

Palo Alto Crescent Park and College Terrace Permit Frequently Asked Questions

What are the customer service hours?

- Customer Service representatives are available Monday thru Friday from 9am-5pm PST.

If my permit doesn't arrive can I pick it up in person?

- No. Due to Covid-19 precautions, Palo Alto Office of Transportation is currently closed to the public and permits are not available for in-person pickup. All permit orders will be fulfilled by Duncan Solutions.

How much do permits cost?

- Residents in the preferential parking district of Crescent Park or College Terrace, are required to purchase a vehicle permit. Daily residential permits are also available in these districts. Pricing is as follows:

Permit Type Name	Fee
Crescent Park Annual Hang Tag	\$50.00
Crescent Park Daily Permit	\$5.00
College Terrace Annual Resident Decal	\$50.00
College Terrace Annual Guest Hang Tag	\$50.00
Daily College Terrace Permit	\$5.00

Can I pay for my permit(s) by debit or credit card?

- Yes, but only online at: <https://duncan.imageenforcement.com/PermitSites/PaloAltoPermits#>
Credit cards are not accepted or processed by mail. **Do not send credit card information by mail.**

I received an error message when attempting to complete my payment online.

- Please email a screenshot of the issue/error and any additional details to onlineissues@duncansolutions.com. You will receive a response within 2 business days.

What documents are required to verify residency?

- Driver's license and vehicle registration are required. If your driver's license does not match the address for which you are requesting permits, you will also be required to submit one of the following: utility bill, mortgage bill, or rental agreement.

I haven't received a confirmation email.

- Please check your junk or spam email folders. Due to individual spam settings, your confirmation may have been filtered into your spam folders. Email complications might also occur if you have an email address that's not a standard email such as Yahoo or Hotmail.

Where can I purchase the permits?

- Permits are available for purchase online at:
<https://www.cityofpaloalto.org/gov/depts/trn/parking/default.asp>
To purchase, follow the steps below:
 1. Click the Residential Preferential Parking Quicklinks box, underneath UPDATE IN PROGRESS.
 2. Click on the district you reside in.
 3. To purchase a permit for College Terrace or Crescent Park, click the "this link" in the last paragraph (you can also review the Step by Step Duncan Permit Purchasing Guide by clicking the link "Step by Step Duncan Purchasing Guide").
 4. This will take you to the Parking Permits Purchase and Renew page.

What type of permits can I purchase?

Crescent Park

- Crescent Park Annual Hang Tag
- Crescent Park Daily Permit

College Terrace

- College Terrace Annual Resident Decal
- College Terrace Annual Guest Hang Tag (To be eligible for a College Terrace guest hang tag, customer must purchase a minimum of one residential decal parking permit).
- Daily College Terrace Permit

How many permits can I purchase?

Permit Type Name	Number of Permits Allowed Per Household
Crescent Park Annual Parking Hang Tag	2
Crescent Park Daily Permit	Unlimited
College Terrace Annual Resident Decal	Unlimited
College Terrace Annual Guest Hang Tag	2
Daily College Terrace Permit	80

How long will it take to receive my permits?

- Please allow 2-3 weeks for processing your application. Covid-19 may further delay this process. Please allow up to 14 days for the United States Postal Service to deliver your permits.
- A customer's payment/order receipt also serves as a temporary parking pass. Please follow the printed instructions and correctly display them for use. A temporary permit is valid 30 days after completing an order.

Why is it taking so long for my permits to arrive?

- Once your permit(s) have been approved, it takes 24-72 hours to fulfill and mail out your permit(s). Due to Covid-19 delays, the USPS has been experiencing delays. Please allow up to 14 business days for your permits to arrive.
- A customer's payment/order receipt also serves as a temporary parking pass. Please follow the printed instructions and display face up on the front dashboard. A temporary permit is valid 30 days after completing an order.

If a customer service representative doesn't answer my call, can I leave a voicemail, or will the phone continue to ring?

- No, you cannot leave a voicemail. Due to Covid-19 you may experience longer than anticipated wait times. Please note our representatives have a higher call volume during peak hours.

My permit hasn't arrived, and the City is going to start ticketing soon. What am I to do?

- Your temporary permit will be valid for 30 days. Please display your temporary permit face up on the front dashboard.
- Do not place the temporary permit in any other location. Placing it in another location or behind tinted windows can make your temporary permit invalid.

How do I display my parking permit?

- Annual permit decals must be affixed in one of two places:
 1. On the outside of the rear windshield on the driver's side, lower left corner,
 2. Left side of the bumper.
- Do not place your permit in any other location. Placing your permit in another location or behind tinted windows can make your temporary permit invalid.
- Hangtags must be hung from the rearview mirror with the permit information visible from the exterior of the vehicle. **Note – Hanging your permit incorrectly shall invalidate your parking exemption.**
- Daily printable permits are printed from the permit website and to be displayed on the dashboard of the driver's side. The month, day and year **MUST** be completely visible.

Are there any restrictions I may need to know?

- Oversized vehicles are not allowed to park in the residential neighborhoods.
 - “Oversized vehicles” means any vehicle exceeding seven feet in height, or exceeding twenty feet in overall length, or exceeding seven feet in width, including camper shells and trailers.
 - Parking permit will exempt connected vehicle, not standalone.
- Permits are only valid on issued street and/or district.
- Valid ADA or handicap placard exempts a vehicle from permit parking restrictions.

What if my permit gets lost, stolen, or if I need a refund?

- **Crescent Park or College Terrace:** If a permit is lost please email onlineissues@duncansolutions.com. Your original payment of \$50 will be transferred to the replacement permit and your original permit will be immediately voided. In the case that your original permit arrives in the mail after you received the replacement, we ask that you please mail back the original permit to:
 - Palo Alto Permit Processing Center
 - PO Box 6010
 - Inglewood, CA 90312-6010

If I receive a replacement permit and the “lost” permit arrives in the mail, can I use the original permit or is it voided?

- No. If you received a replacement permit, your original payment of \$50 will be transferred to the replacement permit and your original permit will be immediately voided. In the case that your original permit arrives in the mail after you received the replacement, we ask that you please mail back the original permit to:
 - Palo Alto Permit Processing Center
 - PO Box 6010
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I received a citation and my permit is valid.

- If you received a parking citation for a vehicle that had a valid permit at the time the citation was issued, please provide proof of the online order with your dispute.