

FOR MORE INFORMATION

Norfolk Division of Parking
Customer Service Center
222 E. Main Street
Norfolk, VA 23510
Phone: (757) 664-6222
Fax: (757) 664-6244

After 5:30 p.m.
On-Duty Supervisor
(757) 441-2056

E-Mail: monthlyparking@norfolk.gov



WWW.NORFOLK.GOV/PARKING



MONTHLY
PARKING
GUIDE

MISSION STATEMENT:

The Division of Parking, through the efforts of all employees dedicated to excellence, shall provide safe, convenient and affordable parking services to the citizens, visitors and businesses in Norfolk.

OBJECTIVE:

To meet the needs of downtown workers, residents, students, shoppers, and tourists, the City of Norfolk's Parking Division operates and maintains the City's parking system. This includes approximately 18,000 public parking spaces located in 13 garages, 10 lots and over 600 on-street spaces. Safe, convenient and affordable parking is provided to all patrons through the efficient management of the City's parking resources.

PROCEDURES FOR MONTHLY PARKING

IN ORDER TO ASSIST MONTHLY PATRONS OF THE DIVISION OF PARKING, THE FOLLOWING INFORMATION REGARDING GENERAL PROCEDURES GOVERNING MONTHLY PARKING IS PROVIDED.

1. HOURS OF MONTHLY PARKING:

Daily monthly parking includes the hours of 6:00 a.m. to 6:00 p.m., Monday through Friday. Extended daily monthly parking hours are available, depending on location, for a nominal cost.

Nightly monthly parking includes the hours of 6:00 p.m. to 6:00 a.m., Monday through Sunday, and may be extended depending on the facility and for a nominal fee.

Monthly parking is also provided for residents of the Central Business District, based on availability and location. Residential parking rates are 50% of the posted facility rates.

For more information visit Norfolk's Parking Customer Service Center, located at 222 E. Main Street, Norfolk, VA 23510 or call (757) 664-6222.

2. SPECIAL EVENT RESTRICTIONS:

During the annual Harborfest weekend in June, daily monthly parking passes and cards will not be honored in any facility beginning on Friday at 5:00 p.m. and continuing until the close of Harborfest on Sunday.

Residential monthly parkers will be the only exception. During that time, all parking facilities will be operated under a Special Event "collect-on-entry" mode. All non-residential monthly parkers will be required to pay the collect-on-entry rate during this period.

The Norfolk Tides' baseball season at Harbor Park runs from early April to early September. During this time, on weekday day games, monthly parkers must park in the MacArthur South Garage. On night games, monthly parkers must vacate Lots C, D, E and F by 5:30 p.m.

3. MONTHLY PARKING CONTROLS

(ELECTRONIC CARDS & DECALS):

Monthly parking is controlled by the issuance of either garage access cards or wands and decals for the garage facilities or decals for the lot facilities. One bar-coded decal is issued per parking space, and only one space may be used per each decal issued. Decals should be affixed to the inside of the vehicle's rear window glass, totally contained within the lower 5" on the driver's side.

Monthly Parking controls are not transferable. If assigned a numbered space, monthly parkers should park only in that designated space. Failure to follow these guidelines could result in revocation of privileges offered to patrons under the monthly parking plan.

MONTHLY CARDS: Encoded electronic garage access devices are issued and are accompanied by a bar-coded decal displayed as instructed. Monthly parkers are required to have a current bar-coded decal on each vehicle. The encoded garage access card is to be used to gain entry and to exit a particular parking facility. The card must be used in sequence – entry first, then exit. If the encoded card is used out of sequence, it will not allow usage. You will need to contact the Customer Service Center at (757) 664-6222 for instruction. Patrons are asked not to put electronic cards in wallets next to credit cards. Damage may occur.

Vehicles failing to display bar-coded decals are subject to ticketing, and patrons will be responsible for paying the fine.

4. LOST OR DAMAGED CARDS:

Please report any lost, stolen or damaged monthly parking garage controls immediately to the Parking Customer Service Center. Any reported control will be deactivated and a new one will be issued. There is a \$5 fee for replacement of access cards and decals, and a \$15 fee for replacement of wands.

5. BILLING AND PAYMENTS:

Monthly parking invoices/statements are mailed or emailed between the 11th and the 15th of each month. Payment is due by the 1st day of each month. Payments received after 5 p.m. on the 10th will be considered late. Until past due balances are paid, monthly parking will be suspended. Payments should be mailed or delivered to the Customer Service Center, which is located at 222 East Main Street, Norfolk, VA 23510. Please make checks and/or money orders payable to Treasurer, City of Norfolk. All payments must be accompanied by the bottom portion of the billing invoice/statement. Please note that the account number is needed in order to promptly and accurately post payment. Payments may also be made online at www.norfolk.gov/parking. Convenience processing fees apply to all online payments.

