



Liaison Handbook

Introduction and Information for Parking Liaisons

Thank you for serving as the Parking and Transportation Services (PTS) Liaison for your department. PTS Liaisons oversee parking permit assignments to employees within their departments in accord with guidelines of the Department Allocation System. They also facilitate information pass-on to co-workers regarding CU-Boulder's parking and transportation system.

Given the impacts of university economic and land use priorities on campus parking systems, getting a parking assignment worked out is often one of the more involved tasks new employees face at any campus. As a CU-Boulder PTS Liaison you help insure that employee parking assignments are made in accord with departmental priorities and support the effective management of campus parking resources.

This handbook includes information that will help you with your parking liaison duties and to answer some common questions you or your coworkers may have. As always, if you cannot find the information that you need in this manual or on our website at <http://www.colorado.edu/pts>, you can contact our offices at 303-492-7384.

We know that your work schedules are busy and would like to express our appreciation for the help you provide to us and to your co-workers.

Thank you,

Parking & Transportation Services

Permit Section

Allocation System

Each department is allocated a certain number of parking spaces for use by their employees. The percentage of a department's full-time employees (FTE) relative to the entire number of full time employees at CU Boulder equals the percentage of permits allocated to the department. This percentage is multiplied by the number of faculty/staff allocations on campus to get a department's parking allocation.

$$\text{Department Allocation} = \frac{\text{\# FTE in Dept}}{\text{\# FTE on campus}} \times \begin{array}{l} \text{Number of} \\ \text{faculty/staff} \\ \text{allocations} \\ \text{on campus} \end{array}$$

Each department's FTE count is calculated by the CU Boulder Payroll Department and takes into account part-time employees (i.e., two 50% employees equal 1 FTE).

Regular Faculty/Staff Permits

Departmental parking allocations are issued as regular Faculty/Staff permits that are renewed every two years on March 31st. These regular allocations can be issued in any permit controlled lot where space is available. Ideally a department will have an 80%/20% split of core vs. peripheral lots for their regular allocations. This is dependent upon the location of the department and space availability in that area.

For main campus, see the [campus map](#) for lots that are near your department's location to determine which lot(s) the employee would like to request.

For east campus, permits can be requested for EC zone (comprised of lots 560, 562, 563, 566, and 567), 570, 575, 576, or 580.

At Williams Village, permits can be requested for lot 601.

Buffalo Permits

When a department's regular allocation of permits is exhausted, temporary allocations can be requested for lots located in peripheral areas where space is available. Peripheral areas are generally those lots south and east of Regent Drive and north of University Avenue. These temporary allocations are issued as Buffalo permits.

The Buffalo permit is a faculty/staff temporary permit. Since this permit is considered a temporary department allocation, PTS may need to move Buffalo parking assignments based on construction and/or lot changes. If a lot displacement should occur, we would notify the department parking liaisons to reassign the employee to another lot within the parking system. Also, these allocations are not automatically retained by the department when the permit is cancelled. In keeping with the Buffalo permits' temporary nature, they are renewed for a one-year time period ending each August 31.

Parking Availability and Wait Lists

All faculty/staff personnel are eligible for a parking permit. However, a department's eligibility for a core lot parking space does not guarantee space in lots that are already at capacity.

PTS does not keep a master wait list for campus parking lots. Each department's parking liaison should keep a waiting list within their department. As core space becomes available within your department's allocation, it is up to you to decide to whom that space will be assigned. Typically, parking liaisons assign parking based on seniority within the department.

Obtaining a Parking Permit

To obtain a faculty/staff parking permit, employees should contact their department's parking liaison. The liaison should provide employees with the proper forms and information needed to obtain a parking permit.

When applying for faculty/staff parking on campus, please submit the following:

- Parking Allocation Request Form (must be completed by the parking liaison)
- Faculty/Staff Permit Application (must be completed, signed, and dated by the employee)

These forms, along with many others, can be found on our website at <http://www.colorado.edu/pts>.

