

Pay By Licence Plate Frequently Asked Questions

How are the new parking machines different from the old machines?

Payments can now be made with coins (\$0.05, \$0.10, \$0.25, \$1, \$2) or credit cards (Visa, Mastercard).

Users can now choose to print a receipt. Every payment is linked with a license plate number and it is no longer a necessity to place a ticket on your dashboard.

Why can't I pay with my debit card?

Currently the machines are not equipped to receive payments by debit card. It is anticipated that in future this feature will be added which will also allow users to pay by "Tap".

Why did the city replace the old machines?

The new machines provide greater flexibility to individuals parking downtown in these areas because users can now pay by coin or credit card.

Users can also choose to print a receipt. As each payment is linked to a licence plate there is no longer the need to return to your vehicle to place your receipt on the dashboard.

Has the price of parking increased?

No, the price of parking has not increased.

Can I extend time purchased?

Currently the time limits remain in effect in accordance with the City's Traffic and Parking By-law 159-2008.

What are the time limits?

- Market Square - 4 hours maximum
- Upper and Lower Erie Lot – 4 hours maximum
- Albert Lot – 4 hours maximum
- Kalbfleisch Lot – 12 hours maximum
- St. Patrick Lot – 12 hours maximum
- George Lot – 12 hours maximum

How can I pay a parking ticket?

1. Pay by telephone via Visa or MasterCard or Visa Debit (519-271-0250 Ext. 237 during business hours).
2. Pay in person - cash, cheque, Interac, Visa or MasterCard at City Clerk's Office, City Hall, 1 Wellington Street
3. Pay by cheque
 - Deposit an envelope into one of the yellow fine-o-meter boxes located at:
 - Ontario Street (in front of Long and McQuade)
 - Ontario Street (in front of Milky-Whey)
 - Albert Street Lot
 - York Street Parking Lot
 - Police Station on George Street
 - Envelopes can also be deposited in the mail slot at the rear entrance door of City Hall
 - Mail a cheque to:
City of Stratford
Clerk's Office
PO Box 818
Stratford ON N5A 6W1

What do I do if the machine(s) is malfunctioning?

If one of the machines is not working and a second machine is nearby we kindly ask that you use the second machine to deposit payment. Following the depositing of payment, please contact 519-271-0250, ext. 230 to report the issue.

For the Kalbfleisch Lot which does not have a second machine please call 519-271-0250, ext. 230 to report the issue.