOBILE** and extend your stay or move to a metered lot/garage.

**9. WHAT HAPPENS IF I COME FOR A QUICK COFFEE IN THE MORNING FOR 15 MINUTES, LEAVE, THEN COME BACK AT LUNCH OR IN THE AFTERNOON?** Parking staff records tag numbers and times on each route and your car is recorded as "in that location" (in the downtown Free two hour zone) until the next time staff checks on their route. Keep that in mind when you return. The time your car was recorded as in Downtown may differ slightly from your actual time. Staff always tries to err on the side of the customer, but it would be wise to engage your **PARKMOBILE** account if you plan to stay longer than one hour on your second visit in the same day.

**10. WHY IS FREE PARKING ONLY TWO HOURS TOTAL PER DAY?** To ensure that every customer has the opportunity for the most convenient parking, we must limit the amount of free time given in those spaces. Downtown is blessed with a large population of professional offices, and we want to encourage those full time employees to park remotely and leave the most convenient spaces for our customers who come and go throughout the day.



**11. WHAT IF I HAVE TROUBLE WITH THE MACHINE OR THE APP?** Call us at 863.834.6303, we're happy to help you.

**12. CAN I USE MY PARKMOBILE ACCOUNT IF I AM NOT IN MY OWN CAR?** **PARKMOBILE** allows you to add up to five tag numbers to your account. If you are with a friend who does not have **PARKMOBILE**, you can still purchase parking using your account. Just enter his/her tag number for that session.

**13. IF I PURCHASE PARKING WITH THE PAY BY SPACE MACHINE OR A METER CAN I USE PARKMOBILE TO EXTEND THE TIME?** YES! Just be sure to remember your space number and zone number (and the phone number if you do not have the app.) You can engage your **PARKMOBILE** account remotely and extend your parking session.

**14. DO MERCHANTS VALIDATE PARKING?** Merchants can purchase **PARKMOBILE** promo codes in any increment they choose and reward their valued customers. Customers must have a **PARKMOBILE** account to redeem the code for parking credits.

**15. CAN I MOVE MY CAR ONCE I'VE ENGAGED PARKMOBILE?** Yes, if you move to another space in the same zone, your session can continue. If you change zones, you'll have to pay again and start a new parking session.

## WHAT IF I GET A TICKET?

**WHERE DO I PAY THE TICKET?** You may pay online at [www.lakelandgov.net](http://www.lakelandgov.net). (90 cent transaction fee); You can pay in person at the Lakeland Police Department (219 N. Massachusetts Ave) or at City Hall (228 South Massachusetts Ave.) You can also mail your payment to the address on the back of the ticket.

**WHERE CAN I GET A PARKING PERMIT?** You can obtain a parking permit at the Main St. Garage Parking Services office (314 East Main Street) or call 863.834.6303.

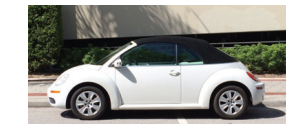
**CAN I RECEIVE MORE THAN ONE TICKET PER DAY?** Yes. (Up to 3)

**WHAT IS THE LAW FOR COMMERCIAL PARKING SPACES?** Per Florida State Statutes, the vehicle must be over 10,000 lbs.

**HOW MUCH IS A PARKING TICKET?** Parking fines are \$25.00 for any violation except for illegally parking in disabled space which carries a fine of \$250.00.

# Help Us Help You!

**WE REALLY DON'T WANT TO ISSUE YOU A TICKET!** Here are some tips to help you avoid common parking errors.



USING TWO SPACES

\$25.00

Make sure that both front and rear tires are within the marked parking spot. Even if another driver has parked badly in an adjoining space, you will receive a ticket if YOUR car is also in violation.



OVERTIME PARKING

\$25.00

In 2 hour free zones and spaces, do not exceed 2 hours all day cumulatively, not per space or parking session. Check out the FAQs for more details.



ILLEGAL PARKING

\$25.00

A 15 minute space is meant for quick pick-ups and deliveries. If you stay longer in this space you will get a ticket. A commercial vehicles only space is only for vehicles weighing 10,000 lbs or more.



DISABLED

\$250.00

These spaces are designated for disabled citizens. Parking is prohibited in these spaces without the proper placard or plate.



Pay Station Violation

\$25.00

Make sure you have purchased enough time thru your parking Pay Station. Don't forget to use Parkmobile to conveniently add time.



LEFT WHEELS TO CURB

\$25.00

When parking your car, make sure your right tires are against the curb.