6. MONTHLY PARKING RENTAL AGREEMENT:

Monthly parking is a contract between a patron or corporate entity and the City of Norfolk and is automatically renewed with each monthly billing period. The termination of a monthly parking agreement requires a 30-day written notice either by the patron, corporation or the Division of Parking. All parking controls must be returned to the Customer Service Center on the effective termination date. Each monthly patron should become familiar with all terms and information contained in the Monthly Parking Rental Agreement. This can be viewed online at norfolk.gov/monthly-Parking

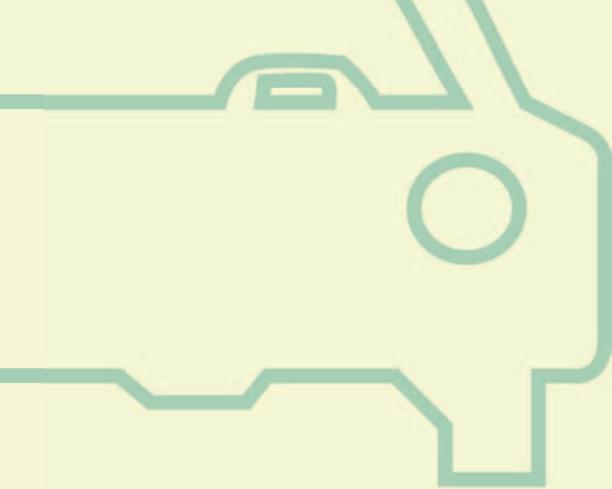
7. RESERVED PARKING SPACES:

Unauthorized vehicles parked in reserved spaces are subject to be ticketed and towed. Patrons who lease reserved spaces should notify the Division of Parking at (757) 664-6222 in the event that an unauthorized vehicle is occupying their space. Patrons may park in any available unreserved space in a facility until the offending vehicle has been removed.

8. SIGNAGE:

Garage and lot facilities have signage indicating those areas specifically designated for monthly parking. Patrons should check this signage carefully in order to make certain they are in the correct location. Vehicles not in compliance will be ticketed and/or towed, and patrons will be responsible for paying the fine and any related towing fees.





9. HANDICAP PARKING:

Handicapped spaces are provided and are clearly marked for use only by vehicles displaying proper handicapped tags or passes. As required by law, the City of Norfolk enforces handicapped parking in all garages and lots. Vehicles not in compliance will be ticketed and/or towed at the expense of the parking patron.

10. GARAGE CLEARANCES:

Main Street Garage	6'11"
MacArthur Center Garages.....	7'
Commercial Place Garage	7'
York Street Garage	7'2"
Scope Garage	6'2"
Boush Street Garage.....	7'2"
City Hall South Garage	6'3"
Freemason Street Garage	7'6"

Waterside Garage.....	7'2"
Town Point Garage	7'
West Plume Street Garage	8'

Vehicles exceeding these clearance levels will be directed to a designated parking area. For more information, please contact the Parking Customer Service Center at (757) 664-6222.

11. SAFETY:

The speed limit in all parking facilities is 5 miles per hour and is enforced.

In order to ensure maximum use of all available spaces, vehicles should be parked so as not to interfere with or block adjacent spaces.

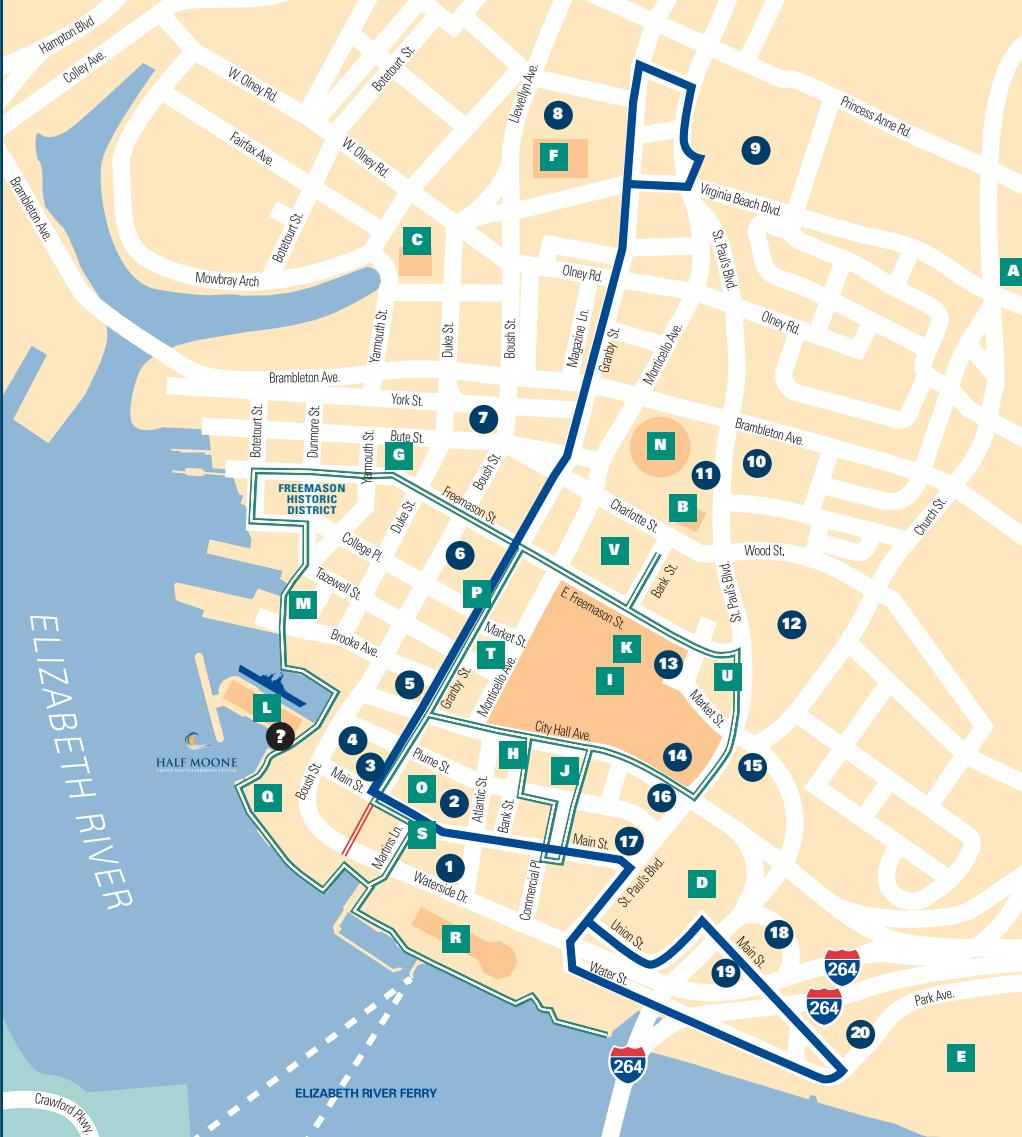
The City of Norfolk is not responsible for damage to vehicles parked at any of the Division of Parking's parking facilities. Likewise, all patrons are advised that the City of Norfolk is located in a flood plain. As a result, low-lying areas may be subject to flooding.

