Thank you for purchasing a 2012-2013 ASU parking permit! We are certain you’ll find that your permit gives you convenient access to all your campus destinations.

Please take a moment to review this helpful parking guide to learn more about the privileges and responsibilities associated with your permit, and feel free to contact your campus Parking and Transit Services (PTS) office if you have any questions. For a complete list of parking rules and regulations, please visit the PTS website at parking.asu.edu.*

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*Permit holders are responsible for abiding by the rules and regulations set forth in the ASU Parking Rules and Regulations.

Your 2012-2013 permit is valid from August 16, 2012 – August 15, 2013. If you have a Fall Semester-only permit, then it is valid from August 16 – December 31, 2012.

The effective and expiration dates are also indicated on the back of your permit.

Permit/Structure Gate Card Usage

When Your Permit Must Be Displayed In general, you should display your permit whenever you park on the ASU campuses from 7am-7pm, Monday-Friday. Days and times when permits are required vary in specific lots; therefore, make sure to carefully adhere to the posted signs at all ASU campus parking lots and structures.

Upon receiving your permit, you’ll notice a sticker with information affixed to the back of the permit. Please make sure to read the information and then remove the sticker from the permit prior to displaying it.

Displaying Your Permit Make sure that your permit is facing outward from the rearview mirror and can easily be read. Displaying a permit turned inward (i.e. the front of the permit is facing the interior of the vehicle) may result in you receiving a citation for not displaying your permit properly. The hangtag permit is movable to other vehicles/license plates that are registered to that permit with Parking and Transit Services. You may add vehicles to your account through “MyParking Online Services” at parking.asu.edu.

If your vehicle (i.e. Jeep or convertible) needs a permanent windshield permit, you can bring your hangtag permit to your campus PTS office and we’ll exchange it for a free sticker decal. Sticker decals should be put in the lower left (driver’s side) windshield.

Motorcycle permits need to be attached to the front fender or the front fork in a clearly visible spot. You also can stick it on a conversion hanger, available free of charge at all campus PTS offices.

Using a Sun Visor or Car Cover We understand that the blazing Arizona sun can not only turn your car into an oven, but it can also damage and fade the external paint job and interior fabric/leather. If you want to protect your vehicle with a sun visor, please make sure that the permit can still be seen hanging from the rearview mirror. If you use a car cover, remember that the license plate and permit must both be visible. Consider the following suggestions:

• Cut a hole in the front windshield area of the car cover to allow staff to view permit hanging from rearview mirror or affixed to windshield.
• Affix the permit to the car cover in the area of the back window.
• Affix the permit to a conversion hanger and secure it with a lock if you have a locking car cover.

Parking Structure Gate Cards Permit holders in parking structures also receive a gate access card for their garage. Your gate access card works best when mounted with the Velcro adhesive strips to the front, lower left corner of your vehicle’s windshield (driver’s side). Holding, waving or placing the card on the dashboard can cause the radio frequency signal to be blocked or deflected and may cause it to function inconsistently or not at all. If you have trouble with your gate access card, please call or visit your campus PTS office for assistance.
When driving into a parking structure, please approach the gate slowly. Be patient; gates are mechanical and require a few seconds to open. Do not tailgate the vehicle in front of you. This is considered a very serious vehicle safety concern. Allow a safe and reasonable distance, at least half a car’s length, between your car and the other vehicle. Vehicles that attempt to enter or exit a structure without a gate card will receive a citation and may be towed.

If your gate card malfunctions, please call ASU PTS Dispatch (Tempe: 480.965.0641; Downtown: 602.496.1023).

Where You Can Park With Your Permit

From 7am - 4pm, your permit is valid only in the lot/structure/zone indicated on your permit. Once you enter your lot, structure or zone, you may park in any open space except disabled, carpool, reserved, ASU service vehicle or any other space that may require a special permit, including red curbs and loading zones.

Cross-Parking  However, before 4pm, you can cross-park at campuses other than your “home” campus in the following locations (with the exception of Polytechnic Desert Village Residence Hall permits and Polytechnic or West campus Evening permits):

- **Tempe Campus**: Lot 59N or Lot 59E (Disabled lot-specific permits are valid in Lot 59 disabled stalls)
- **Downtown Phoenix Campus**: 4th Ave./Perimeter Lot
- **Polytechnic Campus**: Any Perimeter Lot
- **West Campus**: Park Zone

After 4pm, permit holders can cross-park into many other lots and structures on their “home” campus, plus all of the lots from other campuses listed above.

