



To start parking at Mortimer Street Garage

- 1) Create an online account in ParkingSoft at <https://my.parkingsoft.com/MortimerStreetgarage>
 - If your parking is paid by your employer, please also fill in the Corporate Info section.
- 2) You'll get an automatic confirmation notice from the program.
- 3) Within a day or two, you'll get an email from a real person in Parking Administrative Services. They will want to know the date you'd like to start.
 - Monthly parking passes are for a calendar month. The City does not prorate parking for partial months. If you start any time in a month, we have to charge you for the full month.
- 4) Once we get your reply, we'll process your application. Then we'll send you a Welcome email. It will include details on payment options and where to pick up your pass.
- 5) Pay your first invoice. (This activates your hangtag/parking pass.) Although the software offers other options, the City of Rochester accepts **ONLY MasterCard and Visa**.
 - Please note: The address you put into ParkingSoft MUST match the billing address of your card, or **your bank will decline** your payments.
- 6) Pick up your hangtag/parking pass at the Garage Office, just inside the Clinton Avenue entrance on your right.
- 7) Happy parking! ☺

To cancel your parking

Monthly parking is a continuing agreement. You are billed every month until you cancel.

To cancel, please send an email to our departmental address: garageparking@cityofrochester.gov Please include your garage name and the LAST DAY you expect to park, and please give us a few days advance notice to handle your request.

If your parking is paid by your employer or through an FSA payroll deduction, please cancel through your employer's parking liaison.



Rates as of August 1, 2017

- Regular monthly rate: \$70

Total spaces: 600

Bike lockers: 16

Vehicle Overhead Clearance

7'-0" (84 inches, 2.13 meters)

Security

Mondays 6:30 a.m.-10 p.m.

Tue-Fri 7 a.m.-10 p.m.

In-Garage Customer Service Hours

Mon-Fri 7 a.m.-7 p.m.

Parking Administrative Services Office Hours

Mon-Fri 8:30 a.m.-4:30 p.m.

except legal holidays

Call: 585-428-6925 or Email:

garageparking@cityofrochester.gov

