



## To start parking at East End Garage

- 1) Create an online account in ParkingSoft at <https://my.parkingsoft.com/rochestereastendgarage>
  - If you are a UR/ESM student, please register using your Rochester.edu email address. This is one of the two requirements to qualify for the UR/ESM rate.
- 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) When you reply, this is the time to request your discounted rate and send your qualifications.
  - To qualify for the Residential Rate, we need a copy of the first and signature pages of your current lease. A legible phone photo will do. Send it as an attachment.
  - To qualify for the UR/ESM Student Rate, we need a picture of your school ID. Again, a phone photo is fine. Send it as an attachment.
- 5) 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.
- 6) 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.
- 7) Pick up your hangtag/parking pass at the Garage Office inside the Scio Street entrance nearest to Main Street.
- 8) Happy parking! ☺



### Rates as of August 1, 2017

- Regular monthly rate: \$79
- Residential rate: \$59
- UR/Eastman School of Music Student rate: \$43.50

Total spaces: 1,282  
Handicapped spaces: 25  
Short term spaces: 72  
EV charging stations: 4  
Bike lockers: 6

**Vehicle Overhead Clearance**  
7'-0" (84 inches, 2.13 meters)

**Security:** 24/7

### In-Garage Customer Service Hours

Mon-Fri 6:30 a.m.-11 p.m.  
Saturday 5:30 p.m.-11 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](mailto:garageparking@cityofrochester.gov)



## To cancel your parking

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

To cancel, please send an email to our departmental address: [garageparking@cityofrochester.gov](mailto: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.

## To resume parking after cancellation

Please do not create a new account. Simply send an email to [garageparking@cityofrochester.gov](mailto:garageparking@cityofrochester.gov) telling us when you'd like to restart. Please give us a few days advance notice to handle your request.

