Welcome to the Flex Surface parking program

What is Flex Surface?

Flex Surface is a pay-per-use parking system designed to complement alternatives to driving such as biking, walking and transit. There is no up-front or monthly cost. You pay to park only when you use the permit.

Therefore - the less you park, the less you pay!

How does Flex Surface work?

You must create an account with ParkMobile to pay for parking.

You must pay for an entire parking session whenever you use your Flex Surface permit to park during a lot's hours of enforcement.

You must set up an account and pay for parking through our third-party vendor, ParkMobile. There are three ways to pay with ParkMobile: mobile app, online, or by phoning in.

How to park in your assigned lot

- Properly display your hangtag on your rear view mirror.
- At the start of each parking session, pay with ParkMobile by mobile app, online, or by phone.
- When paying with ParkMobile, 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 permit holders:** use zone code 25099.
- Select the number of hours you plan to park. Note: selecting "max rate" before 4:30 pm will set your parking session to 12 hours.
- Flex rates begin when you enter the lot and end upon exit. There is no grace period.

How to park in alternate surface lots after hours

- Flex permits are valid in any surface lot where UW permits are required from 4:30 pm - 7 am Monday through Friday, and all day Saturday and Sunday.
- Enter the 5-digit zone number located on the back of your Flex hangtag when paying with ParkMobile to park in alternate surface lots after hours.

Flex parking rates

Day	Time	ParkMobile charge
Mon - Fri	7 am - 4:29 pm	$0.80 per 1/2 hour - first 3 hours $0.80 every hour thereafter up to $12 session max
Mon - Fri	4:30 pm - midnight	$0.80 per hour up to $4 session max
Sat & Sun	7 am - midnight	$0.80 per hour up to $4 session max

ParkMobile account registration

You must create a new account in the ParkMobile app, online, or over the phone ($5 fee) before your first parking session. To create an account, you will need to enter your:

1. Name
2. Phone number
3. Email address
4. Credit card information (Visa or MC only)
5. License plate information

How to pay with ParkMobile

- Pay with ParkMobile in any of these three ways:
    1: Via smartphone app on your mobile device
    2: Online at https://dlweb.parkmobile.us/Phonixx/
    3: By phone at 877-727-5003

- Follow the prompts to enter the 5-digit zone number located on your hangtag. You can save your zone as a favorite.

- Verify the license plate on file matches the car you are driving that day.

- Select the number of hours you plan to park. If needed, you can extend your time mid-session using the ParkMobile app.

- If you begin a ParkMobile session **before** 4:30 pm, selecting "max duration" will set your parking session to 12 hours.

- If you begin a ParkMobile session **after** 4:30 pm, selecting "max duration" will set your parking session to 5 hours.

More Flex parking resources

Go to 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

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

- You must be in ParkMobile paid status the entire time you are parked in your assigned lot or when parking after-hours in an alternate surface lot where UW parking permits are required.

- To be in ParkMobile paid status, you must enter the correct ParkMobile zone and license plate number of the parked vehicle.

- You cannot retroactively pay ParkMobile for missed 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.