

East Village Association (EVA) Pre-Paid Parking Card FAQ

1. What is a Pre-Paid Parking Card?¹

In 1998, the City of San Diego replaced 5,262 parking meters throughout the City with electronic parking meters. The parking meters accept nickels, dimes, quarters and Pre-Paid Parking Meter Cards. The Port of San Diego parking meters, distinguished by a yellow pole, also accept City of San Diego Pre-Paid Parking Meter Cards. City of San Diego Pre-Paid Parking Meter Cards are available in two increments: \$10 and \$45.

2. How does a Pre-Paid Parking Card work?

The instructions for using a Pre-Paid Parking Meter Card can be found on the card directly.

1. Insert the card into the card slot on the parking meter. The card slot is near the coin slot.
2. Insert the card in the direction shown by an arrow on the card. The arrow side will face slightly up.
3. The dollar balance (credit available) on the card will flash 4 times.
4. The parking meter will display time increments in 5-minute segments.
5. When the desired time is displayed on the parking meter, remove the card from the parking meter. The time you have purchased will post on the meter.

3. Can I get a refund if I purchase too much time on a meter?

Yes. In order to do so, follow these instructions:

1. Insert the same card you used to purchase the time back into the parking meter.
2. The current dollar balance (credit available) on the card will flash 4 times.
3. The parking meter will credit back your card for every full 6-minute increment remaining on the parking meter.
4. Credit increments of less than 6-minutes will be lost.
5. The credit display on the parking meter will return to zero. Remove the card from the parking meter.

NOTE: [Multi-Space Pay and Display](#) stations do not refund unused time.

4. Where can I purchase a Pre-Paid Parking Meter Card in East Village?

Pre-Paid Parking Cards are available to purchase in East Village at the locations listed below. Note that some vendors may offer special promotions with purchase of card. These promotions will vary and customers are encouraged to contact the store to learn more.

¹ Questions 1-3 taken from the City of San Diego's website at <http://www.sandiego.gov/parking/enforcement/meters/cards.shtml>

[East Village Association](#)

705 16th St. Ste. 100-E
619-235-2200

Grapes & Hops Deli

811 Market Street
619-255-5383

San Diego Restaurant Supply

1202 Market Street
619-239-8107

5. What if I change my mind about my parking card purchase?

All sales are final. Pre-Paid Parking Cards are non-refundable, non-transferable and not exchangeable.

6. What happens if my card stops working?

The City of San Diego and the East Village Association quality check each card to ensure the card works correctly. Once purchased, it is the customer's responsibility to ensure that the card does not become lost or damaged. Pre-Paid Parking Cards should not be stored with magnets or electronic devices.

If a card shows a balance but will no longer work in the meter, you may contact The City of San Diego to purchase a new card, and the city will apply the amount remaining on the damaged card toward a new card purchase. For example, if your card still shows a balance of \$2.50 but the card will not work in the meter, the city can credit the remaining amount toward the purchase of a new card.

Contact information for the City of San Diego regarding parking cards is as follows:

[City of San Diego Parking Administration](#)

Plaza Hall - 202 C Street
San Diego, CA 92101
(866) 470-1308

7. I think the meter where I tried to use my card is damaged, what should I do? ²

If the card is not reading due to a broken parking meter, you should move to another meter and report the broken meter to the Parking Meter Shop at 800-808-5998. You will be asked to leave a message when calling this telephone number. Be sure to note the number on the parking meter before you call. The parking meter number can be found on a metal plate, toward the bottom of the meter, on the street side of the meter.

8. I am a business owner in East Village, how do I become a Pre-Paid Parking Card Vendor?

In 2016, the East Village Association (EVA) developed a pilot program for East Village businesses to sell the Pre-Paid Parking card as a way to promote and encourage shopping in East Village. The current pilot program participants will provide data and survey responses to evaluate the program and develop it further. EVA anticipates opening the program up to new participants in Fiscal Year 2017-2018.

For more information, contact EVA@EastVillageSanDiego.com

² City of San Diego <http://www.sandiego.gov/parking/faqs/metersfaq.shtml>