UNIVERSITY FACULTY, STAFF AND STUDENT PERMIT PARKING
FREQUENTLY ASKED QUESTIONS

1. What do I need to do to make sure I am registered for permit parking that allows me to utilize the new daily rates?
   Commuter Students and Faculty/Staff: Although our pricing structure is changing, you will not need to do anything on your end to be charged per use rather than the capped amount. Our system will be able to detect your usage and determine which billing structure suits your parking needs.

2. If I sign up for a permit, will I automatically get charged the monthly capped amount?
   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. All permit holders are required to register for a new permit, as new parking technology will be utilized.

4. When I receive my new permit, will I continue to have the same parking assignment and access?
   Yes. For example, if you were assigned to the Fishburne Parking Deck, you will continue to be assigned to the Fishburne Parking Deck. If you had access to multiple decks, you will continue to have access to multiple locations with your new permit.

5. 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.

6. If I usually enter the parking deck in the evening and I have 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).

7. **When will the new parking fee structure start?**
   The parking fee structure takes effect on September 1\textsuperscript{st}.

8. **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 11\textsuperscript{th}.

9. **What will happen to the unused swipes on my Eagle permit?**
   Unused Eagle permit swipes will be refunded. On September 1\textsuperscript{st}, we will review remaining uses and process refunds for unused swipes.

10. **Since I am unsure of when I will return to campus, can I wait to register for a permit?**
    Yes, you can register later. However, getting a permit during the current registration period will not lead to a financial obligation on your behalf since parking fees are based on usage.

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