**Tempe Campus**

Cross-parking is permitted after 4pm in most parking lots and structures, with these exceptions:

- Cross-parking in Lot 16 is not permitted until 6pm, Mon-Fri.
- The Apache Blvd. Structure and 10th Street Structure are closed to cross-parking on the weekdays, but are available for cross-parking on Friday after 4pm.
- Cross-parking at is NEVER allowed in the University Towers Parking Structure, ASU Fulton Center Parking Structure, Lot 72, residence hall Lots 35, 50 and 63 or visitor lots

**Downtown Phoenix Campus**

- Cross-parking is permitted after 5pm in the Second Avenue Lots and Third Avenue Lot.

**Polytechnic Campus**

- Cross-parking is allowed after 4pm in any Perimeter, Green or Red Lot.

**West Campus**

- Cross-parking is allowed after 4pm in any permit lot.

*Tempe campus and Downtown Phoenix campus Evening permits are valid at all times in Lot 59.

Special Types of Permits

**Residence Hall Permits** Since Residence Hall permits are associated to vehicles that typically park overnight on campus and often remain parked in one space for days at a time, Residence Hall permit holders should take note of these special conditions:

- **Rural Road Residence Hall** Valid only on the 3rd level & roof of the Rural Road Structure; valid for cross-parking.
- **Apache Blvd Residence Hall** Valid only on the 2nd level & roof of the Apache Blvd. Structure; valid for cross-parking.
- **Lot 19** Valid only in Lot 19 on the West campus; valid for cross-parking at other ASU campuses.
- **Polytechnic Residence Hall** Valid only in Polytechnic residence hall lots on the Polytechnic campus; valid for cross-parking at other ASU campuses.

**Surface Lot-Only Motorcycle Permits** This permit is valid in all designated surface motorcycle areas at any ASU campus. Surface motorcycle permits are not valid in motorcycle spaces located within parking structures until cross-parking hours begin after 4pm.

**Structure and Surface Lot Motorcycle Permits** This permit allows for parking in all designated motorcycle spaces within campus parking structures and surface motorcycle lots at all campuses. Permit holders are not assigned to any one structure or lot; rather, they may park in any available motorcycle space (within a structure or lot) at any ASU campus. These permits are valid in any Green lot on the Polytechnic campus.

**Switching Out Two Wheels for Four Wheels?**

If you purchased either type of motorcycle permit but occasionally need to bring a vehicle to campus, you can display your Motorcycle permit in your vehicle on a conversion tag* and park in:

- **Tempe Campus**: Lot 59
- **Downtown Phoenix Campus**: 4th Ave. Perimeter
- **Polytechnic Campus**: Any Green Lot
- **West Campus**: Park Zone

*Conversion hangers are available – free of charge – at all campus PTS offices

**Evening Permits** If you have an Evening permit, it is valid in the specified lot, structure or zone only after 4 p.m. Tempe and Downtown Phoenix campus Evening permits also are valid at any time in Tempe Lot 59. Polytechnic and West campus Evening-only permits are valid only at their respective campus in the designated lot after 4 p.m.

**Fall Semester-Only Permits** If you have a Fall Semester-only permit, please remember that your permit expires Dec. 31, 2012. If your permit is for a gated facility, don’t forget to return your gate access card to your campus PTS office at the end of December. Fall Semester-only permits do not need to be returned to PTS; however, hangtag permits are recyclable, and we encourage you to properly dispose of your expired permit in one of the many recycling bins on campus or return it to any campus PTS office for recycling.
ASU Accessible Permits  PTS offers different types of permits to suit the various needs of customers with disabilities who require accessible parking. This includes permit holders who need temporary or permanent accessible parking accommodations. Please call PTS at 480.965.6124 to learn more about accessible parking options.

In partnership with the Disability Resource Center, PTS co-sponsors free, point-to-point cart service on the Tempe campus to assist students and employees in traveling between one campus building to another, or from a parking facility to a campus building. Learn more about the cart service, as well as other DRC services, at asu.edu/drc or by calling 480.965.1234/480.965.9000 (TDD).

Show Your Sun Devil Pride  PTS makes it easy for you to cheer on your Sun Devils on the gridiron and the hardwood. All 2012-13 ASU permits are valid for free parking in certain lots on the Tempe campus during home football games and in the Packard Drive South Structure during home basketball games. Visit parking.asu.edu and click on “Visitors” then “Tempe Campus” for more information.

