

**City of Tampa Parking Division**  
**Monthly Parking Group (Business) Accounts**  
**Surface Lots/Frictionless Garages (Poe, Whiting, Centro & Palm) Rules & Regulations**

Mailing Address: 107 N. Franklin Street, Tampa, FL 33602  
Location: 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: <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. Please consult the Parking Division website at <https://www.tampa.gov/parking> for current Parking Division Policies.

**NEW REQUESTS:**

Must be presented on company letterhead noting facility desired, # of permits needed, type of permit (if applicable- Reserved, Restricted, Unrestricted) and start date presented in-office or emailed to: [parkingpermit@tampagov.net](mailto:parkingpermit@tampagov.net). A company contact must be listed, including billing email. This form must be signed and returned.

**VEHICLE TAG NUMBER MANDATORY (ALL SURFACE LOTS / POE, WHITING, CENTRO & PALM AVE GARAGES :**

The company contact is responsible for vehicle tag number entry. Each parker must have a permit (credential) and authorized vehicles linked. Make, model and color of vehicle are optional; state of issuance is mandatory. Florida does not use the letter "O", therefore a zero ("0") must always be used. There are no spaces or dashes when entering vehicle tag #s.

It is up to the company contact to manage the account online, adding/editing/deleting vehicle tag numbers associated with each parker & corresponding permit (credential).

**The vehicle tag number is the permit credential and must be linked to the permit (credential) prior to the vehicle entering the facility, or citations/photo enforcement notices will be issued.** Only one vehicle tag number per permit (credential) may be in the facility at one time. If additional vehicle tag numbers are found associated with the same permit at same time, **a citation/photo enforcement notice will be issued to the registered owner of the additional vehicle(s).** Any attempt to resell the permit (credential) at a higher monthly rate or transfer the use of the permit (credential) to a third party is strictly prohibited. Any such case of fraudulent activity will result in termination of the account.

**UNRESTRICTED PERMITS (CREDENTIALS):**

Permit (credential) holders with an unrestricted permit (credential) may park 365 days a year, with 24/7 access.

**RESTRICTED PERMITS (CREDENTIALS):**

Some locations offer restricted permit (credential) days/times. If a parker enters or exits their location before or after their restricted timeframe, hourly parking must be pre-paid at on-site pay stations or via the following parking mobile apps: ParkMobile, Passport, Pay by Phone or Flowbird. Failure to pay the hourly rate beyond restricted hours will result in a citation/photo enforcement notice being issued to the registered owner of the vehicle. It is up to the company contact to relay these details to the parkers on their Group Account.

**INVOICE DUE DATE:**

Invoices generate on the 16<sup>th</sup> each month and are sent via email from [tampa@mgzephire.com](mailto:tampa@mgzephire.com), as well as all email communication. This may go to junk or spam folders, as a “no-reply” entity- be sure to allow in email inbox. It is up to the company contact listed to keep the group account up to date, ensuring payments are received. If payment is not received within 30 days, a 5% late fee will be charged, and permit deactivation will occur.

**METHOD OF PAYMENT:**

A User's Guide for online account management is provided at sign-up.

1. On-line, via use of credit/debit card at <https://www.tampa.gov/parking>. If auto-debit is set up, the deduction occurs on the 28<sup>th</sup> each month for upcoming month's charges.
2. In person at the Parking Division Administrative Office.
3. By mail (company check, cashier's check, or money order).
4. After hours drop box (on the exterior office wall, to the right of entrance doors (no cash accepted).

**CANCELLATION POLICY:**

Email: [parkingpermit@tampagov.net](mailto:parkingpermit@tampagov.net) listing cancellation date, permit (credential) #(s), account name and Acct ID. Group Accounts are responsible for billed charges and are committed for month paid (no refunds).

**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.

Call Security at 813-274-8523 to report vehicles remaining unmoved for up to one week. This should be rare. Vehicles may not remain unmoved for a longer period.

**SPACE AVAILABILITY:**

The Parking Division policy states that monthly parking spaces will be renewed on a month-to-month basis. Spaces are sold on a first-come, first-served basis. Payments must be received monthly, or the account will be deactivated, and the space(s) will be sold to the next available customer. The City reserves the right to recall spaces with a 30 days' notice.

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Company Name

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Printed Name of company contact

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Signature of company contact

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Date