

University of Guelph
Sustainable Transportation & Parking Services
General Information
May 2019



www.parking.uoguelph.ca

Email: questions@parking.uoguelph.ca

519-824-4120 x52118

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Introduction

Sustainable Transportation & Parking Services (STPS)'s mandate is to manage a multi-facility parking system for the University of Guelph community and its visitors. The following document is to provide Staff/Faculty, Students and Visitors information regarding the rules and requirements to park at the University of Guelph Campus.

Refer to the STPS Parking Policy

Refer to STPS Parking Regulations

Refer to STPS Accessible Parking Procedure

Refer to STPS Appeal Procedures

1. University of Guelph Privacy Statement

We care about your privacy. Personal information that you provide to the University is collected pursuant to the University of Guelph Act (1964). It is collected and used to maintain current information on the driver/registered owner(s) of motor vehicles, and to maintain a history of parking violations on campus. This information is also used to process payments, appeals of violations and to verify eligibility to park on our campus. This information remains within the University unless required to pursue overdue accounts, in which case it is disclosed to an outside agency. At all times the information will be protected in accordance with the Freedom of Information Act (FIPPA).

If you have any questions about the use and disclosure of this information, please call **Sustainable Transportation & Parking Services (STPS)** at 519-824-4120 ext. 52118 or visit the parking website www.parking.uoguelph.ca.

2. Definitions

- 2.1. Department:** Any department or University Group recognized by Human Resources on campus
 - 2.2. Retired Staff/Faculty:** retirees who are not being paid by the University
 - 2.3. Staff/Faculty:** persons employed by the University of Guelph, does not include volunteers or retirees.
 - 2.4. Students:** persons registered in an undergraduate or graduate program proceeding towards a degree, a diploma or a certificate at the University of Guelph & Parking Services.
 - 2.5. Sustainable Transportation & Parking Services:** will be referred to as STPS throughout this document
 - 2.6. Users:** person who is parking on campus no matter the method of payment.
 - 2.7. Visitor:** Any persons visiting or working on campus, but not employed by the University
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3. General Information

3.1. About the University

The University of Guelph main campus is considered private property. The University reserves the right to control parking and traffic on the campus, to prohibit access to any vehicle, and to restrict parking privileges at any time, in any parking lot, for any reason. In such instances, every attempt will be made to provide alternate parking, and when possible, advance notice will be given.

3.2. Contractual Obligation

The University of Guelph has no legal or contractual obligation to provide parking accommodation and assumes no responsibility for any damage or theft to a motor vehicle, any loss of vehicle, or its contents while on campus.

3.3. Designated Pedestrian Areas

Campus sidewalks, pathways, pedestrian walkways, grassed or landscaped areas are designated as pedestrian areas and as such are closed to motorized vehicular traffic with the exception of vehicles authorized by Physical Resources and/or the Campus Community Police.

3.4. Permit Ownership

Permits remain the property of the University and may be cancelled and parking privileges revoked at any time by the University. All vehicles displaying a permit should be registered with Sustainable Transportation & Parking Services. Expired Permits must be removed from vehicle and either returned to Parking Services or destroyed.

4. Contact information

Sustainable Transportation & Parking Services

Trent Building, Trent Lane

519-824-4120, extension 52118

Hours: Monday - Friday, 8:30 am - 4:30 pm

Email: questions@parking.uoguelph.ca

Website: www.parking.uoguelph.ca

Campus Community Police

Trent Building, Trent Lane

519-824-4120, extension 52245

Emergency extension 52000

Hours: 24 hours a day, 7 days a week

Website: www.police.uoguelph.ca

5. Regulations

Parking Regulations can be found online at www.parking.uoguelph.ca.

