


FLEX PARKING FAQs

The less you park, the less you pay.

How does Flex Parking work?

Payment is required each time you use the Flex permit during a lot's hours of control. Flex parking payments are only accepted by our third-party vendor  **ParkMobile** and therefore you are REQUIRED to get a ParkMobile account. There are three ways to pay Parkmobile: mobile app, website, or call in. You are required to pay for the entire time your vehicle is in the lot. You must display your Flex permit/hangtag so it is visible to our enforcement team. For gated facilities, use your Flex permit to enter, display your permit/hangtag, pay ParkMobile, and use the Flex permit to exit.


Do I need to create an account with ParkMobile to use my Flex Parking permit?

Yes. You will need to create an account with  **ParkMobile** since they accept the payments. You will need your credit card payment information and license plate number. We recommend creating an account **before** the first time you park.

How can I create an account with ParkMobile?

You can create an account in the smartphone app, online or over the phone (\$5 fee assessed). ParkMobile step-by-step account registration instructions: <https://transportation.wisc.edu/wp-content/uploads/sites/28/2017/12/ParkmobileAccountCreation.pdf>

How can I pay for Flex parking?


1. Arrive at your assigned lot.
2. Display your Flex Parking permit with the picture facing out through the windshield.
3. Pay for your session using one of the three options. If your desired payment option (ex. mobile app) does not work, use another option such as the online or call in method.
 1. Call  **ParkMobile** at 877-727-5003. Follow the prompts.
 2. Pay via smartphone app on your device.
 3. Pay via online web browser at <https://dlweb.parkmobile.us/Phonixx/>
4. Enter your zone number—it is noted on your permit hangtag. You can save your zone as a favorite.
5. Verify the license plate on file matches the car you are driving that day.
6. The system will guide you with prompts. It is your responsibility to verify you have entered the correct zone number and license plate. Do not confirm payment if the zone number or plate is incorrect!
7. When using the mobile app or going online, the system will prompt you to choose the number of hours to park or to select the "max duration." "Max duration" puts you in paid status for the remainder of the day and associated payment is no more than \$8. So, if you intend to park 8 hours or more (for sessions beginning before 4:30pm on weekdays or 5 hours or more after 4:30pm on weekdays or the weekends), select the "max duration" option to be in paid status beyond 8 hours. If you instead select 8 hours, you will only be in paid status from the time you start the session.

When paying over the phone the system will tell you the maximum number of hours available to park. You should select this maximum number of hours if you intend to park 8 hours or more. More examples: <https://transportation.wisc.edu/wp-content/uploads/sites/28/2018/05/Flex-Parking-Payment-examples.pdf>

When do I need to pay?

You are required to be in paid status when using your permit during hours of enforcement for your facility. This often includes nights and weekends. Flex rates are by the hour and you must pay for the entire hour you are in the lot, even if for only a portion of that hour. Flex rates are based on when you enter the gate and end upon exit. There is no grace period. For more information: <https://transportation.wisc.edu/parking-lots/locations-and-hours/>

Do the parking lot gates read my permit and automatically charge me?

No, payment charges are **NOT** automatic. You must manually start your parking transaction with  **ParkMobile**.

How does UW Transportation Services know I have paid?

Flex enforcement is based on proper display of your permit, proper entry of your zone number, and license plate. To ensure payment compliance, in addition to our field enforcement strategies in all surface lots, an internal audit is conducted to ensure Flex users are understanding and paying for their permit usage in gated facilities. This audit process compares all gated permit transactions with ParkMobile payment records. If the audit indicates missed payments, including multiple full or partial missed payments, permit holders may be invoiced for these missed payments. If a pattern of missed payments develops, you may be permanently removed from the Flex Parking program and any remaining unpaid parking balance placed on your Transportation Services account. Said balance must be paid before other products may be purchased.

What is my zone number?

Your zone number is a five-digit code printed on your hangtag permit. You must enter this code when you pay for parking. These codes do not appear on signs, stalls, or in the mobile app.

Do I pay using my license plate?

Your license plate is used for enforcement. You will be prompted to enter it when you register your account, and then prompted to confirm or change the plate each time you pay.

What if I want to park a different car?

You can park with any vehicle. Add the license plate to your ParkMobile account and select that license plate when you park a different vehicle. Display your Flex permit.

Where do I park with my Flex permit?

You do NOT need to park in a specific Flex stall or "zone". You may park in any unrestricted stall in your permitted lot. Do not park in a restricted stall (ex. reserved, disabled, etc.) with your Flex permit.

What if my gated parking lot is completely full (there are no spaces to park)?

In the event you are unable to park in your permitted lot because it is full, you may park in the nearest non-gated lot. Please note the "lot full" signs only illuminate when visitor space is unavailable. Flex permit holders are not considered visitors therefore you can park even if the "lot full" sign is illuminated. Pay for your parking during hours of control for your assigned lot using your primary ParkMobile zone number. In addition, you must complete and submit the lot full form location online: <https://www.fpm.wisc.edu/trans/onlineservices/LotFull/tabid/79/Default.aspx>

The ParkMobile system tells me that my credit card is not valid.

Be sure you have correctly entered your credit card information and your credit card has not expired. ParkMobile accepts Visa and MasterCard (disregard any information on their website that says otherwise). You can change your credit card information using the smartphone app, online, or phone (\$5 fee assessed over the phone).

Can I request a refund for a charge?

Generally, refunds are not available. However if there is a ParkMobile service issue and you do not agree with a charge then please call ParkMobile **877-727-5457** to request a refund.

What if Parkmobile will not allow me to begin a parking transaction with the mobile app?

If mobile app is not working, then attempt a parking transaction via the phone-in method at 877-727-5003 or by going to <https://dlweb.parkmobile.us/Phonixx/>. If not successful, please inform Transportation Services at **608-263-6667**.

Where can I find more on the Flex Parking program?

Flex Parking program homepage: <https://transportation.wisc.edu/permits/flex-parking/>
Policy: <https://policy.wisc.edu/library/UW-6125>

TS Flex Coordinator: 608-890-4542 | flexparking@fpm.wisc.edu | **TS Customer Service:** 608-263-6667
 **ParkMobile Customer Service:** 877-727-5457