

BART Reserved Parking

FREQUENTLY ASKED QUESTIONS

Reserved parking has historically been offered through the Select-a-Spot website. In mid-April, BART will begin offering Reserved parking through the BART Official app at the Rockridge and Warm Springs stations, and at the remainder of stations in summer 2021. The Select-a-Spot website will be phased out by fall. These FAQs pertain to the Reserved parking offered through the BART Official app.

GENERAL

What is Reserved parking?

BART offers parking by reservation in designated “Reserved” areas (previously known as “Permit”), and parking on a first-come, first-served basis in designated “Daily Fee” areas. Reserved parking is typically better-located and provides a guaranteed spot before 10 a.m.

BART offers two kinds of Reserved parking through the app – monthly and single/multi-day. You may purchase in advance or, if there is availability shown on the app, the day of/on-site.

How do I purchase Reserved parking on the BART Official App?

Purchase Reserved parking by downloading the BART Official app from the Apple App Store or Google Play Store. You will be prompted to create a user account and to enter one or more license plate numbers and payment methods (we accept debit card, credit card, PayPal, and Venmo). You only need to set up your account once and then you are set to use the new feature. Select to purchase either monthly Reserved parking or single/multi-day Reserved parking. When you arrive at BART, park in the Reserved area. There is no need to print anything in advance or display anything inside your car.

How much does Reserved parking cost?

Reserved parking costs \$6/day (on weekdays; weekends are free) or \$105 for the month at most stations, plus applicable taxes for stations within the city of Oakland. Different pricing applies for the South Hayward, North Concord, and West Oakland stations. Check the station page at www.bart.gov/stations or the Official app for exact pricing by station.

Prices are subject to change. Notification will be provided of any rate changes at least 45 days in advance.

Where do I park when using Reserved parking?

Park in the Reserved area (previously referred to as “Permit” area). Refer to station signage or the parking map on each station page at www.bart.gov/stations to find the exact location of the Reserved area. Please do not park in the Daily Fee areas, as we do not check for Reserved parking there and you could receive a citation. Note that the Pittsburg Center and Glen Park stations do not have Reserved parking areas at this time.

Is my Reserved spot guaranteed to be available?

Your spot will be held for you until 10 a.m. After that time, you may still park in the Reserved area if space is available, but the space is no longer guaranteed. Also, while BART manages sales to ensure availability in the Reserved areas, on rare occasions, people park where they shouldn't and risk receiving a citation just to get a spot. BART Police prioritizes Reserved Parking enforcement to prevent this from happening.

Where do I purchase airport/long term parking?

Download the BART Official App and purchase single/multi-day Reserved parking for the weekdays you need to park. No charge will apply on weekend days or holidays. You can buy up to 20 weekdays at a time, and you may leave your vehicle parked continuously during that time so long as you have paid for parking on each weekday.

Can I purchase Reserved parking through a website?

At this time, you must purchase Reserved parking through the BART Official app.

Can I pay with a commuter benefits paper check?

At this time, we do not accept paper commuter benefits checks with the app-based system. Please work with your employer and/or commuter benefits provider to switch your commuter benefits payment to an electronic credit or debit card, or you may pay out of pocket and request reimbursement.

ADDITIONAL COMMUTER BENEFITS FAQS

How do I get my benefits by debit card? The process depends on your employer. In some cases, you may be able to directly login to your commuter benefits account (the two main providers are Healthy Equity/Wageworks, or Commuter Check/Edenred), cancel your existing check-based payment method, and select to be paid via debit card instead. The debit card will be mailed to you, and you would enter the number when paying for parking on the app. In other cases, you need to ask your employer to make the change for you. If you aren't sure, start with your HR department.

What if my employer doesn't offer a debit card option? You will still have the option to pay out of pocket and request reimbursement from your benefits provider. When you purchase monthly Reserved parking, your receipts are automatically emailed to you, and you can attach these to support your request for reimbursement.

What is the deadline for making the change? Each employer may set a different deadline for changing the method of commuter benefit payment, but it is most commonly the 10th of the month prior to the month you want to use the benefit.

Can I pay with a personal paper check?

We don't accept paper checks for payment. However, we do accept PayPal, and it's possible to deposit a personal paper check for free to add value to your PayPal account using the PayPal "Cash a Check" service. See the [PayPal website](#) for details.

Can more than one vehicle be registered on the same app user account?

Yes, you can have up to five license plates listed in your account. If you share cars with other people, each person should have their own account with each vehicle listed in both accounts. Each parked vehicle needs to have a payment in the system. If the system detects more than one vehicle parked, and only one payment was made, any additional vehicles will be marked as unpaid and will be cited.

Do I need to display a hangtag or paper permit?

No, you do not need to display a hangtag with the app-based program. You do need to register one or more license plates on your account so BART knows that your vehicle has paid for Reserved parking.

Once you have purchased Reserved parking on the BART Official app, you can throw away your monthly parking hangtag as it will not be used for enforcement. As of June 1st, cars with a hangtag that do not have their license plate associated with a parking payment made on the app may be subject to citation (Warm Springs and Rockridge stations only).

Do I need to be a BART rider to purchase Reserved parking?

Yes. Exceptions are currently allowed at the Millbrae station (for those connecting to SamTrans or Caltrain), Richmond station (for those connecting to Amtrak), and the Pleasant Hill station.

How do I change the email address associated with my account?

You cannot change the email address associated with your account within the app. The easiest approach is to create a new account with the new email address you wish to use. If you are a monthly permit holder at a station with a waitlist for parking, or have a wallet balance you want to refund, please email BART at webcustomerservices@bart.gov for assistance.

Who can I contact for help or more information?

Please contact webcustomerservices@bart.gov with your questions.