Notes on the Permit Review and Issuance Process

- While an application is being reviewed, employees **should purchase a temporary permit** for up to four weeks for lot 169, 308, 436, or EC zone.
- Payment is required at the time the temporary permit is issued. Cash, check, and credit cards (Visa, MasterCard, and American Express) are accepted.
- For current monthly parking fees, please call 303-492-7384.
- Upon completion of the permit application review, the permit will be processed and filed at the PTS business window for pick-up. Please allow one to four weeks from the time of application.
- For employees who are paid on a monthly basis through CU-Boulder Payroll, we will arrange for monthly parking fees to be collected through payroll deduction. The payment is always deducted in advance for the following month. All payroll start-up and cancellation transactions must be completed by the 10th of each month to affect the deduction at the end of that month.
- Parking applications should always be signed to assure authorization for payroll deduction and agreement of the terms of retaining parking privileges on campus.

Temporary Employees

Parking liaisons should submit an allocation request form to PTS for temporary employees. Typically temporary employees are considered visitors to campus. These temporary employees may pay from 1 to 6 months in advance for parking. We cannot arrange payroll deduction since these employees are paid on a biweekly schedule or through an outside agency. Please make sure your employees are prepared to pay via cash, check, or credit card when they pick up their permit.

Student Employees

Student employees should purchase student permits. This applies to the academic year as well as the summer sessions whether or not they are taking classes. No faculty/staff allocation should be requested.

Request for Secondary Lot Privileges

Employees who have dual job assignments may apply for a second lot to be added to their permit. Requests for secondary lot privileges must be made via departmental parking liaisons to the Faculty/Staff Permit Coordinator. These permits count against the department's allocations for both the primary and secondary lot. Employees will pay the regular permit fees for their primary lot in addition to one-half the maximum regular rate for the secondary lot.

Request for Lot Change

Requests for lot changes require both a signed and dated Permit Application Form completed by the employee and an Allocation Request Form completed by the parking liaison. Please include the reason for the lot change as well as other information such as the person who previously held the space.

Gate Cards

Only one gate card for the operation of parking gates will be issued per primary permit. A deposit will be charged for the issuance of a gate card with the exception of faculty/staff members who require a gate card for use with their primary permit. A fee will be charged for the replacement of any gate card. Gate cards can be replaced at our business office during regular business hours. Gate cards shall not be loaned, given, sold, or made available to any person other than the permit holder to whom it is issued.

Cancellations and Holds

If an employee is leaving the university, they should bring their permit to the PTS business window to cancel it. They should do so prior to the 10th day of the month for any changes to be effective for that month's payroll. If a permit is turned in after the 10th, fees may be deducted from their last paycheck.

Employees may turn in their permit and hold their lot space from one to four months by bringing the permit to the PTS business window and completing a hold form. Parking fee deductions will be stopped for the time the permit is in our possession. But, permits left on hold for less than one month will be charged for the time the permit was on hold. And, permits left on hold for longer than four months will be cancelled and may be assigned to another employee.

Disability Parking Permits

Vehicles parked in designated disability spaces shall display a state-issued disability license plate, permit, decal, or placard at all times.

Designated metered disability parking spaces are available for the short-term parking needs of visitors, students, faculty/staff members, and other persons with disabilities.

Faculty, staff, or students with disabilities may be eligible for permits to park in parking lots close to their regular destination points. See the ADA accessible parking section of our website for more information and copies of the necessary forms.

Permanent and temporary disability needs are assessed based on federal ADA guidelines. Generally temporary disabilities do not fall under the ADA definition of "disability." However, if the temporary disability has exceptional circumstances, these requests will be reviewed by PTS on an individual basis. PTS reserves the right to a second opinion by a registered physician

Motorcycle Parking Permits

Motorcycle parking is restricted to designated motorcycle lots. Parking in automobile spaces is prohibited in all areas except timed zones and metered spaces.

Any faculty/staff automobile parking permit holder may be issued one motorcycle permit for no additional fee provided that both vehicles are not parked on campus at the same time. Any additional motorcycle permits must be paid for via cash, check, credit card, or payroll deduction.

