



Los Angeles County Metropolitan Transportation Authority

Permit Parking Terms and Conditions

The following Terms and Conditions (“Agreement”) govern your account with Metro, which account may be administered on behalf of Metro by its contractors/subcontractors. Without limiting the foregoing, please note that any email address or phone number provided in this Agreement may be administered on behalf of Metro by its contractors/subcontractors. If you have any questions about the information listed in this Agreement, please contact customer service at metroparking@joesautoparks.com.

By using the site, using any services under the Metro Parking Permit Program and/or by purchasing a parking permit you agree (1) to be bound by these terms and conditions; (2) you are an individual person at least eighteen (18) years of age; (3) you possess the legal authority to create and/or enter into a legal binding obligation; and (4) your use of this site and the Metro parking permit services comply with the terms and conditions of this Agreement in addition to any obligations that are posted on the Metro’s website.

1. Definitions

The following terms, whenever used in this document, shall be construed as defined in this section:

Account holder means the individual who is legally responsible for and authorized to purchase and maintain the parking permit account.

Administrative Code Title 6 (Customer Code of Conduct) is the Metro Board approved policies authorizing the regulation of patron safety and system preservation and protection.

Administrative Code Title 8 (Metro Parking Ordinance) is the Metro Board approved policies authorizing the regulation of parking, vehicles (including vehicles other than automobiles), and traffic upon the driveways, paths, parking facilities or the grounds of Metro.

Calendar day is a period of 24 hours, calculated from 12:00 AM to 11:59 PM.

Facility; parking facility; Metro parking facility includes any Metro covered, enclosed parking garage, deck, and/or other facility; any open air or individually covered parking space; and/or a multiple space parking area. Parking facility types include above grade, below grade or underground, mechanical and automated parking facilities.

Highway means every way set apart for public travel except bridle trails and footpaths.

Metro shall mean the Los Angeles County Metropolitan Transportation Authority and its officers, directors, employees, volunteers, contractors, and other agents.

Metro Board is the Board of Directors of Metro.

Metro parking area means the designated area on the 4th level and rooftop of the Fillmore parking garage, located at 750 S Raymond Ave, Pasadena, CA 91105.

Metro Parking Permit Program is the parking program established to provide Metro patrons monthly parking access, for a fee, to designated Metro parking facilities.

Metro Transit Court means the department authorized by the Metro Board to conduct parking, fare evasion or similar hearings and assign penalties for Metro as authorized by applicable law.

Park means to stop or to allow standing any vehicle, whether occupied or not. Vehicles stopped in obedience to official traffic-control devices or by direction of a police officer are not parked for the purposes of this document.

Parking citation is a notice to the vehicle owner of any failure to comply with Metro parking regulations, the California Vehicle Code, municipalities or county ordinances. A penalty shall be attached to each violation as described on each violation notice unless otherwise noticed.

Parking fee is the payment made to Metro in exchange for the lease of a monthly or daily parking space.

Parking permit is a non-transferable identifier issued for a specific period of time by authority of Metro which is authorized to grant to any eligible person permission to park on Metro owned, leased, financed or contracted property. A parking permit is valid only when issued to an eligible person who has complied with all terms of issuance prescribed by Metro.

Parking rate is the fixed price charged for leasing a parking space on a daily or monthly basis.

Parking space is all painted parking stalls located in parking facility that may or may not be marked by a sign, parking meter, and/or other restrictive designation painted on the ground or lot/facility surface.

Permit time is the time of day at each facility that permits are required to park in the designated permit area.

Pro-ration is the proportional allocation, distribution or assessment of parking rates and/or parking fees.

Registered Vehicle shall mean the vehicle whose license plate number is listed as a participant in the applicable monthly permit program.

TAP card is a reusable, reloadable card that is accepted as fare payment for travel across different transit agencies.

TAP card number is a 16- or 20-digit card number located on the bottom right corner on the back of the TAP card.

Transit patron is a person who has used the transit system within 96 hours of parking their vehicle.