Citations/Appeals

Citations  In order to maintain a safe parking environment and to ensure that paying customers find a parking space when they arrive to their assigned lot or structure, citations are issued to vehicles in violation of ASU Parking Rules and Regulations. PTS encourages you to review the citation types and their associated fines online in “Rules and Regulations,” which can be viewed by clicking “Customer Service” at parking.asu.edu. Please note, there are fine ranges; the actual fine on a citation may increase upon repeat offenses and late fees will be assessed to citations unpaid after 30 days. Citation descriptions and amounts are subject to change.

How to Pay For a Citation  You can pay your citations through:
- “MyParking Online Services” at parking.asu.edu
- The U.S. Postal Service (using the envelope that accompanied the citation), or
- In person at any campus PTS office

Citations will accrue a late fee if unpaid at 30, 60 and 90 days past the issuance date. Unpaid citations after 120 days are subject to being sent to collections.

Appealing a Citation  If you believe a citation has been issued in error, PTS provides avenues for you to appeal. Appeals can be submitted through:
- “MyParking Online Services” at parking.asu.edu or
- By completing the “Appeals Form” found on the PTS website, and submitting it via mail, fax or in person.

All appeals must be received within 14 calendar days from the date the citation was issued, exclusive of the day of issuance. Appeals submitted beyond this timeframe will not be accepted.

Appeals sent through an e-mail message to your campus PTS e-mail address will also NOT be accepted.

For more information, please visit parking.asu.edu and click on “Customer Service.”

Boot/Tow Policy  In some cases, it is necessary for PTS to enforce parking regulations to the extent of booting or towing violators in order to ensure a safe campus parking environment and to provide appropriate parking accommodations for paying customers. The most effective way to avoid having a vehicle booted or towed is to adhere to all posted regulations and pay for, or appeal, citations in a timely manner. It is strongly recommended that you view the Boot/Tow policy on the PTS website at parking.asu.edu for more information.

Lost/Stolen Permits

Lost/Stolen Permits and Gate Cards

Permits:  If your permit is lost or stolen, you must report it immediately and complete a Lost/Stolen Parking Permit Affidavit in person at your campus PTS office.

A standard replacement fee is charged for your first lost permit. Subsequent lost permits will be replaced and charged the scheduled sales rate at that time. The permit replacement fee will be waived (one time) for a stolen permit ONLY if an official police report documenting the theft is provided.

If your permit is found, even if you’re the one who finds it, it should be returned to PTS immediately. Any use of a lost/stolen permit will result in immediate impoundment of the vehicle displaying the permit, confiscation of the permit, an assessment of fines and a Dean Referral.

Gate Cards:  If your gate card is lost or stolen, you will need to purchase a replacement card for $25 at your campus PTS office.

Don’t Be a Copycat or a Permit Dealer  Altering or manufacturing a parking permit with the intent to use it as an official ASU permit is considered theft of university services. An altered or counterfeit permit found displayed on a vehicle will result in immediate impoundment of the vehicle displaying the permit, confiscation of the permit, an assessment of fines, and a Dean Referral.

Additionally, permits can NOT be sold or transferred to other students or staff.

Refunds/Returning Your Permit & Gate Access Card

Refunds  Annual permits can be returned for a prorated refund from the date of purchase until March 15, provided that the permit or the identifiable remnants (i.e. at least two of the serial numbers printed on the permit if it’s a sticker decal) and gate access card (if applicable) are returned to PTS.

Sorry, no refunds will be given after March 15.

Fall Semester-only permits expire on December 31, 2012; therefore, refunds are only available until Sept. 30, 2012. Refunds are prorated based on the day the permit or the identifiable remnants are received by the PTS office.

Refunds are NOT provided for:
- replacement permits
- permits that are being paid for via payroll deduction

Cash refunds are not issued at the PTS office. Once you turn in your permit to the PTS office, then your refund will be processed through the University Cashier’s office. After any outstanding charges on your parking and University accounts are satisfied, you will then receive a check from ASU for any remaining balance.
Returning Your Permit and Gate Access Card

When your permit has expired

Gate access cards MUST be returned to any campus PTS office once the permit has expired if you do not renew for the same parking location for the following year. A fee will be placed on your parking account if the gate access card is not returned. Continued use of an expired gate access card will result in additional charges to your parking account.

