



City of Tampa Parking Division

Monthly Parking Garage Rules & Regulations

Mailing Address: 107 N. Franklin Street, Tampa, FL 33602
Office Location: (Fort Brooke Garage-NW CORNER OF FLA. & WHITING)
Office Hours: Monday - Friday (8:00 A.M. to 5:00 P.M.)
Office Phone: (813) 274-8177; Monthly Parking Only: 274-8474 OR 274-8445

ACCESS CARD USE:

Use of the parking 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. Such case of fraudulent activity may result in termination of access card privileges.

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. Such card status will require the customer to report the card use failure to the Parking Division Office for re-activation.
2. When entering or exiting through the parking facility gates, please 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. Should a customer choose to enter or exit by "tailgating" a vehicle through the gated system, the customer's access card may run the risk of being properly read by the card reader system. Such activity will place the card status in "pass back" mode and require the customer to report the card use failure to the Parking Division Office for re-activation.

SPECIAL EVENT REQUIREMENT AT WHITING & FT. BROOKE FACILITIES:

By rate resolution, the City reserves the right to charge a flat rate for special event parking in these facilities. During event pre-collection periods, monthly patrons paying the restricted access rate will be required to pay the special event pre-collection rate prior to entering the facility. Please be advised that the special event pre-collection rate begins two hours prior to the start of the event. When the special event pre-collection period is in effect, the City will have a rate sign posted at the garage entrance with an attendant on site.

As a reminder, the monthly parking rates for these facilities are set as follows:

Fort Brooke Garage Unlimited parking access - \$107 Restricted parking access - \$86 (subject to special event pre-collection rates)

Fort Brooke Garage Reserved parking access - \$156 - 7-day/ 24-hour access to assigned space

Whiting Street Garage Unlimited parking access - \$86 Restricted parking access - \$64 (subject to special event pre-collection rates)

ACCESS CARD DEPOSIT:

A **\$10.00 card deposit fee** will be charged for each access card at the following City of Tampa parking facilities:

William F. Poe Garage
Whiting Street Garage
Twiggs Street Garage
South Regional Garage

Centro Ybor Garage
Fernando Norriega/Palm Avenue Garage
Tampa Convention Center Garage

A **\$20.00 card deposit fee** will be charged for each access card at the following City of Tampa parking facilities:

Fort Brooke Garage

The card deposit fee must be paid in advance, prior to the card being issued.

TEMPORARY DAILY PARKING:

Should a current monthly parking customer experience a problem with their access cards when entering a facility, they may temporarily park their vehicle at any City of Tampa visitor parking facility. If the access card problems are due to operational or administrative oversight, the daily parking fees will be validated at no additional charge to the customer. It is important to notify the Parking Division Administrative Offices immediately when experiencing a problem with the parking equipment while entering or exiting the facility. (FAILURE TO NOTIFY THE PARKING DIVISION MAY RESULT IN A FEE BEING CHARGED TO EXIT THE FACILITY)

If monthly patrons are required to come to the Fort Brooke Administrative Office to resolve access card problems, parking will be provided free of charge on the daily side of the Fort Brooke garage. Parking fees will not be reimbursed for parking at a non-City of Tampa parking facility.

LOST/DAMAGED/STOLEN CARDS:

There will be a \$10.00 charge (\$20.00 for Fort Brooke Garage) to replace any lost or stolen cards. If lost, damaged, or stolen cards are replaced on the same day, the card access customer will be eligible to have their hourly parking fee validated at the Ft. Brooke parking facility. Please bring your dispensed hourly parking ticket to the Parking Division Administrative Office when you are requesting a new card. You must show a photo I.D. in order to replace lost, damaged, or stolen cards.

MONTHLY PATRONS WITHOUT ACCESS CARDS MUST PAY THE HOURLY VISITOR PARKING RATE:

If an access card customer temporarily misplaces 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 their access card.

PAYMENT DUE DATE:

Monthly parking payments are due on the 1st of the month, no later than 5:00 PM. If the 1st falls on a City holiday or weekend, access card customers will have the next business day to make payment. Monthly parking payments that are not received by 5:00 PM on the 1st of the month, will be subject to immediate cancellation of parking privileges and will require payment of a \$5.00 late fee per each access card. The Parking Division is not responsible for payments that are mailed and not received by the 1st of the month.

METHOD OF PAYMENT:

Payment of monthly parking fees made be made by use of the following options:

1. On-line via use of credit card by entering www.tampagov.net/dept_parking. A late fee will be assessed if payment is not made by the first business day of the month. (Online payments are not available for corporate billed accounts at this time)
2. United States Postal Service or reliable courier service. (Payments will be date stamped only upon receipt at the Parking Division Administrative Office)

3. In person at the Parking Division Administrative Office located at 107 North Franklin Street adjacent to the Poe Plaza on the ground level between 8:00 AM and 5:00 PM – Monday through Friday
4. 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 payments only – no cash accepted) Please be mindful that the Parking Division is not responsible for payments that are mailed and not received by the 1st of the month. Customers will only be issued receipts for “in person” transactions. Cancelled checks will serve as receipts for check payments.

PAYMENT STUBS:

When making a monthly payment in person or by mail, all access card customers will be required to submit payment with the appropriate completed payment stub. Each stub must contain the customer's name, address, and phone number. The current access card number must also be written in the upper right-hand corner to ensure proper credit. The access card number may be found imprinted directly on the access card.

Monthly payments may run the risk of being processed in an untimely manner without the access card number recorded on the payment card. Please make a note of your access card number for future identification purpose. Completion of a replacement stub will be required if a customer fails to present their current payment stub.

The access card customer will not be required to submit a payment stub when making a payment on-line.

LATE PAYMENTS AND SPACE AVAILABILITY:

The Parking Division policy states that monthly parking spaces will be leased on a 30-day basis, first come, first served. Payments must be received on a monthly basis or the access card will be deactivated and the space will be sold to the next available customer.

ACCESS CARDS VOID FROM LATE PAYMENT:

Access card customers failing to make their monthly payment by the due date will run the risk of having their card turned off for non-payment. Such activity places the card status in “void” mode and will require the access card customer to visit the Parking Division Administrative Office for payment of monthly parking and card reactivation fees. The access card customer will be required to pay the hourly parking fee for each day parked until the monthly payment and late fee has been received.

REQUEST FOR LEAVE OF ABSENCE:

Under no circumstances will a monthly parking space be reserved for absences that are 30 days or longer. Any absences that are less than 30 days will require full payment for that month. In the event that an access card customer elects to take a leave of absence, the customer must complete a leave of absence request prior to going on leave of absence. All requests must be completed in person at the Parking Division Administrative Office.

Upon completion of the request, the customer will be required to turn in their access card and their account will be placed on hold. If a credit is due to the account, the refund will be calculated from the effective date of the leave of absence. While the current Parking Division policy states that parking spaces may not be reserved, we will do our best to accommodate your parking needs upon your return.

Should the customer not be able to return on the expected date of return, they must submit a written request for an extension of their leave.

MONTHLY PARKING REFUNDS:

Access card customers will not be eligible for a refund during the first 30 days of service. Access card customers will be eligible for a refund upon 30-day written notice of cancellation. Upon the Parking Division's receipt of the written notice cancellation, a check request will be submitted to the City of Tampa Accounts Payable Office. Please allow 10 to 15 business days for refunds to be processed and mailed.

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 web site at www.tampagov.net/dept_parking or contact the Parking Division Administrative Offices at 107 North Franklin Street for a copy of the current Parking Division policies.

Revised: 11/19/09