6. Enforcement

- 6.1. **Authority:** The office of STPS is authorized and directed to administer the Parking Regulations, as well as other matters pertaining to the ongoing operation of the parking program.
 - 6.2. **Enforcement Officers:** The Campus Community Police, Fire Prevention Officers (limited to fire route enforcement) and Parking Enforcement Officers including student enforcement personnel are authorized to enforce the Parking Regulations.
 - 6.3. **License Plate Recognition:** STPS will be operating mobile LPR, which uses vehicle-mounted cameras to verify plates in all campus lots.
 - 6.3.1. Person(s) parking on campus will be required make sure their vehicle license plate is up to date and linked to their permit. This electronic system uses optical character recognition to automatically read license plate characters
 - 6.3.2. License Plate Recognition (LPR) will increase the accuracy of identifying unauthorized or unregistered vehicles parked on campus. Previously, on-foot enforcement officers would manually validate license plates and/or check vehicles for valid permits. This new technology automates the process and notifies parking staff of unauthorized vehicles. LPR is expected to improve enforcement efficiency and further protect permit holder rights.
 - 6.4. **Responsibility of the Owner:**
 - 6.4.1. Collection of Outstanding Fines: The University will seek to collect the payment of all penalties and fines from the person who has registered a vehicle and or license plate with STPS, or from the person recorded as the registered owner with the Ministry of Transportation or out of province equivalent.
 - 6.4.2. Correct Information: It is the registered owner or users' responsibility to provide current information to obtain a parking permit. This includes any changes in address, ownership or vehicle license plate (proof of ownership may be requested). Failure to link your vehicle license plate will result in a parking violation.
 - 6.4.3. Illegally Parked: It is the registered owner or users' responsibility if parked illegally to contact STPS to enquire about your parking fines.
 - 6.4.4. Know and Comply: It is the responsibility of the owner or operator of a vehicle to know and comply with the STPS Parking Regulations. Failure to comply could result in a fine, tow and/or storage charge at the owner/operator's risk and expense.
 - 6.4.5. Notes Left on Vehicles: Parking does not accept written instructions left on vehicles/abandoned vehicles. It is the users' responsibility to contact the parking office in person, via telephone or email and obtain the necessary authorization.
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Any vehicle without a valid permit or payment will be considered an abandoned vehicle.

- 6.4.6. Registering vehicles: The registered owner or person registering a vehicle with STPS, is responsible for all violations involving that vehicle including those incurred when the vehicle is being operated by someone other than themselves with, or without their consent.
- 6.5. **Visiting Groups** – Visitors may park in any of the Short Term/Pay-As-You-Park facilities by paying the appropriate fee. Special parking arrangements may be made for large groups, special events, such as Convocation, which occur at specified times, and for those groups that cannot be accommodated in Short Term/Pay-As-You-Park facilities.

7. Permits

University parking permits are available **only** through STPS.

CAUTION: Parking permits found or purchased privately may be invalid or illegal. Permits cannot be transferred or resold.

- 7.1. **Accessible Parking:** Any Visitors, Staff/Faculty or Student of the University may park at the Ministry of Transportation of Ontario (MTO) Accessible Parking spots with a valid MTO Accessible Parking Permit, including payment and/or a STPS parking permit. Refer to **STPS Accessible Parking Procedure** regarding STPS permit requirements.
 - 7.2. **Areas Staff/Student Permits Are Not Allowed:**
 - 7.2.1. Accessible Areas: refer to 7.1
 - 7.2.2. Pay-As-You-Park facilities and Meters: refer to 7.4.7
 - 7.2.3. Premium Areas: refer to 7.4.4
 - 7.2.4. Service Areas: refer to 7.4.6
 - 7.3. **Displaying of permit(s):** must be legibly displayed above the dashboard with the permit number and expiry date clearly visible through the windshield. Permits displayed on the dashboard must be displayed on driver's side, with the expiry date, month/day clearly visible.
 - 7.4. **Permit Areas/Zone:**
 - 7.4.1. Black/Orange Areas: areas are designated for Staff and Faculty.
 - 7.4.2. Blue Areas: are designated for both commuting and residence students. Student parking permits are only valid in blue zones (P7, P13, P14/15, P17, P19 & P30 only) between the hours of 0800 – 1700 (8:00 a.m. – 5:00 p.m.) Monday through Friday, except statutory holidays recognized by the University, EXCEPT as restricted by **Appendix D: Restricted Overnight Parking Chart and section 8.17.**
 - 7.4.3. Departmental Permits: may be purchased by departments and will only be issued with the endorsement of the Dean, Director/Chair and the appropriate Vice
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President. Permits are subject to annual review and are issued to allow drivers to park in designated parking areas only that are valid for that permit(s).

