



Parking Automation

Q & A

Q: What changes are taking place in UC parking facilities?

A: Parking Services is replacing access and revenue control systems in all east & west campus garages and some lots

Q: Exactly what does this mean?

A: It means gates, ticket dispensers, keycard readers and, coin units are being replaced with new, advanced payment systems and software products

Q: Why is this being done?

A: For a number of reasons; to respond to University and departmental budget concerns, drive efficiencies within the department, stay current on technological advancements within the parking industry, and more importantly, improve and expand services to our customers

Q: How will this affect the University?

A: The parking automation program will change how the parking validation program works, how our transient customers pay, and the amount of time it takes to exit garages during peak periods. Garage exits will no longer be staffed with parking attendants, excepting CCM and Kingsgate, and during large special events

Q: How will the system work?

A: The validation parking stamp is being phased out and replaced with a magnetic striped voucher ticket. Issued through online request to Parking, these vouchers are encoded with the requesting department account information, for distribution by that department per it's' policies. In garages that are converted to the Pay-In-Lane (PIL) system, customers will use the voucher ticket as full or partial payment depending upon configuration of the account. Once the entry ticket is inserted, the PIL will display the fee due; the customer will then insert the voucher into the same slot to satisfy the fee requirement, and then exit the facility

If the voucher is programmed for a partial coverage of the fee or time parked, the PIL will display the fee due after any credits or time deducted by the voucher. The customer is then required to pay the remaining fee, before the system activates the gate arm. A receipt is available at the push of a button if desired

Cash customers have the option of paying with currency up to and including \$20, coins, Visa/MC/Disc/AMEX, and the Bearcat Card. The customer merely inserts the entry ticket into the PIL which then 'reads' the ticket and calculates the fee based upon the actual amount of time parked and the hourly/daily rate structure

Q: How will the reciprocity program work?

A: The process currently in place for using the reciprocity privilege will remain the same going forward i.e., presenting your valid keycard and signed ticket to the parking attendant. The parking locations where reciprocity is honored has changed and are now; Zone B parking areas and Woodside Garage, and on east campus, Lot 13, Kingsgate, and Eden Garages. The program will be monitored as more locations are converted to automation. The UC shuttle service is a tremendous benefit which should be used whenever possible.

Q: What about Emeritus, McMicken members, etc.?

A: Parking Services is providing plastic access cards for distribution, which are similar to the voucher passes, but can be used on multiple occasions in conjunction with the PIL units. In fact, the new system will provide for expanded access opportunities to these users. Retirees will receive a letter describing the new system and instructions on how to obtain the voucher card. Distribution of the access cards will commence when shipment is received, and will be either through Parking Services or the department which governs membership

Departments which have Special Permits should go online and submit a Special Parking Request form for the voucher card. Department employees currently using reciprocity for meetings on other campuses should request a voucher card through their department

University vehicles will be issued access cards based upon need. Requests are required to be issued from department heads

Q: When will the automation conversion process begin?

A: Actually the project is underway and Varsity Village, University Avenue, Campus Green, and Clifton Court Garages are converted to the new system

Q: What other facilities will be affected and when?

A: The current timetable calls for Corry, and Calhoun Garages to undergo conversion during spring break 2009. Woodside Garage conversion , Eden Garage and Lots 16 & 22 will be converted sometime after June 2009. Kingsgate and CCM Garages will remain staffed, but have the new equipment installed for night and weekend collection, also in FY10.

Q: How do we handle validated parking during the conversion process since the operation will be different from garage to garage?

A: Voucher tickets currently can be accepted at attended garages as well as the converted ones, however given the enormous amount of time required to provide initial voucher allotments, we encourage departments to continue use of the validation stamp when possible. Those departments which direct visitors to a specific garage should continue this practice in order to maintain consistency for visitors. Parking Services will post frequent conversion updates on our website, in eCurrents, and in the form of Triple D notifications. Ongoing programs which require multiple facility use, should notify the Parking office for special instructions

Q: How will visitors know which garages are converted?

A: Permanent signs are installed at all vehicle entrance points as well as at key pedestrian access areas such as elevators and stairwell entrances

Q: Will special event parking be handled differently?

A: Large events which require several garages to accommodate guests will be handled in much the same way they are now. Events where traffic flows evenly, exit times are intermittent, or attendance is expected to be low, will probably be handled differently given the options now available to us

Q: How can I obtain information or help on special circumstances?

A: Given that we currently service almost 400 separate validation accounts, are involved in some way with 1,000+ events per year at CCM alone, plus athletic events, student orientation, and admissions tours, we know there will always be special circumstances.

The first step is to notify us by submitting the Special Parking Request Form accessible through our website at http://www.uc.edu/pubsafety/parking_services . Once received, we can use this information to identify options for user consideration

Q: How can my department best obtain the new vouchers?

A: Voucher requests must be submitted via the order form available at http://www.uc.edu/pubsafety/parking_services by clicking on Validation Stamps/Voucher Order. This form is also to be used for opening an account

Q: What about billing and payment for voucher accounts?

A: Parking fees do not accrue until the voucher is actually used to satisfy the parking fee due at exit. During the first part of the following month, an individual account report totaling the previous month activity will be sent. Since the possibility of checkout keying errors is eliminated, it will not be necessary for parking tickets to be sorted, tallied, and sent with billing

Q: What if we have more questions?

A: Please visit the Parking Services website first. We will be updating the site frequently with new information as questions continue to come in. If time is of the essence, call 556-2291 and we will respond as quickly as possible. Your comments and suggestions are welcome and appreciated!

