

University of Texas Rio Grande Valley

Parking FAQ

Fall 2017

The following is a list of commonly received questions regarding parking.

General Information

Q. Where is the Parking and Transportation Office Located?

A: In Edinburg, find us in the EASFC building Room 135 next to the Police Department. In Brownsville, find us at the Main Tower next to the Bursar's cashier windows.

Q: Where can I Find the Rules and Regulations?

A. Parking rules and regulations can be found right on our website at www.utrgv.edu/parking.

Q: At what time can I parked reserved?

A: "Reserved" spaces, also known as "Zone 3" can be used by Zone 1 and Zone 2 permit holders on Monday through Friday after 5 PM, on Saturdays and Sundays, and on holidays unless otherwise marked. Note that a parking permit is required at all times when parked on campus.

Q. Can I park in a visitor space if I'm a student?

A. No, these spaces are solely for visitors and neither a Zone 1 or Zone 2 permit will allow you to park in visitor spaces. Visitor spaces are for the use of official guests to the University, someone that is not affiliated as a student or employee.

Q. Where are the zones?

A. A list of zones and their locations can be found on the parking website at www.utrgv.edu/parking.

Q. I drive a convertible. What do I do?

A. As a general rule, you shouldn't leave your convertible with the top down in any parking lot. However, if this is what you want to do, we can assign you a nonremovable sticker.

Permits

Q. Where can I purchase a permit? Where can I pay a citation?

A: You can purchase a permit or pay a citation online at www.utrgv.edu/myparking. You may also pay at our offices or, in Brownsville, at the Bursar's cashier windows in the Main Tower.

Q. Do I have to buy a permit if I'm parking after 5:00 pm?

A. Any vehicle parked on University property must display a permit regardless of the time.

Q. If I forget to transfer my permit from one car to another, can I still park on campus?

A. Yes, for those times when you forget your permit you may obtain a temporary permit by coming to the Parking and Transportation office. You may also get a temporary permit online at www.utrgv.edu/myparking.

Q. What happens if my permit is lost/stolen?

A. You should immediately report the permit as lost/stolen and come by the Parking and Transportation office.

Q. Can I loan or sell my permit to someone else?

A. No – the permit is assigned to the individual who purchased it. If a fellow student or staff member requires a permit, encourage them to purchase one.

Q. If I live on campus dorm or Bronc Village do I need to purchase a permit?

A. If you are an on-campus resident of official University housing, the cost of a Resident permit is included as part of your contract. If you require parking in other areas of campus, you will need to purchase an additional permit. You can do this in person at our offices.

Q. How do I upgrade/downgrade my permit?

A. Eligible permit changes (for example, an employee going from a Zone 2 to a Zone 3) can be handled at our offices. You must bring the current permit and pay any difference in the fee.

Q. What should I do if I haven't received my permit yet?

A. When you ordered your permit you should have received a confirmation email. Check that email to see if the permit was erroneously sent to a different location than you intended. Thereafter, you must report the permit as lost/stolen and come to our office for issuance of another permit.

Q. What should I do if I am having problems with ordering a permit online?

A. If you are having problems ordering your permit online, you can always come by our office or contact our staff for assistance at parking@utrgv.edu or 956-665-2738 in Edinburg or 956-882-7051 in Brownsville.

Q. Can I get a refund for my permit?

A. You can obtain a refund on a pro-rated basis depending on how long you've had the permit. More details can be found on the parking rules and regulations at www.utrgv.edu/parking. Refunds are not issued for student permits after the 12th class day in which the permit was purchased. Employee permit refunds are determined by the number of weeks/months it was used at the time that it is returned.

Q. When is the deadline for refunds?

A. Student permit refunds are issued only up to the census date (12th class day) of the semester that the permit was purchased. Employee permit refunds are issued upon exiting the University. No refunds are issued after the Spring semester.

Q. How can I qualify for a disabled permit?

A. You don't need a specific permit marked "disabled" to park in disabled spaces. Simply use your government-issued placard or plate; you must also have a UTRGV parking permit.

Citations & Appeals

Q. What will happen if I do not pay my campus parking citations?

A. Those with outstanding citations are subject to having a hold placed on their records and transcripts and their vehicles wheel locked or towed. In addition, they will be ineligible to purchase a new permit.

Q. Who may appeal a ticket and how many days do I have to appeal it?

A. Anyone may appeal a ticket they feel was wrongly issued by visiting the following website:
www.utrgv.edu/myparking.