Transit system is the compilation of Metro buses and trains in Los Angeles County, and other agencies accepting the Metro TAP card.

Valid permit is a monthly parking permit that is paid up to date and has not been canceled,

Vehicle means every motorized device by which any person or property is or may be propelled, moved, or drawn upon a highway, excepting a device which moved exclusively by human power or used exclusively upon stationary rails or tracks.

VIN is the Vehicle Identification Number, which is an identifying code on a vehicle that is unique to that specific automobile, usually found by looking at the dashboard, from the outside of the vehicle, on the driver's side.

WageWorks/Commuter Check are tax-advantaged programs for commuter spending accounts.

2. Account Information

When registering a Metro parking account through www.parkatmetro.net, only one (1) account may be created and managed. The account holder is exclusively responsible for managing this account and safeguarding the username and password. It is the account holder's responsibility to ensure that all registered information is current and accurate. The account holder agrees to notify customer service immediately at



metroparking@joesautoparks.com or 213-223-7038 in the event of unauthorized use of the account.

3. User Conduct and Compliance

All patrons and account holders shall follow the rules and regulations as outlined in this Agreement, Metro's Administrative Code Title 6 (Customer Code of Conduct) and Metro's Administrative Code Title 8 (Parking Ordinance) while using Metro's property and parking facilities. The Parking Ordinance and Customer Code of Conduct can be found at www.metro.net/parking and www.metro.net/transitcourt, respectively. The account holder is responsible for continued compliance with this Agreement and Administrative Codes 6 and 8.

In the event that Metro determines, in its sole discretion, that the account holder's conduct has violated this Agreement, Administrative Code Title 6 or Administrative Code Title 8, or has been unlawful in any way, Metro reserves the right to revoke the account holder's permit privilege and to seek all other available legal and equitable remedies.

It shall be the sole responsibility of the owner, operator, manager or driver of a vehicle for which a valid parking permit has been issued to become familiar with the provisions for and limitations on the use of the parking permits and ignorance of these provisions and limitations shall not be claimed as a defense in any action brought for illegal use of the permit.

4. Account Communication

Any communication regarding the permit parking account may be transmitted with the account holder either electronically, by phone or by mail via the registered email address, phone number or mailing address, respectively.

5. Pricing, Payments, Cancellations and Refunds

Parking spaces shall be rented on a monthly calendar basis, beginning on the first through the last day of the month. Monthly parking fees will be charged to the permit holder's credit card the first day of each month, unless approved by Metro and arranged with Metro in advance. On, or around the 1st of each month, parking fees for the current month will be automatically charged to the payment method provided in the permit holder's account. If, for any reason, the payment is not honored at that time, the permit holder will be notified at the email address listed in the account. The permit holder will have one week (7 calendar days) after the original payment attempt to update the payment information and remit all fees before the permit is canceled and the parking space is resold.

Wageworks and Commuter Checks

Wageworks and Commuter Check participants are expected to have their payment check arrive by the 1st of each month. If, for any reason, the check is not received by the 1st of the month, the permit holder will be emailed at the email address listed in the account. It is the permit holder's responsibility to follow up with Wageworks and Commuter Check regarding payment. If the payment is not received by the 7th of the month, the permit holder will be responsible for making an alternate payment to Metro for the permit parking. If no alternate payments are made by close of business on the 7th of the month, the permit will be canceled immediately and the space will be resold.

Permit Cancellation

Permit holders may cancel the monthly permit by contacting customer service at metroparking@joesautoparks.com before the 25th of the current month and providing a statement that the parking permit is no longer required.

Individuals submitting cancellation requests shall receive an e-mail confirming cancellation of the permit. Failure to submit a cancellation request before the 25th of the current month may result in charges for the following month.

Pricing

Parking rates can be viewed online at metro.net/parking.

All Sales Are Final. No pro-rations, credits or allowances will be made.

6. Permit Parking

Parking permits are issued exclusively to transit patrons on a first-come, first-served basis. Permit parking privileges are non-transferable to other transit patrons. A parking permit shall not entitle a vehicle to occupy more than one space at any time, nor shall a permit guarantee or reserve a parking space. Parking is available on a first-come, first-served basis. Parking permits may be purchased online at metro.net/parking.

