

UNIVERSITY FACULTY/STAFF PERMIT PARKING

FREQUENTLY ASKED QUESTIONS

1. *How do I make sure I am registered for permit parking for the 2021 Fall semester?*

If you have been to campus recently and the gate opened for you, then you have the current permit and do not need to take further action. To confirm your permit status *before* coming to campus, visit <https://myaccount.parking.emory.edu/Account/Portal> and attempt to register for a permit. The system will alert you of your current permit status. If the system allows you to register, we will mail the new permit to you. Our system will be able to detect your usage and determine which billing structure suits your parking needs.

2. *By registering for a new permit, am I automatically charged the monthly fee?*

No, acquiring a permit does not mean that you will automatically pay a monthly fee for parking. Instead, you will **only be charged for your usage**.

3. *Does everyone need to get a new permit this fall?*

Yes. Any permit holder who has not registered for a new permit since August of 2020 is required to register for a new permit.

4. *Will I get charged each time I enter the parking deck in any given day?* Although the new parking structure includes daily rates with monthly/semester caps, you will not be charged each time you enter the parking deck in a single day. For example, Customer A enters the parking deck at 9:00am and leaves for lunch at 12:00pm. After their lunch, Customer A returns to the parking deck at 1:00pm. When Customer A leaves the parking deck for the day at 5:00pm, a single daily rate of \$6 will be charged.

5. *If I usually enter the parking deck in the evening and I need to enter before 2pm on a specific day, how does that work?*

The evening rate (\$1/day, capped at \$10/month) only applies to parking after 2pm, Monday-Friday. If you park at any point before 2pm, you will be charged the \$6/day rate, which is capped at \$56/month. Thus, it is possible to be charged two different rates within the same month depending on when you park. For example, Customer A parks after 2pm 18 times in a month. Customer A also parks before 2pm 2 times that month. Customer A will be charged \$22 (\$10 evening rate cap + [\$6 daily rate x 2]=\$22).

6. *When will the new parking fee structure start?*

The parking fee structure is currently in effect in all campus decks and surface lots.

7. *Are there any changes to the Commute Alternative Programs?*

Yes, there will be changes. At this time, details regarding the Smart Commute programs (previously known as Commute Alternative Programs) are being finalized. This information will be posted to our website on Tuesday, August 11th.

8. *What will happen to my spot on the waitlist for my preferred parking deck?* Your spot on the waitlist will not change.

9. *If I park in an ungated parking lot, how will my use be recorded and billed appropriately?* Our parking services team monitors the open surface lots several times per day to record these transactions. We will continue to evaluate a long-term solution that meets the need of the Emory community.

10. *What parking fees will be shown on my paycheck?*

Our new parking fee structure will charge per use. You will not be charged more than the maximum capped amount each month. The parking portal will allow you to review your usage and corresponding fees. Your parking fees will reflect your usage for the previous month. For example, your September parking usage and fees will be shown on your October paycheck.