

Important:

If you encounter any problems when using your Parking Smart Card at a parking meter, please:

- Note the number of the meter, located on the meter
- Note the location of the meter (e.g. street or area)
- Call Executive Parking at 413-731-0006

**Thank you and enjoy
your Springfield
Smart Card!**

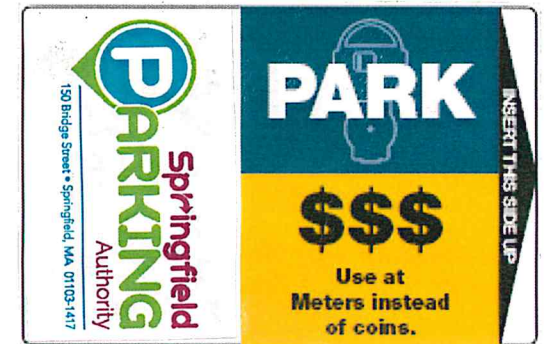


**Executive Parking
150 B Bridge Street
Springfield, Ma 01103
Phone: 413.731.0006
Fax: 413.731.0012**



**CITY OF
SPRINGFIELD**

**PARKING
SMART CARD**



What is the Springfield Smart Card?

The Springfield Smart Card is a reprogrammable card that provides a convenient and cashless way to pay for parking at the electronic meters operated by the City of Springfield.

The card can be carried in your wallet or stored in your vehicle, eliminating the need to carry change for the meters.

Where can I use the Smart Card?

The Smart Card can be used at any of the electronic parking meters located throughout the City of Springfield.

Where can I purchase or place additional value on my Smart Card?

Executive Parking Main Office: 150 B Bridge Street, Springfield, MA 01103

Springfield Parking Authority Office: 150 Bridge St., Springfield, MA 01103

How do I add value on my Smart Card?

To add value to your card, simply stop by any of our locations listed above. You can add value to your card in any denomination amount and can pay by cash only. You can add value to the Smart Card even after the value runs out.

What is the cost for the Smart Card?

There is a onetime Smart Card fee of \$3.75. There are no additional charges when refilling the card other than the amount of parking time purchased.

Can I use the Smart Card with coins at a meter?

Yes. The Smart Card can be used in combination with U.S. coins: nickels, dimes and quarters. Canadian and other foreign currency are not accepted.

How do I use the Smart Card?

1. Insert the Smart Card into the meter with the gold chip side up. For two space meters, select a space then insert the card.
2. The meter will flash the value of the card four times.
3. On the fifth flash, the meter will begin adding time to your meter in increments of 30 minutes and deducting value from the card in decrements of 25 cents each.
4. When you reach the desired amount of time, or the maximum time limit allowed at the meter, quickly remove the card.

Will my Smart Card expire after a certain amount of time?

No. You can use the Smart Card indefinitely, as long as there is parking value on the card.

What if my Smart Card is lost, stolen, or damaged?

A lost or stolen Smart Card cannot be replaced. The Smart Card should be treated the same as cash. It does not guarantee you a parking space, nor does it allow you to park longer than the maximum time allowed at a meter.

Your Smart Card is made to withstand considerable heat, cold, and moisture. Since normal usage should not affect your Parking Card, refunds cannot be given if it becomes damaged and unusable.

Can I get a refund if I don't use all the time on the meter with the Smart Card?

Yes, unused time on the meter can be refunded to your Smart Card. After two minutes have elapsed on the meter, time can be retrieved and credited to your Smart Card.

For a refund, reinsert your card into the meter. The card's cash balance will flash four times followed by the word REF. The fifth flash activates the refund option and the new balance on the card will display. Immediately remove the card; if left in the meter, the Smart Card will either begin to add time again or cause a meter error reading.

You can only get a refund on your Smart Card from a meter that you last inserted your card into (the meter remembers the last Smart Card ID).