

Parking Services - Frequently Asked Questions

- **Where are the forms to sign up for parking?**
The forms can be found at <https://www.uth.edu/parking/parking/>
- **Can I pay for my parking through payroll deductions?**
Yes, if you are a full-time UT employee. Some restrictions do apply but, generally, most UTHealth employees can pay for their monthly parking in this manner. Please be aware that deductions are taken two weeks in advance. It is the responsibility of the parker to review his/her paystub to make sure the deductions are properly being made.
- **When are payments due?**
Payments are **due** in the parking office on the 6th of each month. A \$10 late fee per card will be assessed after the 6th.
- **My access card is not working. What should I do?**
If you are at the exit, press the help button and you will be assisted by a parking attendant. If you are at the entrance, pull a ticket and go to the Parking Office immediately. If you are at an entrance without a ticket, machine press the "help" button.
- **What should I do if I forgot my access card at home?**
Pull a ticket to enter the garage or press the "help" button if you are at an entry without a ticket machine. Once you have parked, you must immediately go to the Parking Office. You will be given instructions by an attendant on what to do next. The Parking Office is closed at night and on weekends. During these times you will be required to press a "help" button which can be found at all of our entries and exits.
- **If I forgot my access card and I fail to go to the Parking Office before going to the exit gate, will I have to pay for parking?**
Yes, you will be required to pay for the ticket you took when you entered the garage.
- **Is there a card activation fee?**
Yes, the cost is \$10, to cover the cost UTHealth incurs to purchase and activate the card.
- **If I lose my original access card do I have to pay for a replacement?**
Yes, all access **cards** require a \$10 card activation fee. This includes your initial access card.
- **Will I get my card activation fee refunded to me when I cancel my parking?**
No, this is a **non**-refundable activation fee. You are buying the card. Once you have it, it is yours indefinitely.
- **How much does monthly parking cost?**
It depends on your location. Click on the link titled "Monthly Rates" on the left-hand side tool bar. This will give you rates for all of UTHealth's locations.
- **Can I store my vehicle in a UT garage or lot for longer than 24 hours?**
No, vehicles parked in a UT garage or lot for longer than 24 hours are subject to ticketing and/or towing.
- **What are the pro-rating policies?**
Parking **services** are pro-rated by the day at the start of a contract only. Holidays and weekends are not excluded. The only exception is PVAMU which UTHealth pro-rates by the half month. UTHealth does not cancel parking retroactively or refund for partial months.
- **Can my parking ever be terminated because I did not follow these policies and procedures?**
Yes. Parking services reserves the right to terminate parking permanently if someone chooses to not follow rules **and** regulations.
- **I was given validations. How do I use them?**
You must insert your ticket first, then insert your validation into the pay machine. The arrow must face "in" and the magnetic stripe should be facing "down."
- **Do I have a certain amount of time to exit after using the validations or paying?**
Yes, you have **15** minutes to exit the garage.

- **Can I store my vehicle in an UTHealth garage or lot for longer than 24 hours?**
No, vehicles parked in an UTHealth garage or lot for longer than 24 hours are subject to ticketing and/or towing.
- **Does UTHealth tow vehicles that have violated parking services' rules?**
Vehicles that do violate our rules and policies are subject to towing.
- **Who can I contact with any other questions?**
You can email parking@uth.tmc.edu or you can call 832.325.7655 or 713.500.3405.

OTHER TRANSPORTATION OPTIONS

SHUTTLE SERVICE

- UTHealth offers free shuttle service for UTHealth students, faculty and staff.
- A university ID badge is required for access to the bus.
- Stops are made at major university operated locations.
- Route information and maps are available online at <https://www.uth.edu/shuttle/index.htm>.
- Get information on Twitter, @UTHealthShuttle.

METRO

- Buses with route names that are colors, i.e. 'Blue' or 'White'.
- The name of the route will be listed in the bus marquis.
- For information, call 713-635-4000, or drop by the TMC Assistance Center in Garage 2 on the corner of Bertner and Holcombe.

Additional UTHealth transportation links: <https://inside.uthouston.edu/inside/commuter-options.htm>.

METRO VAN POOL

- METRO offers a subsidy per month in the form of a voucher to METRO van participants.
- To form or join a van pool please call METRO's Ride share at 713-224-RIDE (7433), <http://www.ridemetro.org/Services/StarVanPool.aspx>.

Metro Park and Ride and public transportation bus schedules information:
http://www.ridemetro.org/Texas_Medical_Center_Parking