

1) Q: I just moved in, what do I do?

A: Step 1: Check the webpage [here](#) to see if your residence is in a permitted Neighborhood Parking Permit (NPP) Program zone and requires a parking permit.

Step 2: If it is in one of the NPP zones, you will need to fill out the application and bring it into our Parking and Access office with the required documents. The application and requirements can be found [here](#).

*You can also use our online portal to purchase a permit. You will need to follow the same instructions to apply. A link for Online NPP Permits can be found [here](#).

2) Q: My vehicle is registered to my parents, is that ok?

A: This depends on which type of permit you are applying for. A residential NPP permit will need a notarized letter from the owner stating that you are the primary driver. Click [here](#) to see a PDF of the form and details of the requirements. Please pay close attention to section #3.

For other kinds of permits, such as a Commuter NPP Permit or 20 Day Pass, it doesn't matter who the vehicle is registered to as long as it is current.

3) Q: I am a student at CU or Naropa but am not able to park on campus. What are my options?

A: Commuter NPP Permits are a popular option. If interested, please click [here](#) for more information on NPP and Commuter permits. Applications can be found for each permit on the right-hand side of the page.

Click [here](#) for a map that shows which blocks are available.

4) Q: My child is moving to Boulder, what are our parking options?

A: If your child is not parking on CU or Naropa campus, please refer to questions 1, 2, and 3. Those answers should take care of your child's parking needs. Click [here](#) for more information.

5) Q: My neighborhood is not in an NPP zone and I can't find parking where I live. What are my options?

A: Commuter NPP Permits are a popular option. If interested, please click [here](#) for more information on NPP and Commuter permits. Applications can be found for each permit on the right-hand side of the page.

Click [here](#) for a map that shows which blocks are available.

6) Q: How do I establish my neighborhood as an NPP zone?

A: Information on the process and requirements for establishing a new NPP zone can be found at the bottom of [this](#) page. We are in the process of re-vamping the program and as such are not accepting petitions at this time. Stay tuned winter 2020 for updates!

7) Q: Why can't I use the servicing address for proof of residency for NPP Permits?

A: A servicing address does not indicate that an applicant lives at that address. A servicing address shows that there is a utility or a service going to that location.

For example, landlords and property owners often have bills sent directly to themselves so they can then charge their tenants back through rent. We need to ensure that parking is provided and available for the residents that live in these zones.

Because of this, we require that the document you bring as your proof of residency shows a mailing address to match the address of the zone which you are applying for.

8) Q: I've been living at the same address for years, why do I need to provide proof of residency?

A: We moved to a new database in 2019, which requires proof of residency for all NPP Permits. This is a requirement for **all residents**, regardless of whether they are new residents or residents that have lived there since the inception of the NPP Program. People who have moved out of and/or sold their homes sometimes still try to purchase permits in their old neighborhood, which takes away parking from the current residents of that neighborhood.

9) Q: I am interested in purchasing a Commuter NPP Permit. How do I get one?

A: Step 1: Look at our interactive map [here](#) to see where you would like to park.

Step 2: Print and fill out [this](#) form. You may also fill out the form at our office.

Step 3: Bring your completed form, current vehicle registration, and government issued ID to our office at:

1500 Pearl St., Suite 302
Boulder, CO 80302

Step 4: Commuter permits are \$100.00 quarterly. Cost is prorated based on your purchase date.

10) Q: Can I get a refund on a returned permit?

A: The refund you are eligible for depends on the permit you have. Please see a list below of our refund policy for different products:

- Commuter Permit – prorated refund based on the return date
- Garage Permit – prorated refund based on the return date
- Surface Lot Permit – prorated refund based on the return date
- Cash Pass – full refund of remaining balance

Q: Why am I not able to purchase permits online?

A: Our team is actively working on making all our products and services available to purchase online. We hope to have an update in summer 2020. Stay tuned!

NPP Residential Permits are currently the only permits available for purchase online. To access the online portal for NPP Residential Permits, please click [here](#).

11) Q: I am interested in purchasing a Business NPP Permit. How do I do this?

A: Your business must be located in an NPP zone to qualify.