Faculty/staff motorcycle permits issued as a primary parking permit will be assessed a fee to park on campus.

PM (Evening/Weekend) Permits

PM permits are issued for lots in which parking permits are required at all times or for other lots for specified times in the morning and late afternoon. There are currently three permit options for evening/weekend parking:

- **Regular PM** permits are valid from 5:30 p.m. until 7:30 a.m., Monday through Friday, and all day on Saturday and Sunday.
- **Extended PM** permits are valid from 4:00 p.m. until 9:00 a.m., Monday through Friday, and all day on Saturday and Sunday.
- **Premium PM** permits are valid from 3:00 p.m. until 10:00 a.m., Monday through Friday, and all day on Saturday and Sunday.

Please call 303-492-7384 for current pricing for PM permits. PM permits are not counted as part of the department's allocation.

Carpool Parking Permits

The carpool parking permit option is designed to support CU faculty, staff and students who choose to share their commute to campus.

PTS will issue one permit for a designated lot and one gate card when a gate card is required to access the permitted lot. If the carpool rotates among drivers and vehicles, the permit and gate card must be transferred to the vehicle in use. If more than one member of a carpool needs to drive to campus, the additional vehicle is required to park and pay in a visitor parking area or purchase a temporary one day permit to park on campus.

The price of a carpool permit is the same as a standard permit. Permit fees can be deducted from the payroll of the primary carpool member. It is the responsibility of the members of the carpool to arrange to share the cost of the permit and reimbursement from carpool members.

The Guaranteed Ride Home program provides a free taxi ride home to CU faculty and staff with Buff One Card Eco Pass privileges. This benefit is available in emergencies only if the employee carools, rides the bus, bikes, or walks to work. See our website under "Commuting Options" for more information on this program.

“X” Permits

“X” permits authorize parking in all CU-Boulder campus permit controlled parking lots. “X” permit holders are expected to park in their assigned primary parking lots except when conducting university business away from their workplace. “X” permits do not authorize parking at parking meters, service vehicle parking zones, pay-and-display, in Euclid AutoPark (lot 205), in areas not designated as parking spaces, or in areas where parking or permit use is prohibited by sign.

“X” permits are issued only upon written approval of the Vice Chancellor for Administration. “X” permits are generally issued to officers of the university, department chairs, or department directors. Applicants for “X” permits must demonstrate regular and ongoing job duties requiring mobility between various CU-Boulder facilities that cannot be reasonably accommodated by walking, alternative transit, telecommuting, or other mechanisms.

Retiree applicants for “X” permits must demonstrate an ongoing relationship with and service to the university from which arises a regular and ongoing requirement for mobility between various CU-Boulder facilities that cannot be reasonably accommodated by walking, alternative transit, telecommuting, or other mechanisms.

“X” permits are issued based on job duties and related mobility requirements. Thus, they must be relinquished in the event of a job change. Persons relinquishing “X” permits because of a job change may reapply to the Vice Chancellor for Administration provided their new job duties meet the eligibility requirement outlined previously. “X” permit privileges may be terminated upon review subsequent to changes in job duties and related changes in mobility requirements.

Fees for “X” permits are assessed at the maximum faculty/staff parking rate for all assignees (i.e., current employees and retirees).

Chancellor and Regent Permits

The current UCB Chancellor and current members of the University of Colorado Board of Regents are issued a permit that authorizes parking in any designated space on the UCB campus with the exception of disability parking spaces.

