

# Online Instructions for Residential/Business/Visitor Residential Parking Permits

Pł	none: (216) 664-2264	Hours of Operation: 8:00 a.m. to 4:30 p.m. Weekdays	dallicenses@clevelandohio.gov
	Residential, Business and Visitor Permits for:	Zone 1 – Little Italy Zone 2 – Hessler Zone 3 – West 81 <sup>st</sup> Street	Zone 5 – Old Detroit Avenue Zone 6 – Newton Avenue

# <u>Before you begin please read the following information:</u>

### Parking permits are only issued to:

- 1. Legal residents of the Residential Permit Parking area who has a motor vehicle registered in his or her name, or who has been granted exclusive use and control of a vehicle by the owner.
- 2. A person who owns or leases commercial property and actively engages in business activity within a Residential Permit Parking area. However, no more than one (1) parking permit will be issued for each business establishment.
- 3. A short term visitor of a Residential Parking Permit holder. A visitor permit shall be valid for no more than fourteen (14) days from the date of issuance. Residents of a Residential Permit Parking area shall not be issued more than two (2) visitor permits at any one (1) time.

# **Residential Permit Parking areas**

# <u>Zone 1 – Little Italy</u>

- E. 115<sup>th</sup> St. from Bellflower Rd. to Euclid Ave.
- Cornell Rd. from Murray Hill Rd.to Random Rd.
- Edgehill Rd. from Murray Hill Rd. to 2241 Edgehill Rd.
- Murray Hill Rd. from Adelbert Rd. to Mayfield Rd.
- Paul Ave. in its entirety
- Random Rd. in its entirety
- Arey Rd. in its entirety
- Prior Ct. in its entirety
- Coltman St. in its entirety
- Fairview Ave. (a.k.a. E. 125<sup>th</sup> St.) between Mayfield Rd. and Murray Hill Rd.
- The following streets between Mayfield Road and Euclid Avenue only:
- E. 120<sup>th</sup> St.
- E. 123<sup>rd</sup> St.
- E. 124<sup>th</sup> St.
- E. 126<sup>th</sup> St.

# <u>Zone 2 – Hessler</u>

- Hessler Rd. in its entirety
- Hessler Ct. in its entirety

# Zone 3 – West 81st Street

• Between Franklin Blvd. and Detroit Ave.

# Zone 5 – Old Detroit Avenue

• Between West 24<sup>th</sup> St. and Center St.

# Zone 6 – Newton Avenue

• Between East 97<sup>th</sup> St. and East 101<sup>st</sup> St.

A. Collect the following items electronically. You will be required to attach each item to your submission.

#### **Residential Permits**

- 1) Completed and signed application.
- 2) A <u>copy</u> of the applicant's valid driver's license. Temporary instruction permits will not be accepted.

#### 3) **Proof of Residency**

Executed Deed, Lease, or Rental Agreement. The lease must include your name, property address, duration of lease term, landlord's name and signature, and your signature to be valid;

- Subleases and rental sub-agreements will not be accepted. All leases and rental agreements must be between the landlord and tenant, not between a tenant and subtenant.
- 4) Proof of Vehicle Use or Control Applicant must provide <u>both</u> of the following items:
  - Valid Vehicle Registration.
  - Residents who are assigned a company/business vehicle for use must provide a copy of a valid vehicle registration in the name of the business or vehicle leasing company <u>and</u> a verification letter on the company's letterhead authorizing the use of the vehicle.
  - Valid Vehicle Insurance Policy or Proof of Insurance with Applicant listed as Insured.
- 5) Completed and notarized Exclusive Use and Control of Vehicle Statement (See Page 5). Not applicable if the vehicle is registered to the applicant. Excludes vehicles in the name of the business or vehicle leasing company.
- 6) Non-Refundable Fee according to application date:

June 1 <sup>st</sup> - December 31 <sup>st</sup>	\$10.00
January 1 <sup>st</sup> – May 31 <sup>st</sup>	\$5.00