- 7.4.4. **Premium Areas:** are designated for Staff/Faculty. Vehicles displaying a valid University of Guelph premium parking permit are allowed to park in specifically assigned premium parking zones between the hours of 0800 – 1700 (8:00 a.m. – 5:00 p.m.) Monday through Friday, except statutory holidays recognized by the University. Some premium zones are in effect on a 24-hour basis EXCEPT as restricted by **Appendix D: Restricted Overnight Parking Chart and section 8.17.**
 - 7.4.5. **Retiree Permits:** are eligible for to purchase monthly, semester or annual permits at half price for Retirees. Retiree permits are to only by used by the Retiree and are not transferable (refer to sec 8.9).
 - 7.4.6. **Services Permits:** Some service vehicle zones are in effect on a 24-hour basis EXCEPT as restricted by **Appendix D: Restricted Overnight Parking Chart and section 8.17.** Some service zone areas have 4hr daily maximum time limit.
 - 7.4.6.1. **Commercial Services Areas:** require vehicles to display a valid Commercial Service vehicle permit. Commercial Service Permits are valid in Commercial Service areas, U of G Service areas and black/orange areas.
 - 7.4.6.2. **U of G Services Areas:** require vehicles to display a valid U of G service vehicle permit and a valid black/orange permit. U of G Service Permits are valid in U of G Service areas and black/orange areas.
 - 7.4.6.3. **U of G Fleet vehicles:** that are registered with Transportation Service may park in U of G service areas and black/orange areas.
 - 7.4.7. **Short Term/Pay-As-You Park Areas:** are designated for Visitors to park paying the appropriate fees. Parking permits are not valid at Visitor Kiosk areas or meters.
 - 7.5. **Permit Availability:** STPS reserves the right to discontinue or limit the number of permits available for purchase at any time.
 - 7.6. **Permit Carriers:** Special Carriers to hold permits are available at STPS. It is the responsibility of the individual to ensure that the permit is clearly visible at all times.
 - 7.7. **Online permits** can either be mailed to the home address, or held for pickup at STPS office.
 - 7.8. **Overnight, and Other Special Permits:** may be issued upon the approval of Sustainable Transportation & Parking Services to individuals for justifiable reasons.
 - 7.9. **Temporary Permit Grace:** Valid permit holders may obtain a temporary permit, at no cost, if they have forgotten their parking permit.
 - 7.9.1. Permit holders must email STPS at questions@parking.uoguelph.ca with their name, employee/student number (if applicable), vehicle license plate and reason requesting the grace.
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- 7.9.2. A limit of one (1) grace per semester may be granted. Additional graces will require payment.
- 7.9.3. Temporary Graces are not available for commercial vehicles.
- 7.10. **Visitor Scratch Booklets:** can be purchased from STPS office in books of ten (10) or five (5) one day passes.
 - 7.10.1. These passes are valid for black and orange areas only.
 - 7.10.2. The appropriate month and day must clearly be scratched out.
 - 7.10.3. Only one daily use per permit.
 - 7.10.4. They must be clearly visible and displayed.

For Permit Categories, refer to **Appendix B: Permit Categories**

For Permit Payment options, refer to **Appendix C: Permit Payment Options**

For more information regarding permits, refer to <https://www.parking.uoguelph.ca/permits>

