

# WILLIAMS TOWER PARKING FAQ's and INFO

## A. General Info

This document serves to identify the requirements for parking in particular spaces and to maintain safety for drivers and pedestrians inside the garage. Violations and consequences are also included. If you have any questions about the below policies and procedures, please contact the parking office at 713.985.3343.

Speed Limit: **10 MPH**

Vehicle Size Classifications		
Vehicle type	Length	Height
Sub Compact	<13.75'	
Compact	<14.5'	
Full Size (Truck/SUV)	18'-19'	6'7-6'10"
Oversize	>19'	>6'10"

- Please do not park in such a manner as to block the flow of traffic, or hinder the passage of pedestrians or vehicles
- Vehicles must be parked within the marked boundaries of the parking space and not more than 18 inches from the wall or cable at the front of the space

## B. Violations Which Could Result in Towing of a Vehicle

- Parked in a reserved space without authorization
- Building employees utilizing visitor parking without authorization
- Parked in an area that is not a marked parking space
- Parked in a designated "compact" or "subcompact" space where the vehicle poses a danger to pedestrians or other vehicles
- Parked in more than one parking space

## C. New Parker Activation

All new parkers must fill out a parking application in order to gain access to the garage. The Parking Activation Request Form is attached as Exhibit A.

### Vehicles with a toll tag

Parkers with existing toll tags (aka EZ tags) **must provide their tag information in order to gain entry into the garage**. We will program the number associated with the tag into the garage access system, and the parker will not be required to obtain an additional hang tag.

The garage access system will accept tags from the following entities:

- HCTRA (Harris County Toll Road Authority)
- NTTA (North Texas Toll Authority)
- TxTag (the Texas tag used throughout the state)

Note: by providing us your EZ tag number, this will not grant us access to your EZ tag account or any banking or credit card information associated with your account. The EZ tag is solely entered for garage access. There are no toll charges associated with accessing the parking garage.

### Vehicles without a toll tag

For parkers who do not have an existing toll tag, you will be issued a hang tag specifically for Williams Tower use only.

Note: **only one access tag is allowed per vehicle**, and the tag must be hung from the rearview mirror in order for it to work properly. Attempting to use a hangtag with an existing toll tag will result in gate malfunction.

## **D. Validating Visitor Parking**

All parking validations are completed online by registered Williams Tower companies. The website for parking validations is: <http://wtvalidations.wps-us.com/tvssvc/>

Contact the parking office for instructions and assistance with the following:

- New validation registration
- Issues with signing in
- Setting up iPhone or Android app
- Any other validation questions or concerns

## **E. FAQ's**

1. What if I was assigned a building issued hang tag or windshield sticker tag but obtained an EZ tag later?

Return the building issued hang tag and follow above process to have your EZ tag activated. The sticker tag may be removed and discarded. Having multiple tags attached to your vehicle may cause a malfunction with the tag reader.

2. What if I have a new vehicle?

Fill out the Parking Activation Request Form. See Exhibit A. If this vehicle has a temporary license plate, please update the permanent license plate number when it arrives.

3. What if I have two EZ tags on my vehicle?

The system will only grant access in/out of the garage for one tag at a time, as assigned to a parker. Multiple tags on a vehicle will cause a malfunction with the tag reader. One of the tags will need to be removed.

4. What if I have my windshield replaced with a sticker tag attached?

A hang tag will need to be acquired. Pulling the sticker off the windshield will damage the battery and it will not work.

5. What if I lose my hang tag?

Replacement hang tags are \$25. Windshield stickers are no longer issued.

6. What if I am in a rental car?

A day pass may be use for the duration of rental car usage. **See Exhibit B for day pass instructions.** If assigned a hang tag, it can be temporarily used in the rental car.

Please note, some rental cars have an EZ tag attached and using the hangtag may cause the gate to malfunction. You can choose to use a day pass or register the rental toll tag temporarily.

**\*Day passes are only used for monthly contract parkers. Anyone that does not meet this requirement must be validated by your company on a daily basis.**

7. What if I am waiting on a new EZ tag?

A day pass may be used until the new EZ tag arrives. See Exhibit B. See Exhibit A to send information for new EZ tag and/or new vehicle.

8. Where should a toll tag be mounted?

EZ tag / toll tags should be mounted on the upper edge of your front windshield behind the rearview mirror. Most vehicles have dark tint above the rearview mirror. Please place all toll tags at least a ½ inch below this area. See Exhibit C.

9. Where should the hang tag be mounted?

Hang tags should be attached to the rearview mirror.

10. What other issues have been encountered with EZ tags?

Usually vehicles that feature a solar coated windshield will need to display the EZ tag on the license plate or obtain a hang tag. This coating causes an interference with reading EZ tag. The hang tag will need to be held out the window when approaching the gate. If you feel that this issue may apply to your vehicle, please contact the Parking Management office.

11. What issues do motorcycles commonly experience?

Motorcycles may have issues with activating the loop detector sensor. Motorcycle should be centered on the drive lane and hang tag (assigned if there is no windshield) held up to activate loop detector and tag reader.

## **F. Parking Contact Information**

- Lauren Nelson- Senior Operations Manager- [lauren.nelson@winpark.com](mailto:lauren.nelson@winpark.com) 713.985.3343
- Tiffany Canada- Senior Parking Assistant- [tiffany.canada@winpark.com](mailto:tiffany.canada@winpark.com) 713.985.3342