



Motorist Assistance

As a courtesy to all valid permit parkers, SP Plus offers the following motorist assistance:

- Battery starts
- Flat tire inflation
- Emergency gasoline (at cost)
- Lost vehicle assistance

For assistance, please call 216/791-6226.

- SURFACE LOTS ■
- PARKING STRUCTURES ■
- HANDICAPPED ACCESS •



SP Plus provides parking services for visitors, students, and employees of several University Circle institutions. Included in the system are 13 parking structures and over 50 surface lots containing more than 13,000 spaces. The Courtesy Transportation System operates a free fleet of passenger buses that provides shuttle service between the institutions and parking facilities, carrying approximately 1 million riders annually.

SP Plus operates the parking system on a "user fee" basis. SP Plus is responsible for the operation of all dedicated parking spaces and has established these regulations in conjunction with CWRU, UHC, and UCI to ensure the safety and convenience of all parkers. Please take time to review these regulations and retain them for future reference.

In order to park in a permit parking area, a hangtag permit must be obtained. Those affiliated with Case Western Reserve University and University Hospitals of Cleveland should contact their respective institutions directly. Visitors may park in areas designated "Visitor Parking" and must pay the posted hourly rates.

SP Plus strives to operate an efficient system that serves the parking needs of University Circle institutions in the best way possible. Your cooperation in this effort is appreciated.

For parking rate information, please refer to the permit fee schedule.



All inquiries regarding parking should be directed to
 SP PLUS
 791-6226
 368-3228
 844-1387

Shuttle bus service is provided daily during business hours. Bus schedules and route maps are available at the parking offices of SP Plus, CWRU, UHC, and UCI or online at <http://www.case.edu/access-services/shuttles>.

Other important numbers
 UNIVERSITY CIRCLE POLICE DEPARTMENT 791-1234
 CASE WESTERN RESERVE UNIVERSITY ACCESS SERVICES 368-2273
 CWRU POLICE DEPARTMENT 368-3333
 UNIVERSITY HOSPITALS OF CLEVELAND PARKING OFFICE 844-7275
 UNIVERSITY CIRCLE INCORPORATED PARKING DEPARTMENT 791-3900
ALL NUMBERS ARE AREA CODE 216

Disclaimer: Institutions website may override this brochure. Please refer to Institutions website for Refund Policy specifics.

SP Plus
 12100 Euclid Avenue
 Cleveland, Ohio 44106



Joint Parking Systems (CWRU, UHC, UCI) Permit Parking

2018-2019



Parking Rules and Regulations

2018-2019

The following rules and regulations apply to all parking areas managed by SP Plus as well as property owned by any participating institution. All parkers using these parking areas agree to abide by the following Parking Rules and Regulations and by the terms of their parking permit.

Smoking is prohibited in all public places and places of employment in accordance with Chapter 3794 of the Ohio Revised Code. This includes all garages and adjacent areas of entrance.

Types of Parking Permits

The following types of permits are available:

- Continuous Permits for:**
 - Case Western Reserve University (CWRU), University Hospitals of Cleveland (UHC), Cleveland Hearing & Speech Center (CHSC), Cleveland Institute of Music, and Musical Arts Association faculty or staff purchasing a permit through payroll deduction.
- Full-time Permits for:**
 - Persons purchasing a permit by cash or check;
 - Students registered for 651 or 701 courses;
 - Part-time students (as defined below) also employed by a University Circle area institution; or
 - Those persons NOT able to qualify for a part-time permit.
- Part-time Permits for:**
 - Institutional employees scheduled for 20 hours or fewer per week; or
 - CWRU students registered for:
 - 11 hours or fewer (Undergraduate)
 - 8 hours or fewer (Graduate)
- Temporary Permits**
Contact your designated institutional parking office for availability and restrictions.
- CWRU Night & Weekend Permits**
Graduate students only should contact CWRU Access Services to obtain information regarding these permits.
- CWRU Service Vehicle and Contractor Permits**
Contact CWRU Access Services for information regarding these permits.

Changes in status from FT to PT or vice versa must notify the appropriate parking office.

