

# Rockport Stickers Frequently Asked Questions

## [How can I purchase Rockport Stickers?](#)

Stickers may be purchased online at <https://RockportStickers.CityHallSystems.com>. On this web site you may purchase Resident Parking Stickers, Non-Resident Beach Stickers, and Pay-as-you-Throw (PAYT) stickers. You can pay for your stickers with a VISA, Mastercard, Discover or American Express credit or debit card. You may also purchase Rockport stickers by mailing in your application to City Hall Systems or by calling City Hall Systems by phone at (508) 381-5456, it's that easy.

## [What is the process to get stickers online?](#)

Fill out the online sticker application and click on the submit button. Once you have submitted the application, you will receive an email notification that your order has been received. Your order will then be processed and upon verification of your information, you will receive another email that notifies you that your order has been successfully processed and your stickers have been mailed. Usually, stickers will be mailed within a week of receipt of your application. If there are any questions regarding your information, we will contact you.

## [What if my address is not available for selection on the website?](#)

If your address is missing from the drop down menu please contact City Hall Systems at 508-381-5456 so it can be added. This is not unusual if there are multiple addresses sharing one parcel ID.

## [What is the process of buying my stickers by mail?](#)

Fill out the 2020/2021 Sticker Application form and mail it in to City Hall Systems, 3 Rosenfeld Drive, Hopedale, MA 01747 with any required information. Once your application has been reviewed and successfully processed, your stickers will be mailed to you. Sticker Applications are available at the DPW Office or can be printed from the [Town of Rockport Website](#) and click on the sticker link.

## [What is the process of buying my stickers by phone?](#)

Call City Hall Systems at (508) 381-5456 and provide any required information to them. Once your information has been obtained and successfully processed, your stickers will be mailed to you.

## [Who should I contact if I have a question or issue?](#)

Please call City Hall Systems at (508) 381-5456 if you have any questions regarding ordering stickers online. Any questions regarding proper use of the Rockport stickers or replacements for stickers should be directed to Rockport Department of Public Works at (978) 546-3525.

### [Who can apply for a Resident Parking Sticker?](#)

Resident Parking Stickers will only be issued to vehicles registered to a Rockport property owner/taxpayer, or a renter with a year-round lease. If the address on the vehicle registration is not a Rockport address, a property tax bill, lease agreement or adequate verification from your landlord will be needed to purchase stickers. **Lease agreements must indicate yearly rental to qualify.**

### [Who can apply for a Non-resident Beach Sticker?](#)

All temporary residents (< 1 year renters), motel/hotel house guests and non-residents may apply for beach stickers if they want to park in the designated beach parking areas. Non-resident Beach stickers are only valid for the Seaview Street Parking lot (with access to Cape Hedge Beach and Long Beach) and limited parking spaces on South Street. They do not allow you to park anywhere that “Resident (Sticker) Parking Only” signs are posted.

### [Who can apply for a Rockport Transfer Station Sticker?](#)

Rockport Transfer Station stickers will be issued to vehicles registered to a Rockport property owner/taxpayer, or a renter with a valid rental agreement. If the address on the vehicle registration is not a Rockport address, a property tax bill, lease agreement or adequate verification from your landlord will be needed to purchase stickers. All Rockport household and business units are required to purchase separate Transfer Station stickers for each unit. If you own/manage multiple units and/or transport trash for additional dwellings, you must complete a separate application for each unit.

### [May I get a Resident Parking Sticker if I own a business in Rockport?](#)

A non-resident business owner may apply for one parking sticker. The business owner may choose to have his/her manager have the parking sticker instead of him/herself. **Only one parking sticker will be issued to a business.**

### [If I own a summer residence in Rockport, can my family members apply for resident parking stickers?](#)

Family members of the owners of summer residences, including Long Beach, will not be issued a Parking Sticker unless their vehicle is registered in Rockport or they can show partial ownership of the property. Non-resident beach stickers may be purchased instead of a parking sticker.

### [Can commercial vehicles apply for Rockport parking or beach stickers?](#)

Rockport Resident parking and Non-resident beach stickers will not be issued for any truck over one ton, construction equipment or dump trucks.

### [Can I use the Rockport Transfer Station if I do not have a Transfer Station Sticker?](#)

No, you must purchase a PAYT Sticker to access the Transfer Station. All trash must be contained in PAYT bags prior to disposal into the solid waste trailers.