The vehicle's license plate serves as the parking permit. A valid license plate number is required upon account registration and throughout the duration of the open account. Vehicles that do not have license plates may be registered by using the last five digits of the Vehicle Identification Number (VIN). When the last five digits of the VIN are used for registration, the last five digits of the VIN serves as the parking permit.

It is the permit holder's responsibility to update any changes to the vehicle's license plate number. Vehicles parked without a valid permit are subject to citation and/or tow in accordance with Metro's Administrative Code Title 8, other applicable codes, or pursuant to this agreement.



There are three (3) different types of permits available for purchase: 1) METRO Monthly, 2) CARPOOL Monthly and 3) FLEX permit. For complete details of these permits, see each respective section in this Agreement.

7. METRO Monthly Permit

METRO Monthly Permit holders are required to utilize the transit system a minimum of ten (10) calendar days each month. METRO Monthly Permit holders that do not meet the minimum requirements will not be eligible to renew the following month and will result in permit cancellation.

Pre-registration is required to become a METRO Monthly Permit holder. A valid TAP card, vehicle information and credit card is required for registration. A registration processing fee may be charged.

METRO Monthly Permits are site specific and are non-transferable to other facilities. Permit holders must park in the designated facility.

METRO Monthly Permits may be used 24 hours per day, 7 days per week, up to 72 consecutive hours. Vehicles with current and valid METRO Monthly Permits are not required to pay the daily parking fee while utilizing the permit. No more than one registered vehicle may park at any one time.

Select parking facilities have designated permit parking areas. METRO Monthly Permit holders are authorized to park in any space within the designated permit parking area. The designated spaces are reserved for permit holders until a specified time and thereafter become available to non-permit transit riders. Permit times vary by facility and can be found online at metro.net/parking or on signage at the parking facility. In facilities without designated permit parking areas, permit holders may park in any available space.

The *FILLMORE* parking facility requires METRO Monthly Permit holders to have a parking keycard to enter and exit the facility and the Metro parking area. This keycard must be used at the facility entrance (ground level), Metro entrance (4th level), Metro exit (4th level) and the facility exit (ground level), in that order, for the cycle to be correct and complete. If the gate is open, it is the permit holder's responsibility to continue to use the keycard according to the required cycle. Failure to do so will result in parking fees, payable at the facility exit. Upon cancellation or expiration of the parking permit, keycards must be returned to Metro's contractor that is responsible for operation and management of Metro parking facilities at:

L and R Auto Parks, Inc., dba Joe's Auto Parks
808 S Olive St
Los Angeles, CA 90014

8. CARPOOL Monthly Permit

CARPOOL Monthly Permits are available at selected stations at a discounted rate. CARPOOL Monthly Permits allow frequent transit users with similar commutes the opportunity to drive together to the designated parking facility in a single vehicle. To qualify as a carpool participant, the CARPOOL Monthly Permit holder must pre-register a minimum of three (3) participants (including themselves), each registered with a valid license plate number and a valid TAP card number. All participant information is needed at the time of CARPOOL Monthly Permit registration.

Once the CARPOOL Monthly Permit is approved, each CARPOOL Monthly Permit account holder must meet the following requirements:

- A minimum of three (3) daily registered participants are required;
- Each registered participant must utilize transit a minimum of 10 calendar days per month;
- Only one registered vehicle can park in the facility at a time;
- Vehicle must be parked for a minimum of 4 hours.

Vehicles that do not meet the requirements are subject to citation and/or tow in accordance with Metro's Administrative Code Title 8, other applicable codes, or pursuant to this Agreement. Permit cancellation will also apply.

9. FLEX Permit

FLEX Permit holders are transit patrons that can pay daily parking fees to utilize the designated paid permit spaces at selected facilities. Pre-registration is required to become a FLEX Permit holder. A valid TAP card, vehicle information and credit card is required for registration. A registration processing fee may be charged.

