OSUAPs Frequently Asked Questions

September 2019

Contact Us

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This Parking FAQ Guide is the result of a collaborative effort between the OSU Administrative Professionals group and CampusParc to identify the common questions related to parking issues on campus that members of the OSU Administrative Professionals are often asked. While any of the team noted above will be happy to assist you with questions, please contact the CampusParc Customer Care office first as they are the most knowledgeable about the day to day parking details and phone lines are staffed 24/7.

Customer Care

When will CampusParc launch a better website?

The CampusParc team is overseeing a major website redesign with a planned January 2020 launch date. Our goal is to provide a site that will serve customers with information and updates relevant to who they are, which permits they have, and when and where they park and provide services that presently require an in-person visit to the CampusParc office. The site will include a strong mobile presence and important features such as real-time parking availability, alternate parking options, and more.

Is CampusParc working on fixing the parking app in terms of its accuracy? It may indicate a garage has availability when it's at capacity. So much time is wasted simply trying to park my car.

CampusParc is currently working on a solution to more clearly articulate parking availability. The app is not incorrect, but specialty spaces such as those for customers with disabilities and reserved spaces cannot be differentiated from general parking. There is an appearance to those who cannot use these specialty spaces that the availability is incorrect (i.e., the app infers spaces are available, but once in the garage you find the only empty spaces are ADA accessible spaces). A technology solution to this issue is being piloted in Fall 2019.

What is the procedure if I forget my parking pass at home?

It's a good idea to store your QR code on your phone so you will always have access to garages. You can use the image saved to your phone as your keycard (note: the keycard will only allow one in and one out at a time, so don't share the image!). Customers can also call CampusParc anytime and provide verification that they are a permit holder; the CampusParc Customer Care team can email customers who do not have their parking pass a copy of their QR code, which can be used to access garages via mobile device or a print-out.

How can I park on campus without paying twice if I'm driving a rental car while my car is being repaired? Why register the rental car when it is not a permanent vehicle?

The license plates on file equate to your permit. If you are using any vehicle to park on campus other than your currently registered vehicle (i.e., rental car, loaner, partner's vehicle, etc.), please register the plates of the vehicle you will be parking with even if it is for only one day. We use License Plate Recognition technology to scan vehicles, so this is the only way to avoid paying twice or getting a potential citation.

What is the process to file a claim for vehicle damage while in garages or lots? Who handles these claims?

If you return to your vehicle to find damage, call the CampusParc office at 614-688-0000. Our Operations team has paperwork for these circumstances and will assist with documenting and investigating the concern.

How can the university increase the number of bus routes and buses running throughout the day?

The Campus Area Bus Service (CABS) is a free transit service provided by The Ohio State University Transportation and Traffic Management, which provides a critical link between remote parking and the proximate locations on campus. Contact TTM at ttminfo@osu.edu if you have questions about the CABS schedule or services.

CampusParc has a bad rap across campus; what are you doing about this?

We understand that parking is the first and last thing everyone coming to The Ohio State University by car does, so it can set the tone for the day or leave a lasting impression at the end of the day. When that experience doesn't go well, it harms CampusParc's reputation.

There are three key issues that tend to influence this; 1) the inability to find a parking space where you want it; 2) getting cited for parking illegally when you didn't know the rules (which are admittedly complex!); and 3) calling our Customer Care center and not receiving a solution to that problem. We are actively working on addressing all three issues.

- Issue 1 (the inability to find spaces) is something CampusParc cannot independently solve as it requires a change in parking policy, and the university must approve all policy change. We are partnering with the university on a Comprehensive Transportation & Parking Plan that will address some of the near-term issues related to space availability in the high-density areas and will also provide a long-term Mobility Framework to complement the university's development plan outlined in Framework 2.0. This plan will also recommend best practices for balancing supply and demand to better meet customer expectations.

- Issue 2 (minimize unexpected citations) is a focus area for CampusParc. The existing parking system is quite complex. Until we can simplify the rules,
  - We have engaged the OSU Department of Design to develop improved signage and information stations inside the surface parking lots to better inform customers of the rules and make it easier to park legally. We anticipate a pilot to be completed mid-Fall 2019.
  - We are exploring digital sign technology that can be placed at key entrances and other points on campus to alert users of events, construction, other disruptions, or temporary rule changes.
  - We are finalizing a new application that will allow customers to look up the space they parked in and identify the rules associated with that space. This new web function, called SureParc, should roll out in early 2020.

