



Changes to campus core garages coming soon:

Viking Cards required to access core garages

New gate access equipment is currently being installed in the 'core' garages. Please review the following information on how these changes may impact your daily parking routine. Current Viking Cards will be required for semester and annual permit holders to access 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 new system will have two way intercoms (HELP Button) for customer service issues. Parking staff will provide assistance from 7:00am to 11:00pm. 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) If you realized this before you approach the garage then stop by the CSU Parking Services office to get a one day permit that will provide access to gated facilities (limit two per semester) or park in a non-gated facility that your permit type allows.

B) If you realized that you do not have your Viking Card when you are at the garage entry gate, please press the HELP button. You will be connected to a member of our staff (during operating hours) who will raise the entry gate and direct you to exit immediately. We are unable to grant entry without a Viking Card because you may become stranded in the garage when you try to exit. Once you enter and exit, please visit the Parking Services office for a one day permit or park in a non-gated facility that your permit type allows. If you fail to exit the garage as requested, you will be issued a citation.

C) If you are in the garage ready to leave and forgot your Viking Card, please return to get your card. If you don't return to get your Viking Card then you will not be able to enter the next day. If you choose not to return to get your Viking Card, Parking staff will raise the gate and apply the cost of parking to your parking account. The standard visitor rate of \$10 will apply and can be paid via the [CSUGO Online Parking System](#).

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 unless an employee of Parking Services directs otherwise. By not scanning the Viking Card, the system will think that you are not in the garage (if you skip scanning at entry) or still in the garage (if you skip scanning at exit) and it will affect your ability to enter or exit on your next attempt.
- Q3: I park in MG, UG, Lot 20, or 61 but don't see any access equipment installed.
- A3: At this time, access equipment will not be installed in these locations. They will remain reserved for Green, Evening and Night permits only.
- 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 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.
- Q8: My vehicle needs service and someone is coming to assist me. What should I do?



- A8: Please contact CSU Parking Services as the CSU Police 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.
- Q9: I have scratch offs, are they still valid?
- A9: The scratch off program will be discontinued as of July 31, 2015. During the transition period, you may come to the parking office to have a barcode applied to your scratch off(s). This barcode will allow you to park in the gated facilities. If you want to park in a non-gated facility or if you have a white scratch off, these changes do not affect you. **When parking with a scratch off (with or without a barcode) the day and month need to be scratched off and properly displayed while parked. All scratch offs expire on July 31, 2015.**
- 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 won't 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). 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 permanent 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.* Please note that 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): Once the access equipment is installed and fully functional, East & West Garages will only allow Green permits holders until 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 entry and 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): Some of the disabled spaces will be converted to regular visitor spaces. A [PayStation](#) will be 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:

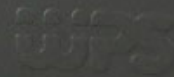
ENTRY LANE



LED SCREEN



HELP BUTTON
(use the help button to contact Parking if you experience access issues).



TICKET DISPENSER

(CSU GUESTS AND DAILY PATRONS)



**VIKING CARD
READER**
(PERMIT HOLDERS ONLY)





CLEVELAND STATE UNIVERSITY PARKING & TRANSPORTATION SERVICES

2121 Euclid Avenue, EC 160 | Cleveland, OH 44115 | 216.687.2023 | parking@csuohio.edu

EXIT / PAY LANE

WELCOME TO
CSU CAMPUS



CHANGE AVAILABLE

2015-01-09

14:26

**HELP
BUTTON**

RECEIPT

**LOST
TICKET**

CANCEL

START HERE

**INSERT TICKET
HERE**

INSERT TICKET

BANK CARDS

**INSERT
CREDIT CARD
HERE**

COINS



BANK NOTES

**INSERT CASH
HERE**



**VIKING CARD
READER (permit
holders only)**

TAKE YOUR RECEIPT
OR LOST TICKET

**RECEIVE
CHANGE
HERE**

