

City of Tampa Parking Division/Mobility Department

Individual Monthly Parking 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 a 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. Visit the Parking Division website at <https://www.tampa.gov/parking> for a current copy.

Use of the permit (credential) shall be solely restricted to the applicant-approved customer. Any attempt to resell at a higher rate 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 access card privileges and the space sold to the next waitlist customer.

LICENSE PLATE NUMBER(S) REQUIRED TO BE LINKED TO PERMIT AT ALL TIMES:

The permit holder must ensure their vehicle tag number is linked to the permit through online account management. The license plate number is the permit credential at surface lots/frictionless garages, and secondary credential at access-card garages. 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 license plate number online. Tag number entry must be exact- use no spaces or dashes. Failure to have the correct license plate # linked to the permit will result in a parking citation/photo enforcement notice being issued. A monthly parker must have all outstanding balances paid to retain the permit, including any citations or other fees.

POE, CENTRO YBOR, PALM AVE (FERNANDO NORIEGA) & WHITING GARAGES- No access card:

Gate arm auto-opens upon entrance/exit. Vehicle tag number is the permit credential. Only 1 vehicle per permit allowed in the garage at any one time. "Frictionless" facility- photo enforcement in place.

UNRESTRICTED PERMITS (CREDENTIALS): Credential holders with an unrestricted permit 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.

FORT BROOKE, PAM IORIO & TWIGGS GARAGES: access card required (\$10 fee for new and replacements (non-refundable))

Proxy-use (access card) instructions:

1. Approach the gate slowly, hold the access card up to the access-card reader (proxy-box).
2. Hold access card up within 2 – 3 inches of the access-card reader- don't wave or swipe- hold steady and hear the "beep"- be patient (up to 30 seconds) for the gate arm to raise.
3. Do not let other parkers in or out with your access card. This is considered a "theft of services".
4. 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.
5. Do not tailgate vehicles in front of you.
6. The access card MUST stay in sequence, each entrance must have a corresponding exit from same vehicle. An access card out of sequence will be blocked.

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.

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.

SPACE AVAILABILITY:

The Parking Division policy states monthly parking spaces will be renewed on a monthly, auto-renewed basis. Spaces are sold on a first-come, first-served basis. The City reserves the right to recall spaces with a 30 days' notice.

PAYMENT DUE DATE:

Payments are due by the 1st of the month, regardless of if the 1st is on a weekend or a City holiday. 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. All email notifications are a courtesy, sent from tampa@mgzephire.com. Please ensure these are received by allowing in your inbox. The permit holder 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. Auto-debit payment option with any major credit/debit card, which occurs on the 28th each month.
2. On-line, 24/7 access, via use of credit/debit card at <https://www.tampa.gov/parking> .
3. Mail in- check, cashier's check, or money order.
4. 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.
5. After-hours by way of the Parking Division Administrative Office drop box, located on the exterior, to the right of the administrative office entrance doors (check/money order/cashier's check payments only – no cash accepted).

CANCELLATION POLICY:

Customers must cancel his/her active permit through their parker portal. Cancellations are final and cancel date is always the last day of the month. Customers are committed for month paid. 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. The City reserves the right to terminate this parking agreement with a 30 days' notice.

DIRECTIONS TO MANAGE PARKING MONTHLY PARKING ACCOUNT ONLINE:

1. Go to: <https://www.tampa.gov/parking>
2. Click "Manage Monthly Permit Account" icon.

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.