8. Violations

- 8.1. **Accessible Parking:** Parking in a designated Accessible Parking space without proper identification and/or making required payment, is subject to a parking fine of \$300.00 and immediate tow away at the owner/operator's risk and expense.
 - 8.2. **Arboretum Road:** Parking on Arboretum Road is intended for person(s) using the Arboretum area. This area is not designated for Faculty/Staff and Students to use for parking to attend the University of Guelph campus.
 - 8.2.1. **2 Hour Per Day Restriction:** Parking a vehicle on Arboretum Road adjacent to the Arboretum Information Booth is restricted to 2 hours per day. Vehicles parking beyond the restricted time are subject to a parking fine of \$70.00. Continuous parking of a vehicle on the Arboretum Road adjacent to the Arboretum Information Booth beyond the restricted time, is subject to a parking fine of \$100.00 for each additional offence and immediate tow away at the owner/operator's risk and expense.
 - 8.2.2. **Improper Use of Arboretum Parking:** Person(s) seen parking their vehicles on Arboretum Road and walking to the main campus, is subject to a parking fine of \$70.00 and immediate tow away at the owner/operator's risk and expense. Continuous parking of a vehicle in this area other than, for the attended purpose is subject to a parking fine of \$100.00 for each additional offence and immediate tow away at the owner/operator's risk and expense.
 - 8.3. **Blocking/Parking on Side Walks:** Parking on, blocking or stopping in the way of a sidewalk, walkway or accessible ramp, is subject to a parking fine of \$30.00 and immediate tow away at the owner/operator's risk and expense. Each additional offence will result in a fine of \$45.00.
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- 8.4. *Driving On Unauthorized Areas:*** Driving or parking a vehicle on a surface other than roadways or parking lots is subject to a parking fine of \$30.00, the cost of repairs to damaged property, and immediate tow away at owner/operator's expense. Each additional offence will result in a fine of \$45.00.
- 8.5. *Expired Meter/Paybyphone:*** Vehicles parked in a metered zone with the meter displaying expired or the time recorded by the university under the pay by phone option is 0 (zero), is subject to a parking fine of \$30.00. Each additional offence will result in a fine of \$45.00.
- 8.6. *Failure to Link Vehicle:*** Vehicles displaying a valid parking permit, but have not linked their vehicle to their parking account and/or permit will be subject to a parking fine of \$30.00.
- 8.7. *Fire Route/Fire Hydrant:*** Vehicles are not permitted to park in a designated Fire Route. Fire Routes are located across campus and are clearly identified by signage. They include both sides of the roadway.
- 8.7.1.** Fire Routes are enforced twenty-four (24) hours per day and seven (7) days per week. Offending vehicles are subject to a parking fine of \$100.00 and immediate tow away at the owner/operator's risk and expense.
- 8.7.2.** Fire Hydrants are enforced twenty-four (24) hours per day and seven (7) days per week. Parking within 3 meters of a fire hydrant is subject to a \$50.00 fine and immediate tow away at the owner/operator's risk and expense.
- 8.8. *Illegal Permits – Parking Fine:*** Operators of vehicles displaying illegal permits will be subject to a parking fine of \$300.00, immediate tow away at the owner/operator's risk and expense, seizure of permit (no refund provided) and lost parking privileges for one (1) year. Second offence will be subject to a parking fine of \$500.00, seizure of Permit (no refund provided), two (2) additional years lost parking privileges and immediate tow away at the owner/operator's risk and expense.
- 8.9. *Illegal Permit - Retiree Permit:*** Use of a Retiree Reduced Permit by a non-retiree member is subject to a parking fine of a \$100.00, immediate tow away at the owner/operator's risk and expense, seizure of permit (no refund provided) and lost parking privileges for both the person(s) using the permit and the retiree that the permit was purchased by, for one (1) year.
- 8.10. *Impeding Traffic/University Business:*** Parking improperly so as to impede traffic and/or interfere with the normal business of the University is subject to a parking fine of \$45.00 and immediate tow away at owner/operator's expense. This includes:
- 8.10.1.** Abandoned Vehicles
- 8.10.2.** No Parking Zones
- 8.10.3.** No Stopping Zones
- 8.11. *License Plate - Unreadable:*** Operators of vehicles displaying an unreadable license plate will be subject to a parking fine of \$30.00. License plates must be clear of snow
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and dirt at all times. Motorcycles must park with their license plates clearly visible from the roadway/laneway.

- 8.12. *Miscellaneous Fines:*** A fine of \$30.00 will be levied for all other parking and traffic violations within these regulations.
- 8.13. *Multiple Vehicles:*** If multiple vehicles are linked to one permit and are parking on campus at the same time, each vehicle must display a valid permit, or submit another form of payment approved by parking services. If payment is not made for each vehicle, all vehicles are subject to a parking fine of \$30.00.
- 8.14. *No Valid Permit:*** Parking in a permit lot, or in areas where on-street permit parking is allowed, without purchase of a valid permit, is subject to a parking fine of \$70.00 for first offense. Continuous parking in a permit lot, or in areas where on-street permit parking is allowed, without purchase of a valid permit, is subject to a parking fine of \$100.00 and immediate tow away at the owner/operator's risk and expense.
- 8.15. *Premium Parking Only:*** Parking in the Premium Permit Only Area without a valid premium permit is subject to a parking fine of \$30.00 for first offense and immediate tow away at the owner/operator's risk and expense. Continuous parking in the premium permit only zone, is subject to a parking fine of \$45 for each additional offence and immediate tow away at the owner/operator's risk and expense.
- 8.16. *Restricted Bus/Emergency Vehicles Only:*** Driving and or parking in the Restricted Bus and Emergency Vehicles Only area is subject to a parking fine of \$100.00 and immediate tow away at the owner/operator's risk and expense.
- 8.17. *Restricted Overnight Area:*** Parking in a "Restricted Overnight Area" (whether there is snow on the ground or not), is subject to a parking fine of \$30.00 for first offense. Continuous parking in the restricted overnight area, is subject to a parking fine of \$45 for each additional offence. Parking Services reserves the right to tow away at the owner/operator's risk and expense in any restricted overnight area if required for snow removal. (Refer to Section 5.12)
- 8.18. *Service Permit Only (Commercial & U of G Service):*** Parking in the Service Permit Only Area without a valid service permit, is subject to a parking fine of \$70.00 for first offense. Continuous parking in the Service Permit areas, is subject to a parking fine of \$100.00 for each additional offence.
- 8.19. *Valid Permit – Not Displayed:*** Parking in a permit lot, or in areas where on-street permit parking is allowed, while not clearly displaying your valid parking permit, is subject to a parking fine of \$30.00.
- 8.20. *Wrong Colour Zone:*** Parking in the wrong colour zone is subject to a parking fine of \$30.00 for first offense. Continuous parking in the wrong colour zone, is subject to a parking fine of \$45.00 for each additional offence.

