FREQUENTLY ASK QUESTIONS

Q: Where should I park if I'm called in after normal hours?

A: Employees and students displaying valid S11 or PDV permits may park in the Dogwood Parking Deck solely on the 4th and 5th levels and between the hours of 2:30 p.m and 9:30 a.m., Monday through Friday and on weekends, unless otherwise posted. The UNC Park and Ride permit, HAPDV, and all other South Campus commuter permits are valid on the 4th and 5th levels and between the hours of 5:00 p.m. and 9:30 a.m., Monday through Friday and on weekends, unless otherwise posted.

Q:What if I Use Park & Ride and I'm called in for a meeting between 7 a.m. and 5 p.m. on a weekday?

A: Employees may use the Park & Ride; Purchase a Temporary S11 permit or access the Ramshead Deck for meetings. Employees are not allowed to park in the Dogwood Visitors Deck Monday – Friday between 7 a.m. and 5 p.m.

O: What is a PID number?

A: PID numbers are generated by the University and take the place of social security numbers on student registration, parking and other identifying forms. You may obtain your PID number by logging on to the website below and providing the required information.

https://www-s3.ais.unc.edu/SISMisc/pidwmp

Q: How are parking permits allocated each year?

A: Each year the Hospitals Parking Advisory Committee evaluates the number of permits available and determines the permit allocation primarily based upon work hours and length of state service. To view the parking allocation policy click here:

http://www.unchealthcare.org/site/transportation/employeepermitinfo/parkpol2012

Q: Why didn't I at least get the same parking I had the previous year?

A: Parking is allocated based on Shift, State Service Date and availability; Depending on the options requested during the registration process. Parking allotment numbers can fluctuate from year to year based on construction plans and other issues.

Q: How does the wait list work?

A: The wait list is moved based on an employees' state service date, shift and job priority in accordance with the Parking Policy.

Q: I have a unique situation that isn't clearly covered in the Allocation Policy and need on campus parking. How should I proceed?

A: Employees with unusual situations or circumstances are advised to submit a completed Special Circumstance Permit Application for review by the HPAC. Applications are also available at the Parking & Transportation Department website.

http://www.unchealthcare.org/site/transportation/parkingforms/specialcircum

Q: With the loss of so many parking spaces, especially in CD, what is the plan for basketball season? Normally, staff that work past 1730 and park in S11 get temporary passes for CD. Will that change this year?

A: Special Event Parking will be handled in a similar manner as last year. For up to date information on event parking click here →: http://www.unchealthcare.org/site/transportation/special-events/index_html

Q: How do I apply for disability parking?

A: Employees may obtain an online application at

http://www.dps.unc.edu/dps/disability/application_process.htm. Have your physician complete it return the form to the Hospitals Parking Office which will submit it to the University Disability Committee for approval. If you do not have web access copies of the form are available at the Hospitals Parking office.

Q:What if I use the Park & Ride system and I become sick at work or there is an emergency and I need a ride to my vehicle?

A: Call the Valet Service at 966-7596. Explain your situation, let them know where you are parked and they will take you to your vehicle.

Q: What if I have a medical appointment at the Hospitals?

A: You may come to the Hospital Parking office in person or have an Affiliate permit mailed to you from the Public Safety website.

The affiliate permit allows for employees to park in the Dogwood Visitors Deck during medical appointments. The online permit can be obtained at:

www.dps.unc.edu/dps/affiliate_visitor_parking_form.htm

Q: I received a parking citation, so how do I go about taking care of it?

A: You can pay a parking citation in full (cash, check or credit) at the hospital parking office, but if you want to set up a payroll deducted payment plan then you will need to contact the Department of Public Safety. Also if you wanted to appeal a citation you have 10 days from the time you receive the citation to do so. Appeals can be made online or at the Public Safety office. You cannot appeal a citation at the Hospital Parking office.

Q: My paycheck was payroll deducted in error. How do I get reimbursed?

A: Please contact the Hospital Parking office to address any payroll deduction questions. We will work with the Department of Public Safety to resolve these issues on a case by case basis. We will need you to provide us with a copy of the paystub preferably via email to emppark@unch.unc.edu

Q: My Gate Access Card is not working, what should I do?

A: If you are attempting to gain access into a Parking deck and your gate access card will not allow you access, please contact the Parking Office immediately to verify the card is properly programed. Additionally, any equipment issues should be reported to the Parking office immediately as well so that we may notify other employee and the Department of Public Safety.

Q: Are employees allowed to park in the Dogwood/Visitor Deck?

A: Employees with a CAP Park & Ride Permit are allowed to park on the 4th and 5th level of the Dogwood Deck between the hours of 5:00pm and 9:30am Monday – Friday, 24 hours a day on the weekends. A current Park & Ride Permit must be properly displayed and a gate access card should be used to enter and exit at the main exit.

Q: What do I need to bring to obtain a photo I.D.?

Answer: Bring a current picture I.D. (Drivers License, UNC One Card etc.), along with a Photo I.D. request form that is completed and signed by your department manager.

Q: If I terminate employment from the Health Care System can I keep the I.D. badge? A: Photo I.D. badges and parking permits must be returned upon the end of employment. \$50.00 will be deducted from the final paycheck if you fail to return these items. For a replacement of a lost I.D. the cost is \$15.00 cash.