Valuable Parking Tips

Please read the following parking tips:

- **Hang tag permits** should be placed on the inside rearview mirror stem with the lot number facing the front of the vehicle.
- **Adhesive permits** should be affixed to the front windshield in the lower right corner (passenger side).
- **Expired permits** should be removed from the vehicle and discarded.
- **Failure to display a permit** may result in a parking citation. Faculty/staff permit holders may qualify for up to three citation voids per year for failure to display a valid permit.
- **New or temporary license plates** must be registered with PTS. Please call 303-492-7384 to report changes.
- **Overflow lots** are specified on the permit. Permit holders may park in their overflow lot only when their primary lot is full.
- **Lost/stolen parking permits.** If an employee believes his/her permit was lost or stolen, please send them to PTS to complete a lost/stolen Permit Replacement Application. There is a replacement fee assessed by PTS to replace a permit. Lost/stolen permits numbers are put on a report for enforcement to follow up on. Any vehicle found displaying a lost or stolen permit will be ticketed and could be subject to towing and impoundment.
- **To cancel a parking permit**, an employee must return it to PTS prior to the 10th of the month in order to stop payroll deduction for the following month. Choosing to let a permit expire will not stop the monthly deduction.
- **Pre-tax parking deductions** are available to eligible employees who have a payroll deduction for parking fees. The Internal Revenue Code precludes refunding permit fees deducted on a pre-tax basis. Due to this, if an employee who has selected pre-tax deductions is leaving they must turn their permit in prior to the 10th of the month to stop further deductions. To apply for pre-tax deductions or to change back to post-tax deductions, employees should e-mail a request to the faculty/staff permit coordinator at nye@colorado.edu.
- **Parking permits are non-transferable.** They may not be resold, counterfeited, altered, or defaced.
- **Permit-only lots** are areas in which parking is restricted to vehicles bearing permits authorized by PTS; specific lot designations are posted within each lot. A permit does not ensure the availability of a parking space; it grants the privilege of parking in a specified area when space is available.
- **Special events parking.** University Events may interrupt routine parking and traffic patterns. During any special event or campus activity, parking lots, meters, and traffic may be controlled by PTS.
- **Lot locations and time restrictions** are located on the campus map found at <http://www.colorado.edu/parking/maps/>.

Customer Service Section

If you have questions concerning any of the following items, please call the PTS business office at 303-492-7384. For up to date prices, including business permits, temporary permits, Euclid AutoPark rates, metered parking rates, and CHIP permits, see our website or call us.

INs (Inter-Departmental Invoices) & A-Card Requests

The most efficient way to order from us is to either call (2-7384) or FAX (2-6116) your request. If you want to pay by IN, fax us a copy of the IN. (Please note that IN's require an "Authorizing Agent", a "Contact Person", and a "Receiving" person. Per Internal Audit, there must be at least two people from your department signing on these lines.) If you want to pay by A-Card, we will call you for the number. Also, we will call you as soon as your items are ready. We cannot mail cash value items to departments; if you are unable to pick up your requests, let us know and we will work out a solution.

For emergency (immediate) purchase needs, please call us at 2-7384 as soon as possible, and we will let you know how soon we can process your emergency request.

The following items may be purchased immediately at the front window, without prior approval:

- Up to five temporary permits for lots 169, 308, and 436 (if available).
- Regular business permits that do not require pre-approval.
- Up to five pages of Euclid AutoPark validation stickers. However, if you are planning an event for more than five people at the same time, please call 303-492-7384 to set it up as a special event first.
- Five or fewer meter debit cards.
- Lost/stolen (L/S) permit replacements, as long as the L/S report is completed and signed. Also, a police report must be filed and a copy of it must accompany the L/S report if you state an item as stolen. (If you are sent to do an L/S report for someone else, you **must** have their driver's license with you along with the form **they** have signed.) Departmental permits and gate cards can be replaced with an IN; personal permits and gate cards require payment by cash or check.

All requests received by June 15th will be processed within the current fiscal year, all others may not be. You **must** let us know if you have concerns about the timing of processing if you request items between June 16th and June 30th.

Permits may only be purchased with university funds for non-employees or for employees when temporary parking is needed away from their primary work place.

Business Permits

Types of business permits available (some need letters of justification):

- Department Business Permit
- Vendor Permits
- Worksite Permits

Each year we need a letter of justification for any special use permit such as sidewalk and yellow curb access. Because we are responsible for controlling access for each permit we sell, we must confirm that special circumstances do exist and continually monitor the use of special business permits.

