

# Welcome to the Flex Gated parking program

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

You pay only when you use the permit. The less you park, the less you pay!

## How does Flex Gated work?

Flex Gated parking permits are assigned to gated parking lots. You pay by adding value to your Flex permit online **before** arriving on campus to park. When you exit the lot, the gate system automatically deducts value from the permit to cover your parking session.

## How to park in your assigned lot

- Add value to your permit **before** you park. (See *"Managing your Flex account"* on the next page for instructions.)
- Display your hangtag on your rearview mirror and drive up to the gate at your assigned lot. The gate will open automatically if there is value on your permit.
- The parking system automatically calculates the charge for your parking session based on the duration of your session and your lot's visitor rates. This value is deducted from the permit account when you exit.



## Parking facility rates

When adding value to your permit, you are purchasing visitor parking value at a 20% upfront discount. Visitor daytime and evening rate schedules vary by facility. To find the schedule for your lot, visit [transportation.wisc.edu/flex](https://transportation.wisc.edu/flex).

## Off-peak surface lot parking

- Your permit is valid for parking during peak and off-peak hours in your assigned lot. It is **also** valid from 4:30 p.m. to 7 a.m. Monday through Friday, and all day Saturday and Sunday, in surface lots where any UW permit is required.
- For parking in a surface lot during off-peak hours, you must create an account and pay for your entire parking session through our third-party vendor, ParkMobile. Enter the 5-digit zone number printed on your Flex hangtag and confirm the license plate of your vehicle.
- Visit [transportation.wisc.edu/flex](https://transportation.wisc.edu/flex) for more info about off-peak parking in surface lots.

## UW-Accessible Flex parking

- UW-Accessible Flex permit holders must use ParkMobile to pay at the start of each session using zone code **25099**. You cannot use eBusiness to pay for Flex Accessible parking.

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## Manage your Flex account

When your permit activates on **September 1**, you can add value, check your balance, pay an amount due, and view your recent parking history. Scan the code or go to [transportation.wisc.edu/ebusiness](https://transportation.wisc.edu/ebusiness).



Starting Sept. 1, scan code to add value.

- Add up to \$60 in parking value (at a cost of \$48) to your permit per transaction. The account may carry a maximum balance of \$300 in value (at a cost of \$240) at a time.
- We use “value” and “cost” to differentiate the *cost* Flex Gated permit holders pay to purchase visitor parking *value*.
- If the value on your permit runs out mid-session, an “amount due” is added to your permit and must be paid later in eBusiness. Purchasing new parking value **does not** automatically settle an amount due: you must manually add the amount due to your cart.
- Visit [transportation.wisc.edu/flex](https://transportation.wisc.edu/flex) to find more detailed account management instructions.

## New! Flex Gated tile at MyUW

Check the value on your permit at a glance. Go to [my.wisc.edu](https://my.wisc.edu), search for the “Flex Gated Parking Balance” tile, and add it to your MyUW portal.

## Flex Gated account refunds

- There must be value on your Flex permit to enter your lot. If the gate does not open because there is no value on your permit, you must pull a ticket and pay the full visitor rate for your session. There will be no refunds of visitor fees, in full or in part.
- Value remaining on a Flex Gated permit at the end of a parking year, minus any amount due, is transferred to a new Flex Gated permit or refunded by check if eligible. Visit [transportation.wisc.edu/flex](https://transportation.wisc.edu/flex) for details.

## Some tips, rules, and regulations

- If the gate does not open when you try to leave a parking ramp or garage, press the “HELP” button and speak with a dispatcher.
- You must pay the entire half-hour portion of any half-hour parked, or the entire hour for any portion of an hour parked, depending on the lot’s rate schedule.
- **Do you hold multiple UW parking permits?** Permit holders are responsible for charges incurred due to keeping multiple permits in a vehicle. Avoid unwanted charges by removing the Flex permit from your vehicle when you don’t intend to use it.
- **Do you use a UW Service permit?** Flex permit holders must display their Flex permit along with the Service permit and be in paid status with ParkMobile.
- You are responsible for knowing the proper payment type for parking in your assigned gated lot and after hours in alternate surface lots where UW parking permits are required. Transportation Services cannot refund payments made to ParkMobile, including accidental overpayments or double payments.

## Additional resources

Visit [transportation.wisc.edu/flex](https://transportation.wisc.edu/flex) for:

- Detailed, up-to-date program information
- Flex FAQs and troubleshooting tips
- ParkMobile account help

Contact the Flex Program at (608) 890-4542 or [flexparking@fpm.wisc.edu](mailto:flexparking@fpm.wisc.edu).



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