



February 22, 2024 update

2024 Town of Munster Centennial Park parking



Parking is free for any user in the months of November, December, January, February, and March. The next pay to park season is effective April 1 – October 31 annually meaning that a vehicle entering the park at that time of year is required to pay the parking fees, have an annual pass, or leave the park within 15 minutes of entering. Parking fees apply to all vehicles including those with ADA accessible placards or license plates.

Visitors can pay to park via the parking meters in either lot or by using the 'ParkByApp' system on a smartphone. Both systems only accept credit/debit cards for payment. You can also call the phone number on the sign posted in the parking lot to pay using a credit card. Payment should be made immediately after parking to avoid violation notices. The regular rates are \$2/hour, \$5/day, or \$120/vehicle for the calendar year (Jan. 1-Dec. 31 annually). There is also a convenience fee of 50 cents per transaction when paying via the app.

Visitors using the golf course or driving range can validate their parking inside the Centennial Park Pro Shop during regular business hours. Upon entering the parking lot, you have 15 minutes to either pay via the app, at the meter, by calling the phone number, exit the parking lot, or validate at the Pro Shop for golf (only available for paid golfers). Otherwise, you run the risk of receiving a violation. Payment of fees (at meter or via app) or parking validation (in the Pro Shop for paying golfers) should be done immediately after parking to avoid violations. Fees are non-refundable and not prorated.

Management of the parking system is done by Asta Parking Inc. Parking violations are mailed directly to the registered vehicle owner from Professional Parking Management, Fort Lauderdale, FL (the billing company for Asta Parking). No physical ticket is placed on the vehicle for a violation and the Munster Police department does not issue the notices.

Town of Munster residents are allowed to register two vehicles per household for the year. All households need to register each year, so your current information is in the system. Registration begins on March 1st annually for that same calendar year. Registration is not forwarded from one year to the next. Registration can be done online at www.centennialparkvehiclereg.com beginning March 1, 2024 (for the 2024 season). After information is submitted (be sure to type in correct license plate number), the info needs to be verified to confirm Munster residency. Names and addresses will be confirmed via a license plate lookup from the State Department of Motor Vehicles pursuant to 18 U.S.C. § 2721. All

applications will be reviewed for meeting all requirements. Applicants will receive either a confirmation email or a denial email (with additional instruction) for each license plate submitted. Until a confirmation approval email is received by the applicant, parking fees will need to be paid to avoid receiving a parking violation notice. We urge Munster residents to register your two vehicles early if you're planning to visit the park. Make sure to check your inbox and your spam folder for your approval or denial email. No email will be sent until your registration has been either fully approved or denied. Additional information may be required to confirm residency.

The parking system uses license plate reading technology at the entrance and exits of the two parking lots to verify a vehicle has paid or has the season pass. Enforcement will begin promptly on April 1st each season.

Members of the Centennial Park Dog Park and Centennial Park Golf Course are both allowed to register one free vehicle for the year as part of your membership fee. Registration for the new season for those members can be done after March 1 annually. Contact the park office for the registration website for your membership. Once current Dog Park membership or Golf Course membership is verified, a confirmation email will be sent.

Special hourly and daily parking rates may occur depending on events in the area or at the park. On Saturday, May 18, 2024, for Dark Lord Day at Three Floyd's Brewery, there will only be daily parking fees which will be \$25 per day (payable at the meters or via the 'ParkByApp'. Any vehicle that is registered for the year (Town of Munster resident, Dog Park member, Golf Course members do not have to pay the special rate on those days as parking is always free for registered vehicles).

Rentals of facilities at Centennial Park will have information forwarded to the renter prior to the facility rental. A QR code will be sent and guests seeking exemption from parking fees for that event must scan the QR code and enter their license plates for free parking the day of the event. QR codes are only good for the day of the event and are sent to the individual reserving the facility the week prior to the rental. Make sure to tell your guests not to pay for parking if you have a QR code for them to scan (which validates their parking for your rental). Parking fees are non-refundable.

Parking for the park in private parking at neighboring developments is strongly discouraged. Parking in other lots and using the park could have consequences including the choice by the owner of those lots to ticket, boot, or tow a vehicle.

Park visitors walking or riding a bike to the park do not pay any parking fees.