### **Visitor Permits**

- 1) Completed and signed application.
- 2) A <u>copy</u> of the applicant's valid driver's license. Temporary instruction permits will not be accepted.
- 3) Copy of Residential Parking Permit of the Person Visiting.
- 4) Valid Vehicle Registration.
- 5) Valid Vehicle Insurance Policy or Proof of Insurance with Applicant listed as Insured.
- 6) Completed and notarized Exclusive Use and Control of Vehicle Statement (See Page 5). Not applicable if the vehicle is registered to applicant.
- 7) Non-Refundable Fee according to application date: June 1<sup>st</sup> - December 31<sup>st</sup> \$10.00 January 1<sup>st</sup> - May 31<sup>st</sup> \$5.00

### **Business Permits - Only one (1) per business**

- 1) Completed and signed application.
- 2) A <u>copy</u> of the applicant's valid driver's license. Temporary instruction permits will not be accepted.
- 3) Business Verification. Applicant must present one (1) of the following items
  - a) Any valid business license with address located within parking area.
  - b) Property purchase agreement.
  - c) Tax bill of address within the parking area.
- 4) If an employee of the business, a notarized statement from the owner of the business listed on the verification provided above authorizing the issuance of a permit
- 5) Proof of Vehicle Use or Control Applicant must provide <u>both</u> of the following items:
  - Valid Vehicle Registration.
  - Applicants who are assigned a company/business vehicle for use must provide a copy of a valid vehicle registration in the name of the business or vehicle leasing company <u>and</u> a verification letter on the company's letterhead authorizing the use of the vehicle.
  - Valid Vehicle Insurance Policy or Proof of Insurance with Applicant listed as Insured.
- 6) Completed and notarized Exclusive Use and Control of Vehicle Statement (See Page 5). Not applicable if the vehicle is registered to the applicant. Excludes vehicles in the name of the business or vehicle leasing company.
- 7) Non-Refundable Fee according to application

<b>date:</b> June 1 <sup>st</sup> - December 31 <sup>st</sup>	\$10.00
January $1^{st}$ – May $31^{st}$	\$5.00

- B. Gather your mailing address, home address, phone number and email address.
- C. Be prepared to pay the stated license fee in Section A above plus the following convenience fees:
  - \*Electronic Check: \$2.45
  - \*Credit or Debit Card: 3.06% with \$2.45 minimum payment
- D. New User Instructions begin at "Creating an Account" below and Returning User Instructions begin at "Applying for a License/Registration" on page 5.
- E. If you encounter any difficulties with the following instructions, please contact our office at (216) 664-2264, Monday through Friday, between the hours of 8:00 a.m. and 4:30 p.m.
- F. Please complete the application in all CAPITAL LETTERS.

### Creating an Account:

To start your application process online, you must first create an account by following the steps below:

- 1. Click on the following link: https://aca-prod.accela.com/COC/default.aspx.
- 2. Click on "New Users: Register for an Account".

Advanced Search 🗸	
Notice: This feature requires registration and/or login, please login to	o continue.
Please Login Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right. New Users If you are a new user you may register for a free Cltizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.	Login User Name or E-mail:  Password:  Login »  Remember me on this computer

3. Review all of the information contained on the "Account Registration" page including the General Disclaimer and select the box "I have read and accepted the above terms' and click "Continue Registration".

City Links (opens in new wir 🗸		Register for an Account	Login
	Home Building & Housing Assessments and Licenses Public Health		
	Advanced Search 🗸		
	Account Registration		
	You will be asked to provide the following information to open an account:		
	Choose a user name and password     Personal and Contact Information     Lecense Numbers if you are registering as a licensed professional (optional)		
	Please review and accept the terms below to proceed.		
	General Disclaimer While the City of Cleveland attempts to keep its Web information accurate and timely, the City of Cleveland neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions of from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City of Cleveland as a result of updates and corrections.		
	I have read and accepted the above terms.		
	Continue Registration »		

4. Complete all of the "Login Information" (\*) on the "Account Registration Step 2" page. Take note of this information because you will be asked for it again. Each time that you log-in to the system this information will be required.