### [Can a Rockport business use the Rockport Transfer Station?](#)

Yes, the vehicle of a business owner whose business is established in Rockport, who owns property or leases property in Rockport and can verify their status as a lessee, may be issued a Transfer Station sticker. All Rockport household and business units are required to purchase separate Transfer Station stickers for each unit. If you own/manage multiple units and/or transport trash for additional dwellings, you must complete a separate application for each unit.

### [Do I qualify for senior status?](#)

If you are a resident of Rockport and are 65 years old or older when ordering, you qualify for the senior discounted pricing on the Resident Parking and PAYT stickers. Please note that senior status pricing will only apply to cars registered to the person claiming senior status. Any stickers purchased for vehicles registered to non-seniors must pay full rates.

### [Where does the Resident Parking Sticker allow you to park?](#)

Resident parking stickers are required for anyone wishing to park in the Resident lots/spaces around town. The Resident Lots are located next to Town Hall, on T-Wharf, and at the end of Seaview Street. The resident stickers are also good at many locations near downtown and the beaches.

### [Where does the Non-Resident Beach Sticker allow you to park?](#)

Non-resident beach stickers are required for non-residents to park at the Seaview Street Parking lot with access to Cape Hedge Beach and Long Beach only. There is also limited parking on South Street. The Non-resident Beach Sticker does not allow you to park anywhere that “Resident (Sticker) Parking Only” signs are posted.

### [Where do I place my sticker on my car?](#)

Starting 2020/2021 **ALL** Stickers are to be placed on FRONT WINDSHIELD of your car. All Transfer Station and Resident Parking Stickers must be affixed to the inside of your car’s front windshield with the adhesive supplied on the sticker. Resident Parking stickers and Transfer Station Stickers shall be placed in either the lower driver's side front windshield area or adjacent to the rear view mirror on the driver’s side in order for the sticker(s) to be valid. Additionally, the previous year's sticker(s) need to be removed prior to **affixing the new sticker**. Stickers taped to a window are not valid. **Stickers are not transferable to other vehicles. A replacement sticker must be purchased if you later own a new vehicle**

### **When is the Rockport Transfer Station open?**

The Transfer Station will be open on Tuesday, Wednesday, Friday and Saturday from 7:00 a.m. to 2:45 p.m. It will be closed Sunday, Monday and Thursday. It will also close for the following holidays: January 1st, Martin Luther King Jr. Day, President's Day, Patriots' Day, Memorial Day, July 4th, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day & the day after, and Christmas Day. Off-hour access is prohibited without the authorization of the Director of Public Works.

### **Where can I purchase PAYT bags?**

The PAYT bags can be purchased at Ace Hardware, Market Basket, Cumberland Farms, Rockport Market, Seaview Farms, Shaw's (Gloucester) and Stop and Shop (Gloucester). The PAYT bags will not be sold online or by mail. The PAYT blue bags cost: \$5 for a roll of ten (10) 8 gallon sized bags; \$10 for a roll of ten (10) 16 gallon sized bags; \$20 for a roll of ten (10) 35 gallon sized bags and \$30 for a roll of ten (10) 55 gallon sized bags.

### **When do I need a Specialty/Bulk Item coupon?**

If you wish to dispose of Bulk items over 30 inches into the solid waste trailers or at the swap shop or have other specialty items such as TV's and Appliances that you would like to dispose of at the Transfer Station, you will need to purchase a Specialty/Bulk Item Coupon. [Click here for a copy of the Rockport Transfer Station Special Coupon Fees.](#) If you have any questions about which items require a special coupon for disposal, please see the attendant at the Transfer Station or call the Rockport DPW at (978) 546-3525.

### **How do I dispose of white goods, CRTs, and televisions?**

White goods, such as refrigerators, freezers, air conditioners, etc. and CRTs and televisions will be accepted at the Transfer Station for disposal. You must first purchase a Rockport Transfer Station Specialty/Bulk Item Coupon to dispose of the item. [Click here for a copy of the Rockport Transfer Station Special Coupon Fees.](#) If you have any questions about disposal of white goods or TVs/CRTs, please see the attendant at the Transfer Station or call the Rockport DPW at (978) 546-3525.

### **What do I do if I need a replacement sticker?**

Replacement stickers can be obtained online, by mail, or by phone from City Hall Systems (see above). There is a charge of \$10 for each replacement sticker.

### **What are the Transfer Station regulations?**

The Transfer Station Regulations can be seen here: [Transfer Station Regulations Effective April 1, 2018.](#)