Once registered, the FLEX Permit holder may arrive at the selected facility and pay a daily parking fee to utilize the designated area. Parking fees can only be paid using the Metro Parking app or at www.parkatmetro.net. An additional service fee applies to daily parking transactions. For participating facilities and zone numbers, visit metro.net/parking. Participating facilities are subject to change at any time.

10. Permit Registration Requirements

A TAP card or a Metro Employee ID is required to purchase any parking permit. When registering a valid TAP card number or a valid Metro Employee ID number must be entered into the online account.

Vehicle make, model and valid license plate number are required to be entered into the online account when registering for any parking permit. A minimum of one license plate must be registered. Each account may register up to two (2) license plates at any time.

If a vehicle does not have a license plate the last five (5) digits of the vehicle identification number (VIN) are required in lieu of the license plate number. When a license plate is obtained for the vehicle, or within 60 days, whichever is first, the permit holder must update their permit record with the new license plate information. Failure to update the license plate information may result in the cancellation of the parking permit.

A valid credit card is required at the time of registration. See *Section 5. Pricing, Payments, Cancellations and Refunds* for more information regarding parking permit payments.

11. Parking Permit Eligibility Requirements and Exemption Applications

METRO and CARPOOL Monthly Permit holders and participants are required to maintain a minimum of ten (10) separate calendar day transactions using their registered TAP card, per month, to renew the permit for the following month. Days and months are calculated on a calendar basis. Failure to maintain the minimum monthly TAP card transactions will result in cancellation of the parking permit, unless a Monthly Permit Eligibility Exemption Application is approved by Metro. Eligibility Exemption Applications are available for patrons to complete when eligibility requirements are not able to be met.

Monthly Permit Eligibility Exemption Applications are located at metro.net/parking in the *Helpful Forms and Links* section.

Eligibility Exemption Applications must be submitted to Metro by the close of business on the 20th day of the month in order for an exemption to be reviewed and decided on for the current month. Any application submitted after close of business on the 20th of the month are not guaranteed to be reviewed for the current month and are subject to a processing fee of up to \$10 per application. If the 20th falls on a holiday or weekend, the application must be submitted by the close of business on the next business day. Applications are to be submitted to metroparking@joesautoparks.com.

Permit holders that do not meet the eligibility requirements and are not granted an exemption will have their permits canceled after the last day of the month. Eligibility Exemption Applications may be submitted after a permit has been canceled but will not be accepted more than 30 days after a cancellation of a permit.



If a permit is initially purchased or reactivated on or before the 10th of the month, the eligibility requirements will be effective for that current month. If the permit is initially purchased or reactivated on or after the 11th of the month, the permit holder will automatically be placed on the exemption list for the current month and the eligibility requirements will be effective the following month.

If the Eligibility Exemption Application is submitted after a permit has been canceled and the exemption thereafter is approved, a parking permit may be reactivated once the exemption is applied. Reactivation requires full payment of parking fees prior to reactivation. The permit is only valid from the day and time that it is reactivated and cannot be backdated to the beginning of the month.

If the Eligibility Exemption Application is submitted after a permit has been canceled and the exemption is denied, the permit holder will not be eligible to reapply for a new parking permit for 90 days from the date the permit was canceled.

Eligibility Exemption Applications may be submitted up to 6 months in advance. Permit holders should allow up to 30 days for exemption decisions.

12. Enforcement and Citations

If a citation is received, citation recipients shall refer to the payment or appeal instructions listed on the citation. Each citation issuing entity has different procedures for payments and appeals.

13. Program Notifications

Metro reserves the right to cancel, modify or terminate permits and/or this program at any time. Metro will make effort to give written notice at least thirty (30) days prior to any cancellations, modifications or termination except in the case of 1) circumstances beyond Metro's control, or 2) if there is a violation of applicable Metro rules, regulations and ordinances.

Metro reserves the right to transfer permit holders temporarily or permanently to another location if deemed necessary.

Please contact customer service at metroparking@joesautoparks.com with any questions.

Thank you for choosing Metro.