For any other specific departmental type permits, please call 303-492-7384.

Temporary Permits

Please allow three days for normal processing, and let us know if you need your items in less than a week. Should you need an order filled in less than three days, please call ahead of time.

Any faculty, staff or department may purchase up to five one-day temporary permits in lots 169, 308, 436 or 560 at the front window without pre-authorization.

Students are often restricted to temporary permits in the lots in which they would be allowed to purchase a regular student permit. They may also be restricted to a maximum of two weeks worth of temporary permits per semester.

Note that we do not sell temporary permits for metered lots.

Coordinate with Special Events at 303-492-7384 if you have a specific parking need for an event, or if you need to park more than three people in a lot at the same time.

After purchase, temporary permits will not be refunded or exchanged.

This helps to keep the cost of these permits down. So it is important to:

- Purchase no more than a four to six month supply.
- Date the permit only if you are sure it is going to be used.
- Carefully date the permit with the correct date.
- Remember that undated permits or permits dated in pencil are invalid.
- **Not alter a permit.** Permits that are altered carry a very hefty fine.

Euclid AutoPark

The Euclid AutoPark rate is an hourly fee from 7:00 a.m. to 5:00 p.m., and a flat fee from 5:00 p.m. to midnight.

Euclid AutoPark validation stickers can be bought at the customer service window without pre-authorization via A-card or IN. They may be purchased by departments only, and come in the following time allowances:

- 1 hour - sheet of 10 validations.
- ½ day (5 hours) - sheet of 10 validations.
- Full day (10 hours) - sheet of 10 validations.

If you plan on having five or more people in the lot, please call Special Events at 303-492-7384. Also, the lot is very full between 10 a.m. to 2 p.m. If you have an event of any kind during this time, call Special Events to see what arrangements are best for you.

Metered Parking

- **Regular Meters** Grey meters that require payment via coin or meter debit card. Payment increments range from 15 minutes to 10 hours. Length of stay can range from a maximum allowable stay of 4 to 10 hours depending on the meter location.
- **Disability Meters** Blue meters that require payment via coin or meter debit card and a properly displayed valid disability plate, placard, or decal.
- **Service Meters** Red meters that require payment via coin or meter debit card. These meters are priced significantly higher to encourage quick turnover in high volume areas. Length of stay is a maximum of one hour.
- We have debit cards available for all meters.
- We also have pay-on-foot stations (a central machine with numbered spaces) in lots 306, 437, 440 and 448. These machines take coin, currency, credit cards (Visa, MasterCard & American Express), and also regular meter debit cards. Length of stay can be any amount of time up to the end of the business day.
- Pay and Display machines require a flat fee for night and weekend parking for any space within the specified lot. The ticket issued by the machine must be clearly displayed on the vehicle's dashboard. These machines are currently active in lots 204, 310, 360, 378, 380, and 430.

CHIP Permits

CHIP permits are discounted one-day permits available to faculty or staff who canceled their parking permit after July 1, 1997 in order to use another mode of transportation. To be eligible for CHIP permits, you must also be eligible for the Faculty/staff Eco Pass Program, and you must have held a parking permit for at least a year continuously prior to canceling your permit.

Word of the Day

The Word of the Day is available to permit holders who forgot to bring their PTS-issued permit to campus. It can be used in place of the permit, but only in the assigned parking lot and only for vehicles registered to the permit (let PTS know if using a rental or loaner vehicle). The permit holder **must** be the one to call the PTS Business Office.

Vehicle Impounds

Vehicles are generally towed for three reasons (but may be towed for any violation):

- They have outstanding citations of \$50 or more.
- They have blocked a drive, walk or other area deemed to be unsafe, or they are causing a problem.
- Upon complaint, when they are illegally parked.

To release a vehicle from impound, all citations and tow fees charged by the tow company are required to be paid. A driver's license or current CU ID is also required for vehicle release.

