

Welcome to the Flex Surface parking program

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

There is no upfront or monthly cost. You pay only when you use the permit. The less you park, the less you pay!

How does Flex Surface work?

- You must set up an account and pay for parking through our third-party vendor, ParkMobile.
- There are three ways to pay with ParkMobile: app, online, or phone call.
- You must pay for an entire parking session when using your Flex Surface permit to park during a lot's enforcement hours.

Flex parking rates

Days and times	ParkMobile charges
Monday through Friday 7 a.m. to 4:29 p.m.	\$0.80 every 30 minutes for first 3 hours, additional \$0.80 every 60 minutes, up to \$12 session maximum
Monday through Friday 4:30 p.m. to 11:59 p.m.	\$0.80 per hour, up to \$4 session maximum
Saturday and Sunday	\$0.80 per hour, up to \$4 session maximum



How to park in your assigned lot

- Properly display your hangtag on your rearview mirror.
- Pay with ParkMobile at the start of each parking 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 Accessible** permit holders use zone code 25099.)
- Please see *"How to pay with ParkMobile"* on the next page for detailed instructions.
- Flex rates begin when you enter the lot and end at exit. There is no grace period.

Off-peak parking in alternate surface lots

- Your Flex permit is valid with ParkMobile payment for parking during peak and off-peak hours in your assigned lot. It is **also** valid during off-peak hours (4:30 p.m. to 7 a.m. Monday through Friday, and all day Saturday and Sunday) in other surface lots where any UW permit is required.
- Enter the 5-digit zone number printed on your Flex hangtag when paying with ParkMobile to park in alternate surface lots after hours.

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ParkMobile account registration

Before your first parking session, you must create a new account in the ParkMobile app or online (free) or by phone (\$5 fee).

Information required to create an account:

- Name
- Phone number
- Email address
- Credit card info (Visa or Mastercard only)
- License plate information

How to pay with ParkMobile

- Pay with ParkMobile in any of three ways:
 - Smartphone app on your mobile device
 - Online at parkmobile.io
 - By phone at (877) 727-5003
- Follow the prompts to enter the 5-digit zone number located on your hangtag.
- Save your zone as a favorite in the app.
- Verify the license plate on file matches the car you are driving that day.
- Select the number of hours you expect to park. If needed, you may extend your time mid-session.
- It is best to select the actual number of hours you expect to park. The “max duration” option will set the parking session to 12 hours if selected before 4:30 p.m. on weekdays, or five hours if selected after 4:30 p.m. weekdays or anytime on weekends.

Rules and regulations

- You must be in ParkMobile paid status any time you are parked in your assigned lot or in an alternate surface lot where UW parking permits are required during off-peak hours.
- To be in ParkMobile paid status, you must enter the correct 5-digit zone number and the parked vehicle’s license plate number.
- You cannot retroactively pay ParkMobile for missed payments.
- You are responsible for properly displaying your Flex hangtag while parked and knowing the hours of enforcement in any lot where you park your vehicle.

Flex parking resources

Go to transportation.wisc.edu/flex for:

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

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 parkmobile.io



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