



Online Instructions
for
Residential/Business/Visitor
Residential Parking Permits

Phone: (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 81st Street

Zone 5 – Old Detroit Avenue

Zone 6 – Newton Avenue

Before you begin please read the following information:

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

Zone 1 – Little Italy

- E. 115th 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. 125th St.) between Mayfield Rd. and Murray Hill Rd.

The following streets between Mayfield Road and Euclid Avenue only:

- E. 120th St.
- E. 123rd St.
- E. 124th St.
- E. 126th St.

Zone 2 – Hessler

- 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 24th St. and Center St.

Zone 6 – Newton Avenue

- Between East 97th St. and East 101st 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 copy 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 sub-tenant.**
- 4) **Proof of Vehicle Use or Control – Applicant must provide both 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 **and** 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 st - December 31 st	\$10.00
January 1 st – May 31 st	\$5.00

Visitor Permits

- 1) **Completed and signed application.**
- 2) **A copy 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 st - December 31 st	\$10.00
January 1 st – May 31 st	\$5.00

Business Permits - Only one (1) per business

- 1) **Completed and signed application.**
- 2) **A copy 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 both 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 **and** 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 date:**

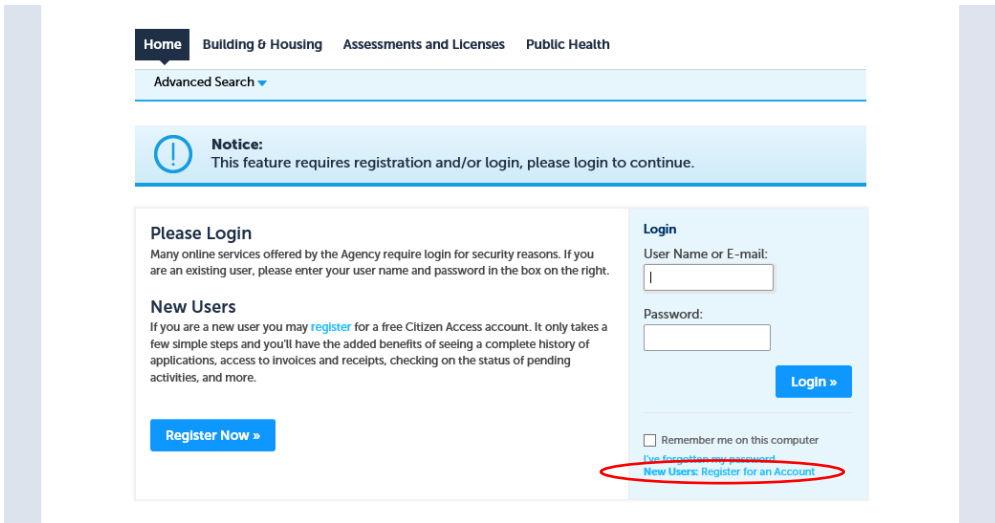
June 1 st - December 31 st	\$10.00
January 1 st – May 31 st	\$5.00

- 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**.

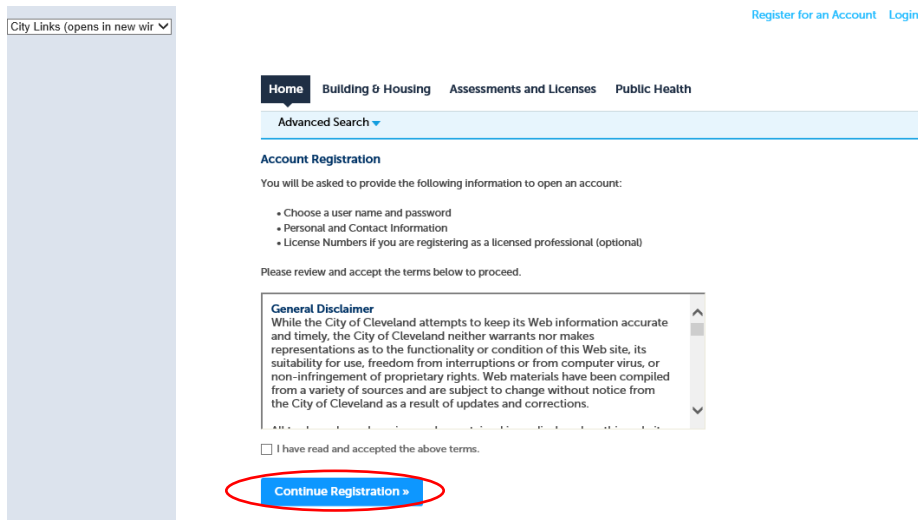
Creating an Account:

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”.



