



**DEPARTMENT OF TRANSPORTATION
AND ENVIRONMENTAL SERVICES**

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***FREQUENTLY ASKED QUESTIONS ABOUT
RESERVED PARKING***

Q: What is the time frame for processing reserved parking requests?

A: All requests for reserved parking spaces must be received in the Permit Office a minimum of three (3) business days prior to when the spaces are needed in order to meet the customer's request. Weekends and holidays do not factor into the time needed to process the request and to post the signs. **Requests received after 3:00 pm are considered as being received the following business day.**

Example: During Thanksgiving week, due to the fact that City offices are closed on Thursday and Friday, spaces that are needed for either Saturday, Sunday, Monday or Tuesday following Thanksgiving Day, must be requested no later than 5:00 p.m. on Tuesday of Thanksgiving week. Please call 703.746.4035 for reserved parking. See Temporary Parking Regulations, <http://alexandriava.gov/tes/info/default.aspx?id=3458> , for a list of permitted activities for which parking spaces can be reserved.

Example: Reserved parking request submitted on 3:30 pm on Friday would be considered received on Monday. First available posting date would be Thursday.

Q: What is the time frame for processing reserved parking requests if the request is part of an application for excavation or for work in the right-of-way?

A: When reserved parking is needed in conjunction with an excavation permit or a right-of-way permit, e.g. cranes or dumpsters, an additional three (3) business days must be added to the time for the request to be received and processed.

Q: What happens if the request for reserved parking is received less than the required three (3) business days?

A: The signs must be **posted a minimum of 24 hours** in advance of when they are needed to be regulated by Parking Enforcement. If the request does not allow processing time for this to occur, the request **cannot** be processed.

Q: What happens if unauthorized vehicles are parked in the reserved spaces?

A: The City's Police Department, Parking Enforcement Division, regulates reserved parking spaces. Please contact the **Police Department** directly @ **703.746.4444** if unauthorized vehicles are parked in reserved spaces.

Q: What are the criteria for receiving a refund?

A: All requests for refunds must be made in writing, stating the reason for the requested refund. The applicant will be informed of the decision once the request has been reviewed.

- In order for a refund to be considered, the request for reserved parking must have been received (3) business days prior to the need, and one of the following must have occurred:
 1. The signs were not posted.
 2. The signs were not posted 24 hours in advance of the needed date and time and unauthorized vehicles were parked in the reserved spaces.
 3. The signs were posted in the wrong location.
- After the signs are posted, a request for a refund will not be considered if, for example, the applicant decides that the spaces are not needed, the applicant finds that fewer days are needed than were originally requested, or the signs are removed by non-City personnel.

Q: A contractor is working at my home. How do I reserve parking for his vehicle?

A: We cannot reserve parking for contractor's vehicles so that they would have a space to park while the contractor works. Parking spaces may only be reserved for equipment needed at the site (cranes, dumpsters, etc.). The property owner may request a business permit from the Treasury Office. The phone number for the Treasury Office is 703.746.3902, and the information is also on their web site, <http://alexandriava.gov/finance/info/default.aspx?id=1818>,

Q: I am having a party at my house. How do I reserve parking for my guests?

A: The City does not reserve public parking spaces for private parties. Requests may be made to the Treasury Office for a guest pass or a visitor pass. You may visit their office on the 1st floor in City Hall, 301 King Street, Suite 1510.