Upon entering your assigned lot and confirming it is full, please contact Access Services or SP Plus to be directed to overflow parking areas to avoid being ticketed.

Fees & Duration of Permits

- Parking permits may be purchased with a Fall or Spring expiration date. Full-time and Part-time permits with a June 30 expiration may be renewed on an annual basis (renewal information is emailed or mailed to permit holders in late May). CWRU & UCI are not included in the annual mail registration.
- Continuous permits are issued to permanent institutional employees and must be paid through payroll deduction. Checks and cash may be used to obtain other parking permits. CWRU, UH and UCI permit holders may also use Mastercard, Visa or Discover.

- Temporary employees do not qualify for permit payroll deduction and must pay in advance.
- UH permits effective on or before the 14th of the month include a charge for the entire month. Permits effective on or after the 15th of the month do not include a charge for that month.
- No cancellations or transfers may be made within the first 30 days after a permit is issued.
- Lost/stolen/discarded hangtags can be replaced. The fee to replace a Continuous Permit hangtag for lots **with** card access is \$25. The fee to replace a Continuous Permit hangtag for lots **without** card access is \$50. The fee is waived if the vehicle is reported stolen and supported by an official police report.
- CWRU and UHC Temporary Permits along with CWRU summer permits are non-refundable.
- Permit holders are responsible for all parking fees associated with their permit.
- Unpaid parking fees and Due Bills will become violations.

Cancellation or Transfer of Permits

- Parking permits can be canceled after the first 30 days only. To cancel a permit, both the hangtag and gatecard must be returned, or a \$25 fee will be charged for each.
- UH permit cancellations made on or before the 14th of the month (after the first 30 days) result in no monthly charge for the permit that month. Cancellations made on or after the 15th of the month result in the full monthly charge being made or retained for that month.
- CWRU prorates on a daily basis after the first 30 days.
- Lot transfers made on or before the 14th of the month result in the new lot's monthly charge being effective for that month. Lot transfers made on or after the 15th of the month result in the old lot's monthly charge being effective for that month. No transfers are made during the first 30 days a permit is active.
- Permits cannot be resold or transferred to other users.
- Temporary permits cannot be canceled, transferred, replaced, or refunded.
- There must be at least 30 days left on cash parking permits. Please see CWRU's website for exact dates for the current fiscal year.
- UH and CWRU permits must be returned to the parking office when going on leave, if not charges will continue to be deducted from your pay check.
- Refunds will be granted minus the first 30 days, outstanding violations and a \$25.00 administration fee for CWRU.

General Parking Restrictions

- Permit holders are permitted to park in their assigned lot but specific spaces are not reserved.
- Permit holders **must** display a current hangtag from the rearview mirror so that it may be clearly viewed from the front of the vehicle. No more than one vehicle may be parked under the same permit (which is numbered).
- NO individual may possess more than 1 active permit.
- All motorized vehicles on CWRU and UHC campus must have a parking permit unless in visitors parking area.

- All vehicles must be parked in marked parking spaces (not, for example, in fire lanes, grassy areas, or an unmarked section of the lots).
- No vehicle shall be parked to extend beyond one marked parking space.
- All vehicles shall park head-in when using angled spaces.
- Except for flat tires, jumpstarts, and similar unavoidable problems, vehicle maintenance and repairs are not permitted in the parking areas or on other institutional property.
- Consistent use of loud radios or audio alarms in resident lots (4, 5, 46 & 57) may result in parking privileges being revoked.
- In special circumstances, due to construction activities, emergencies, and other matters, parked cars may have to be moved or reassigned alternate lots.
- The Parking Offices of CWRU, UH, UCI, and SP Plus assume no responsibility for the loss, theft, or damage to parked or impounded vehicles.
- Small car parking spaces are reserved for small cars only. **Small car designation excludes not just large vehicles, but all SUVs, station wagons, minivans and crossover vehicles as well.**
- All CWRU permit holders should not pay the attendant if their gate card is not working properly, please accept a due bill and contact Access Services within 5 days.
- Due Bills will become violations if not paid within 7 calendar days. Due Bills cannot be appealed.
- Vehicle storage is prohibited (CWRU) unless on University business.
- Permits not picked up will be charged a restocking fee.
- Electric charging station spaces are reserved for electric cars only. Violators will be ticketed.
- The usage of all utilities (power and water) located in CWRU lots must be pre-approved by Parking Maintenance.
- No vehicles can be covered in University lots.

