

## Frequently Asked Questions

**Question 1: How do I contact the Parking Office?**

**Answer:** There is no public office for visitors. Instead, please contact the office directly at **281-283-CARS (2277)** or **parking@uhcl.edu**. Parking office staff are available Monday through Thursday 8:00 a.m. to 8:00 p.m., and Friday 8:00 a.m. to 5:00 p.m. Summer hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. After hours, or when customer service representatives are not available, leave a voice message or send an email and your message will be returned in a timely manner.

**Question 2: When is parking enforced?**

**Answer:** Parking is enforced 24/7 in all employee lots, but currently not enforced from 12:00 pm on Friday through all day Sunday in student parking lots. This is subject to change.

**Question 3: How can I purchase a UHCL parking permit?**

**Answer:** Parking permits are sold online only at [uhclparking.t2hosted.com](http://uhclparking.t2hosted.com). You may use a credit or debit card.

**Question 4: Can I get a refund after I purchase my parking permit?**

**Answer:** All sales of parking permits are final.

**Question 5: My parking permit has not arrived in the mail. What should I do?**

**Answer:** During the purchase of your permit, you had to verify the address you wanted it mailed to. If you have a permanent address that differs from your school address, check this address. Upon purchase, a temporary permit is available immediately to print out. Keep this temporary permit on your dashboard to avoid citations; extra time will be given for permits to arrive in the mail. Please be aware that permits can take a long time to arrive—up to 15 days in some cases. If it takes longer than this, contact the office at **281-283-CARS (2277)** or **parking@uhcl.edu**.

**Question 6: I am driving a different vehicle today and do not have my permit. What do I do?**

**Answer:** You will need to purchase a daily visitor's permit from the pay station to display on your dashboard and park in a visitor or student lot. The pay structure is as follows: 2 hours = \$2.50, 4 hours = \$4.00, all day = \$5.00.

**Question 7: I am an adjunct. How much do I pay for a permit?**

**Answer:** Adjuncts receive a reduced rate on parking. The pay schedule is as follows: \$20.00 per long semester / \$15.00 per summer / \$40.00 annually

**Question 8: I am not classified as a UHCL employee; I am a temporary or contracted employee. Do I have to buy a parking permit?**

**Answer:** Check with the department that hired you to find out if any parking arrangements have been made. All vehicles must display a valid parking permit while parked on campus.

**Question 9: I am a one-time visitor to campus. Do I have to purchase a permit?**

**Answer:** Check with the department, school, or office you are visiting to find out if any parking arrangements have been made. Otherwise, all vehicles must display a valid parking permit while parked on campus, which may be purchased at the visitor's pay station.

**Question 10: How do I purchase a temporary parking permit?**

**Answer:** To purchase a temporary permit, you will need to visit a payment kiosk and pay with a credit or debit card to receive a permit to display on your dashboard. The pay structure is as follows: \$2.50 for 2 hours / \$4.00 for 4 hours / \$5.00 for all day.

**Question 11: Where can I find a payment kiosk?**

**Answer:** Currently, there are three payment kiosks on the Clear Lake campus: Lot G near the Delta Building, the Visitor Lot (Lot R) across from the main entrance of the Bayou Building, and in front of the Recreation and Wellness Center in Lot D. There is also one payment kiosk at the main entrance of the Pearland campus. The machines accept MasterCard, Visa, and Discover. If the kiosk malfunctions, please call the parking office at **281-283-CARS (2277)** to report the problem.

**Question 12: How can I obtain a temporary handicapped parking permit?**

**Answer:** To use a handicapped space, you must obtain a handicapped placard or plates from the Department of Motor Vehicles in addition to the UHCL parking permit or daily visitors parking permit. To find out more about purchasing a handicapped permit, go to <http://www.txdmv.gov/forms> (form VTR-214). *Note: Disabled Veterans with the appropriate placard may park for free in a designated handicapped space.*

**Question 13: I received a parking citation; how do I pay or appeal it?**

**Answer:** You may pay or appeal your citation by going to <https://uhclparking.t2hosted.com/Account/Portal>. Search your citation number or plate number to find the citation. You can also log in with your BlackBoard information (the same login you use to buy a parking permit) and click "Citations" at the top of the page. *Note: It takes at least 24 hours for violations to upload into the system.*

**Question 14: How long do I have to pay my citation?**

**Answer:** You have 14 days to pay or appeal your citation. After this period, a \$20.00 late fee will be added.

**Question 15: My department or school is hosting a special event. How do I arrange for parking?**

**Answer:** Contact the Parking Department at **281-283-CARS (2277)** or [parking@uhcl.edu](mailto:parking@uhcl.edu) to make arrangements for reduced cost permits (typically \$2.50 each), or to purchase a block of unenforced time.