

COVID-19 and UNT Transportation Services

What is the status of various UNT Transportation and its services?

Latest Information

For the latest updates regarding UNT Transportation Services, please check transportation.unt.edu and follow us on [Twitter](#) and [Facebook](#) (both @UNT Transit).

[Click for information regarding UNT's response to COVID-19](#)

Parking on campus

In light of the unfortunate circumstances related to COVID-19 (Coronavirus) and in an effort to support our students as best as possible, the following rules are now in place temporarily at UNT.

Effective immediately, students may park in any UNT student parking lot and will not receive a citation. This applies to the following types of parking lots: Eagle (E), FCS, Resident (R), and Resident Reserved (RR) and is in effect until further notice.

Please see the [campus parking map](#) for lot details or call Transportation Services at 940-565-3020 with any questions.

Additionally, paid hourly parking is available at the [Union Circle Garage](#) and on floors 2 through 7 in the [Highland Street Garage](#). No permit is required for hourly parking in the garages. Guests can also purchase daily [Visitor Permits](#) for \$5 per day.

Regional Transportation

For the latest information on transportation in Denton (beyond campus) and the region, please visit [DCTA.net](https://dcta.net).

Office

The Transportation Services' office is open for our regular business hours – Monday-Friday from 7:30 a.m. to 6 p.m. Please call us at 940-565-3020, email us at transportation.services@unt.edu, or visit us in person on campus at 620 Central Avenue (lobby entrance on A Street, across from the BLB).

Buses

Regularly scheduled UNT weekend bus service will resume Sunday, March 15, at 5:40 p.m. (details below).

During this unique time at UNT, we will be running special bus routes on weekdays starting Monday, March 16. For Bus schedule please visit <https://transportation.unt.edu/content/bus-schedule>.

E-Ride

UNT Transportation's E-ride service resumes at 4 p.m. Sunday (March 15) and will continue into next week, per usual. You can find details on the service [here](#).

Lyft

Complimentary Lyft service for UNT students is still available daily from 2-7 a.m. between any two points on campus. Students should use their UNT email address and the code UNTSPRING20 to take advantage of the free service.

Valet

UNT valet service at Union Circle is suspended temporarily. We expect the program to resume once students and faculty return. Please check our website, transportation.unt.edu and follow us on [Twitter](#) and [Facebook](#) (both @UNT Transit) for the latest regarding our operations and programs like Motorist Assistance.

Veo

Bike share bicycles remain available for use on UNT's main campus and the City of Denton. You can find the app and more information [here](#).

Zipcar

UNT partners with car-share service Zipcar to provide rental cars on campus. There are two cars that can be found outside of [Crumley Hall](#) or in [Lot 49](#). The first step is to sign up via the [Zipcar website](#).

Motorist Assistance

Our Motorist Assistance program is running as usual. If a member of the UNT community has a flat tire or dead battery or needs gas, please call us at 940-565-3020.

Scheduled UNT Special Events

Per the [official notice](#) from UNT President Neal Smatresk, beginning March 23, events with more than 250 people that don't affect business continuity will be canceled or postponed.

FAQs

Will parking be enforced on campus given the extended spring break and move to classes online?

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Please see the [campus parking map](#) for lot details or call Transportation Services at 940-565-3020 with any questions.

If you have specific questions regarding parking, or, if you need to come on UNT's main campus in Denton, please contact us at 940-565-3020 (M-F 7:30 a.m. to 6 p.m.)

Will UNT provide temporary parking permits at a reduced rate or no cost for commuters who usually take public transit and choose to drive instead?

No formal procedures are in place for individuals in this category. However, we encourage you to contact us for assistance.

May I get a refund for my parking pass due to COVID-19 since I am unable to use it and am losing value?

Given that the vast majority of our on campus parking permits are sold on an annual basis (valid August until the next August), we have no plans at this time to issue refunds for what is expected to be a temporary issue. Please contact Transportation Services (transportation.services@unt.edu; 940-565-3020) for additional details.

What are you doing to ensure the safety of my vehicle with in-person classes suspended?

The UNT Police Department will continue to patrol all campus parking lots. Your vehicle will remain as safe as it is during periods when school is in full session. For non-emergency calls, UNT Police can be reached at 940-565-3000.

Are hourly parking lots still available?

Guests who need parking for a relatively short period should still utilize either ParkMobile or Smart Meter hourly parking lots. You can find hourly lots via this [campus parking map](#) and map key. Additionally, paid hourly parking is available at the [Union Circle Garage](#) and on floors 2 through 7 in the [Highland Street Garage](#). No permit is required for hourly parking.

May I get a refund for my parking pass due to COVID-19 since I am unable to use it and am losing value?

We understand concerns regarding the current issue. In thinking long-term, parking permits are items that retain their value through August. Please note that the advisory to stay away from campus is currently only for the spring semester and there may be a need for students to pursue university resources after this semester.

As you might imagine, much of the university's response happened quickly. The focus has been on the safety and security of our campus community. Should there be changes to fees, the university will notify our community promptly. We ask that you continue to read your university email and keep in touch with our office via our website, Transportation.UNT.edu and our Twitter and Facebook accounts (all @UNTTTransit).

Currently, if students have an exigent need to come to campus, we want them to find parking as close as possible to their destination so they can handle their business and leave quickly. Students may park in any student parking lot at this time. Those parking lots include: Eagle, Resident, Resident Reserved, FCS lots.

Guests can also purchase daily [Visitor Permits](#) for \$5 per day.