Once your permit has expired, it no longer has value and is not valid for parking on any ASU campus. However, hangtag permits are recyclable, and we encourage you to properly dispose of your expired permit in one of the many recycling bins on campus or return it to any campus PTS office for recycling.

If you are permanently leaving the university

If you will no longer be associated with the university due to graduation, withdrawal from classes or change in employment, please remember to return your permit and gate access card (if applicable) to your campus PTS office. If this occurs before the spring refund deadline – March 15 – you may be eligible for a prorated refund.

Note to ASU employees: Please do NOT leave your permit and gate access card with your supervisor if you are leaving the university; please personally return these items to your campus PTS office. Additionally, please remember that if you are a benefits-eligible faculty or staff member, you’ll need to return your permit (and gate card if applicable) to the PTS office to stop payroll deductions and will be responsible for charges accrued up to that point. No refunds are given to employees who have been paying for their permits via payroll deduction.

Note to Residence Hall students: Residence hall permits are invalid as soon as you move out of your hall and must be immediately returned to PTS. If returned before the spring refund deadline of March 15, a prorated refund will be issued (with the exception of a Polytechnic Desert Village Residence Housing permit).

If you are temporarily leaving the university

If you are taking a leave of absence from the university, please notify PTS of your pending leave in writing. Acceptable leaves of absence include sabbaticals, medical and military leaves and student exchange programs.

If you have purchased a parking permit, it must be returned (along with the gate access card, if applicable) to your campus PTS office prior to leaving ASU. A prorated refund will be issued per the permit refund schedule through March 15.

*Note: Refunds do not apply to employees who are on payroll deduction

You will then be able to purchase a permit in your previously assigned lot or structure when you return from leave. The permit will be sold at the appropriate rate depending on the time of year you return.

You are required to pay any outstanding citations before a leave of absence. Failure to settle any citations will result in late charges and could prevent you from registering for classes upon your return.

Payroll Deduction

Payroll Deduction Policy Employees are responsible for all payroll deductions from the date of purchase until the permit has been paid in full. The full purchase price of the permit must be paid, regardless of payment method, unless employment is terminated and the permit is returned before the spring refund deadline of March 15. Permits may not be returned anytime thereafter to stop payroll deductions unless employment is terminated or if you are on approved medical or military leave. If you are no longer eligible for payroll deduction, then you are responsible for any missed deductions and/or the outstanding balance due on the permit from the date of the last payroll deduction.

Updating License Plates & Vehicles

Adding a License Plate or Vehicle If you are issued a new license plate, you must add this information to your parking account using “MyParking Online Services” at parking.asu.edu. Your permit will then be valid for use with additional vehicle(s) and license plate(s).

If you get a new vehicle, but keep the same license plate, you’ll need to notify the PTS office or complete the “License Plate Change Request” form found on the PTS website at parking.asu.edu.

Requesting the Removal of a Vehicle or License Plate From Your Account Vehicles and license plates are never removed from a permit holder’s account history. However, if you have a vehicle and/or license plate that is no longer in your possession, you can request that it be released from your responsibility by completing the “License Plate Change Request” form found on the PTS website at parking.asu.edu. This is highly recommended to ensure that you are not responsible for potential parking citations or charges related to that license plate and vehicle after it leaves your possession.

Even after requesting that a vehicle be removed from your account, the vehicle will remain viewable on your account.

If you sell your vehicle, we recommend you contact MVD to complete the necessary steps to legally release you of responsibility from a vehicle and/or plate.

Events/Maintenance Affecting Parking There may be times when PTS needs to close certain lots or structures because of construction, maintenance, and other campus events.

When these events occur, PTS will notify affected permit holders via e-mail to your university e-mail address prior to the closure and provide instructions regarding alternate parking. If you unsubscribe from this service, you will not receive email notifications from PTS. Please also be alert to signage and barricading in and around your parking lot or structure notifying you of upcoming events or maintenance. Additionally, PTS routinely posts these updates on our Facebook and Twitter pages.