After-hours, Weekend, & Holiday Parking Options

- In addition to parking in their assigned lots, CWRU parking permit holders are permitted to park in the following lots at the stated days/times and PARKING holidays:
 - Weekdays from 4:30 p.m. to 7:30 a.m. and 24 hours Saturdays and Sundays in lots 1A, 44, 46, 47, 53, and 55's lower permit section only. Access to S29 and S53 must be obtained in advance from CWRU Access Services. The last time you can enter into all CWRU lots is 3:00 a.m. A separate access card may be required for after-hours access. A \$10 deposit is required for an after-hours access card. After-hours access is not available in lots during special events including Severance Hall concerts.
 - Vehicles parked in after-hours lots between 7:30 a.m. and 4:30 p.m. Monday-Friday will be ticketed and/or charged the appropriate visitor rate. Tickets issued for this reason will not be waived. Abuse of this after hours will result in removal of privilege.
 - Weekdays from 4:30 p.m. to 9:30 a.m. and 24 hours Saturdays and Sundays in S34 (Institution specific). The last time you can enter the lot is 3:00 a.m. weekdays.

Night & Weekend permit holders are NOT permitted to park in S34 at any time. Card access is required.

- Please note that not all legal holidays are parking holidays. Only the following holidays are designated PARKING holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Use of Visitor Parking Areas & Valet Services

- Permit holders, institutional employees, outside contractors, and students are not permitted to use visitor lots for daily work- or school-related parking. Citations will be issued for this infraction.**
- UHC employees and permit holders must contact the UHC Parking Office prior to using any visitor parking facility.**
- CWRU employees and permit holders are not allowed to park in UHC visitor lots during business hours.**

Parking for Disabled Persons

Designated parking spaces are provided for employees, students, and visitors with disabilities in accordance with applicable law. The intent is to provide convenient access to parking facilities and to provide an environment in which individuals with disabilities can be reasonably accommodated.

- Parking spaces for visitors with disabilities are designated in all visitor lots.
- All employees and students with disabilities who wish to park in permit lots will be provided with a parking space which shall reasonably accommodate their disability. Other reasonable accommodations may also be made upon request.
- All parkers using spaces designated for disabled persons must display a state issued disabled parking card or license plate on the vehicle.
- A valid permit for the lot that they are parking in must be displayed with a handicap placard or plate.

Violations & Fines

Violation citations will be issued for any infraction of these Regulations, and the following fines and charges will be imposed. Parking permits will not be sold to persons with outstanding violations.

- For each violation, fines, as stated on the citation, will be assessed. These fines are payable in person, online at <https://standardviolations.t2hosted.com> or mail to:
SP Plus
Parking and Transportation Department
12100 Euclid Avenue, Cleveland, OH 44106

All CWRU Faculty, Staff, and Students may also make payment at Access Services for tickets issued in CWRU Lots. SP Plus is not responsible for lost, late, or misdirected mail. Payment is posted for date RECEIVED by the SP Plus office. Normal office hours are Monday-Friday, 8:30 a.m. to 4:30 p.m., excluding holidays.

- Displaying a hangtag that has been cancelled, altered, defaced, counterfeited, or reported as missing results in a \$100 fine in addition to all of the foregoing fines.

- Displaying a hangtag that has been reported as lost or stolen or is counterfeited will result in prosecution.
- Persons damaging or removing gates, fences, signs, lawns, landscaping, wheel locks, or other property shall pay all costs of restoration or replacement and may face criminal prosecution and University HR action.
- Moving a cone or barricade from a parking space results in ticketing and vehicles parked as a result of such an action will be impounded.
- A daily impound fee will apply to all vehicles that are wheel locked in addition to the boot fee.