Further questions regarding the pay to park system at Centennial Park can be directed to Munster Parks and Recreation at (219) 836-7275. For questions regarding any notices you may have received, please contact the parking management company on the backside of the notice you received. If that notice was lost, you can visit www.parkinginvoice.com and enter your license plate number and state of the plate to see if there are any outstanding violation notices for Centennial

Park. You can also email disputescp@astaparking.com if you feel there are other issues that are not resolved through the dispute procedure on the www.parkinginvoice.com website.

History:

In 2022, the Town of Munster Parks and Recreation department implemented a pay to park system at Centennial Park, in Munster. This system went live on June 21, 2022, at both the north parking lot (900 North Centennial Drive) and the south parking lot (1005 South Centennial Drive). The system was also in place from April 1-October 31, 2023. The system will be in place with license plate reader enforcement from April 1 – October 31, 2024, and continuing during those dates on an annual basis until further notice.

FREQUENTLY ASKED QUESTIONS:

1. I visited the park and didn't pay to park. What happens now? License plate readers capture the time and date of entrance and exit to the park. If the visit is longer than 15 minutes, parking fees apply. If you did not pay to park and did not validate for golfing, the registered owner of the vehicle will be sent a parking notice within a week or two after the visit. If you realize payment wasn't made on the day of the visit, you could re-visit the site to make the full daily rate payment. You may still receive a parking notice in the mail, but you'll be able to dispute it by uploading the receipt to the www.parkinginvoice.com website if a notice is issued. If payment is not made the day of the visit, a violation notice will be issued. The first notice is \$45 if paid within 15 days from the notice date. If not paid within 15 days, the second notice will be issued at the rate of \$85. If payment is not done after a 3rd and final notice is sent, the invoice amount is sent to collections. If further notices are ignored, the vehicle may be towed at the owner's expense. The Towing company information is on the sign next to the parking meters at the park.
2. I registered my vehicle but how does the parking system work and how it is enforced? The parking system at Centennial Park uses technology for enforcement. License plate reading cameras capture a time/date stamped picture of every vehicle's license plate upon entering and exiting the park. If a vehicle is in the park for longer than 15 minutes, a parking violation notice is sent via the US mail to the registered owner of that vehicle unless that vehicle license plate was registered as a Town of Munster resident, a golf course member, a dog park member, was validated at the golf Pro Shop, was paid for either via the hourly, daily or annual parking fees at the meter or via the 'ParkByApp' application on a smartphone. Violations start at \$45 so we strongly encourage all to pay to park.
3. My resident vehicle registration was denied but I live in Munster, what can I do? You can contact the Munster Parks and Recreation office at (219) 836-7275 to verify no more than 2 plates are already registered at your household. If not, additional information may be required to prove your Munster residency. Information that could be supplied to prove your current Town of Munster address would be a valid Driver's License, utility bill, proof of mortgage, or proof of rental agreement. Such documents can be emailed to mheintz@munster.org for review.
4. I have a new vehicle and need to change the license plate that is on file for the year. How can I do that? Visit www.centennialparkvehiclereg.com and enter your information for the new or used vehicle. Then, email the parks and recreation department at mheintz@munster.org a note with your name, address, the new vehicle license plate that needs to be added and which one needs to be removed. Once approved, you'll receive a confirmation email for

the new vehicle license plate. This same process can be done to enter a temporary plate number and then again once the permanent plate number is received. If a registered plate is transferred from one vehicle to a new one, no further registration is required for that season. Please note that once a plate is removed it cannot be re-entered into the system that same season.

