Passport Parking

Frequently Asked Questions

How do I use the Passport Parking app to pay for parking with my phone?

- Download the Passport Parking app from the App Store for iPhones or Google Play for Android devices.
    - Create, register, and verify your account within the app, following the prompts.
- Find the Zone and Space numbers for your parking space.
    - Look for the unique zone and space numbers on the parking meter.
- Pay for parking.
    - Enter your parking session information and pay for your selected amount of parking time.
- Manage your account and parking sessions.
    - Receive alerts and have receipts sent to you via email.

A web version of Passport is also available at PassportParking.com.

What is the zone number and space number? How do I find it?
The numbers for your parking zone and your specific parking space within that zone can be found on the parking meter associated with your space. See the example show to the right.

Both are five-digit numbers:

- Dayton parking meter zone numbers always begin with 937.
- The space number is different for each metered parking space.

PAY WITH THE APP
PASSPORT PARKING

ZONE
93709

SPACE
21029

PassportParking.com

How do I know my parking session has started?
When using the application, you will know your parking session has successfully started once you see the Parking Session screen with a session countdown and expiration time, as well as other Transaction Details.

Why doesn't the meter change? How does parking enforcement know I paid?
Transactions made with the app are instantly available to parking enforcement personnel through their wireless handheld devices, so they will know you have paid to park at that metered space. The meters do not change to show you've paid, because they are not able to sync in real time.

Can the Passport app be used at a non-functioning or "failed" meter?
Please inform the City of Dayton regarding which meter is not working properly so a service technician can be sent. However, you can still use the Passport app to pay for a legal parking session at a non-functioning or failed meter.

Can the Passport app be used at a bagged parking meter?
No. Bagged meters are only for construction- or event-related vehicles that have obtained the proper permit for the meter.

What can I do if I entered an incorrect space number?
If a session was started with the wrong space number, please start a new session with the correct information and then click the 'Contact Us' button to void the one made in error.
Note that if you entered the incorrect space number your parking session is not valid and could result in a citation.

Can I move spaces while I have an active parking session?
You cannot change a space number once a session is started. If a session has been started in the incorrect space, please start a new session with the correct information and then use the 'Contact Us' button in the app so the support team can void the one made in error.

Can I park multiple cars?
You can start additional parking sessions by clicking 'New Session' from the main screen.

Why won't the app let me extend my time?
If you can't extend your time it could be because you have already reached the maximum stay allowed at that metered space. You may no longer be eligible to park in that space.

I paid for more time than I needed. Can I reduce the amount of time or get a refund for the additional time?
Refunds cannot be provided for unused parking time. In the future, try using a shorter time and then if needed additional time can be added from anywhere you can access the app.
Note: Additional time can only be added up to the maximum time each meter allows.

How do I view my parking history/get receipts?
You can view your parking history in the Passport Parking app or website at PassportParking.com. Go to 'My Account' from the main screen to view recent sessions. Tap on a transaction to view details and generate receipts. To view more parking session history, click 'See All.' For a full parking history, visit PassportParking.com and click the 'Log In' button at the top right.

How do I add/delete a payment card?
From 'My Account,' go to the 'Payment' page. Select 'Add Card,' then enter and save your new card information. To delete a card, choose the card you wish to remove, then tap 'Delete Card.'

How do I enter a validation code I received from a business?
You can enter a code to validate or discount your parking as you start a session or during an active session. On the payment screen, you can add the code along with other payment information. If you have an active session, you can add it on the active session details screen. You cannot add a validation or discount code to a session once it has ended.

Can I pay for other people's parking?
Just as you would do with your own space, you can pay for another person's parking with the app. Enter the zone, followed by the respective space number of the location. Thanks for being generous!

What is the difference between a verification code and my PIN number?
When signing up, you will receive a 6-digit verification code to ensure you have correctly entered your cell phone number or email address. Your PIN is a 4-digit number of your choice that you will log in with. Make sure you remember your PIN to log in in the future.

How do I change/update the mobile phone number on my account?
You will need to create a new account in order to change/update your phone number. To create a new account, please uninstall the app then install it again and input your new mobile phone number.

How do I add a license plate number to my account?
City of Dayton on-street parking does not require a license plate number (just a space number); however, private parking lots may require the use of a license plate number.
From 'My Account,' go to the 'Vehicles' page. You can add new vehicles or modify existing ones.

What devices and browsers support the Passport Parking app the best?
The Passport Parking app is available on smartphones with iOS 9.3 or Android 5.0 and above. Smartphone users with older versions or different operating systems can use the web app. When using mobile pay web to pay for parking online, a modern browser like Chrome is most compatible.

Having trouble with the Passport app?
For most issues with the Passport app itself, your best bet is to use the app's built-in support (see below for details). For issues with the meters and spaces themselves, or other issues not directly related to the app, you can contact the City of Dayton's call center at (937) 333-4800.

Passport's Built-in Support:
If using the app, click the account icon in the upper right corner. Tap "Support," then "FAQ." The "Contact Us" button is in the upper right and will begin a chat session.

Answers to common questions can be found on Passport's support site. You can access the information on the app itself as well as Passport's website. If the app is not working, the best way to report a problem is to report it through "Contact Us" on the website (passportparking.com/support). The support site on Passport's website has a "Contact Us" button in the upper right which opens a text box for you to tell them about the problem.

Other questions that are addressed through the app's support include:

- What can I do if I encounter a technical error using the app?
- How do I change the email address on my account?
- How do I reset my PIN?
- Why can't I reset my PIN?
- What if I entered a zone in the wrong city?
- How do I deactivate my account?
- Why do the rates shown in the app not match the meter at my parking location?