
City of St. Albans Parking Garage FAQ's

1. Is the garage open to the public?

Yes, the garage is now open 7 days a week, 24 hours per day.

2. How much does it cost to park in the garage?

The daily rate to park in the garage is 50 cents per ½ hour and maxes out at \$5.00/day.

3. What forms of payment are accepted?

The pay stations will accept cash or credit cards. The kiosk in the exit lane will accept credit cards only.

4. How do you access the parking garage?

You can access the garage from the North Entrance off of Federal Street or from the East Entrance off of Lake Street. Pull your vehicle up to the kiosk, push the button and take your ticket. Wait for the gate to raise and drive in. You may park at any available space.

5. How do I pay and exit the parking garage?

Bring your ticket to any of the pay stations located on the first floor stair towers. Insert ticket into pay station and pay amount due. You will then receive a validated ticket. Return to your car with your validated ticket and insert validated ticket into exit kiosk. Wait for the gate to raise and proceed out of the garage. You will have 15 minutes to exit the garage from the time you pay at the pay station.

6. What do I do if I lose my ticket?

Go to any of the pay stations located on the first floor stair towers and push the "lost ticket" button. Pay fee for lost ticket and use the validated ticket received to the exit garage.

7. What if I want to purchase a long-term pass for the parking garage?

You may purchase a proxy card to access the parking garage for long-term parking. Proxy cards are available in Monthly, Six-Month and Annual increments. The cost of a Monthly pass is \$40, Six-Month is \$230 and Annual passes are \$450. To purchase a proxy card, please visit Kristen Smith located in City Hall (100 North Main Street), Monday – Friday during business hours. Cash, checks and credit cards are accepted for payment of your proxy card. Kristen can also be reached by phone at (802) 524-1500 ext. 253 or by e-mail at k.smith@stalbansvt.com.

8. How do I use my proxy card to enter and exit the parking garage?

Hold your proxy card in front of the glass window of the kiosk when entering the garage and wait for the gate to rise. Repeat the same steps when exiting the garage.

9. How many parking spaces are available in the garage?

There are a total of 365 spaces, 170 of which are reserved for the State Office building.

10. How will I know if the parking garage is full?

If the garage is full, a "Lot Full" sign will illuminate at the entrances to the garage.

11. Where are handicap parking spaces located in the garage?

Handicap parking is predominantly located on the northwest corner of the first floor of the parking garage.

12. What if I need assistance?

Press the intercom button located at each entrance/exit kiosk and at all pay stations. You will be connected to Police dispatch.

13. Is there a grace period to park inside the garage?

No, but there is free 2 ½ hour on-street parking located in the Downtown.

14. Can I use the bridge located on the 3rd floor of the parking garage to access the State Office building?

The bridge is only accessible to State employees. Elevators are located in the North and South stair towers.