### \*\*This Section Intentionally Left Blank\*\*

Login Information		
• User Name:	0	
• E-mail Address:		
• Password:	0	
* Type Password Again:		
Enter Security Question:	0	
*Answer:	0	
Contact Information		
Choose how to fill in your contact information.		
Add Now		

5. After you have completed the "Login Information", select the "Add New" button under "Contact Information". The following box will appear on your screen. Enter all of the "Contact Information" (\*) for the person in physical control of the vehicle on a day-to-day basis and select "Continue".

• First:	• Last:		
Name of Business:			
*Address Line 1:			
Address Line 2:			
• City:	• State: • Zip:		
Contact Phone	E-mail:		
Primary Phone No.			
FEIN:	SSN:		
DBA/Trade Name:			
	_		

6. The following screen will appear. Select "Continue" to complete your account set-up.

Er	count Registratio Iter/Confirm Your	n Step 2: Account Information		
	gin information			
	ser Name: The information of the	ormation you entered is not found. Clic a new account. Click Cancel to change	k Continue to the information.	
С	ontact Info	Cancel		

7. Once you have completed the above step, you will receive the following message that your information was successfully added. Review the information for accuracy and select "Continue Registration".

Contact added successfully.	
DAL LICENSES DALLICENSES Home phone: 216-664-2264 Work Phone: Work Phone: Work Remove	

8. You will receive the message that "Your account is successfully registered."

Your account is su	ccessfully registered.		
Constructions Very house			
1 /SPS/11/3710/SPS/11 / 7/S11 / 1/S2/25 / 1////	Congratulations. You have successfully registered an account.		
congratulations. Four have succo	source of an account.		
Account Information	and a recount		
Account Information	zanany register en ur recourne.		
Account Information	DAL123456		
Account Information	DAL123456 DAL6CITY.COM		
User Name: E-mail: Password:	DALI23456 DALQCITY.COM		
Completionations from the accel Account Information User Name: E-mail: Password: Security Guestion:	DAL123456 DAL6CITYCOM ***** NONE		
Complementation from the account Information User Name: E-mail: Pessword: Security Question: Contact Information	DAL123456 DAL6CTY.COM ***** NONE		
Congrituations for him a dec	DAL123456 DAL6CTYCCM ***** NONE		

# Applying for a License/Registration:

9. From this page, select "Assessments and Licenses"

Advanced Search		
Your account is succ	cessfully registered.	
$\otimes$		
Congratulations. You have success	sfully registered an account.	
engrananana reanare saccessiany registerea an accesana		
Account Information		
Account Information		
Account Information	DAL123456	
Account Information	DAL123456 DAL6CTY.COM	
Account Information	DAL123456 DALGCTY-COM	
Account Information User Name: E-mail: Password: Security Question:	DAL323456 DALaCITY.COM ***** NONE	
Account Information User Name: E-mail: Password: Security Question:	DAL223456 DALaCITY.COM ***** NONE	
Account Information User Name: Prmail: Password: Security Guestion: Contact Information	DALI23456 DALOCITY.COM ***** NONE	
Account Information User Name: E-mail: Password: Security Question: Contact Information	DAL323456 DALaCTTYCOM ***** NONE	
Account Information User Name: E-mail: Password: Security Question: Contact Information DAL LICENSES	DAL223456 DALaCITY.COM ***** NONE Home Phone: 216-664-2264	
Account Information User Name: E-mail: Password: Socurity Guestion: Contact Information DALLICENES DALLICENES	DAL323456 DALaCTIYLCOM ***** NONE Home Phone: 216-664-2264	

10. You will be redirected to the following page. Enter your "User Name or Email" and your "Password" from Step #4 and select "Login".

