



City of Salem Parking Permit Policies

Customer Service Center

City Hall / 555 Liberty St. SE / Room 100 / Salem, OR 97301-3513

503-589-2075 * parkingpermits@cityofsalem.net * Payments made at <https://permits.cityofsalem.net>

If you need the following translated in Spanish, please call 503-588-6256.

Si usted necesita lo siguiente traducido en español, por favor llame 503-588-6256.

Parking Permit – Billing/Replacement of Permit

- Billing cycle** is the 1st through the last day of the month. Invoices for the **current** month are sent the first business day of that month. *Payment is due by the 15th of each month.* The pass holder is responsible for payment whether or not the parking space is used.
- Late payments:**
 - Payments received after the 15th are considered late. A courtesy reminder notice is mailed to the pass holder.
 - Payments not received by the last day of the month cause the permit to be canceled. A cancellation letter is sent to the pass holder explaining that parking privileges have been canceled and the vehicle is subject to citation. The pass holder remains responsible for the last invoice.
- Replacement of a permit:**
 - To obtain a new permit after cancellation, all prior fees must be paid in full and a new pass must be purchased at the Permit Application Center. New permits are always subject to availability.
 - A lost or stolen permit tag can be replaced for a processing fee of \$15.
 - A damaged permit can be replaced at no charge by bringing all the pieces of the permit tag to the Permit Application Center
- Changing location or type of permit** – A change of parking area location or type of permit requires a new permit tag and is assessed a processing fee of \$15.

Parking Permit – Cancelling/Transferring

- Cancel in writing or in person.** The pass holder must submit a cancellation request in writing to parkingpermits@cityofsalem.net or in person at the Permit Application Center. Cancellations by phone will not be accepted.
- Cancel by the 5th of the month.** The pass holder must cancel by the 5th of the month to avoid responsibility for the current month's invoice. If the 5th falls on a Saturday, Sunday, or Holiday, cancellation will be accepted only on the next work day.
 - Paid invoices cancelled by the 5th are eligible for a full refund.
 - Paid invoices cancelled by the 15th are eligible for a 50% refund.
 - Paid invoices cancelled after the 15th are not eligible for a refund.
- Transfers are not allowed.** Pass holders may not transfer their permit to another person. The City reserves exclusive right of assignment and will make such assignments to the first eligible applicant on the appropriate waiting list.

Forgotten Permits/Displacement of Permitted Parking/Information on file

- Permit display required.** If you forget to display your permit, contact Parking Enforcement at 503-588-6133 to alert staff and avoid being subject to citation.
- Vehicle/account changes.** You are responsible to notify the Permit Application Center of any changes or additions to your account. If we do not have current vehicle information on file and your permit is not displayed, you are subject to a citation.
- Unavailable parking.** If parking in the area for which you hold a valid assigned tag has been displaced for any reason, including but not limited to construction or other non-permitted use, contact Parking Enforcement at 503-588-6133 before parking in any other restricted permit area.

Please note: You are provided a copy of these policies when applying for a new permit or when making any material change to an existing permit – and signed acknowledgement of such is retained in City records.