

# FAQs - Resident Parking Only Permit

## 1. Why are changes being made to the Residential Parking Only (RPO) program?

The City of Dallas transitioned to a digital method to administer the Residential Parking Only permit program to facilitate customer ease and convenience. Customers can now use an online portal ([cityofdallas.cmrpay.com/permits](http://cityofdallas.cmrpay.com/permits)) to create an account, apply for residential parking permits, and manage their permits.

The City will still accept residential parking permit applications in person and by mail and will continue to provide a physical hangtag (instructions on decal use and placement shared below) as a secondary credential.

## 2. What are the changes?

The City of Dallas has transitioned to a digital method to administer the residential parking permit program. All new residential parking permits will be digitally linked to vehicle license plate numbers and will be monitored in the same way a paid parking system [e.g. parking meters] is enforced.

## 3. Will I still be required to have a hangtag?

Yes. The hangtag serves as an initial confirmation of compliance with the RPO program and the digital record showing a link to your license plate serves as a second verification to the enforcement team that you are a valid residential parking permit holder and not in violation.

## 4. I don't have internet access, how can I register?

To apply for a permit in person:

Visit the City of Dallas Parking Services Office, 320 East Jefferson, Room 212, Dallas TX 75203 to complete the [Resident Parking Only Permit Application](#). You will also need to bring all required documentation with you.

To apply for a permit by mail:

Send the completed [Resident Parking Only Permit Application](#), all required documentation, and a check to City of Dallas Parking Services Office, 320 East Jefferson, Room 212, Dallas TX 75203 with the Attention to: Resident Parking Only Permit.

Required documentation:

- Valid driver's license with current address
- Current lease agreement and/or recent utility bill
- Current vehicle insurance information

## 5. Why do I have to fill out my hang tag?

Unfortunately, manufacturing capabilities do not allow for individualized hangtags. The hangtag should be fully filled out with a black marker and hung from the windshield mirror, with the expiration date and zone facing outward.

## 6. I run a business out of my house, how do I get a hangtag for my employees?

You may purchase up to 6 permits per resident or business establishment. Although a permit is not transferable, it may be displayed on a vehicle owned or leased by a visitor to your home or business.

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### 7. Why did I get a parking citation while I was parked in my RPO zone and I'm registered to park there?

It is possible the citation was issued for a violation other than not having a valid RPO permit. Having a valid RPO permit does not exempt an owner from other parking violations.

### 8. How do I register my vehicles in my RPO?

Please see our [Resident Parking Only Permits instructions](#) for step-by-step details.

### 9. Can I loan my hangtag to a friend who is coming to visit?

Although a permit is not transferable, it may be displayed on a vehicle owned or leased by a visitor to your home or business.

### 10. Where can the rules for an RPO be found?

They can be found in the City of Dallas ordinances, [Chapter 28, Division 5B. Residential Permit Parking Program](#).

### 11. How can I get my street approved for an RPO zone?

You may submit a "Resident Only Parking Permit - TRN" service request using the City's 311 system. A traffic engineer must review the request and conduct a study to determine if your street qualifies for a RPO zone.

### 12. Can a 24-hours citation be issued to a vehicle who has an RPO permit to park?

Yes. Having a valid RPO permit does not exempt an owner from other parking violations.

### 13. Can a moving truck or U-Haul truck be parked in a designated RPO zone for loading/offloading purposes?

Yes, but only for the duration to load/offload cargo and item. It cannot be parked there before or after the actual loading/offloading.

### 14. How can I transfer my hang tag to my new vehicle or a new license plate?

You can quickly update your RPO permit using your online account. When you log in:

- Click "manage" on the permit you want to change under "Your Permits" on the permits dashboard.
- Then select "Permit Holder and Vehicle Information". Click "edit" to change the license plate number. If you can add a vehicle, this option will also appear.

### 15. How do I get a new hang tag if I misplaced/lost one?

If you need another physical hangtag because it was lost, destroyed, or stolen, it will be \$6\* and the permit holder must submit a signed affidavit stating the permit was lost, destroyed, or stolen.

\*Deep Ellum District replacement hangtags are \$15 each.

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### 16. I'm having guests for an event, what do I need to do?

A person who lawfully holds a Resident Parking Only (RPO) permit may request additional temporary parking permits for visitors attending a party or other special event at the residence or business establishment associated with the Resident Parking Only permit.

As with the RPO permit, having a Temporary Parking Permit does not exempt the permit holder from other parking violations.

- **How can I purchase temporary parking permit(s)?**

You will use the same online portal, [cityofdallas.cmrpay.com/permits](http://cityofdallas.cmrpay.com/permits), to apply for temporary parking permits just as you did for your RPO permit.

- **Am I eligible to request a temporary parking permit(s)?**

Yes, if you are a current RPO permit holder. Upon application, up to 50 temporary parking permits may be issued at \$.10 per permit to the RPO permit holder per calendar month. You do not have to use all of them in that calendar month, but you cannot purchase more than 50 per calendar month per ordinance.

- **I do not have a residential parking permit, but I am eligible for one. Can I request a temporary parking permit?**

No. A residential parking permit must be in place first before guest permits can be ordered in the system.

- **How do I use the temporary parking permit?**

Temporary parking permits are required for non-permit holders parking in all residential parking permitted zones and should be hung from the windshield mirror. The permit must be filled out with the following information:

- Permit expiration date (available online)
- Zone # of permit (available in online account)
- License plate number of permit

- **How many guest permits can I use at a time?**

RPO permit holders are eligible to use up to 50 guest permits at a time.

- **How long is a guest permit good for?**

A single temporary parking permit can be used for a single day and will expire at 12 noon the following day.