

## **Pay-By-Plate FAQ**

### **How do I enter my license plate?**

Enter all letters and numbers that make up your plate number, from left to right, with no spaces. Most current California State plates, including specialty plates, use up to 7 characters to make up a plate number (some specialty plates have up to 3 letters for a school, for example, and then 1-5 characters). Specialty plates for groups or organizations include both the stacked or vertical characters and large horizontal numbers.

### **Can I still pay with coins?**

Yes, you can still pay for parking using coins. You will be asked to enter your license plate number at the pay station.

### **How can I prove I paid with the pay-by-plate system since there is no receipt?**

You will have the option to print a receipt at the time you pay at the pay station, for your records. You can also print a receipt from our [vendor's online account system](https://www.myparkingreceipts.com) (https://www.myparkingreceipts.com) if you paid by credit card, know your card number, and the date you parked (no account set up required). Or, you can set up an account online and view your parking history for up to two years, and print a receipt at any time.

### **How secure are the systems?**

International and national Payment Card Industry (PCI) credit card security protocols and requirements demand our vendors maintain the highest levels of data security, encryption, penetration testing, and server security. The systems that protect credit card data also protect license plate data.

### **Who will have access to license plate data?**

Only authorized and approved Public Works and Berkeley Police Department Parking Enforcement staff and our vendors.

### **How long will the City retain my license plate data?**

The City of Berkeley does not retain any personally identifiable data - that includes credit card data and license plate data. Our parking meter vendor retains license plate data that customers can access for up to two years.

