

City of Tampa Parking Division
Monthly Parking Group (Business) Accounts
Access-Card Garages (Fort Brooke, Twiggs & Pam Iorio) Rules & Regulations

Mailing Address/Location: 107 N. Franklin Street, Tampa, FL 33602

Fort Brooke Garage- NW corner of Florida & Whiting

Office Hours: M – F, 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 Parking Division Policies & Procedures are subject to change. Visit <https://www.tampa.gov/parking> for current Parking Division Policies.

ACCESS CARD USE: Use of the access card is solely restricted to the Group Account, access-card customer. Any attempt to resell at a higher monthly rate or transfer the use of the access card to a third party is strictly prohibited. Any such case of fraudulent activity will result in termination of access-card privileges. 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 daily fees are incurred due to card misuse, credit/refund will not be granted. When entering or exiting the parking facility, 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 enters or exits by tailgating a vehicle through the gated system, the access card may run the risk of being improperly read by the card-reader system. Such activity will place the card status in pass-back mode and render the card inactive.

ACCESS CARD FEE & LOST/DAMAGED/STOLEN CARD FEE: A **\$10.00 non-refundable card fee** is charged at issuance. There is \$10.00 charge to replace lost/damaged/stolen cards. If replaced on the same day, the customer will be eligible to receive validation to exit the facility (if exiting within less than 1 hour of new card sold). The new access card is set to neutral and may be used to exit. Replacement requests must be emailed to parkingpermit@tampagov.net, noting Account Name, Acct ID#, facility, and card number to be replaced. Allow 1 business day to process. An email notification will be sent to the company contact when the replacement permit is ready for pick up.

TEMPORARY DAILY PARKING: Access card issues should be handled while in the parking lane by pressing the call button for Security on the proxy box, not by contacting the Parking Admin Office. If access card problems are due to operational or administrative oversight, the daily parking fees will be validated at no additional charge to the customer. **FAILURE TO PRESS THE CALL BUTTON TO RESOLVE MAY RESULT IN A FEE BEING CHARGED TO EXIT THE FACILITY.** Parking fees will not be reimbursed for parking at a non-City of Tampa parking facility.

NEW REQUESTS: The request must be emailed from company email listing name of company, facility desired, # of permits needed, type of permit (if applicable- Reserved, Restricted, Unrestricted) and a start date. Email to: parkingpermit@tampagov.net. All company contacts must be listed with contact information (email/phone #). A billing email address should be listed to receive invoices. This form must be signed and returned.

MONTHLY PATRONS WITHOUT ACCESS CARDS MUST PAY THE HOURLY VISITOR PARKING RATE: If a customer temporarily misplaces or forgets their access card for any reason, they 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 their access card.

PAM IORIO RESTRICTED 6A – 6P M – F ONLY PERMIT: If entering prior or post your restricted timeframe, the system will charge the additional appropriate hourly rate at exit.

INVOICE DUE DATE: Invoices generate on the 16th each month and are sent via email from tampa@mgzephyre.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. The access-card customer will be required to pay the hourly parking fee for each day parked, until the invoice(s)/late fee(s) has been paid.

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 28th 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)).

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.

CANCELLATION POLICY: Email: 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.

Companies are responsible for providing their employees with a copy of the Rules & Regulations, as well as proxy-use (access card) directions. The company contact must maintain a list of employees and access cards assigned. The Parking Division does not track employee names on Group Accounts.

Company Name

Printed Name of company contact

Signature of company contact

Date