Welcome to the Flex Gated parking program

What is Flex Gated?

Flex Gated is a pay-per-use parking system designed to complement alternatives to driving such as biking, walking and transit.

You pay to park only when you use the permit. Therefore - the less you park, the less you pay!

How does Flex Gated work?

NEW starting fall 2022: Flex Gated parking permits are assigned to gated parking lots. Permit holders must add value to a parking account online before arriving on campus to park.

When you park with a Flex Gated permit during a lot’s hours of enforcement, value is automatically deducted from your parking account at the gate.

All Flex permit holders are charged a Flex parking rate, which is a 20% discount on daily and evening visitor parking rates. As a Flex Gated permit holder, you will see the Flex parking rate applied when you add value to your parking account.

$15 of value ($12 cost to you) was loaded on your account when you accepted and paid for your Flex permit.

How to park in your assigned gated lot

• First, add value to your parking account before arriving at your assigned lot. To add value or check your balance, log in and select your Flex permit at transportation.wisc.edu/ebusiness.
• Next, properly display your hangtag on your rear view mirror and drive up to the gate at your assigned lot. The gate will open automatically. Note: your Flex Gated parking account must have a positive balance for the gate to open.
• Value is automatically deducted from your Flex Gated parking account when you exit the lot. Any time you exit and re-enter your assigned lot, a new parking session starts and the session max rate resets.
• Flex disabled permit holders: You do not need to add funds to a parking account. Use ParkMobile to pay at the start of each session using zone code 25099, even if you are assigned to a gated lot.

How to park in surface lots after hours

• Flex Gated permits are valid for after-hours parking in surface lots where UW parking permits are required from 4:30 pm - 7 am Monday - Friday, and all day Saturday and Sunday.
• You must register and start a session with ParkMobile to park with your Flex Gated permit for after-hours parking.
• When using ParkMobile to start an after-hours session, enter the 5-digit zone number printed on your Flex hangtag and confirm the license plate number of the vehicle you are parking.

Flex parking rates

<table>
<thead>
<tr>
<th>Day</th>
<th>Rate period*</th>
<th>Value deducted upon lot exit</th>
<th>What you pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon - Fri</td>
<td>Daily rate</td>
<td>$1 per 1/2 hour - first 3 hours</td>
<td>$0.80 per 1/2 hour - first 3 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$1 per hour thereafter up to $15 session max</td>
<td>$0.80 per hour thereafter up to $12 session max</td>
</tr>
<tr>
<td>Mon - Fri</td>
<td>Evening rate</td>
<td>$1 per hour up to $5 session max</td>
<td>$0.80 per hour up to $4 session max</td>
</tr>
<tr>
<td>Sat &amp; Sun</td>
<td>Evening rate</td>
<td>$1 per hour up to $5 session max</td>
<td>$0.80 per hour up to $4 session max</td>
</tr>
</tbody>
</table>

*Rate periods vary by lot. For details, visit the rates page on our website: transportation.wisc.edu/rates-and-policies/
Using your Flex Gated parking account

- Add value and check your account balance: log in and select your Flex permit by scanning the code below, or visiting transportation.wisc.edu/ebusiness.

- You may add up to $60 of value ($48 cost to you) to your parking account per transaction. You may add value in $5 increments.

- You may carry a maximum account balance of $240 of value ($192 cost to you).

- The Flex parking rate is applied up front when you add funds to your parking account. The Flex parking rate is a 20% discount on daily visitor parking rates.

Helpful tips

- When exiting your assigned gated lot, the screen* will display the value of your account balance at the visitor parking rate. The Flex parking rate is calculated and deducted internally in our system.

- You must have a positive account balance to enter your assigned lot. If your account runs down to zero or a negative balance during a parking session, you will be allowed to leave the lot.

- If the gate does not open when you approach the gate to enter or exit, press the "HELP" button to speak with a dispatcher. You may be instructed to pull a ticket and pay as a visitor for your session. No refund of visitor parking fees will be granted.

- You may return your 2023 Flex Gated permit for a refund before June 30, 2023 if your account balance is $12.50 or more in value ($10 cash). Balances less than $12.50 in value ($10 cash) are not eligible for refunds.

*Note: some parking ramps are not equipped with screens. Check your balance online at transportation.wisc.edu/ebusiness.

More Flex parking resources

Visit transportation.wisc.edu/flex for:

- Detailed and up-to-date program information
- ParkMobile account registration information
- ParkMobile payment instructions
- Flex parking FAQs and troubleshooting

Contact

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<thead>
<tr>
<th></th>
<th>Phone</th>
<th>Email</th>
</tr>
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<tbody>
<tr>
<td>Transportation Services</td>
<td>608-890-4542</td>
<td><a href="mailto:flexparking@fpm.wisc.edu">flexparking@fpm.wisc.edu</a></td>
</tr>
<tr>
<td>Flex program coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation Services</td>
<td>608-263-6667</td>
<td><a href="mailto:customerservice@fpm.wisc.edu">customerservice@fpm.wisc.edu</a></td>
</tr>
<tr>
<td>customer service</td>
<td></td>
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<tr>
<td>ParkMobile customer service</td>
<td>877-727-5457</td>
<td></td>
</tr>
</tbody>
</table>

Rules and regulations

- You must pay off any negative balance on your Flex Gated parking account before adding additional value or purchasing other Transportation Services products. Unpaid negative balances are subject to collections.

- You are responsible for knowing the proper payment type for parking in your assigned gated lot and after hours in other surface lots where UW parking permits are required. No refunds will be issued for overpayments or double payments.

- You are responsible for properly displaying your Flex hangtag while parking and knowing the hours of enforcement in any lot where you park your vehicle.

- You must pay for the entire hour of any portion of an hour parked.

- You must be in ParkMobile paid status the entire time you are parked after hours in a lot where UW permits are required. To be in ParkMobile paid status, enter the correct ParkMobile zone and license plate number of the parked vehicle.

- You cannot retroactively pay ParkMobile for missed payments.