Step 1: Please refer to [this](#) page to see if your business's location is in an NPP zone.

Step 2: If you are in an NPP zone, click [here](#) to print/fill out an application. See application for details and requirements.

12) Q: I own a business, where can my employees park?

A: You can find details about the products and services the City of Boulder Parking and Access Office offers [here](#). If you are a business in the downtown Central Area General Improvement District (CAGID), you can find a cost breakdown of different options [here](#).

CAGID boundaries map can be found [here](#).

13) Q: I work downtown, where do I park?

A: You can find details about the products and services we offer [here](#). If you are an employee working in the downtown CAGID business district, you can find a cost breakdown of different options [here](#). ←

14) Q: I am interested in purchasing a quarterly garage permit. How do I do this?

A: Quarterly garage permits are in very high-demand and as a result, we are currently sold out. We do have a wait list, but are currently not accepting additional applicants. We hope to have a more effective wait list in place to address the needs of the community. More information will be available fall 2020.

Trinity Parking Garage permits, 20 Day Passes and Cash Passes are still available for purchase. Trinity Parking Garage is located at:

2200 Broadway
Boulder, CO 80302

If you are interested in learning more, please contact Parking Services at 303-413-7300 or at parkingservices@bouldercolorado.gov

15) Q: What is a 20 Day Pass and how does it work?

A: The 20 Day Pass is a reusable card that allows you to scan entering and exiting any city garage. Each time you exit the garage with your pass, one day is deducted from your balance. Initial set up of the card costs \$210. \$10 goes towards a one-time activation fee and the \$200 goes towards 20 days at \$10/day. You may reload your pass with more days any time, however a minimum of 10 days is required to reload. This is a good option and will save you money if you intend on parking for longer than 6 hours a day.

16) Q: Can I use the 20 Day Pass multiple times per day?

A: Yes, you can. However, please keep in mind that one day will be deducted from your pass each time you exit. The 20 Day Pass is best used when you are in the garage for 6 hours or longer. It is less expensive to pull a ticket upon entering the garage, and paying when you leave when staying for shorter durations than 6 hours.

17) Q: How can I reload my 20 Day Pass?

A: You may add 10 or more days to your permit at any time by either calling our office at 303-413-7300 or visiting us at:

1500 Pearl St., Suite 302
Boulder, CO 80302

We accept cash, check, Visa, MasterCard and Discover.
The ability to reload your pass online should be available in Q3/Q4 2020.

18) Q: What is a Cash Pass and how does it work?

A: The Cash Pass is a reusable card that allows you to scan entering and exiting any city garage. Each time you exit the garage with your pass, the cost of your parking is deducted from your balance. You will not need to insert a ticket or payment. You receive a 10% discount when you refill the money on your card. For example, if you want to add \$100 to your Cash Pass, you will only be charged \$90.00. You may refill your pass at any time by calling or visiting the Parking Services office.

19) Q: My garage pass has stopped working. What do I do?

A: The two most common reasons that a permit will stop working are as follows:

1. The entrance/exit scanning sequence has been disrupted and will need to be reset. Our garages require that you *scan your pass each time you enter and exit*. If the garage doesn't have a record of you exiting the garage, it will not let you enter and vice versa.
2. The funds on your permit have been depleted. Either your 20 Day Pass is out of days, your quarterly garage permit has expired, or your Cash Pass has fallen below the minimum \$20.00 to enter. You will need to refill or renew your permit to have it reactivated.

You can call, email or visit us and we will work with you to get any issues resolved ASAP. Our contact information is available [here](#).

20) Q: The gates were up when I came in or exited, do I still need to scan my permit?

A: All garage cards need to be scanned in and out. If one or the other isn't done for any reason, then it will fall out of sequence and will need to be manually reset in the system. This includes weekends and holidays. Please contact our office to get it working again. Contact information can be found [here](#).

21) Q: I don't have a credit card, may I use cash to pay in the garages?

A: Cash is accepted in our garages only when an attendant is present. As there is a chance that the attendant booth is not staffed when you exit, we recommend you be prepared to pay at the self-serve kiosk with a debit or credit card.

22) Q: What is your email address?

A: parkingservices@bouldercolorado.gov