

City of Tampa Parking Division / Mobility Department
Monthly Parking Surface Lot & Poe Garage Rules & Regulations

Office Address: 107 N. Franklin Street, Tampa, FL 33602 (Fort Brooke Garage, floor 1)

Office Hours: Monday – Friday: 8:00 a.m. to 5:00 p.m.

Office Phone: 813.274.8179 / Website: <https://www.tampa.gov/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 <https://www.tampa.gov/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 license plate number is linked to the permit through online account management, **as the license plate number is the permit credential. Please be advised Florida does not recognize the letter "O" (always 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 restricted 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 of if the 1st 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 USPS mail must be received in-office by the 1st of the month, regardless of postal delivery delays. Payment-reminder notifications from email entity 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 6th 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. Future gaps will result in loss of permit.

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 <https://www.tampa.gov/parking>. Customers may also utilize an auto-debit payment option with any major credit/debit card. 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).

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 will need to place themselves back on the waitlist if they wish to procure parking at a future date.

DIRECTIONS TO MANAGE PARKING MONTHLY PARKING ACCOUNT ONLINE:

1. Go to: <https://www.tampa.gov/parking>.
2. Click icon "Manage Account".
3. From "Customer Authentication" screen, enter email and temporary password: Tampapark123 (unless you have changed to your own). Please be advised the password is case sensitive.
4. Once at the PARKING PORTAL, you can manage your account (add/delete vehicle(s), set up auto-debit for monthly parking charges, pay for monthly parking charges or check garage or surface lot waitlists/requests).

TO ADD/DELETE VEHICLES TO YOUR PERMIT:

1. From the PARKING PORTAL, click on "Vehicles" (located at bottom-right of screen).
2. Click on the permit # you wish to add/delete a vehicle tag number to.
3. From "Your Permit Details" screen, scroll down and click "Add Vehicles to Permit".
4. From "Add Vehicle to Your Permit" screen, click "Add a new vehicle".
5. From "Register Additional Vehicle" screen, enter license plate (tag number), select drop-down menu for "Relationship to Vehicle" (only select "Owner" if you are registered owner), confirm State/Province of tag (defaults to FL). Year, Make & Style are OPTIONAL. Then click "Next".
6. From "Add Vehicle to Your Permit" screen, check the box(es) of vehicle(s) you wish to link to your permit. Then click "Add the selected vehicle". From "Your Permit Details" screen and verify the information is correct.
7. To delete vehicles, click on "Delete" from the far-right Actions column. Then click "OK".

TO SET UP MONTHLY PERMIT FOR AUTO-DEBIT:

1. From the PARKING PORTAL, click on "Manage Credit Card Profile" (located at bottom-left of screen).
2. From "Your Credit Card Profiles" screen, click on "Add New Profile".
3. From "Manage a Profile" screen, click on "Next".
4. Enter your credit/debit information (ensure mailing address matches what your bank has on file).
5. Click "Next".
6. From "Confirm Payment Information" screen, review your information for accuracy, click "Submit".
7. VERY IMPORTANT- the process is not complete. From "Your Credit Card Profiles" screen, click "Link monthly parking charge".
8. Click on the permit # you wish to set up for auto-debit.
9. Click the "Manage" icon in the Billing Method field.
10. From the "Manage Permit Billing" screen, select the circle next to your credit card.
11. Click; "Save Changes" to link your credit card for auto-debit (occurs mid-month for the next month's charges).

TO PAY FOR YOUR EXISTING MONTHLY PARKING PERMIT FEE ONLINE: (loaded by the 15th each month for the upcoming month's fee)

1. From the PARKING PORTAL, click on the icon "GET PERMITS".
2. Click on "Renew Existing Garage / Surface Lot Parking".
3. Your permit will be added to the Shopping cart (located at top-right of screen). The # of item(s) and \$ amount due should be listed.
4. Proceed to the Shopping Cart to check out and remit payment. Enter all financial information carefully, ensuring the billing address matches your bank. Do not hit the back button or click on the "submit" button more than once. Call the EGov hotline at 813.274.8252 for payment issues.

TO ADD AND CHECK YOUR WAITLIST STATUS:

1. From the PARKING PORTAL, click on grey icon- "Waitlists/Residential/Company On-street Rental" located on the lower right.
2. Click on "Garage / Surface Lot Parking Waitlists".
3. Once on the "Garage/Surface Lot Parking Waitlists" page click on the "I agree to the statements above" and then click "Next".
4. On Confirm Personal Information page, complete all fields and click "Next".
5. On Update Account Vehicles page, click "Next".
6. You are now on the waitlist page. You may either check existing waitlist requests (at bottom of page) and/or put yourself on additional waitlists (by clicking "Add" next to facility wanted).
7. You may delete your request(s) and/or prioritize. Once complete, click "Done".
8. The next page will be the "Waitlist Receipt" screen listing your waitlist sign up and confirming your "rank". If you do not receive a "waitlist receipt" to your email, you have not completed the process.
9. Maximum of 2 waitlist requests- make sure your requests are ranked in order of preference. If more than 1 space is needed, AFTER you place yourself on the waitlist, you must call our office at 813.274.8179 and inform the staff how many spaces are needed. The staff member will note your account. Failure to do so will result in only 1 space being awarded.

TO CANCEL YOUR MONTHLY PARKING PERMIT:

1. Permits can only be canceled if at "Active" status. If the permit is at "Unrenewed" or "Expired" status, it cannot be canceled on-line. If unpaid, balance due will be auto removed on the 6th of the expired month by the system.
2. **Make sure you have exited your facility and will no longer be parking.**
3. Once logged in to "PARKING PORTAL", click on "VIEW YOUR PERMITS".
4. Click on the permit # you wish to cancel.
5. From "Your Permit Details" screen, scroll to the bottom of the page and click "Return Permit".
6. From "Update Permit Status" screen, in the "Confirm Mailing Address for Refund" text box, type in your mailing address.
7. Click on "Submit".
8. Your cancellation request will be reviewed by a staff member and processed.
9. Refund checks may take up to 30 days to be received.

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.