



**Internal Services Department  
Parking Operations**

West Lot Building  
200 N. W. 2<sup>nd</sup> Avenue • Suite 216 • Miami • FL • 33128  
Phone: (305) 679-PARK (7275) Fax: 305 579-4597  
Email: [Parking-Operation@miamidade.gov](mailto:Parking-Operation@miamidade.gov)

**PARKING FACILITIES  
POLICIES & PROCEDURES**

Welcome Monthly Parker Users:

Welcome to the Miami-Dade County Internal Services (ISD) Parking Operations. Internal Services manages over 5,100 parking spaces in the Miami Downtown Government Center and the Civic Center vicinities. We commit to provide safe and well maintained parking facilities, pleasant and courteous customer service and efficient parking enforcement to ensure the proper treatment deserved by our customers. Our operations are full funded by the revenues generated through the fees assessed through the services that we provide.

**Please adhere to the following Policies & Procedures**

**Use of Proximity Cards**

- It takes 24 Hours for the parking proximity Key Card to be activated after its first day of issuance. Therefore if you need to access our facility on the first day present you're parking ticket at the ISD Parking Office and we'll validate your parking for that day.
- The parking Key Card must be placed over the proximity key card reader as you enter/exit the parking facility. After placing the Key Card over the proximity card reader allow 2 – 3 seconds of delay for the card to activate the arm/gate. If there is a vehicle in front of you as you approach the card reader entrance and/or exit please wait for the gate arm to lower. If not, the system may recognize that your card was used by the vehicle before you and it will not function.
- Should you encounter any problems with your parking Key Card please contact the ISD Parking Office before 4:30 PM to resolve this problem before you try to retrieve your vehicle.
- Should you forget your parking card, obtain a regular printed parking ticket from the ticket dispenser at the parking facility ramp entrance. Visit our office so we can review your account information and verify your Key Card status for proper validation so that you may exit the parking facility via the cashier at no extra charge.
- Our parking system monitors all parking Key Card activities. It is essential that you use your parking card in the proper cycle sequence (Entry – Exit). If the card is not used in proper entry/exit sequence, the Key Card will malfunction. This principle applies even if the entrance gate/arm is damaged or in the up position. Failure to follow this procedure may result in daily charges and or revoked parking privileges.
- A Key Card deposit is required for each card assigned either for personal vehicles (\$10.00) or County (\$15.00) vehicles. The deposit will be refunded if the card is returned in working condition after the usage period. If your card is lost or broken, you will forfeit your card refund.

**Use of Parking Decals**

- Renewal of monthly decals must be made between the 28<sup>th</sup> of the prior month of service and the 3<sup>rd</sup> of the current month. All renewals are on a first come first sold basis. If renewals are not made during this period, patron's monthly pass will be sold to another monthly patron.
- Monthly decals entitle customers to in-and-out parking privileges at the specified Lot **ONLY**.
- Parking Decals are non-transferable – (**Only valid for the patron who purchased the decal**).
- Parking Decals can only be used one per vehicle.
- Decals **must be displayed** and visible at all times while the vehicle is parked in the designated Lot.
- If you do not have your decal, you will be required to pay the full daily rate as designated at the parking facility, prior to entering the facility.
- Lost decals are not replaced. - (**Patrons will need to purchase a new monthly decal**).
- There will be no permit sales for partial months. Patron will have to buy permit at face value regardless of when in the month it is purchased. (**No Partial Discounts**).
- We reserve the right to refuse renewal of any monthly decal to any of our parking facilities.



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**MONTHLY PARKING  
POLICIES & PROCEDURES**

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**Payments**

- All monthly cardholder accounts are due by the 28<sup>th</sup> on the prior month of service through the 3<sup>rd</sup> day of the current month. Delinquent accounts are automatically deactivated and you are responsible to cure past due amounts.
- Payments can be made by check and/or cash at the Parking office. **DO NOT MAIL CASH.** If you are a Miami-Dade County employee your payment will be made via payroll deduction. Please write checks payable to Miami-Dade County, Internal Services Department (ISD).
- All cancellations **MUST** be made in writing. You may either submit a written letter or fill out our official Cancellation Form (available at the Parking Operations Website). Your cancellation request may be emailed at [Parking-Operation@miamidade.gov](mailto:Parking-Operation@miamidade.gov) faxed to **305 579-4597** or dropped at our central office. *Parking fees will continue to accrue until written cancellation is received and processed by our office staff.*
- Returned checks are subject to penalty fees, per Florida Statue, beyond the face value of the check in cash.
- Avoid misuses of your monthly cardholder account, this includes allowing another person to tailgate (to have someone follow you to enter or exit the facility at the same time as you). This also includes allowing another person to use your parking card to enter/exit the parking garage. If we verify that your monthly cardholder account was used by another patron you will have to pay the maximum daily rate for that garage as you exit and you may lose your monthly cardholder account.

**General Precautions**

- Please visit our website for Parking hours of operation rates.
- Once the parking garage closes for the night you will not be able to retrieve your vehicle until the next regular business day or the following business day after an observed County Holiday.
- Under no circumstance can there be any type of vehicle washing and/or cleaning of either personal or county vehicles in any ISD Parking facility.
- Park head-in only. Parking is permitted in designated spaces only. Do not park in reserved or handicap spaces unless you have proper documentation. Parking in the drive aisles, blocking fire or exit doors, fire lanes or restricted parking areas are strictly prohibited. Violators may be ticketed and/or towed at the vehicle owners' expense (**when in doubt, do not park**).
- If you will be leaving your vehicle in the parking garage overnight or for an extended period, please contact the ISD Parking Office or the Security Office (305) 375 – 4500. The parking garages are not for storing your vehicles. Vehicles that are considered abandoned will be towed at the vehicle owners' expense.
- Garage hours of operation may vary due to special events. During these special days it is possible that the garage will be full on lower floors. Patiently look for a space on all levels including the rooftop level.
- To prevent theft of your vehicle never leave the parking card and/or parking ticket in your car. Leave valuables in the trunk for safekeeping.
- Please observe the 5-MPH speed limit within the any ISD Parking Garage at all times.
- If you observe a suspicious individual, an illegally parked vehicle, a vehicle with their lights on or with a flat tire and malfunctioning parking equipment, please report it to the ISD Parking Office at (305) 679-PARK (7275). You may also contact ISD Security Department at (305) 375 – 4500. During an emergency please follow parking posted signs or call 911.
- Please assist us with maintaining a clean parking facility by not throwing trash and/or debris anywhere on the ground. Please place trash and/or debris in the trash receptacle located on all levels.

**NOTICE – Miami-Dade County ISD Parking Operations is not responsible for any damage to your vehicle caused by fire, storm, theft, vandalism, collision or loss of any articles left in the vehicle. If any damage has occurred, please notify the Parking Office and /or Security Guard on duty prior to leaving the facility. They can assist you in completing a report for your records.**

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