Q&A for Parking Meter Changes

What led borough to make the increase to parking rates?

As part of its fiscal responsibility, borough staff and Council must evaluate the costs associated with maintaining infrastructure and providing municipal services. Through that review process, it was determined that parking meter rates needed to be adjusted to help ensure adequate funding while avoiding a tax increase for residents.

Additionally, because most meter users are visitors who come to the borough for work, shopping, dining, and other business activities, this approach helps reduce the financial burden on borough residents.

Why does Ebensburg continue to enforce metered parking?

Metered parking is used to ensure that spaces throughout the downtown area are rotated on a regular basis to ensure availability to visitors who patronize our Borough and its businesses.

Are parking meters going away?

No, in most areas of town, users will have the option to continue to use the coin-fed meters. As an additional payment option, they can also now use the ParkMobile app. That said, there will be some limited areas where only the ParkMobile will be accepted (for example, the Penn Eben lot).

What are the days/hours that we are required to pay for metered parking?

Starting January 1, 2027, parking enforcement will be Monday through Friday from 8 am to 4 pm (was previously 9 am to 5pm those same days). The following holidays are excluded: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Veteran's Day, Thanksgiving and Christmas.

What are the new parking rates?

The current rate is $0.05 for 10 minutes, $0.10 for 20 minutes and $0.25 for an hour or possibly an hour and 15 minutes. Starting January 1st, 2027, the minimum parking rate for the coin-fed meters will be $0.25 for 15 minutes. Users of the ParkMobile app will pay the same rate, however, there will also be an additional fee of $0.45 per transaction.

- Example #1: User desires 30 minutes
    - Coins: User deposits two quarters (50 cents)
    - ParkMobile app: User pays 50 cents, plus a 45-cent transaction fee, for a total of 95 cents.

- Example #2: User desires 2 hours of parking
    - Coins: User deposits eight quarters ($2.00 total)
    - ParkMobile app: User pays $2.00 for parking, plus a 45-cent transaction fee for a total of $2.45=

How was the new rate determined?

Parking rates in Ebensburg have remained the same for at least the last 25 years. Borough staff researched rates in comparable communities that have active & vibrant downtowns with shops and restaurants. Special emphasis was placed on those that serve as a county seat, since courthouse traffic is a significant driver of daily parking needs. The rates that were decided upon fall within the general range of these similar communities.

Why is the borough making this change?

Our current parking meters are very old and antiquated, and many can no longer be correctly calibrated. Meters are very expensive to purchase new and finding replacements parts for the current ones has proven to be difficult. Just as many of us use cellphone apps (and the internet) for banking, paying bills and making online purchases, parking technology is evolving in a similar way.

Do I have to download the app to use ParkMobile?

No. You can pay using a mobile web browser by going to https://parkmobile.io, or you can simply scan the QR code on the ParkMobile sign in the area where you park. You can also use the Google Pay app to make a parking payment.

Where can I download the ParkMobile app?

The ParkMobile app is a free download available in the Apple App Store and Google Play Store. You can also use the mobile web version of the app at parkmobile.io.

What if I don't have service or can't access the web to use the web or the app?

Network connectivity is not viewed as an issue within the borough's central business district. Even during the busiest events, this doesn't seem to be an issue. If users would happen to find themselves in a "dead spot," they should be able to move a short distance get a connection. You do not need to be standing next to your vehicle to activate a parking session.

Are there any other advantages to using the ParkMobile app?

Many business people find that it is much easier to track their parking expenses using an app like this. Also, the app allows users to remotely add additional parking to an existing

session (although an extra 45-cent transaction fee will be applied), eliminating the need to return to the parking spot to add coins to the meter. Lastly, use of the app eliminates the need to stock your vehicle with all of those quarters.

What if I have a problem with a ParkMobile session, such as an unwarranted, duplicate or excessive charge?

Parkmobile offers a toll-free phone number for customer service. If users cannot get satisfaction through ParkMobile, they are advised to register a complaint with the Borough.