SINGLE/MULTI-DAY PARKING

How far in advance can I purchase single/multi-day Reserved parking?

Single/multi-day parking may be purchased up to 30 days in advance. If there is day-of availability, you may also purchase on-site at the last minute.

If there is no single/multi-day Reserved parking available for dates you select, this means Reserved parking is sold out and you may park on a first-come, first-served basis in the Daily Fee area.

How long can I park for with single/multi-day parking?

You may purchase up to 20 weekdays of single/multi day parking at a time, and may leave your vehicle continuously over this period if desired. No charges apply on weekends or holidays. You should use this option if you need airport/long-term parking.

Single/multi day parking is the only type of parking where it is permitted to leave your vehicle in one place (including overnights) throughout your reservation. For all other types of parking, you must move your vehicle after 24 hours. The 24-hour rule does not apply on weekends.

How do I cancel my single/multi-day Reserved parking?

You may cancel your reservation on the BART Official app by visiting the single/multi day parking page and selecting "cancel" on the applicable reservation. You may cancel up to 11:59 p.m. on the night before the reservation. You can elect to cancel the entire reservation or only specific days. You will be assessed a \$2 fee for each cancellation action, and the refund (minus the fee) should appear on your payment method within 72 hours. Please note that the transaction cannot be cancelled until it has been settled with your bank, which can take up to 24 hours.

MONTHLY RESERVED PARKING

I have a monthly permit with Select-a-Spot. How do I transition to the app?

Current monthly permit holders will receive an email inviting them to login to the app using the same email address they have registered with Select-a-Spot. The system will recognize the email address and pre-load some account details for confirmation by the user. The user will then need to add their payment methods to confirm their existing permit.

How long can I leave my vehicle?

You may leave your vehicle parked in one place for 24 hours on weekdays or throughout the weekend. If you need to park your vehicle continuously over a longer period, you must purchase single/multi-day parking.

Can I purchase monthly parking for a future month?

No, as soon as you purchase monthly parking, you will be charged a pro-rated amount for the remainder of the current month. If you want to reserve parking on specific days in the future, purchase single/multi-day parking up to 30 days in advance.

Can I transfer my monthly reserve parking to someone else?

No, your monthly Reserved parking cannot be transferred to another app user's account.

Why do I need two payment methods?

Your secondary payment method will be charged only if your primary method fails, so that you do not lose your monthly reserve parking.

When will I be charged for monthly parking?

Monthly parking charges occur on the 15th of the month for the following month. If you sign up before the 15th of the month, you will be charged a pro-rated amount to cover the remainder of that month. Then, on the 15th, you will be charged the full fee for the following month. (Example: if you sign up on April 10th, you'll be charged for April 10th–30th on that day, and then on April 15th, you'll be charged for May 1st–30th). If you sign up on or after the 15th of the month, you will be charged the pro-rated amount for the remainder of the month plus the full fee for the following month. (Example: if you sign up on April 20th, you'll be charged for April 20th–30th plus May 1st–30th).

Current Select-a-Spot permit holders at the Warm Springs and Rockridge stations: Your last payment to Select-a-Spot will occur on April 15th, for the month of May. You will be asked to enroll in the new app-based Reserved parking program by May 14th, and will be charged on May 15th for the month of June. After that, you will continue to be charged every month on the 15th, until you cancel your reservation.

What happens if my payment method fails? Will I lose my monthly reserve parking?

Your primary payment method will be charged on the 15th of each month. If this fails, you will receive an email notification asking that you correct the issue. You have until the 24th of the month to correct the issue or enter a new payment method. On the 25th, a second attempt will be made to charge your primary or secondary payment method (if the primary fails again). If both of these fail again, you will receive a notification that you no longer have monthly Reserved parking for the upcoming month, and your spot will be offered to the next individual on the wait list (for stations with waitlists). Please contact BART promptly for assistance if you have lost your monthly reserve parking due to non-payment and need help.

Can I split my monthly payment across two payment methods?

Not at this time.

Can I use my monthly parking at a different station?

You can only use your monthly Reserved parking for the specific station you purchased.

How do I cancel my monthly parking?

You may cancel your monthly parking on the BART official app by navigating to Monthly Parking where you can view your current parking reservations, and selecting "Cancel". You may cancel at anytime and will automatically receive a pro-rated refund for the remainder of the month within 72 hours.

Please note that the transaction cannot be cancelled until it has been processed, which can take up to 24 hours.

What if I'm not using my monthly parking right now? Can I put it on hold?

We do not offer the ability to put monthly parking on hold nor do we provide refunds for unused monthly parking. You may cancel monthly parking at anytime and will automatically receive a pro-rated refund for the remainder of the month.

How do I enroll in the waitlist?

Download the BART Official app and go to the Parking screen. Navigate to Monthly Parking and select the station you are interested in. Click the "Waitlist" tab to join the waitlist. You will need to create an account in order to register.

How long will I stay on the waitlist? Do I have to renew my interest?

You will stay on the waitlist until monthly parking is available, or for up to one year. At the end of this period, you will receive an email asking if you want to re-enroll in the waitlist for another year. If you do not re-enroll, your name will automatically be removed from the list.

How do I un-enroll in the waitlist?

Visit the "Waitlist" tab in the Monthly Parking area of the BART Official app. You will see a list of all the stations where you are enrolled in the waitlist, as well as an option to cancel enrollment if desired.

How will I be notified if my name comes up on the waitlist?

You will receive an email notifying you of an opportunity to purchase monthly parking and also within the app Waitlist page the "Purchase" button will be activated to initiate the purchase. You will have seven days to purchase. If you do not respond within that timeframe, you will no longer be eligible to purchase and your name will be removed from the waitlist.



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