

**CITY/STATE PARKING GARAGE  
498 W CONGRESS ST  
PARKING RULES AND REGULATIONS**

**THIS IS A MULTI-STORY FACILITY. ALL PARKING IS ON A FIRST COME, FIRST SERVED BASIS.**

**WARNING:  
FAILURE TO PARK IN DESIGNATED AREAS OR TO PROPERLY DISPLAY A  
VEHICLE STICKER OR OTHER MISCONDUCT MAY RESULT IN CITATION.**

- Customers who have been notified that space is available, must come to the ParkWise office, 110 East Pennington Street Suite 150, and complete the necessary paperwork. An access card and vehicle sticker will be issued. **All information provided to the ParkWise office will remain confidential.**
- Payment for this parking facility is due on the 1st of every month. If payment is not made by the 5th day of the month, a \$10 late fee will be incurred. If the 1st or 5th day of the month falls on a Saturday, Sunday or holiday, then payment is due the next business day.
- Parking at the garage is available Monday thru Friday 6 AM to 6 PM. Please see posted operating times at garage entrance.
- City employees may only sign-up and pay for parking through the City of Tucson payroll deduction program.
- The payroll deduction program is also available for Pima County employees. Please see ParkWise for details.
- Parkers who want to cancel their parking should contact ParkWise for details.

**Vehicle Access**

Monthly customers enter and exit the garage using a magnetic bar card. Simply insert the card into the reader, swipe quickly and the gate will lift.

**Access Card**

All parkers are 100% responsible for their access cards. Access cards may be used for any personal vehicle with a valid City/State Parking Garage sticker. For lost or stolen access cards, there is a \$25 replacement fee. In the case of theft or loss, notify the ParkWise office at 791-5071 immediately and a new access card will be issued once the replacement fee is paid. If the access card is found within 30 calendar days after loss or theft, the replacement fee will be reimbursed. There is no reimbursement after 30 calendar days. Access cards that have been damaged by overuse or due to the elements, such as sun damage, will be replaced free of charge. Please bring damaged access cards to the ParkWise office. If there is any other type of damage, you will be liable for the \$25 replacement fee.

### **Vehicle Stickers**

Monthly parkers will be issued a vehicle sticker for the City/State Parking Garage. The sticker must be placed on the outside rear driver's side window so it can be seen easily by a Parking Enforcement Agent or garage security. Stolen, lost or damaged stickers will be replaced for a \$25 replacement fee at the ParkWise office.

### **Miscellaneous**

Access cards may not be loaned, sub-contracted, or transferred to another individual or organization. Any abuse or violation of this section will result in loss of parking privileges. The access card and gate system is designated to prevent re-entering the garage by passing the card back to someone else to enter. ParkWise will not reimburse parkers for fees they incur for parking at a non-ParkWise facility because of overcrowding, construction or renovations. In certain limited instances, ParkWise will make space available at its other facilities for parkers displaced by overcrowding, construction or renovations.

ParkWise assumes no liability or responsibility for any theft of personal property, vehicles or damage to any vehicle while parking in this facility. Be sure to follow all posted regulations and speed limits. Remember to drive slowly in this facility as there are pedestrians and other motor vehicles moving about. **BE AWARE OF THOSE AROUND YOU.**

### **Security**

Security personnel and Parking Enforcement Agents patrol this facility throughout the day. They have been instructed to issue warnings and/or citations for those vehicles not displaying proper vehicle stickers, for improper parking practices and for misconduct. Vehicles should not be left overnight.

**Note that the lights in the City/State Garage are on from 5 AM to 11 PM only.**

### **Questions?**

Please call the ParkWise office if you have any questions regarding where to park, how to use your access card or how to display your vehicle sticker. ParkWise is committed to providing a clean, safe parking experience.

**ParkWise**  
**110 E Pennington St Ste 150**  
**PO Box 27210**  
**Tucson AZ 85726-7210**  
**520-791-5071**  
**[parkwise@tucsonaz.gov](mailto:parkwise@tucsonaz.gov)**