City of Tampa Parking Division / Mobility Department
Monthly Parking Garage Rules & Regulations (Access Cards)
Includes: Fort Brooke, Whiting, Pam Iorio, Twiggs, Centro Ybor and Palm Ave Garages
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 facilities. All City of Tampa Parking Division Policies and Procedures are subject to change. Consult the Parking Division website at https://www.tampa.gov/parking for a current copy.

LICENSE PLATE NUMBERS REQUIRED TO BE LINKED TO PERMIT AT ALL TIMES:
It is up to the account holder to ensure the vehicle entering the garage is linked to the monthly permit.

ACCESS CARD USE:
Use of the garage access card shall be solely restricted to the applicant-approved, access-card customer. Any attempt to resell or transfer the use of the garage access card to a third party is strictly prohibited. Any such case of fraudulent activity will result in termination of access card privileges and the space sold to the next waitlist customer.

1. The access card is programmed for single entry and exit use. Any attempt to use the card out of sequence will place the card status in pass-back mode and render the card inactive. If fraudulent card use is discovered, vehicles will be issued the appropriate violation notices/fees and the permit is subject to be revoked.
2. When entering or exiting through the parking facility gates, allow the vehicle in front of you to clear the gated system. Failure to do so will prohibit the gate from completing its proper gate-cycling function. If a customer chooses to enter or exit by tailgating a vehicle through the gated system, the customer's access card may be improperly read by the card-reader system. Any such activity will place the card status in pass-back mode and the access card will be blocked.
3. If a monthly-parking customer experiences a problem with the access card when entering/exiting a facility, the call button should be pressed on the proxy box to resolve the issue, or Security called at 813.274.8523 immediately while in the parking lane. The Parking Division does not reimburse daily parking fees if the error is on the customer's part, or the customer is parked at a non-City of Tampa facility.

ACCESS CARD FEE:
A **$10.00 non-refundable card fee** will be charged for each access card at all City of Tampa garages utilizing access-card systems. The non-refundable card fee must be paid in advance, prior to the card being issued.

LOST/DAMAGED/STOLEN CARDS:
There will be a $10.00 charge to replace any lost, damaged, or stolen card. If the card is replaced on the same day, the access-card customer will be eligible to have his/her hourly-parking fee validated at the Fort Brooke Garage. Otherwise, the new access card is set to neutral and may be used to exit. Bring your dispensed hourly parking ticket to the Parking Admin Office. Photo ID required.

SPACE AVAILABILITY:
The Parking Division policy states that monthly parking spaces will be leased on a monthly, auto-renewed basis. Spaces are sold on a first-come, first-served basis.

MONTHLY PATRONS WITHOUT ACCESS CARDS MUST PAY THE HOURLY PARKING RATE:
If an access-card customer temporarily misplaces or forgets his/her access card for any reason, he/she will be required to pay the hourly visitor rate for that facility. Under no circumstances will an access-card customer be granted access without the use of his/her access card.

PAYMENT DUE DATE:
Monthly-parking payments are due on the 1st of the month, regardless of if the 1st is on a weekend or a City holiday. Monthly-parking payments not received by the 1st of the month will be subject to immediate cancellation of parking privileges and a $5.00 late fee will be assessed. 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 are a courtesy, and it is up to the permit holder to ensure this email entity is allowed in his/her email inbox. The access card customer will be required to pay the hourly parking fee for each day parked unpaid, until the monthly payment and late fee have been received. On the 6th day of non-payment, the permit will be permanently deactivated, and the space will be sold to the next customer on the waitlist. One-time courtesy reinstatements will be reviewed by the supervisor on a case-by-case basis. Future gaps in payment will result in permanent loss of space and the customer will need to go back on the waitlist.

METHOD OF PAYMENT:
Payment of monthly parking fees may be made by use of the following options:
1. On-line, 24/7 access, 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 8:00 a.m. - 5:00 p.m., Monday through Friday. Individual customers paying by check must present a driver's license to process 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).

OUTSTANDING BALANCES MUST BE PAID TO BE ISSUED / RETAIN A MONTHLY PERMIT:
This includes all outstanding citations on any vehicle owned by the account holder.

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.

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.

RESTRICTED PERMITS:
Any customer with restricted access who attempts to enter the facility before the restricted time will not be allowed entry. Restricted permit holders should not pull a daily spitter-ticket to enter prior to his/her designated entry time, as that will put the access card out of sequence. In addition, if the Restricted parker attempts to exit after the Restricted time, the access card will be blocked. **The customer must press the "Lost Ticket" button and pay the $30 fee to exit.**

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ACCESS CARDS- INSTRUCTION FOR USE:
1. Approach the gate slowly, hold the access card up to the access-card reader- <u>do not have other cards near it such as a door access card.</u>
2. Hold the access card up within 2 – 3 inches of the access-card reader- do not wave or swipe- hold steady and hear the "beep"- be patient (up to 30 seconds) for the gate arm to raise.
3. <u>Do not wave your hand by the daily ticket machine</u>- **it has a motion sensor, which will trigger a daily ticket to spit out. Once that happens**, **the access card will not work.**
4. <u>Always press the call button for assistance if you encounter issues trying to enter/exit using an access card or call Security at 813.274.8523 while in the parking lane.</u>
5. Do not tailgate vehicles in front of you.
6. The access card MUST stay in sequence, for each entrance there must be a corresponding exit from same vehicle.

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.

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.