Please be aware that vehicles parked in closed areas during a lot or structure restriction may be subject to a citation and/or the vehicle may be relocated or impounded, especially if the vehicle has crossed traffic control barriers that are already in place for the maintenance project or event.
Keep in Touch with PTS

Stay in the Know with PTS Communications  Now that you have a permit, make sure you stay up-to-speed with the latest news from PTS that may affect your parking and transportation on campus. We communicate with our customers through several channels, including:

• PTS News, the e-newsletter from Parking and Transit Services*
• Targeted e-mails regarding lot- or structure-specific information*
• Facebook (ASU Transit) and Twitter (ASUtransit)
• PTS website: parking.asu.edu
• Signage posted at lots and structures
• University Housing’s “What In The Halls Is Happening” e-newsletter
• The State Press and other campus newspapers
• ASU Insight
• University Staff Council Digest
• Visit us at workshops, information fairs and other events on campus

*You reserve the right to unsubscribe from these e-mails; however, we strongly encourage you to remain on the PTS listserv in order to receive e-mails relevant to specific information regarding your parking permit and parking location.

We’re Not Just About Parking;
We’re Parking AND Transit

You already have your parking permit, but that doesn’t mean you can’t take advantage of the many transportation services PTS provides!

FLASH Shuttles  These FREE shuttles circulate around the Tempe campus each school day. So if you park at one end of campus, but your class or office is located at the other end, hop aboard! FLASH will get you to your on-campus destination in no time.

More information about the FLASH, including routes and schedules, can be found at parking.asu.edu.

Intercampus Shuttles  Just because you’re parked on one of ASU’s four campuses doesn’t mean you can’t conveniently get to another ASU campus for FREE and without having to move your car! Intercampus shuttles provide hourly service between the Tempe and Polytechnic campuses and service every half-hour between the Tempe and West and Downtown Phoenix campuses.

More information about the shuttles can be found at parking.asu.edu, and they can be tracked in real-time at www.ASUstartHere.com.

Public Transportation  METRO light rail and Valley Metro buses are another great way to get around town during the school or work day, all while leaving your car parked on campus (think of all you’ll save on gas and wear and tear on your vehicle!). Visit www.valleymetro.org for more information. Plus, remember to purchase a Student U-Pass or Employee Platinum Pass and Eco-Pass from PTS to save time and money when you ride the METRO or Valley Metro bus. Learn more about the U-Pass, Platinum Pass and Eco-Pass at parking.asu.edu.

Dead Battery? Keys Locked Inside Your Vehicle?  We are Here to Help!

We offer a Motorist Assistance Program (M.A.P.) to help you when you have locked your keys in your car or have a dead battery. The service is FREE, and no matter where you are on campus, a member of our team will be happy to assist you and get you back on the road.

Tempe Campus: 480.965.0641 (Monday – Thursday, 7am-10pm; Friday, 7am-8:30pm)
Downtown Phoenix Campus: 602.496.1023 (Hours vary Monday – Friday)
Polytechnic Campus: 480.727.2775 (Hours vary Monday – Friday)
West Campus: 602.543.3258 (Hours vary Monday – Friday)

Support student scholarship and Sun Devil pride!

Get the latest ASU collegiate license plate featuring Sparky and a new gold look. When you purchase the new Sparky license plate, $17 of the $25 fee goes directly to ASU’s Medallion Scholarship fund, giving financial support to students.

To purchase your all-new Sparky plate, visit your local MVD office or buy online at sparkyplates.com.
We welcome your comments and suggestions about how we can better serve you. If you had a great experience with a PTS staff member or really appreciate one of the services we provide, well, we love to hear about that too!

On the homepage of the PTS website at parking.asu.edu, you’ll find a link to a Customer Satisfaction Survey. Feel free to let us know what you think! If you have a specific question that you need answered, please contact us by phone or e-mail.

And don’t forget to Like “ASU Transit” on Facebook and Follow @ASUtransit on Twitter.

Contact us

Tempe Campus: parking@asu.edu  480.965.6124
Downtown Phoenix Campus: parkingdpc@asu.edu  602.496.1023
Polytechnic Campus: parkingpoly@asu.edu  480.727.2775
West Campus: parkingwest@asu.edu  602.543.7275

Your safety is a priority

On the Tempe campus, the Safety Escort Service is available from 7pm-3am daily. Call them at 480.965.1515. Centerpoint employees can call 602.689.0730. If you’re on the Downtown Phoenix campus, give the city’s Downtown Phoenix Ambassadors a call at 602.495.1500 any day from 8am-11pm. Staff members from these services will accompany you so you don’t have to walk by yourself from one campus destination to another.

Additionally, ASU Police are available 24/7 to escort you from one campus building or parking location to another. Contact them at:

Tempe Campus Police: 480.965.3456
Downtown Phoenix Campus Police: 602.496.3456
Polytechnic Campus Police: 480.727.3456
West Campus Police: 602.543.3456