

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?

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.

The gate system automatically deducts value from the permit to cover your parking session when you exit the lot.

The Flex parking rate is a 20% discount on daily and evening visitor parking rates. When adding value to the permit, you are really purchasing visitor parking value at a 20% up-front discount.

To add funds to your Flex permit, check your balance, pay an amount due, or view your parking session history, visit:

transportation.wisc.edu/ebusiness

How to park in your assigned gated lot

- Add value to your parking permit **before** you park. To add value, log in and select your Flex permit at transportation.wisc.edu/ebusiness.
- Display your hangtag on your rear view mirror and drive up to the gate at your assigned lot. The gate will open automatically if there is value on your permit.
- Value is deducted from your permit for your parking session when you exit the lot.
- If you use up all the value on your permit mid-session, an “amount due” will be added to your permit to pay off later.

After-hours parking in surface lots

- Flex Gated permits are **also** valid for after-hours parking in surface lots where any UW parking permit is valid from 4:30 pm – 7 am Monday – Friday, and all day Saturday and Sunday.
- You must create an account with ParkMobile, a third-party payment system, to pay for after-hours parking in an alternate surface lot.
- When starting a ParkMobile 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 Disabled parking with ParkMobile

If you have a Flex permit for disabled parking, you must use ParkMobile to pay at the start of each session. Use zone code **25099** for Flex Disabled parking.

Parking facility rates

Flex rates are a 20% discount on daily and evening visitor parking rates. Rate schedules vary by facility. To find the daytime and evening rate schedule for a parking garage or lot, visit transportation.wisc.edu/flex.

Rate period	Rate deducted from Flex permit	What you actually pay
Daytime rate	\$1 per 1/2 hour – first 3 hours \$1 per hour thereafter up to \$15 session max	\$0.80 per 1/2 hour – first 3 hours \$0.80 per hour thereafter up to \$12 session max
Evening rate	\$1 per hour up to \$5 session max	\$0.80 per hour up to \$4 session max

Managing your Flex permit in eBusiness

- To add value, check your balance, pay an amount due, or view your parking history, log in to eBusiness and select your "active" Flex permit. Scan the code below, or visit

transportation.wisc.edu/ebusiness.



- You may add up to \$60 of value (\$48 cost to you) to your permit per transaction. You may carry a maximum balance of \$300 of value (\$240 cost to you).
- If you use all the value on your permit partway through a parking session, an "amount due" will be added to your permit and must be paid later in eBusiness.
- Keep track of your parking habits by downloading a history of the past 180 days of Flex parking sessions and associated charges. Note: the history does not include any ParkMobile sessions.
- For detailed instructions to pay an amount due, check your parking value balance, and view a parking session history, visit transportation.wisc.edu/flex.

Flex parking tips and refund information

- You may return your unexpired Flex permit and receive a refund on unused parking value **before July 1** if your balance is at least \$12.50 (\$10 cash). Balances less than \$12.50 in value (\$10 cash) are not eligible for refunds. Refunds will not be offered on July 1 or after.
- There must be parking value on your Flex permit to enter your lot. If the gate does not open because there is no value on your permit, you can pull a ticket and pay the full visitor rate for your session. There will be no refunds of visitor parking fees in this situation.
- If you exit and re-enter your assigned lot, a new parking session starts and the fee schedule resets from zero.
- Avoid unwanted charges by removing your Flex permit from your vehicle if you want to use a different permit or pull a ticket to park. We cannot refund Flex charges if you intended to use a different permit or pull a ticket.

More Flex parking resources

Visit transportation.wisc.edu/flex for:

- Detailed instructions to add value, check balances, review parking sessions, and pay amounts due
- Daytime and evening facility parking rates
- ParkMobile information for after-hours and disabled parking
- More Flex parking tips and troubleshooting

Contact

Transportation Services Flex Program Coordinator	608-890-4542 flexparking@fpm.wisc.edu
Transportation Services Customer Service	608-263-6667 customerservice@fpm.wisc.edu
ParkMobile customer service	877-727-5457

Rules and regulations

- Any unpaid amount due on your Flex permit may prevent you from purchasing Transportation Services products in the future and may be 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 half-hour for any portion of a half-hour parked, or the entire hour for any portion of an hour parked, depending on the rate schedule.
- You must be in ParkMobile paid status the entire time you are parked after hours in an alternate surface lot where UW permits are valid. To be in ParkMobile paid status, enter the correct ParkMobile zone and license plate number of the vehicle you are parking.
- You cannot retroactively pay ParkMobile for missed payments.