



GARAGE EQUIPMENT

Viking Cards required to access core garages

Gate access equipment is currently installed in the 'core' garages. Please review the following information on how this may impact your daily parking routine. Current Viking Cards will be required for semester and annual permit holders to access Prospect, South, West, Central, and East Garages. Viking Cards will provide access based on one scan in and one scan out of the garage. **Viking Cards will not work if an attempt is made to scan more than one vehicle into or out of any garage.** As always, CSU parking permits must be clearly displayed in your vehicle when parked on campus. All permit holders must register vehicles that will be parked on campus by license plate.

The system has two way intercoms (HELP Button) for customer service issues. Parking staff will provide assistance during operation hours. CSU Campus Police will provide additional support during non-peak hours. Please use the intercom if you experience any technical difficulties or have any questions. When in doubt – press the help button!

FREQUENTLY ASKED QUESTIONS

Q1: Help! I have my parking permit, but I don't have my CSU Viking Card.

A1: A) Park in a non-gated facility that your permit type allows. We are unable to grant entry into gated facilities without a Viking Card.
B) If you are in the garage ready to leave and forgot or lost your Viking Card, please return to get your card or visit the Viking Card Office to get a new Viking Card. If you don't have your Viking Card then you will not be able to enter the gated facilities. If you choose not to replace a lost card or not return to get your Viking Card, you will need to press the lost ticket button for a \$20.00 fee.

Q2: What should I do if the gates are up when I am entering or exiting the garage?

A2: You should always scan your Viking Card when you are entering and exiting the garages. By not scanning the Viking Card, on entry or exit, your ability to enter or exit the garage on your next attempt will be affected.

Q3: I park in MG, UG, or Lot 43, but don't see any access equipment installed.
Note: Lot 43 is not available during the summer semester.

A3: At this time, access equipment will not be installed in these locations. They will remain reserved for the lots corresponding valid permit.

Q4: Will I be restricted from accessing the gated garages at certain times?

A4: Automated garage access via your Viking Card will be available based upon your permit type. Green and White permits are valid from 5:00am – 11:59pm in designated garages. Evening (valid 3:30pm-

11:59pm) and Night (valid 5:30pm-11:59pm) permits will have Viking Card access based upon their permit time allowance. Permit holders that have purchased overnight parking will have 24/7 garage access via their Viking Cards.

Q5: If the garage has reached capacity, will my Viking Card still allow me to enter and check for a space?

A5: No, the system is designed to restrict access when the spaces allocated for permits have reached capacity. Please note that sometimes the garage may have spaces reserved for guests or events and therefore those spaces will be unavailable to permit holders.

Q6: I'm disabled and concerned about how these changes may affect me.

A6: CSU Parking Services has implemented proximity technology for the card readers, which are placed at the window level. If you have concerns or need special accommodations, please reach out to Parking Services or Disability Services for more information.

Q7: I'm an adjunct/part-time faculty member. I cannot get a Viking Card until my contract is signed. How can I access the gated garages?

A7: Unfortunately, without a signed contract you will not be in PeopleSoft which feeds the parking system. You will not be able to use a gated facility. If you purchase a parking permit, you will be able to use non-gated facilities based on your permit type, until you are in PeopleSoft. Semester based Adjunct and Part-Time Faculty that do not have a signed contract should bring a letter of intent, on departmental letter head, signed by their Chair/Dean to the Parking Department office to purchase a permit.

Q8: My vehicle needs service and someone is coming to assist me. What should I do?

A8: Please contact CSU Parking Services or the CSU Police Department to offer some basic services. In addition, we can help facilitate finding a tow company and access into or out of the garages. Make sure you call or email Parking Services if the vehicle is going to be left overnight.

Q10: I share a parking permit with my spouse/sibling/partner. Can we have two Viking Cards activated for the gated garages?

A10: CSU Parking Policy states that only one Viking Card will be activated for garage access per permit. This policy will not change with the installation of the new access equipment. Misuse of Viking Cards may result in a citation. The person who purchased the permit will have rights to the garages via their Viking Card.

Other things to consider:

- **Passback:** Passback is a security feature that prevents a parking patron from abusing their privileges. The passback feature only allows one exit for every one entry. This means that if you allow someone else to use your Viking Card to access the garage, then your Viking Card will not work when you try to enter or exit the facility. Passback violators will not be allowed out of the garage and will be required to pay the lost ticket fee (\$20.00). If the gates are up when you come or go, stop and scan your Viking Card to make sure that you stay in sync.

- Permit Locations: The permit locations will not change. Green permits will still be valid to park in the core of campus and White permits will be valid for the perimeter lots. Please note that the South Garage accepts both green and white permits (Viking Card required).

Additional changes to core parking:

Central Garage (CG): The 19th St. entrance and exit will be permit only. The E. 21st Street entrance will allow permits and will provide access to approximately 60 visitor spaces. The visitor spaces will have a dedicated entry and exit lane. The visitor spaces will be available from 5:00am to 11:59pm on a first come basis and will be subject to the current parking rates. The current daily rates are \$2 for the first hour and \$1 each additional hour. The daily max is \$10 and the day restarts at 12:00am. *Please note that any vehicle registered to a permit parked in the dedicated visitor area will receive a citation.* Visitor parking is not available between 12:00am and 4:59am (overnight). Overnight visitors should utilize South Garage.

East Garage (Chester & E. 25th) & West Garage (E. 17th between Euclid & Chester): East & West Garages will only allow Green permits holders from 5:00am to 3:00pm. After 3:00pm, visitor parking will be allowed at the daily parking rates. Permit holders will also have a dedicated exit lane to assist with traffic flow during visitor hours. Please note that visitor parking is not available between 12:00am and 4:59am (overnight). Vehicles parked without a permit in East or West garage during permit only hours are eligible to receive a citation.

Lot 21 (in front of the MU, on Euclid Ave): A PayStation is installed to allow visitor parking. Please visit the short-term parking information of the Parking website for more information. Zipcars will be moved from Lot 21 to dedicated spaces in Lot 20 (Police Lot).

Photos of the entry and exit lane equipment can be viewed below:

