



CITY OF
**PALO
ALTO**

OFFICE OF TRANSPORTATION

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Dear RPP Participant,

This letter introduces changes and new procedures to the existing Palo Alto Residential Preferential Parking (RPP) Program. The RPP program allows vehicles displaying a valid permit to use on-street parking on weekdays without time restrictions during business hours.

Due to the health pandemic, RPP enforcement was temporarily suspended March through October, allowing the public to park on- and off-street without time restrictions. In preparation for phased business reopening initiatives, and to assess parking availability trends, RPP enforcement will resume October 15th. Commercial restrictions will remain suspended until further notice is provided.

While permits sold in the spring of 2020 have not been required to park during the suspension of RPP enforcement, resuming parking operations preserves purchased permit value for residents: **Permits originally expected to expire in the fall of 2020 have been extended to March 31, 2021.** Please see the attached information document for a timeline of the upcoming changes for RPP participants.

Since the inception of the RPP program a few years ago, many customers expressed the opinion that the current account management system and renewal processes have not met expectations. With customer service as our highest priority, the City procured a brand-new permit management system, offering a secure, user-friendly online portal for managing your parking account. The new RPP online permit portal has been launching in phases to individual RPP districts and will culminate with all programs having online portals by **the spring of 2021.**

The new system will provide to customers, the following functions, including, but not limited to

- An improved user interface
- 24/7 account access
- Digital/License plate permits
- Online purchase or renewal of permits
- Automatic program updates and reminders

We understand the transition to a new online permitting system may be frustrating or inconvenient, but we hope to improve the service levels with our new and dynamic system. Duncan Solutions will provide technical and order fulfillment support while the City's Revenue Collections Department will offer help when needed. The online system requires a collective effort from City staff, the permit management vendor, and RPP participants for these transitions. Additional RPP program improvements will be up for public discussion and Council

approval in the coming months. Staff will post regular updates and summary discussion on the [City's Parking webpages](#).

Please note that as of July 15, 2020, SP+ is no longer managing the RPP program and all parking program information previously offered at paloalto.parkingguide.com is being migrated over to City website pages. Parking related information is now available at www.cityofpaloalto.org/gov/depts/trn/parking. Should you have any trouble finding the information you need please feel to contact the Office of Transportation, directly. You may contact our office by calling 650.329.2520 or emailing Transportation@CityofPaloAlto.org. While City staff will always respond to direct inquiries, most permitting issues will require customers to contact Duncan directly at **866-210-2417**.