Home Building & Housing Assessments and Licenses Public Health	
Advanced Search 🗸	
Notice:	o continu
This reduce requires registration and/or togin, preuse togin t	o comune.
	Look
Please Login	Login
Many online services offered by the Agency require login for security reason. If you	User Name or E-mail:
are an existing user, please enter your user name and password in the box on the right.	
New Users	
If you are a new user you may register for a free Citizen Access account. It only takes a	Password:
few simple steps and you'll have the added benefits of seeing a complete history of	
applications, access to invoices and receipts, checking on the status of pending	
activities, and more.	Login »
Depleter New y	
Register NOW »	Remember me on this computer
	Events setten my password New Users: Register for an Account
	Her of a Register for all recount

11. From this page, select "Assessments and Licenses", then "Apply for Licenses and Permits".

	Home Building & Housing Assessments and Licenses Public Health
Search License Records Apply for Licenses and Permits	Search License Records Apply for Licenses and Permits

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12. Review all of the information contained on the "Online License Application" page including the General Disclaimer and select the box "I have read and accepted the above terms" and click "Continue Application".

nline License Application ing this system, you can now submit and update information; pay fees; d/or, track the status of various permit applications. The Division is itematically working to provide these functions for other licenses and
ing this system, you can now submit and update information; pay fees; d/or, track the status of various permit applications. The Division is stematically working to provide these functions for other licenses and
Id/or, track the status of various permit applications. The Division is stematically working to provide these functions for other licenses and
ermits issued by Assessments and Licenses.
ease "Allow Pop-ups from This Site", before proceeding. You must accept the
eneral Disclaimer below before beginning your application.
Conoral Directaimer
While the City of Cleveland attempts to keep its Web information accurate
and timely, the City of Cleveland neither warrants nor makes
representations as to the functionality or condition of this Web site, its $\checkmark$

13. From the "Select a License Type" page, expand "Other Licenses" by clicking on the words.

Select a Lice	inse Type
Choose one contact us at	of the following available license types. For assistance or to apply for a license type not listed below please Cleveland Website.
Below is a lis	t of available License Types. Click the group to expand the choices.
	Search
Business Ve	hicle Use
<ul> <li>Entertainm</li> <li>Event Use</li> </ul>	ent Venue
Facility Use	70

14. Once the license type is expanded, select the circle next to "Residential Parking Permit, Business Parking Permit, Visitor's Parking Permit" and click "Continue Application".



15. On the "Record Information" page, in the "Address" section, enter <u>ONLY</u> your street name and then select the "Search" button.

Scroll through the list until you find your address. Be sure to check all of the pages.

If your address is not listed, please contact our office at (216) 664-2264 between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday.

16. Select your address from the list of populated addresses. Make sure to select a complete address that includes the full zip code.

Address	City	State	Zip	
601 LAKE FOREST DR, 20401028 GIS County Data, BAY VILLAGE OH 44140, 601 LAKE FOREST DR	BAY VILLAGE	о н	44140	,
601 LAKESIDE AVE, 10103005 GIS County Data, CLEVELAND OH 44114, 601 LAKESIDE AVE	CLEVELAND	о н	44114	
601 Lakeside Ave, F1S4434, CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	О Н	441	
601 Lakeside Ave, F1S4435, CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	о н	441	
601 Lakeside Ave, F1S4436, CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	О Н	441	
601 Lakeside Ave, F1S4437, CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	о н	441	
601 Lakeside Ave, F1S4438, CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	о н	441	
601 Lakeside Ave, F1S4439, CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	о н	441	
601 Lakeside Ave, F465S4699, CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	о н	441	
601 Lakeside Ave, F465S4700, CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	о н	441	
< Prev	1 2 Next>			

17. Once you select your Address, the Parcel and Owner information is automatically populated. Scroll to the bottom and click "Select".

Ass	ociated Owners		
Shov	ring 1-1 of 1		
	Name	Address	
۲	Cleveland City Of-City Hall	601 Lakeside Ave Cleveland OH 44114	
s	elect Carcel		~
Ow	ner		

- 18. Please note that this information is provided by the Cuyahoga County Auditor's Office. If the property was recently sold, the Owner information may not be correct. The most important aspect is to ensure that the address is entered correctly. Select "Continue Application" to proceed with the application.
- 19. On the "Contact Information" page, select "Select from Account" button to retrieve the information from the account set-up phase or select "Add New" to enter a different contact person. Please note that this information should reflect the person who has physical control of the vehicle on a day-to-day basis. Once a selection has been made, click "Continue Application".
- 20. The following screen will appear, select your name and not the Owner of the Property. Once you make a selection, click "Continue".