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”.



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.

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Account Registration Step 2:
Enter/Confirm Your Account Information * indicates a required field.

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

Contact Information

Choose how to fill in your contact information.

[Add New](#)

[Continue Registration »](#)

- 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”.

Contact Information ×

* 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:

[Continue](#) [Clear](#) [Discard Changes](#)

- The following screen will appear. Select “Continue” to complete your account set-up.

Account Registration Step 2:
Enter/Confirm Your Account Information * indic

Login Information

* User Name:

The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

[Continue](#) [Cancel](#)

Contact Info

* First: * Last:

- 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 Information

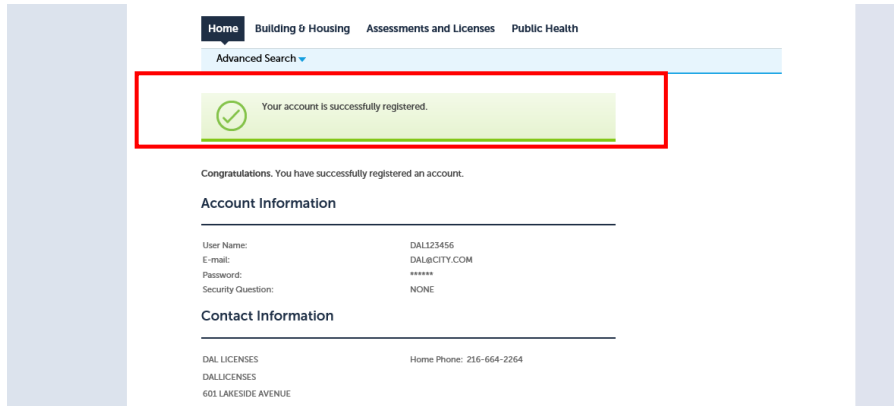
Choose how to fill in your contact information.

✔ **Contact added successfully.**

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DALLICENSES
 Home phone: 216-664-2264
 Mobile Phone:
 Work Phone:
 Fax:
[Edit](#) [Remove](#)

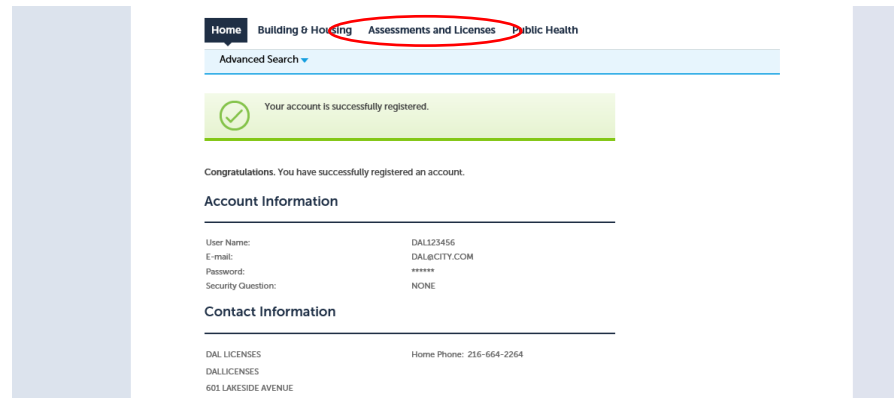
[Continue Registration »](#)

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

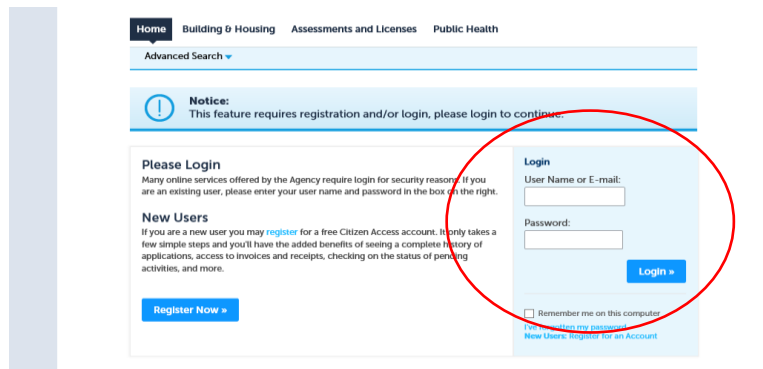


Applying for a License/Registration:

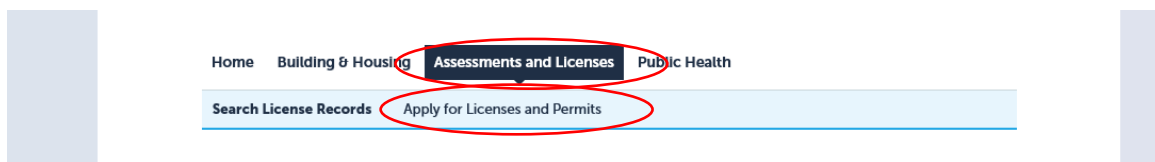
9. From this page, select “Assessments and Licenses”



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

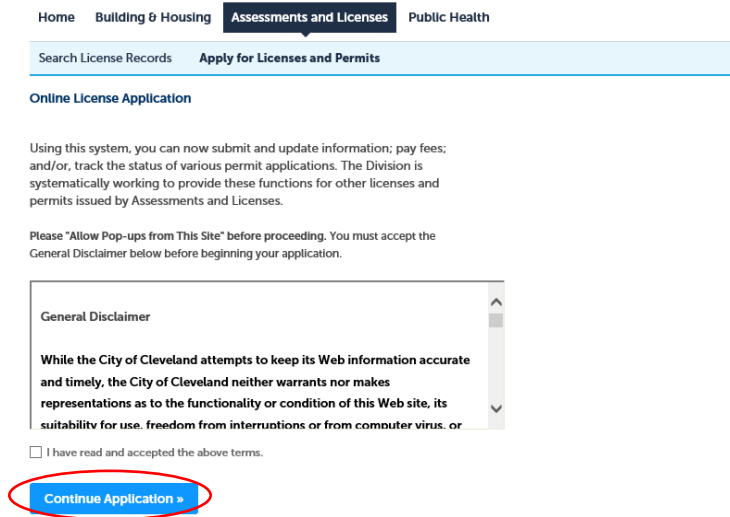


11. From this page, select “Assessments and Licenses”, then “Apply for Licenses and Permits”.

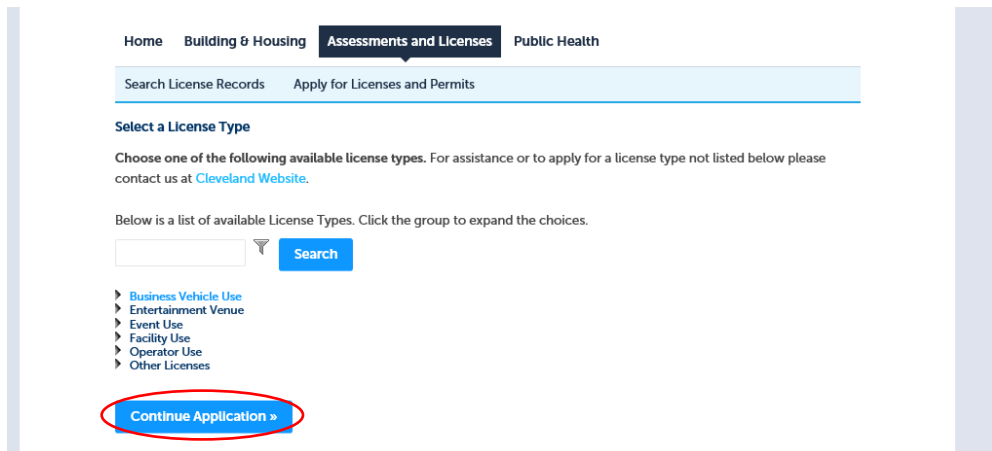


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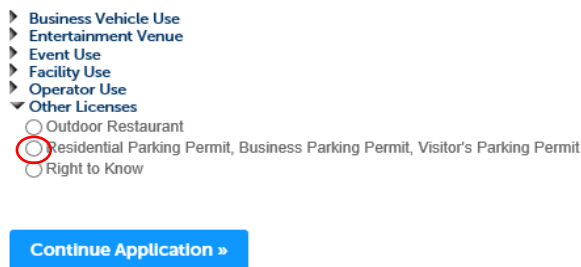
12. Review all of the information contained on the “Online License Application” page including the General Disclaimer and select the box “I have read and accepted the above terms” and click “Continue Application”.