5. The meter is not working, what can I do? If the screen is blank and not displaying any letters or numbers, it needs to be “woken up” from sleep mode. Press any button on the keypad to wake the machine up. While it is infrequent that a meter does not work, parking fees are still required. You can pay via the ‘ParkByApp’ application on a smartphone, at one of the other meters at Centennial Park (doesn’t matter if it’s in a different parking lot), or by calling the phone number on the signs throughout the parking lot at ‘844-320-1APP’. You can leave the park within 15 minutes of arriving and not be responsible for parking fees. There are 29 other parks in the Town of Munster that do not require parking fees.
6. I want to golf at Centennial Park. Do I have to pay to park to go golfing? Any golfers paying to use the golf course, or the driving range can visit the Golf Pro Shop where they can enter their license plate to validate parking for that day. This is required for each day the park is visited for golf unless you are a member of the golf course. Parking validation should be done immediately after parking your vehicle upon arrival. Be careful to type in your license plate number as it needs to be accurate to avoid a parking notice being sent to your home.
7. I rented the park shelter or garden for a wedding, do my guests have to pay to park? The permit holder who rented the facility will be emailed a QR code on Wednesday prior to the rental. Any vehicles coming to the event for the day can register their plates by scanning that code and going to a website to enter their license plate for that day. No fees will apply for the day of the rental to those that scan. If a vehicle is not entered that day, a parking violation notice will be issued.
8. I want to drop my child off at the park to take some pictures (or something similar), do I have to pay? If you’re visiting the park to drop someone off, you have a 15-minute grace period to enter the park and leave the park before any payments for parking are required. This same 15-minute grace period will apply to visiting the park to pick someone up. If the vehicle is in the park for longer than 15 minutes, a notice will be issued. Yes, at 16 minutes the notices will go out. The time is tracked from when you enter the lot to when you leave the lot. As long as you’re in and out within 15 minutes, no notice will be issued.
9. I parked and sat in my car eating my lunch and I received a ticket, I never even got out of my car. Is that right? Yes, if you visit the park in a vehicle from April 1-October 31 annually, stay for longer than 15 minutes, and don’t pay to park, a parking violation notice will be issued. It doesn’t matter if you’ve stopped to make a call, stayed in your car, couldn’t find a parking space, etc. If your vehicle enters the park and stays longer than 15 minutes, a parking violation notice will be issued if it occurs between April 1 – October 31 annually.
10. My child drove my car to the park to take prom pictures and received a parking notice. Why was this issued to me? A parking violation notice is issued to any vehicle that stays longer than 15 minutes in the park that didn’t pay if during the pay to park season from April 1-October 31 annually. The notice is sent to the registered owner of the vehicle which is frequently the parent.
11. I have an ADA parking placard that is exempt, do I still have to pay to park? Vehicles with ADA license plates or placards are required to pay to park. An exemption from the State of Illinois is only good in Illinois and does not apply within the Town of Munster, Indiana.

12. I want to ride my bike; do I have to pay to use the park? No. Park visitors who walk or ride their bike to the park do not have to pay to park. Only vehicles parking at the park need to pay to park or be otherwise registered.
13. I drive a motorcycle; do I have to pay to park? Any licensed vehicle entering the park, which may include motorcycles, scooters, mopeds, etc. is required to pay to park or otherwise will receive a violation notice.
14. I paid the \$5 daily parking fee. Am I allowed to leave and come back the same day without paying a second time? Yes, if you pay for the daily parking fee, the vehicle with the license plate that was paid for that day can leave and return on the same day without paying a second time. If returning in a different vehicle, parking fees would apply.
15. If I registered my vehicle as a Munster resident but still received a ticket, do I have to pay for that ticket or can I dispute? You can contact the Munster Parks and Recreation office at (219) 836-7275 to verify which license plates are registered for your household. If you registered and received a ticket, it is likely due to typing in the incorrect license plate information. Our staff can try to help rectify that mistake. Don't pay for the ticket until speaking with the Town staff as once it's paid, it cannot be refunded.
16. The meter was out of tape do I need this as proof of payment? We encourage everyone to hold onto your receipts. If you need to dispute a notice, you can upload the receipt as proof of payment. If you pay through the app, you can see proof from previous payments in the app. If you paid at the meter and no receipt printed, you can contact 1-888-604-ASTA or email disputescp@astaparking.com to have one emailed to you.
17. I paid for an hour of parking but stayed for 2 hours and I received a notice, is this right? Yes, if you only paid for an hour of parking and 'overstayed' that time, you will receive a notification for an 'overstay'. The same fees apply for an overstay that apply to not paying to park which starts at a \$45 violation. If you are not sure how long you may want to stay at the park, we suggest paying the daily parking fee rate to allow yourself coverage in case your park visit is extended. If you pay via the 'ParkByApp' application, you can pay for additional hours before your initial payment session expires as long as it's done prior to the initial time frame expiration time.

For questions about the parking system, you can contact Munster Parks and Recreation at (219) 836-7275 during normal office hours of 8:30am - 4:30pm, Monday – Friday excluding Town Holidays.