Select Conta	act from Acc	ount	<
Select a contact to attac If the contact has multip Showing 1-2 of 2	h to this application. Ile addresses, you can se	elect which to use in the next step.	
Category	Туре	Name	
Associated Contact	AL Contact	Your Name Here	
Associated Owner	er	Cleveland City Of-City Hall	
Continue Disc	card Changes		

21. You will receive the following message "Contact added successfully". Select "Continue Application" to proceed.



22. From the "Parking Information>Permit Type" page, select the type of permit you are applying for and complete the corresponding information. For daily parking privileges select "Parking Permit" and for the "Zone", refer to page one of this packet for your area and then select that zone from the dropdown list. Select whether you own or lease the vehicle and then select "Continue Application" to proceed.

Parking Permit						
1 Record Information	<sup>2</sup> Contact Information	3 Parking Information	4 Documents	5 Review	6	7
Step 3:Parking << BACK	Information > Peri	mit Permit Type		* indicate	s a required	d fiel
Custom Fields						
APPLICATION DATA	<b>L</b>					
*Туре:	Select Business Vehicle Use Parking Permit Temp Parking Permit	]				
Business Parking Pe	rmit	Select Select Zone - 1 M	▼ J			
PARKING PERMIT		Zone - 2 He Zone - 3 W Zone - 4 Ea	essler est 81st Street ast 118th Street			
TEMP PARKING PER	Lease Select Lease Own	Zone - 5 Ol	d Detroit Road ewton Ave.			
Continue Applic	ation »			Save and re	esume lat	er

23. From the "Parking Information>Parking Tables" page, you will add the information for the vehicle that requires the permit. To add the vehicle, click the Add a Row button. Enter of the all of the "Vehicle Info" (\*) and click "Submit". This information is located on your Vehicle Registration.

	PARKING PERMIT			×
	*License Plate Number:	* State:	* Make of Vehicle:	
De	ET45BU	он	ΤΟΥΟΤΑ	
_	* Model of Vehicle:	*Year:	* Person or Entity Regis	tered to:
PA	PRIUS	2019	SELF X	

24. After you click "Submit", the vehicle information will be displayed as shown below. Repeat this process for each vehicle that you wish to register. Review the information for accuracy and select "Continue application".

Parking	g Permit								
1 Reco Info	ord 2 Co rmation 1 Inf	ntact ormation	3 Parkin Inform	g 4 lation	Documer	nts	5 Review	6	7
Step 3 << BACK	3 : Parking Inform	ation > F	Parking Table	s			* indicates	s a require	d field.
Detai	led Information								
PARKIN	IG PERMIT								
Showing	1-1 of 1								_
	License Plate Number	State	Make of Vehicle	Model of Vehicle	Year	Person or En	tity Registered to		
	ET45BU	ОН	ΤΟΥΟΤΑ	PRIUS	2019	SELF		Action	s 🔻
Add a F	Row 🛛 🔻 🛛 Edit Selec	ted D	Delete Selected						
_									
Cont	tinue Application »	P					Save and re	sume la	ter

25. From the "Documents>Attachments" page, select "Add" to begin the upload process. Please note that the maximum file size allowed is 50MB and the file formats html, htm, mht and mhtml cannot be uploaded.