Gate Cards

Gate cards will only be issued to:

- Departments that have Business Permits (**one gate card per permit**).
- Departments with university vehicles that have legal access to the parking lot.
- Individuals who have a permit for the lot that they are requesting a gate card.
- Any exceptions are rare, but you must get approval ahead of time through the customer services manager.

Citations

Students

- Students are responsible for paying citations within five business days of citation issuance. After five business days a late fine is assessed.
- We transfer students' citations to their Bursar's account as a collection action on our part, not as a convenience for the student. This transfer may include a billing charge.
- We may also assess billing fees when sending billing notices.
- Citations may also be sent to State Collections without going to a Bursar's account. This may include further fines and the withholding of state tax refunds. **After transferring citations to collections**, we will **not** consider voiding the citation for any reason other than the following:
 - The vehicle we are billing you for is not yours.
 - We failed to void a citation that you had appealed and won.
 - We **will not** give you a **first time warning** or **any other** courtesy voids, such as failure to display your permit in your lot.

Faculty/Staff

- Faculty/staff are responsible for paying citations within five business days of citation issuance. After five business days a late fine is assessed.
- A Billing Fee of \$5.00 is assessed to each citation for each billing.
- After 3 billings, citations are usually sent to State Collections. This may include further fines and the withholding of state tax refunds. **After transferring citations to collections**, we will **not** consider voiding the citation for any reason other than the following:
 - The vehicle we are billing you for is not yours.
 - We failed to void a citation that you had appealed and won.
 - We **will not** give you a **first time warning** or **any other** courtesy voids, such as failure to display your permit in your lot.

Payment

- Payment may be made by cash, check, money order, Visa, MasterCard and American Express.
- Payment **may not be paid** with any kind of university funds. If you receive any questions, you may refer them to the Department of Internal Audit (www.cu.edu/audit).

Appeals

- **Appeals Criteria**

To file an appeal, one of these criteria must be met:

- Evidence that the violation **did not occur**.
 - Violation did occur, but there is evidence that it **occurred due to circumstances beyond your control**.
 - Circumstances where belief is that there was **no violation and another reasonable and prudent person would have done the same thing**.
- **Appeals Process**
 - **Appeal Level One: Written appeal**
 - An appeal form must be completed and submitted within five business days of the date of citation issuance.
 - These forms are available at our lobby window, on our website, or you may call 303-492-1538 to have one sent to you.
 - Forms are reviewed by appeal referees, and the decision is returned by mail to the appellant.
 - **Appeal Level Two: Oral appeal hearing**
 - Call 303-492-1538 to set up appeal hearing date.
 - Appearance before an appeal judge, who is an attorney from an outside law firm.

Voided Citations without an Appeal (Courtesy Voids)

All requests for voids should be directed to the Appeals section at 303-492-1538.

- **Permit holders** receive three voids per calendar year for failure to display permit while parked in the assigned lot. This must be requested (it will not happen automatically) within five business days of citation.
- **Visitors** will receive a warning for their first citation only when: a permit is not displayed in a permit-controlled lot, a meter ticket is received on a weekend (weekday meter citations are not voided), or for parking in the wrong lot.
- **Business permit holders** may receive one void per calendar year for forgetting to display the business permit when legitimately using it.
- We sometimes give the benefit of the doubt to persons unfamiliar with campus. We expect that people who are familiar with campus will make good choices such as realizing that meetings often take longer than expected and account for this accordingly.

Tips for Liaisons

- If a co-worker or student feels a citation should be voided, have the person call us at 303-492-1538 or mail us a note to 502 UCB requesting a void. Stay out of the middle as much as possible.
- If you do write us a note, include the person's name, address, and phone number. If you don't all the information (i.e., visitor who leaves the citation for you to "take care of"), send us the citation and a note explaining the situation.
- When you provide visitors with one day permits, tell them **never** to change a date once it's written. That is considered altering a permit and, if ticketed, will result in a hefty fine. (The visitor should see you to replace the permit.)
- If applicable, send us a photocopy of the permit involved.
- Please don't ask permit coordination to void a citation. Call our Appeals section at 303-492-1538.