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Easton Preferred Park Program FAQ

Why am I required to pay for parking in certain lots at Easton Town Center?

To meet the evolving needs of our guests, we are expanding the Easton Preferred Park program to select surface parking lots while adding a convenient mobile payment system. This will allow for more frequent car turnover and availability in key parking areas, making it easier for Easton guests to find convenient parking during peak hours.

Which parking lots are included in the Easton Preferred Park Program?

The following parking lots in the Easton Preferred Park Program include the Barnes & Noble lot and Crate & Barrel southwest covered parking garage located on Townsfair Way, the Piada/Fado Lot and Life Time lot located on Easton Station, the Apple lot located on Fenlon Street, the two small alcove metered lots on Regent Street, and Level 1 of the Fenlon and Worth garages.

When is the Easton Preferred Park Program enforced?

The program is enforced Monday – Sunday, 9AM – 3AM.

How do I pay for parking?

You can pay for parking:

- By downloading the ParkMobile app through the Apple app store or through Google Play.
- By visiting the ParkMobile website at parkmobile.io.
- By texting "PARK" to 77223.
- By visiting any of the 11 pay stations located throughout the property.

Do the parking proceeds still go to charity?

Yes, the Easton Preferred Park program supports the Easton Community Foundation.

What is the minimum/maximum amount of time I can park?

The minimum time to park is 30 minutes and can be increased by increments of 15 minutes. The maximum time limit is 2 hours for on-street metered parking and 4 hours for paid lots and identified garages.

What is a Zone Number?

The ParkMobile zone number identifies a specific parking area like a particular spot, section of the street, or parking lot. This zone number is required to start your parking session. You can find the zone number located on stickers and signage around the meter or lot.

Where can I download the ParkMobile app?

The ParkMobile app is a free download available in the Apple App Store and Google Play Store. You can also use the mobile web version of the app at parkmobile.io.

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How do I set up the ParkMobile app?

Setting up the ParkMobile app is a quick and easy process. First, you create an account with an email address and password. Then you add your vehicle(s) and payment method(s). Once you have completed those steps, you are ready to start using the ParkMobile app.

Do I have to download the app to use ParkMobile?

No. You can pay using a mobile web browser by going to parkmobile.io or by texting "PARK" to 77223.

Can I use ParkMobile if I don't have a smartphone?

Yes. As long as you have a cell phone, you can call into the interactive voice response (IVR) service and set up an account. Once you have an account with ParkMobile, you can call the number 877-727-5009 posted on the stickers and signs around the meter or parking spot and make a parking payment over the phone.

Do I need to turn on location services to use the ParkMobile app?

We do recommend turning on location services when using the ParkMobile app. Doing so will help quickly identify the available parking in your area and provide a better overall user experience. However, you are not required to turn on location services to use the app.

Do I need to create an account to use the ParkMobile app?

No. If you use the mobile web app at parkmobile.io, you do not have to create an account, and you can check out as a guest. The full-featured ParkMobile app, downloaded from the Apple or Google app stores, requires you to create an account.

I paid with ParkMobile, but the indicator on the parking meter hasn't changed. What do I do?

If you paid in the ParkMobile app, you do not have to worry if the indicator on the meter has changed or not. As soon as you pay, we record that information in our system so the local enforcement personnel can look it up on their handheld devices. The enforcement personnel will be able to validate that your vehicle has an active parking session with ParkMobile.

What happens if I cannot get ParkMobile to work?

If you are not able to successfully pay through the ParkMobile app, ParkMobile website listed on the meter, or at one of the 11 pay stations located throughout property, please call Public Safety at 614-416-7001 and have your license plate number, the zone you are parked in (located on the back of the meter or lot signage) and we will assist you.

How do I use the ParkMobile app to pay for parking in my location?

Once you've downloaded the ParkMobile app and set up your account, enter the zone number listed on the stickers and signs around the parking meter or space into the app. Select the amount of time you'd like to park, your vehicle, and the payment method. Then touch the "Start Parking" button to begin your parking session.

You will see a countdown clock showing how much time is remaining in your parking session. You can extend your parking time up to the maximum time allowed for that spot.

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How will enforcement officers know I've paid for my parking session?

Once you have started a parking session, ParkMobile will record that information in our system and make it visible to the enforcement officers on site. Enforcement officers will use a handheld device and LPR technology to look up your zone number and license plate number to confirm that you have paid for parking. That is why it is always important to verify your license plate in the app before you start the parking session.

Can I extend my parking time?

Yes, you can extend your parking time up to the maximum allowed for the parking spot. For example, if you are parking in an on-street metered spot that allows for a maximum of 2 hours of parking, you can pay for one hour, then extend up to an additional hour. You cannot extend past the maximum time allowed.

Where do I find my parking history or receipts?

You can view your recent parking history in the ParkMobile app. Touch the "Activity" button in the main navigation, then select "History." You will see your recent parking transactions. You can also login to your account to view your full history at https://dlweb.parkmobile.us/Phonixx/. After logging in, select "Parking History" to access your information.

Can I change the zone number while in an active parking session?

Once you start a parking session, you cannot change the zone number in the app. If you accidentally entered the wrong zone number, you should immediately start another parking session with the correct zone number.

Can I use the ParkMobile app to pay for more than one car at the same time?

Yes. After you pay for the first car, go back into the app, and start another parking session for the other vehicle(s). Make sure you select the correct license plate for the other car you are paying for before starting the parking session. Note, you can pay for up to five different vehicles at any one time.

Can I use ParkMobile around Columbus?

Yes, for a list of areas that utilize ParkMobile simply select 'Find Parking' on the app, and you can browse parking options by location. ParkMobile is extremely popular and there are many areas around Columbus where you will be able to utilize their app or pay through their website.

What if I get a parking ticket?

If you paid for parking with ParkMobile and still received a ticket, you can contest the citation with Easton Public Safety by emailing eastonparking@steiner.com.

Can I use ParkMobile for ADA Accessible parking?

Yes, you can use ParkMobile to pay for ADA Accessible parking. You will still need to have the proper credentials to qualify to park in those spots. Refer to the signage around the specific parking spots for more information.

Can I get a refund?

Please contact the ParkMobile customer service team at 877-727-5457 regarding questions surrounding a refund.