Security at all parking facilities is provided by the Norfolk Police Department who patrol the facilities in marked vehicles. Should you observe any suspicious persons or activities at any facility, please call the Parking Customer Service Center at (757) 664-6222; or after hours, call the Operations Office at (757) 441-2056. In the event of an emergency, please call 911.



FACILITY	GENERAL LOCATION	MONTHLY RATE (UNRESERVED)	
Boush Street Garage	Corner of Boush Street & City Hall Avenue	DAY \$85.00	NIGHT \$34.00
Brambleton Lot	Corner of St. Paul's Boulevard & East Bute Street	\$52.00	N/A
Cedar Grove Lot	Corner of Virginia Beach Boulevard & Monticello Avenue	\$43.00	\$20.00
City Hall South Garage	On Union Street across from City Hall	\$60.00	\$25.00
Commercial Place Garage	Corner of Main Street & Commercial Place	\$85.00	\$34.00
Freemason Street Garage	Corner of Boush Street & Freemason Street	\$85.00	\$34.00
Harbor Park Lots	Park Avenue	\$43.00	N/A
Harrison Opera House Lot	Corner of Virginia Beach Boulevard, Llewellyn Avenue & Granby Street	\$37.00	N/A
MacArthur Center North Garage	Market Street	\$85.00	N/A
MacArthur Center South Garage	City Hall Avenue	\$85.00	N/A
Main Street Garage	Corner of Main Street & Atlantic Street	\$85.00	\$34.00
Plume Street Lot	Corner of St. Paul's Boulevard & Plume Street	\$69.00	N/A
Scope Garage	Corner of St. Paul's Boulevard & Brambleton Ave.	\$52.00	N/A
St. Paul's Lot	Corner of Wood Street and St. Paul's Boulevard	\$43.00	N/A
Starke Street Lot	Corner of Starke Street & Granby Street	\$43.00	N/A
Town Point Garage	Corner of West Main Street & Boush Street	\$85.00	\$34.00
Waterside Garage	Corner of Waterside Drive & Atlantic Street	\$85.00	\$34.00
West Plume Street Garage	Corner of West Plume Street & Boush Street	\$95.20	\$34.00
York Street Garage	Corner of Boush Street & Bute Street	\$64.00	\$27.00

DOWNTOWN NORFOLK



DOWNTOWN PARKING

- 1 Waterside Garage
- 2 Main Street Garage
- 3 Town Point Garage
- 4 West Plume Street Garage
- 5 Boush Street Garage
- 6 Freemason Street Garage
- 7 York Street Garage
- 8 Harrison Opera House Lot

- 9 Cedar Grove Lot
- 10 Brambleton Lot
- 11 Scope Garage
- 12 St. Paul's Lot
- 13 MacArthur North Garage
- 14 MacArthur South Garage
- 15 Education Lot
- 16 Plume Street Lot

- 17 Commercial Place Garage
- 18 City Hall Garage North
- 19 City Hall Garage South
- 20 Harbor Park Lots

- Norfolk Electric Transit (NET) Route (subject to change)
 - Free Downtown Shuttle
- Cannonball Trail
 - Historic Walking Trail
- Granby Street Connector
- ? Visitor Information Center