



VILLAGE OF LISLE BASIC SUMMARY OF COMMUTER PARKING RULES

Below is a basic summary of the more important rules for parking at the Lisle train station. In order to avoid citations and possible revocation of your permit, please thoroughly read the entire information packet provided to you. This packet is also online at www.villageoflisle.org.

- You may not sell the permit issued to you by the Village of Lisle. If you no longer need your permit, return it to Customer Service.
- Only the vehicle(s) owned by you and registered on your parking permit may display the permit issued to you by the Village of Lisle.
- You will not receive a bill to renew your permit. It is strongly suggested that you sign up for e-Notify on the Village website (www.villageoflisle.org) in order to receive email renewal reminders.
- If you do not renew for the next quarter on or before the last business day of the current quarter, the permit is forfeited. A forfeited permit may be reinstated during the first 15 business days of the subsequent new quarter by paying the quarterly fee plus the applicable late fee. After this 15 day “grace period”, the permit cannot be reinstated.
- Permits must be displayed on the inside of the front windshield within 12 inches of the lower passenger corner.
- The current quarter’s permit must be displayed beginning the first business day of the quarter. Even though a permit has been purchased, if it is not properly displayed a citation will be issued. If renewing through the mail or online, please send payment at least 2 weeks prior to the end of the quarter.
- The current quarter’s permit must be displayed through the end of the quarter. The next quarter’s permit may be displayed early, but do not remove the current quarter’s permit until after the end of the quarter. Please do not display more than 2 permits at once.
- Vehicles must be parked head-in so that the taillights face the drive aisle.
- Parking is not allowed from 2:00 AM to 4:30 AM (except for reverse commuters), unless you have purchased an overnight permit. Please see the last page for more information.
- Quarterly permit holders with permits numbered 1 through 899 are restricted to lots A, B, D, or E (see attached map). Village of Lisle residents who have been issued parking permits numbered 1001 to 1199 must park in the commuter area of Lot C.
- Changes to permit information, including new vehicles and/or plates must be provided to Customer Service no later than 9:00 AM the first day of parking with said changes. You must inform Customer Service of the change immediately even if you are waiting for new plates, or the new vehicle is using the same plates as the replaced vehicle. The new vehicle registration must be provided to Customer Service within 45 days.
- A temporary exemption for the use of a nonregistered vehicle due to maintenance, repair or theft of a registered vehicle will be granted if Customer Service is notified prior to 9:00 AM the first day of parking the nonregistered vehicle. Please provide the nonregistered vehicle’s plate number. **If you or a family member owns the nonregistered vehicle, please transfer the permit. If the exemption is for a vehicle you do not own, do not transfer the permit to the nonregistered vehicle.** Temporary exemptions of more than 2 weeks require proof of the situation (e.g. copy of police report or repair estimate).
- Forgetting to display your permit is not a valid reason for a temporary exemption.
- Customer Service’s phone number is (630)271-4100. You may also email Customer Service at customersevice@villageoflisle.org Office hours are Monday through Friday, 7:00 AM to 4:30 PM.



Dear Parking Patron:

We welcome you as a permit holder allowed to park in the Village of Lisle commuter parking lots, (areas A, B, D, and E as shown on the enclosed map). **You may not park in Lot C unless you hold a Reserved Permit (a static cling permit numbered 1001 to 1199). Commuters holding a Reserved Permit must park in the commuter parking area of Lot C.** Reverse Commuters must park in Lot A, at the west end where signage indicates "R" permit parking.

As a holder of a quarterly parking permit for the Village of Lisle commuter parking lots, you are subject to the terms and conditions of the Village Code as it is amended from time to time. Please accept this correspondence as a summary of some of the more important provisions of the Village Code, but also be advised that this is not intended to be a verbatim recitation of the Village Code provisions.