- Issue 3 (customer service staff unable to resolve the problems noted above) – Since CampusParc cannot change the parking rules that would address space inadequacies, we must find ways to provide customers more information on where available spaces are located. We are in the final stages of identifying suppliers to provide technology for space availability in the surface lots. This, combined with our new website efforts, will enable CampusParc to identify each permit holder and their preferred parking, then make tailored recommendations for available parking. If there are concerns about our employee's responses to questions, these should be reported so we can address any knowledge gaps or training issues to ensure the staff are both friendly and helpful.

While less visible than the issues noted above, the CampusParc team also is committed to being a good partner with the university and contributing to its growth. To that end, CampusParc will invest $440 million in capital improvements and $660 million in operating costs over 50 years. To date, it has spent $39 million on innovative improvements in customer service to enhance the customer experience, including new access technology. It has given more than $800,000 to university-affiliated and supported efforts since 2014, including:
- $364,000 direct contributions to university departments and constituent groups.
- $180,000 scholarship funding that will last the life of The Ohio State University-CampusParc lease agreement.
- More than $100,000 for academic and student-focused projects.

CampusParc is further committed to being a contributing member of the broader community. As examples, our team:

- Recruits and hires senior citizens, recently receiving the "Charles B. Jenkins Legacy Award" from Employment for Seniors for these efforts;
- Provides opportunities for Ohio State faculty and students to engage in experiential learning using the parking system as a learning lab; and
- Works with faculty and students on collaborative projects, including a current Design Department project and a recent capstone project with the Industrial Engineering Department.

Permits, Pricing, and Space Allocation

Who sets the parking permit, daily passes, and special event parking fees?

The university retains oversight and decision-making authority for all policies, including permit eligibility, parking rates, special events and allocation of parking spaces. CampusParc has an annual opportunity to provide suggestions for change with an eye toward helping reduce customer frustration but ultimately must operate the university parking system using the parking policies approved by the university.

Are there special accommodations for people who cannot afford to purchase a permit?

Adjustments in pricing based on an individual's ability to pay are not presently available beyond the subsidized parking offered to patients and visitors by departments, however, there are choices available for all customers. Parking permits are offered by the year, month, or day, and there are high cost and lower cost options to meet customer needs. Annual permits offer parking for a range of $0.52 - $4.00 per day (see question below).

How does Ohio State parking rates compare with other large universities in the U.S.?

Comparing the parking rates for academic year 2018-2019 with other Big 10 schools and urban campuses across the United States indicates that The Ohio State University parking fees are in the middle ranges. Out of the 15 schools surveyed (chart located in the Appendix), the OSU "A" permit is 10th out 15 for the higher priced permits, and both the "WB" and "WC" permits are 5th out of 15 for the lowest priced permits. When considering a full-time faculty or staff works an average of 260 days per year, looking at the daily equivalent for annual permits;

- An "A" permit equates to $4/day
- A "B" permit equates to $2/day
- A "WA" permit equates to $1.04/day
- A "WB" permit equates to $0.52/day

While the calculated daily fee is not necessarily unreasonable, we understand that the need for a permit holder to "hunt" for a space diminishes the value of the permit, and are working with the university to identify viable solutions to increase certainty and reduce the time necessary to search for a desired space.

Each year we see price increases for permits. Where does the money go? If CampusParc is getting all of the money, how is that benefiting the university and its employees?

CampusParc paid the university $483M up front in exchange for the exclusive right to operate and collect all future revenue from the parking system for the term of the Lease Agreement, under the rules and rate structure established during the competitive bid process. A key benefit for the university was the ability to invest and grow those funds in its endowment and utilize them as needed to advance its core missions.

Managing Visitors

Can a system be developed so each division could be billed monthly or quarterly for visitors who are in the garage?

There are limits to our present system, but this is something that our Chief Technology Officer is already exploring. It would be helpful if we can connect with departments who wish to use this process so we can become better informed of your needs. Please contact service@campusparc.com if you are interested in this amenity.

What is CampusParc doing to the cost of weekend parking passes and visitor rates for guests who do not work at the university?