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



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”.

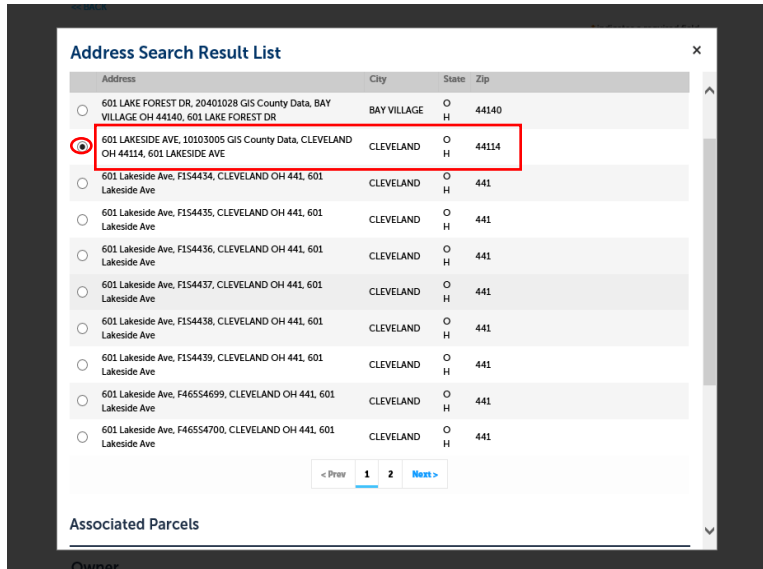


15. On the “Record Information” page, in the “Address” section, enter **ONLY** your street name and then select the “Search” button.

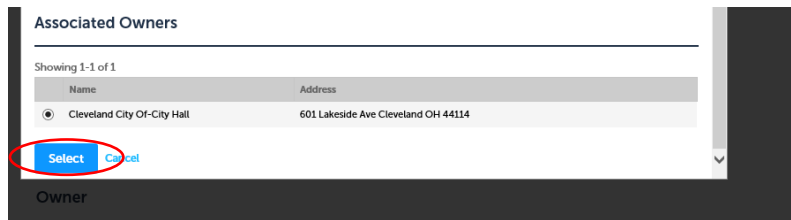
Scroll through the list until you find your address. Be sure to check all of the pages.

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.



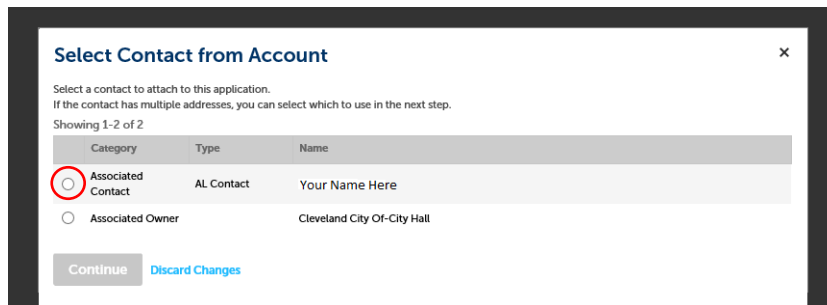
17. Once you select your Address, the Parcel and Owner information is automatically populated. Scroll to the bottom and click "Select".



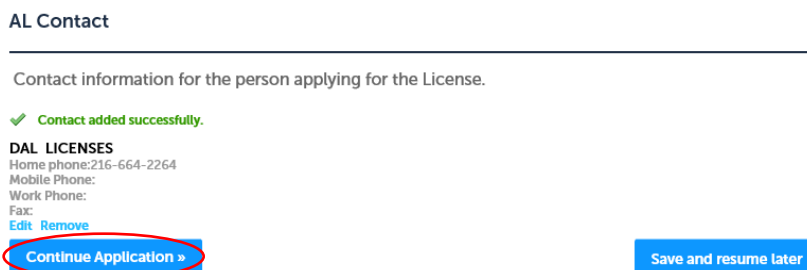
18. Please note that this information is provided by the Cuyahoga County Auditor's Office. If the property was recently sold, the Owner information may not be correct. The most important aspect is to ensure that the address is entered correctly. Select "Continue Application" to proceed with the application.

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".



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 2 Contact Information 3 Parking Information 4 Documents 5 Review 6 7

Step 3: Parking Information > Permit Permit Type

<< BACK * indicates a required field.

Custom Fields

APPLICATION DATA

*Type: --Select--
Business Vehicle Use
Parking Permit
Temp Parking Permit

Business Parking Permit --Select--

PARKING PERMIT

TEMP PARKING PERMIT Lease
--Select--
Lease
Own

--Select--
Zone - 1 Murray Hill
Zone - 2 Hessler
Zone - 3 West 81st Street
Zone - 4 East 118th Street
Zone - 5 Old Detroit Road
Zone - 6 Newton Ave.

Continue Application > Save and resume later

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 all of the “Vehicle Info” (*) and click “Submit”. This information is located on your Vehicle Registration.

1 Record Information 2 Contact Information 3 Parking Information 4 Documents 5 Review 6 7

PARKING PERMIT

*License Plate Number: ET45BU *State: OH *Make of Vehicle: TOYOTA

*Model of Vehicle: PRIUS *Year: 2019 *Person or Entity Registered to: SELF

Submit Cancel

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 Permit

1 Record Information 2 Contact Information 3 Parking Information 4 Documents 5 Review 6 7

Step 3: Parking Information > Parking Tables

<< BACK * indicates a required field.

Detailed Information

PARKING PERMIT

Showing 1-1 of 1

<input type="checkbox"/>	License Plate Number	State	Make of Vehicle	Model of Vehicle	Year	Person or Entity Registered to	
<input type="checkbox"/>	ET45BU	OH	TOYOTA	PRIUS	2019	SELF	Actions ▾

Add a Row ▾ Edit Selected Delete Selected

Continue Application > Save and resume later

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	2 Contact Information	3 Parking Information	4 Documents	5 Review	6 Pay Fees	7
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Step 4: Documents > Attachments

<< BACK

Required Documents

- Driver's License
- Permission To Use Affidavit
- Proof Of Lease Or Property Ownership
- Vehicle Registration
- Insurance W/ Name Listed Insured Driver

* indicates a required field.

Required Documents

The maximum file size allowed is 50 MB.
html,htm,mht,mhtml are disallowed file types to upload.

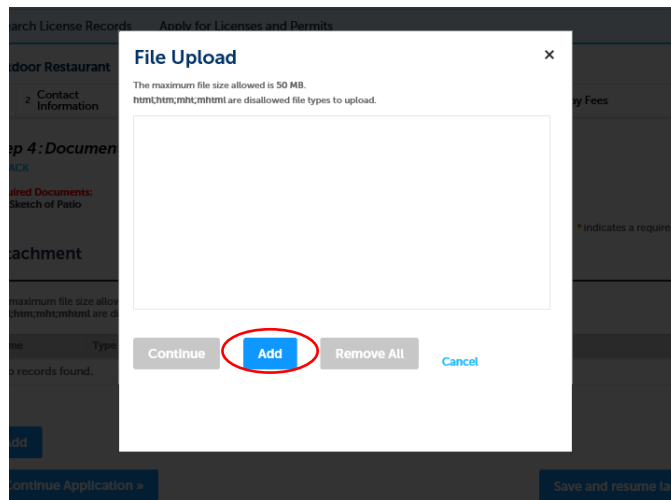
Name	Type	Size	Latest Update	Action
No records found.				

Add

Continue Application >

Save and resume later

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



27. Then from the drop-down menu select the type of document that was uploaded and select “Save”. You **MUST** select the document type from the drop down box in order to proceed.

Required Documents

The maximum file size allowed is 50 MB.
html,htm,mht,mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Type:

- Select--
- Driver's License
- Insurance
- Permission to Use Affidavit
- Proof of Lease or Property Ownership
- Vehicle Registration

Remove

* Type:

Driver's License

File:

ResidentialBusinessParkingApp 2020.doc

100%

Save

Add

Remove All

Save and resume later

Continue Application >

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



Your application has been successfully submitted.

You will be contacted via email during the review process if more information is needed and/or if additional requirements need to be met.

Thank you for using our online services.

Your License Number is LUPP24-00001

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.**