

**City of Tampa Parking Division**  
**Monthly Parking Surface Lot & Poe Garage Rules & Regulations**

Office Address: 107 N. Franklin Street, Tampa, FL 33602 (Fort Brooke Garage- NW corner of Florida & Whiting)

Office Hours: Monday - Friday 8:00 a.m. to 5:00 p.m. Office Phone: (813) 274-8179

Website: <http://www.tampagov.net/parking>

**RESPONSIBILITY FOR DAMAGE, THEFT, OR INJURY:**

The City of Tampa is not responsible for damage to or theft of your vehicle or the contents of the vehicle. The City of Tampa will not be responsible for any personal injury occurring at City operated parking locations. All City of Tampa Parking Division Policies and Procedures are subject to change. Please consult the Parking Division website at <http://www.tampagov.net/parking> or contact the Parking office for a copy of the current Parking Division policies.

**SURFACE LOT AND POE GARAGE PERMIT USE:**

Use of the City of Tampa Surface Lot or Poe Garage Permit shall be solely restricted to the applicant-approved, permit customer. Any attempt to resell or transfer the use of the permit to a third party is strictly prohibited. Any such case of fraudulent activity will result in termination of permit privileges. It is the permit holder's responsibility to ensure the vehicle tag # is linked to the permit through online account management, **as the tag # is the permit credential. Please be advised Florida does not recognize the letter "O", would always be entered as a zero ("0"). Be sure to select correct STATE as well when entering the tag # online. Tag # entry must be exact- no spaces or dashes.** Failure to have the correct license plate # linked to the permit will result in a parking citation. A monthly parker must have all outstanding balances paid to retain his/her permit, including any citations or other fees.

**POE GARAGE:** No access card required. This facility is "frictionless", as gate arms auto-open upon entrance/exit.

**MONTHLY PARKING HOURS AT SURFACE LOTS AND POE GARAGE:**

It is up to the monthly parker to ensure they are parked within the facilities' monthly permit hours of operation. If a monthly permit holder is parked beyond those hours, they are subject to a citation.

**PAYMENT DUE DATE:**

Payments are due by the 1st each month, regardless if the 1<sup>st</sup> is on a weekend or a City holiday. Permit payments not received by the 1st of the month will be assessed a \$5 late fee and are subject to immediate cancellation of parking privileges. Payments received via US Mail must be received in-office by the 1st of the month, regardless of postal delivery delays. Payment-reminder notifications from [no-replycityoftampaparking@tampagov.net](mailto:no-replycityoftampaparking@tampagov.net) are a courtesy, and it is up to the permit holder to ensure this email entity is allowed in his/her email inbox. If the account remains unpaid, on the 6<sup>th</sup> of the unpaid month, **the permit will be permanently cancelled.** One-time courtesy reinstatement requests will be reviewed and authorized by the Parking Support Supervisor on a case-by-case basis.

**METHOD OF PAYMENT:**

Payment of monthly parking fees may be made by use of the following options:

1. On-line: via use of credit/debit card at <http://www.tampagov.net/parking>. Customers may also utilize an auto-debit payment option with any major credit/debit card, if desired. This may be set up online or in-office.
2. In person: at the Parking Division Administrative Office located at 107 North Franklin Street, floor 1 of the Fort Brooke Garage. Office hours are Monday – Friday, 8:00 a.m. to 5:00 p.m. Customers paying by check must present a valid driver's license to process a check payment.
3. After-hours: by use of the Parking Division Administrative Office drop box located on the exterior office wall, to the right of the administrative office entrance doors (check/money order/cashier's check payments only – **no cash accepted**).

**MONTHLY PARKING REFUNDS:**

Permit customers will be eligible for a prorated refund, provided he/she has parked with the City of Tampa for a minimum period of 30 days. Please allow 3 weeks for refunds to be processed and mailed.

**VEHICLE STORAGE NOT ALLOWED:**

**Per Chapter 15 Parking Code: Sec. 15-41. - Parking in city lots, garages, public streets and other property:** It is unlawful for the operator of a vehicle to stop, park or leave standing a vehicle on a city owned or operated parking lot, garage, public street or other property, using pay stations, other electronic devices, mechanical equipment, meters or gates for revenue control, for a period longer than twenty-four (24) hours without first making arrangements in advance with the Parking Division.

**CANCELLATION POLICY:**

Customers may cancel his/her active permit at any time through online account management. Cancellations are final and permits will not be reinstated. If the facility has a waitlist, the customer would need to place themselves back on the waitlist if they wish to procure parking at a future date.