Parking Permit						
1 <sup>2</sup> Contact Information	tion <sup>3</sup> Parki	ng 4 mation	Documents	5 Review	6 Pay Fees	7
Step 4:Doc	uments>Attachi	ments				
 Required Do Driver's Licen Permission To Proof Of Leas Vehicle Regist Insurance W/	Cuments se Use Affidavit C Or Property Ownership ration Name Listed Insured Driv	ver				
Required D	ocuments				* indicates a requi	red field.
The maximum file : html;htm;mht;mht	size allowed is <b>50 MB</b> . ml are disallowed file typ	es to upload.				
Name	Туре	Size	Latest Update	Action		
No records fou	nd.					
 Add						
Continue Ap	plication »				Save and resume	later

26. The "File Upload" box will appear. Click "Add" and attach your documention. Once your file has uploaded, select "Continue" to proceed with the application.

arch License Record	s Apply for Licenses and Permits		I
door Restaurant	File Upload	×	
<sup>2</sup> Contact Information	The maximum file size allowed is 50 MB. htm:htm:mhtmtimt are disallowed file types to upload.		ıy Fees
ep 4: Documen ACK sired Documents: Sketch of Patio			
achment			* indicates a required
maximum file size allov ;htm;mht;mhtml are di			
те Туре	Continue Add Remove All Cancel		
5 records found.			
dd			
ontinue Applicatio			

27. Then from the drop-down menu select the type of document that was uploaded and select "Save". You <u>MUST</u> select the document type from the drop down box in order to proceed.

No records found.	Name	Туре	Size	Latest Update	Action	
*Type: Driver's License Dermission to Use Affidavit Permission to Use Affidavit Proof of Lease or Property Ownership Vehicle Registration *Type: Driver's License Driver's License Ele: esidentialBusinessParkingApp 2020.doc Save Add Remove All	No records four	d.				
Type: Permission to Use Affidavit Perof of Lease or Property Ownership Vehicle Registration 'Type: Driver's License Re: esidentialBusinessParkingApp 2020.doc 100% Save Add Remove All						
*Type: Driver's License Insurance Permission to Use Affidavit Proof of Lease or Property Ownership Vehice Registration * Type: Driver's License Ite: residentialBusinessParkingApp 2020.doc 100% Save Add Remove All						
Type: Driver's License Insurance Permission to Use Affidavit Proof of Lease or Property Ownership Vehicle Registration Save and result Ite: Ite: Ite: Ite: Ite: Ite: Ite: Ite	Type:					
Permission to Use Affidavit Permission to Use Affidavit Prof of Lease or Property Ownership Vehicle Registration Save and result Ile: LesidentialBusinessParkingApp 2020.doc	Select Driver's License					
Vehicle Registration	Permission to Use Proof of Lease or P	Affidavit Property Ownership				
Type: Driver's License Ile: tesidentialBusinessParkingApp 2020.doc 100% Save Add Remove All	Vehicle Registratio	n				
Save and results Save and results Save Add Remove All	* Tuno:					
Ile: tesidentialBusinessParkingApp 2020.doc 100% Save Add Remove All	Driver's License	<b>*</b>				
Ile: ResidentialBusinessParkingApp 2020.doc 100% Save Add Remove All						Save and resul
Save Add Remove All	File: ResidentialBusinessParking	App 2020.doc				
Save Add Remove All	100%					
Sare Add Remove Ad	Save Add	Remove All				
	Save Add	Remove All				

**Required Documents** 

Revised 5/2024

- 28. Repeat this process until all of the required documents have been uploaded. When you are done, select "Continue Application" to proceed.
- 29. Review the contents of your application on the "Review" page. Click "Edit" to make any necessary corrections/changes, otherwise select "Continue Application" to proceed.
- 30. The license fee is either \$5.00 or \$10.00 per vehicle, plus convenience fees depending on the time frame needed. Please be prepared to pay either by credit or debit card or electronic check. Select "Continue Application", to proceed.
- 31. Whichever payment type that you chose, select "Assessments and Licenses" from the drop-down menu on the Official Payments page.
- 32. Follow the directions for the payment type that you choose. Once you are done, select "Continue" to finish your application.
- 33. You will receive the following message upon successful completion of your application:

#### Step 6: Record Issuance



Thank you for using our online services.

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Your License Number is LUPP24-00001
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34. Watch your email account for an email from the City of Cleveland with payment instructions. If you don't receive an email within 24 hours, please contact our office at (216) 664-2264.