Fines (subject to change)	Received by SP Plus within 10 days	Received by SP Plus after 10 days
No parking area, blocking or impeding traffic and fire lane	\$50.00	\$55.00
Not identified as disabled parker	\$100.00	\$110.00
Displaying a tampered, altered, lost, stolen, or counterfeit permit	\$125.00 fine. In addition to the maximum violation amount. The forfeiture of all prepaid parking fees plus, tow, wheel lock and storage fees.	
All other violations	\$25.00	\$30.00

WEEKENDS AND POSTAL HOLIDAYS INCLUDED IN ABOVE 10 DAY LIMIT.

Violations Enforcement

- Any person who is a member of the faculty or staff, or a student or employee of any institution participating in the parking program consents to the enforcement of parking fines or charges through payroll deduction, withholding of grades and transcripts, or such other measures as the institution prescribes.
- Vehicles meeting any of the below criteria may either have a wheel lock attached or be towed away and stored at the expense of the permit holder, owner, or driver. Permits may also be revoked and further permits denied for such violations. Such criteria include:
 - The vehicle has **two or more** outstanding violations.
 - The vehicle impedes access or traffic.
 - The vehicle is parked in a fire lane or tow zone.
 - The vehicle is displaying a lost, stolen, altered, or counterfeit permit. (A \$100 fine is charged in addition to a parking violation fine.)
 - The vehicle is parked by misuse of gate card.
 - The institutional property owner provides a written request for the vehicle to be removed.
- Impound fees are charged as posted and subject to change.
- An impounded vehicle may only be released to the registered owner or an authorized relative. Positive identification, with address of residence and current proof of ownership, must be shown.
- No checks are accepted for impounded vehicles. Accepted payment is by cash or Visa or MasterCard. Credit card payments are NOT accepted over the phone; they must be made in person at the SP Plus office.
- If any impounded vehicle remains unclaimed for thirty (30) days, it shall be disposed of.

- Tampering with and removing wheel lock devices will result in criminal prosecution and forfeiture of all parking privileges.
- The definition of an abandoned vehicle will be any vehicle that is left in the lot for a 72 hour period without a valid permit displayed or obtaining advanced notice from the appropriate parking office.
- Any vehicle with a boot on for more than 14 days at a University Hospital lot or 7 days at a CWRU or University Circle lot will be towed and stored in the impound lot at owner's expense.
- Unpaid violations may be subject to being sent to collections.

Violation Appeals

- Every parker charged and fined has the right of appeal to SP Plus.
- Appeals can be made online at standardviolations.t2hosted.com. Written appeals shall be a written memorandum, letter, or appeal form accompanied by the citation and payment for the penalty. The fee will be refunded if the appeal is waived or granted.
- Each appeal requires a full name, return address, and hangtag number (for permit holders) in order for the appeal to be processed. No oral appeals will be considered. A written response to the appeal will be sent to the name and address listed on the appeal within thirty (30) days after receipt of the appeal by the SP Plus office.
- Appeals will not be considered and will be discarded in the following circumstances:

- Bond is not posted or a permit holder did not include their permit number in lieu of bond.
- The appeal is received by the Parking Management Company after the tenth (10th) calendar day after the date of violation.
- The appeal is incomplete or illegible.
- The parker has any outstanding citations on file.

Weekends and legal holidays are counted in the above ten (10) calendar day limit.

- Refused appeals may be further appealed to the Parking Appeals Committee (PAC). However, appeals refused for the reasons stated in paragraph 4 above are not eligible for PAC review. Details regarding the PAC may be obtained from the SP Plus office.
- Refused appeals will incur a late fee (as stated on the citation) if the fine is not paid within ten (10) days from the date of violation.

Special Events

Institutions or special event sponsors may make special arrangements for parking and transportation for special events in University Circle.

- Requests must be submitted in writing and received by the SP Plus office and CWRU departments must contact parkevents@case.edu thirty (30) calendar days before the event is scheduled to occur.
- Special event parking and transportation are subject to the availability of lots, drivers, and buses.
- Excluding institutional sponsored events, special event sponsors are required to pay a deposit for such services. when an event is scheduled and confirmed.