

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. *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 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).

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

The parking fee structure takes effect on September 1st.

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 the unused swipes on my Eagle permit?

Unused Eagle permit swipes will be refunded. On September 1st, we will review remaining uses and process refunds for unused swipes.

9. 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.

10. What will happen to my spot on the waitlist for my preferred parking deck?

Your spot on the waitlist will not change.

11. When will I receive my new permit?

New permits are currently being mailed and should arrive by the week of September 7th.

12. If I have not received my new permit, how will I get into the parking deck?

Your existing permit will continue to give you access to your assigned parking deck(s). Your use will be recorded and will be reflected in the billing at the end of the month.

13. 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.

14. 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. A parking portal will be available 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.