1. The Village reserves the right to increase the permit fee at any time. Permit holders who have purchased permits in advance must pay the difference of any price increase in order for the permits to be valid.
2. Static cling permits are required to be affixed to the inside of the lower passenger corner of the front windshield, within a twelve inch radius of said corner. It shall be the permit holder's obligation to securely affix the permit in the designated location.
3. A current permit must be displayed at all times. When not renewing in person, please allow two weeks mailing time to receive the permit. The permit must be displayed beginning the first day of the new quarter. Paying for a permit but not displaying it will result in a citation.
4. The current permit must be displayed through the end of the current quarter. The next quarter's permit may be displayed during the current quarter, but do not remove the current permit. Please do not display more than two permits at once.
5. Permits must be paid for in full and obtained from the Village prior to 4:30 PM on the last Village business day prior to the start of the new quarter. Permits may be purchased any time up to a year ahead. We do not issue invoices for renewal. If a permit is not renewed before the new quarter begins, it is forfeited. However, a forfeited permit may be reinstated during the first five business days of the new quarter by paying the regular fee plus a ten percent late fee. A forfeited permit may be reinstated during the sixth through the fifteenth business days of the new quarter by paying the regular fee plus a twenty percent late fee. **If the appropriate payment is not received on or before the fifteenth business day of the new quarter, the permit is forfeited.** If a parking permit is still needed, the only option is to submit a waiting list application.
6. A permit shall be valid for one or two vehicles owned or leased by the permit holder, and registered with the Village of Lisle. The permit holder may only have one registered vehicle parked in the commuter lots at a time. Only one permit is issued to each permit holder; the static cling permit is easily transferred between the permit holder's two registered vehicles.
7. To register a vehicle with Customer Service, the permit holder must provide a copy of the vehicle's current State of Illinois registration. If the current registration cannot be found, a copy of the title will be accepted.
8. Any attempt to transfer the permit to a vehicle not properly registered with the Village of Lisle, whether or not the vehicle is owned by the permit holder, is a violation of Village Code and will result in a citation and revocation of the permit. Any person on the waiting list who violates this section of the Code will be moved to the end of the waiting list.

9. In order to temporarily park an unregistered vehicle in a commuter lot, contact Customer Service by 9:00 AM. Be prepared to give the make, color, and plate number of the vehicle. Exemptions are granted only due to maintenance, repair, or theft of a registered vehicle. Exemptions longer than two weeks will require proof of the situation.
10. To change the vehicles registered with the Village, contact Customer Service and be prepared to give the year, make, color, and plate number of any new vehicle. Do this no later than 9:00 AM on the first day of parking the new vehicle. The new vehicle information must be provided even if the new vehicle has the previous vehicle's license plates, or if you are waiting for new plates. You will be allowed up to forty-five days to furnish Customer Service with a copy of the new vehicle registration.
11. If you get new plates for your registered vehicle, you must contact Customer Service no later than 9:00 AM on the first day of parking the vehicle with the new plates. You then have up to forty-five days to furnish Customer Service with a copy of the current vehicle registration showing the new plate number.
12. Vehicles must be parked head-in so that the tail lights face the drive aisle.
13. A regular commuter parking permit does not allow overnight parking (2:00 AM to 4:30 AM). There are a few overnight parking spaces for which an overnight permit may be purchased. Please see the last page of this information packet, or contact Customer Service for more information.
14. Reverse commuters holding "R" permits must park in a reverse commuter space at the west end of Lot A. Reverse commuters must not leave their vehicles in the lot over the weekend. Reverse commuters must vacate their space by 10:00 AM. If unable to do so due to illness or other unforeseen circumstance, please notify Customer Service by 9:00 AM.
15. The reimbursement policy is as follows: If surrendered during the first month of the quarter, sixty-seven percent of the regular fee is refunded; during the second month thirty-three percent of the regular fee is refunded; during the third month there is no refund. If a permit is returned prior to the start of the quarter to which it applies, a full refund will be issued.

If you drive a company vehicle or have any questions on this correspondence, please call the Village of Lisle at (630)271-4100. Please also read the attached question and answer section. It could help clarify any questions you may have.

Sincerely,



Dan Lescher
Customer Service Manager

Customer Service Hours: Monday through Friday: 7:00 AM – 4:30 PM
Contact Information: Phone – (630)271-4100
Email – customerservice@villageoflisle.org