All rates are set through the long-term lease agreement; however, there are mechanisms in place to accommodate a department who chooses to subsidize weekend parking passes and visitor rates. For example, the Wexner Medical Center currently subsidizes patient and visitor parking so that patients only have to pay a small amount to exit. Any change in the exit fee paid by patients would be set by the Wexner Medical Center. This service is something other divisions or departments may provide as well. Contact CampusParc at 614-688-0000 if you are interested in more information.

What are the permit and parking processes if we have a primary location at another OSU affiliated campus but are required to pay full price for parking permits that may only be used one or two days a week?

Anyone parking on campus has three options for permits or can elect to pay hourly fees. Options for permits include the annual, monthly or daily.

If parking infrequently in a surface parking lot, consider using the mobile app that allows you to manage your hourly fees via a mobile device. Parkmobile is a payment option that uses pay-by-phone and smartphone applications. You can create a Parkmobile account online at parkmobile.io, via the ParkMobile app, or via their automated phone system at 877-727-5009. Parking sessions can be terminated early or extended via the same method used to start the parking session.

Medical Center Parking

What is CampusParc doing to increase the feeling of "welcoming" visitors and patients?

CampusParc recognizes that parking in an urban setting can be intimidating, especially for visitors or patients to the medical center. We work closely with the Wexner Medical Center to share detailed information they then send out to their patients, and our Customer Care professionals are always a phone call away at 614.688.0000, with Dispatch services and assistance provided 24/7, 365 days a year.

Does CampusParc have a way to deliver parking passes directly to the Medical Campus?

Yes, there is now a weekly CampusParc "Will Call" at the Wexner Medical Center where you can pick up passes for visitors and VIPs. Please contact Ben Mersy at CampusParc to take part in this program at bmersy@campusparc.com.

Special Events

I have an OSU parking permit – can I use this during events?

If you have an annual parking permit, it can be used during events to park in day-of-event parking at no additional charge. Day, multi-day and monthly visitor permits are not valid for event parking. Presentation of your access keycard is required for no-cost entry into surface lots and garages designated as special events, non-reserved parking. Annual permit holders whose access privileges normally grants them access to the garage may use their access keycard to enter the garage at no cost, with the exception of Football Saturdays, when some garages are restricted to Football pass parking only (see http://osu.campusparc.com/home/events/ohio-stadium/football for specifics).

Enforcement

Is there a formal process for disputing a ticket?

Anyone may dispute a ticket online, using the CampusParc website, within the first 15 days of receiving a citation. If you receive a citation and would like to appeal it, visit the Citations tab: http://osu.campusparc.com/home/citations/citation/appeal-a-citation.

Maintenance, Safety & Security

What should I do if the entrance gate scanner is not reading my credential (a sticker, permit card, or QR code from a phone)?

If you are unable to get a scanner to read your sticker, permit, or QR code from a mobile device, there is help available 24/7. There will either be a CampusParc employee present in the garage to assist you immediately, or you can call dispatch using the help button that is on the scanning equipment. They will walk you through the scanning process or can look up your permit and manually open the gates for you.

Are there specific policies surrounding roof closures during the winter?

If the roof cannot be cleared so that it is safe for customers to walk across, it may be closed during inclement weather. Like bridges, garage rooftops freeze more quickly and remain cold longer than pavement at ground level. Consequently, conditions in garages typically deteriorate more rapidly than their surface lot counterparts and become (and stay) slippery much faster than streets, sidewalks and surface lots. Due to accumulating snow and/or ice, one or more garage rooftops may be barricaded and

closed to customers for their safety at the discretion of CampusParc operations staff. While we understand the inconvenience this may cause, the safety of all customers is our first priority.

More information on garage rooftop closures, as well as the status of all garage rooftops, can be found at http://osu.campusparc.com/home/internal-pages/garage-rooftop. SpaceTracker, located on the CampusParc website home page, is updated when rooftops are closed, which can help find the closest available parking.

Is there somewhere I can call for motorist assistance or an escort to or from my car?

You may call CampusParc 24/7 at 614-688-0000 to request motorist assistance. If elevators are out of service, the CampusParc team can provide vertical transportation to or from your car. OSU's Transportation & Traffic Management department also offers the Lyft Ride Smart program: https://ttm.osu.edu/ride-smart.

