



POR 35
BOS 34

2 nd

Parking app users ticketed due to typos have fines dismissed

E-MAIL

FACEBOOK

TWITTER

GOOGLE

LINKEDIN

13



DAVID L RYAN/GLOBE STAFF

If drivers include just one typo in the information they enter, it will cause the metered space to show up as unpaid.

By Matt Rocheleau

GLOBE STAFF FEBRUARY 05, 2016

When Boston last year rolled out a smartphone app that can be used to pay for metered parking, many drivers no doubt rejoiced — at no longer having to comb the car for quarters.

But that innovation has presented a new challenge for some motorists.

In recent months, at least 4,000 have used the ParkBoston app to pay for spaces around the city only to find a ticket waiting for them, even though their time hadn't expired.

The problem, city officials say, may be people's fingers and thumbs.

The officials say drivers have been making small errors typing information into the app.

If drivers include just one typo in the information they enter, it will cause the metered space to show up as unpaid on the hand-held computers checked by parking enforcement officers.

(The meters themselves won't show whether a payment has been made using the app.)

For example, in some cases, drivers have typed an incorrect letter or number when entering their license plate number into the app. In other cases, out-of-state drivers have entered the correct plate number, but inadvertently entered their plate as being a Massachusetts one, which is what the app defaults to.

“When the parking enforcement officer checked the plate number as a Massachusetts plate, payment was, of course, not reflected,” said city transportation department spokeswoman Tracey Ganiatsos.

The good news for drivers?



“For the most part, we have been dismissing tickets issued under these circumstances after verifying that the fee was paid but the vehicle information was entered incorrectly,” said Ganiatsos.

“Because we want to ensure that we are offering the best possible customer service to new users of this initiative, Office of the Parking Clerk staff has been watching for these problems and pro-actively reaching out to ParkBoston customers who have received tickets due to [typing errors] to review the instructions with them and prevent additional tickets from being issued,” she added.

The app debuted on a pilot basis last January. It was initially available for use at some meters in the Back Bay, before the app’s reach expanded to all 8,000 meters citywide by the end of August, officials said.

Between July 1 and Dec. 31, the city dismissed 4,231 fines owed by ParkBoston users who were found to have been ticketed because they accidentally mis-entered information, she said.

Still, she said, about 1.1 million ParkBoston transactions were recorded during that period and the city sees up to 10,000 ParkBoston transactions daily.

“A very small fraction of the total ParkBoston transactions are problematic,” she said.

Matt Rocheleau can be reached at matthew.rocheleau@globe.com. Follow him on Twitter [@mrochele](https://twitter.com/mrochele)

Get [Today’s Headlines](#) from the Globe in your inbox:

[Privacy Policy](#)

SHOW 13 COMMENTS

Top 10 Trending Articles

Most Viewed

Most Commented

Most Shared

Newton mourns victims of restaurant crash

[Did Bill Clinton violate election rules in Mass.?](#)

[Spotlight Church abuse report: Church allowed abuse by pri...](#)

[Looking to get out after the 2016 election? Here's where you...](#)

[Massachusetts Democratic primary](#)

[Bernie Sanders wins by just one vote in Methuen](#)

Learn more

[Bernie Sanders loses like a Republican](#)

[SUBSCRIBE](#) [BOSTON GLOBE INSIDERS](#) [EPAPER EDITION](#) [NEWS IN EDUCATION](#)

[Parents of Boston Latin student threatened with lynching s...](#)

[MY ACCOUNT](#)

[LOGOUT](#)

[Why Donald Trump trumps Donald Drumpf](#)

[MANAGE MY ACCOUNT](#)

[DOWNLOAD CUSTOMER SERVICE APP](#)

[Why working in the restaurant industry can be hard on your...](#)

[CONTACT](#)

[HELP](#)

[FAQS](#)

[GLOBE NEWSROOM](#)

[ADVERTISE](#)

SOCIAL

[FACEBOOK](#)

[TWITTER](#)

[GOOGLE+](#)

MORE

[ARCHIVES](#)

[PRIVACY POLICY](#)

[TERMS OF SERVICE](#)

[TERMS OF PURCHASE](#)

[YOUR AD CHOICES](#)

[WORK AT BOSTON GLOBE MEDIA](#)