COMMUTER PARKING – QUESTION AND ANSWER SECTION

- A) Q. As a permit holder, may I park one of my cars in the lot without the permit?
A. **No. It is unlawful to park any vehicle in any of the lots without properly displaying a valid, current permit. Failure to do so can result in a citation.**
- B) Q. Which vehicles am I allowed to park in the commuter lots?
A. **Only the one or two vehicles properly registered with the Village may display the permit issued to you. Displaying your permit on any other vehicle could result in a citation and/or revocation of your permit. Customer Service will only register vehicles owned or leased by the permit holder.**
- C) Q. If I am allowed to transfer my permit from one vehicle to another, why does the code state that any transferring of permits is an automatic revocation of said permit?
A. **You are allowed to transfer your permit between the two vehicles registered with Customer Service. To use your permit on any other vehicle, whether owned by you or someone else, is in violation of Village Code.**
- D) Q. Where do I display my permit?
A. **Static cling permits are required to be affixed to the inside of the front windshield within a twelve inch radius of the lower passenger corner. To display your permit elsewhere could result in a citation.**
- E) Q. The permit did not stick to the window and fell off. Will I receive a citation?
A. **Yes. It is your responsibility to see that the permit is properly affixed to the window.**
- F) Q. The only vehicle I have is in the shop with mechanical problems. May I park an unregistered vehicle in the commuter lots while my vehicle is being repaired?
A. **Yes, but you must inform Customer Service by 9:00 AM and request a temporary exemption. You will need to provide information on the unregistered vehicle – make, color, and plate number. There is no need to transfer the permit to the unregistered vehicle.**
- G) Q. As a permittee for the commuter lots, where may I park?
A. **Please see the attached map. The commuter lots are areas “A”, “B”, “D” and “E” (trackside), which are located east of Main Street between Burlington Avenue and Front Street. You are not assigned a particular space. Do not park where signage indicates Disabled or “R Permit” parking unless this applies to you. Reverse commuters must park in area “A” at the west end where signage indicates “R Permit” parking only.**
- You may not park in area “C” unless you are a holder of a Reserved Permit. Commuters holding a Reserved Permit must park in area “C” where indicated on the attached map. Reserved permits are numbered 1001 to 1199. Reserved permits are only issued to parking permit holders who are Village of Lisle residents. When available, reserved permits are offered to Village of Lisle residents based on parking seniority; those who have held a commuter permit the longest.**
- H) Q. May a person with a disability placard or plate park in the commuter lots in a disabled space without a parking permit?
A. **No. These spaces are reserved for quarterly permit holders who have a placard or plate for the disabled. Parking in one of these spaces without a permit will result in a citation.**
- I) Q. I own a motorcycle. May I park in the commuter parking lots without a permit?

- A. **You must have a commuter parking permit in order to park a motorcycle in the commuter lots. The permit cannot be displayed, but the motorcycle must be registered with Customer Service.**
- J) Q. I purchased my permit for the next quarter early, put it on the windshield and threw out the permit for the current quarter. Will I receive a citation?
 A. **Yes. You may display a new permit before the next quarter begins, but you must also display the current quarter's permit through the last day of the current quarter.**
- K) Q. I mailed my payment for next quarter's permit on the last day of the current quarter. Will I receive a citation if I continue to park in the lots before I get the permit in the mail?
 A. **Yes. It is your responsibility to allow an adequate time frame to purchase and obtain your permit. If not renewing in person, please submit payment at least two weeks before the new quarter begins.**
- L) Q. May I back into a parking space?
 A. **No. Every vehicle must be parked head in so that the tail lights face the drive aisle.**
- M) Q. I purchased a new vehicle and am waiting for a new plate. Should I wait until I get the plate before informing Customer Service?
 A. **No, you must inform Customer Service by 9:00 AM on the first day of using a new vehicle in the lots, even if you don't have your plate yet. You will have to call again when you get the plate. You have up to forty-five days to provide a copy of the state registration.**
- N) Q. I purchased a new vehicle, but I am using the same license plate. Do I have to inform Customer Service?
 A. **Yes, we need information on the vehicle (year, make, color, and the fact that you are using the same plate) by 9:00 AM on the first day you start to drive the new vehicle. You then have up to forty-five days to give us a copy of the new registration.**
- O) Q. I purchased a new plate for my registered vehicle. Do I need to notify Customer Service?
 A. **Yes, we need to know the plate number immediately. You then have up to forty-five days to give us a copy of the new registration.**
- P) Q. My static cling parking permit fell off the windshield. May I tape it on?
 A. **Yes, you may affix it any way that you desire, as long as it is visible and located in the lower passenger corner of the front windshield. This is a static cling permit, and you should not have a problem with it adhering it as long as the glass is clean, dry, and warm (during the winter it is suggested that the vehicle be warmed up prior to affixing the permit).**
- Q) Q. I have a reverse commuter permit, and due to illness, late train or other circumstances beyond my control, will be unable to vacate my parking space by 10:00 AM. What should I do?
 A. **Please notify Customer Service by 10:00 AM to be placed on the exemption log for the day.**
- R) Q. How do I renew my permit?
 A. **Permits may be renewed in person during regular business hours. If paying by cash rather than your personal check, a photo ID will be required. Permits may be renewed online (www.villageoflisle.org) using MasterCard, American Express or Discover Card. All Customer Service windows are equipped to accept credit cards at the window. A personal check may be dropped in the payment box south of the storage garage, or mailed to the Village of Lisle, Customer Service at 925 Burlington Avenue, Lisle, IL 60532. The check should be made payable to the Village of Lisle. Please submit payment at least two full weeks prior to the end of the quarter when not renewing in person. Credit card payment may not be accepted over the phone.**
- S) Q. I no longer need my permit. May I sell it or give it away to someone who does need a permit?
 A. **No. If you no longer need your permit, please return it to the Village of Lisle. You may be entitled to a refund, depending on the time remaining in the applicable quarter. As permits are given up, they are issued to those on the waiting list. Permits purchased from anyone other than the Village of Lisle are not valid.**