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### \*\*\* PRESS RELEASE \*\*\*

## SFMTA ANNOUNCES NEW, UPGRADED PARKING ENHANCEMENTS WITH PAPERLESS PAYMENT OPTIONS AT CITY GARAGES AND METERS

*Customers can now ditch their receipts and save time at city parking garages thanks to new pre-payment and reservation system*

*More user-friendly mobile payment options now available across the city's network of 27,000 on-street paid parking spaces, helping create a better parking experience to save time, reduce congestion, and improve parking options citywide*

**San Francisco, CA** — The San Francisco Municipal Transportation Agency (SFMTA) today announced the launch of new, paperless payment options now available at SFMTA parking garages and parking meters across San Francisco. The new programs build on the SFMTA's efforts to maximize operational efficiency and modernize San Francisco's parking network. The upgrades will deliver a more seamless customer experience, making it easier to park in San Francisco, while also providing more paperless options.

The new parking garage reservation and pre-payment system allows drivers to reserve and pay for a space in advance at a majority of city parking garages, cutting down time significantly for drivers looking for spaces or waiting at busy payment kiosks. Creating an easier and more convenient experience, drivers will now have two new mobile payment app options at city parking meters - ParkMobile and HotSpot – replacing PayByPhone mobile payment app that is scheduled to be fully phase out by the end of May.

"Modernizing our parking infrastructure and network of city garages and meters is an important piece of our commitment to a smarter, more efficient San Francisco," said **Julie Kirschbaum, SFMTA Director of Transportation**. "Transitioning to new, mobile payment apps alongside the upgrade to paperless garage payments, ensures we are keeping pace with the needs of our customers, saving them time and improving their overall experience."

### Reserve Your Parking in Advance — Including for Special Events

The SFMTA has launched a new online parking reservation system, letting drivers reserve a parking spot at the majority of the 22 city-owned garages up to six months ahead of time. First launched as a



pilot in August 2025 at the Civic Center and Performing Arts Garages, this service is now available citywide.

**With this new system, you can:**

- Secure your spot in advance for peace of mind, know exactly where you'll park before you arrive.
- Go paperless: customers won't have to worry about keeping track of tickets or waiting in line at a pay station. Just use your reservation QR code on your phone—in your Apple or Google Wallet, from your email or print in advance.
- Save time and skip the circling by heading straight to your reserved space, perfect for busy events or nights out.
- Enjoy affordable rates — city garages are typically 30–40% cheaper than private lots, with special flat rate event pricing at Civic Center and Performing Arts Garages.
- Change or cancel your reservation at any time before it begins with no penalty.

Many garages are located near top dining and shopping destinations. For visitors to the San Francisco Symphony, Opera or Ballet, the Civic Center and Performing Arts garages are just a short walk away, making events more enjoyable and stress-free.

“We always strive to make the experience of visiting Union Square enjoyable and hassle-free,” said **Marisa Rodriguez, CEO of the Union Square Alliance**. “This new paperless technology at our local SFMTA parking garages supports our goal. This is just one more reason for people to come out to our neighborhood—whether it’s to shop at our great stores, eat at our amazing restaurants or just relax in Union Square Plaza with their family.”

“The online system is easy to use, and I am extremely satisfied with the interface,” said **Marta Diaz, a retired San Mateo County Judge and patron of the San Francisco Ballet and Opera events**. “It makes for a seamless and stress-free way to enjoy my favorite pastimes without the worry of being unable to park. I cannot begin to imagine otherwise. It is wonderful!”

Reservations are not available at the 16th & Hoff and Pierce Street parking garages, the Kezar Lot, or at any city surface metered parking lots. Reservations are currently not available but are coming soon to the Japantown, Portsmouth Square and Music Concourse garages. By reducing the need to circle for parking, this system also decreases traffic congestion, lowers the risk of collisions, and helps keep crosswalks and bike lanes clear.

“Garage reservations give people clarity on parking availability and makes parking before events less stressful, while our two new parking apps give customers choices and flexibility when they park at our metered spaces,” said **Viktoriya Wise, SFTMA Streets Division Director**. “The added benefit is that we will reduce traffic congestion on our streets as fewer people circle for parking. Everyone wins with these new services.”

To learn more about city garage reservations, visit [SFMTA.com/ReserveParking](https://www.sfmta.com/ReserveParking).



## **Two New Apps for Meter Payments**

Along with online garage reservations, SFMTA now offers two new apps for paying at 27,000 on-street paid parking spaces across San Francisco. ParkMobile and HotSpot provides drivers with convenient options for paying meters and extending parking time remotely.

Both apps send expiration reminders to help drivers avoid parking tickets and are widely used in other cities across the Bay Area region, U.S. and Canada.

Now, users will no longer need to download multiple apps and toggle between them based on which system the city they are visiting utilizes. With more payment choices, drivers can more easily manage parking without returning to the meter.

Beginning in mid-May, PayByPhone will no longer be available as a payment option at SFMTA parking meters but will stay online for areas outside of city jurisdiction, including the Presidio Trust, UCSF, USF, SF State, and at private garage operators throughout San Francisco. In addition to HotSpot or ParkMobile mobile payment apps, customers may still utilize credit and debit cards, and cash at city parking meters.

San Francisco has about 27,000 on-street paid parking spaces, or less than 10% of the approximately 280,000 total on-street parking spaces in the city. For more information on the parking apps, visit [SFMTA.com/PaytoPark](https://www.sfmta.com/PaytoPark).

## **Making Parking More Convenient**

Garage reservations and the new parking apps are part of a broader effort by the SFMTA to make driving and parking more convenient for people who live, work and visit San Francisco. Across the city, the SFMTA is rolling out a range of programs that give drivers more options and make parking easier.

Last year, the SFMTA launched the [Entertainment Venue Self-Post Program](#) to support the city's entertainment venues and help keep loading zones clear, reduce double parking and lower costs for participating businesses.

Soon, drivers with EVs will have more options to charge their electric vehicles while they are parked in SFTMA-managed facilities. More details on the expansion will be released in the coming months. These improvements work together to ease congestion and make parking simpler, safer and more predictable for everyone who drives in San Francisco.

With these new tools and programs, it is now easier than ever to find and pay for parking in San Francisco—whether you're attending a show, visiting a doctor, going shopping, or just enjoying the city.

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