



ALBANY PARKING AUTHORITY
25 ORANGE STREET
ALBANY, NEW YORK 12207
Telephone (518) 434-8886

KEVIN O'CONNOR
CHAIRMAN OF THE BOARD

MATTHEW PETER
EXECUTIVE DIRECTOR

June 29, 2017 *UPDATED July 6, 2017

SUBJECT: Discontinuation of the Parking Meter CashKey program

Dear Valued Customer;

As a current or former CashKey user, we wish to notify you that we will be discontinuing the CashKey program. The CashKey operating system is obsolete and is no longer being supported by the manufacturer.

What does this mean if you currently use or have a CashKey?

- 1) The Albany Parking Authority will allow reloading of current CashKeys until the operating system is no longer functioning or until **July 31, 2017**.
- 2) If you have a balance on our CashKey, you may use the key until the balance is depleted and return the CashKey for a refund of any deposit at the customer service office.
- 3) For a refund of any deposit and balance on your CashKey, please return the key to our customer service office no later than **September 30, 2017**. If you decide to mail in your key, please send to the address below in a padded envelope.

The Albany Parking Authority customer service office is located at 25 Orange Street, Albany NY 12207. The customer service hours are Monday – Friday 8:00 AM – 4:00 PM.

If you have any questions please contact us at customerservice@parkalbany.com.

The Albany Parking Authority is proud to announce that we will begin to install new meters with new payment methods that will improve the parking user experience. Please visit our website www.parkalbany.com for additional information.

Sincerely,

Matthew Peter
Executive Director