Campus Development & Planning

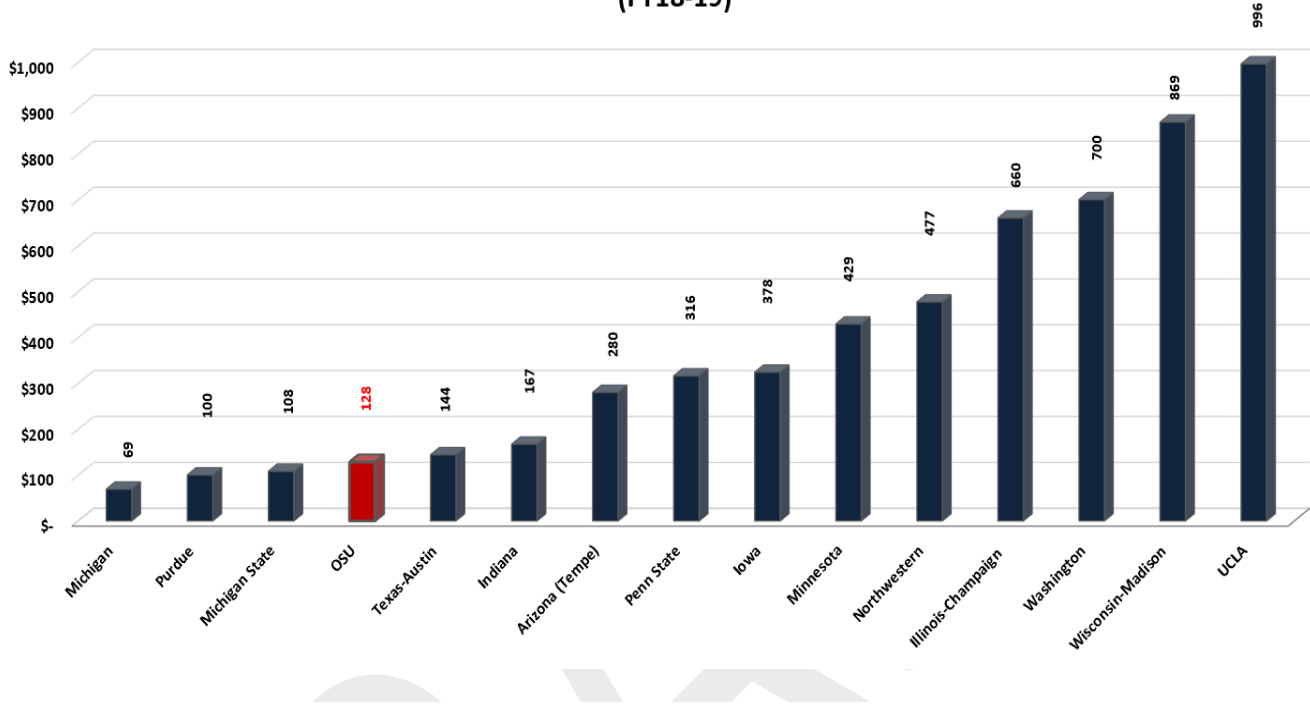**What actions are being taken to increase the number of parking garages/spaces at the medical center?**

CampusParc has provided the university with recommendations for building a Staff garage on the Dodd Hall surface lot at Medical Center Drive and Old Cannon to accommodate growth at the Wexner Medical Center. University leaders are working closely with CampusParc to evaluate the proposal and identify timing.

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Lowest Faculty/Staff OSU Permit Rates Compared to Benchmark Institutions (FY18-19)

Institution	Rate
Michigan	69
Purdue	100
Michigan State	108
OSU	128
Texas-Austin	144
Indiana	167
Arizona (Tempe)	280
Penn State	316
Iowa	378
Minnesota	429
Northwestern	477
Illinois-Champaign	660
Washington	700
Wisconsin-Madison	869
UCLA	996

Highest Faculty/Staff OSU Permit Rates Compared to Benchmark Institutions (FY18-19)

Institution	Rate
Purdue	250
Northwestern	564
Indiana	569
Texas-Austin	582
Arizona (Tempe)	601
Illinois-Champaign	660
Iowa	744
Arizona (Tempe)	780
OSU	1043
Penn State	1056
Wisconsin-Madison	1310
Minnesota	1581
Washington	1800
UCLA	1824
Michigan	2014