9. Withdrawal of Parking Privileges

- 9.1. *Unpaid Violations (enforced 24/7):*** Tickets not paid within fourteen (14) calendar days, or not paid within fourteen (14) calendar days following loss of appeal, will result in a loss of parking privileges notification being issued and are subject to a
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parking fine of \$100.00 including immediate tow away at the owner/operator's risk and expense any time the vehicle is found on campus whether parked legally or not.

- 9.1.1. The loss of parking privileges (enforced 24/7): will result in a parking fine of \$100.00 and immediate tow away at the owner/operator's risk and expense any time the vehicle is found on campus whether parked legally or not.

9.2. Repeat Tickets: (10 or more per customer, per fiscal year)

- 9.2.1. Repetitive Tickets (enforced 24/7): whether for the same offence or multiple offences including multiple vehicles, will result in the offender being notified by STPS that they are at risk of losing their parking privileges on campus.
- 9.2.2. Loss of parking privileges for repetitive tickets (enforced 24/7): will result in any valid permit being seized (non-refundable) and loss of ability to park on campus for one (1) year following the date of occurrence.

Refer to **Violation & Fee Chart** in the STPS Parking Regulations or online at <https://www.parking.uoguelph.ca/violations-appeals>

10. Payment of Violation Fines

Payment of Parking/Traffic Violation Tickets issued pursuant to these Regulations can be made at the Sustainable Transportation & Parking Services office or online at www.parking.uoguelph.ca.

For methods of payment, refer to **Appendix A: Citation Payment Options**.

11. Towing Information

11.1. Monday – Friday between 8:30 AM - 4:30 PM: Contact STPS at extension 52118 or attend the Parking Service office for information regarding the release of the vehicle and to settle your parking account. Accounts must be paid in full prior to the release of the vehicle. Parking privileges will be revoked until outstanding accounts are settled. STPS will then contact the Towing Company for release of vehicle. Vehicle Towing Charges are paid directly to the Towing Company. Towing charges do not include payment of parking fines.

11.2. Monday – Friday After 4:30 PM & Weekend: Contact the Campus Community Police at extension 52245 for vehicle releases or further information and/or assistance. Vehicle Towing Charges are paid directly to the Towing Company. Towing charges do not include parking fines. Arrangements will be required with Parking Services to settle outstanding tickets/account balances. Parking privileges will be revoked until outstanding accounts are settled.

For towing fees, refer to **Appendix E: Towing Fees Chart**

Appendix

Appendix A: Citation Payment Options:

Payment Method	In Office	Online
Debit	✓	
Visa Debit	✓	✓
Visa	✓	✓
Mastercard	✓	✓
Payroll Deduction	✓	✓

Appendix B: Permit Categories:

Permit Type	Available To	Location
Annual Permits (Black)	Staff/Faculty	Black/Orange Areas
Annual 2 Semester (Black)	Staff/Faculty	Black/Orange Areas
Staff Semester (Orange)	Staff/Faculty, Retirees	Black/Orange Areas
Premium (Red)	Staff/Faculty, Retirees	1 Reserved Area & Black/Orange Areas
Student Semester Permits (Blue)	Students	Blue Areas (P7, P13, P14/15, P17, P19 & P30 only)
Student 2 Semester Permits (Blue)	Students	Blue Areas (P7, P13, P14/15, P17, P19 & P30 only)
Motorcycle	Staff/Faculty, Students, Retirees	Motorcycle Areas only
Monthly Permits/Online Monthly	Staff/Faculty, Retirees	Black/Orange Areas
U of G Service Vehicle	Staff/Faculty, Departments	U of G Service Areas & Black/Orange Areas
Commercial Service Vehicle	Commercial Firms	U of G Service Areas, Commercial Service Areas & Black/Orange Areas
Overnight Permits	Departments	Restricted Overnight Areas
Visitor Scratch Booklets (10 or 5 packs)	Staff/Faculty, Students, Visitor & Departments	Black/Orange Areas
Daily Parking Passes/Online Daily	Staff/Faculty, Visitors	Black/Orange Areas

Appendix C: Permit Payment Options:

Payment Method	In Office	Online	Meters	Paybyphone	Kiosk Area
Cash			✓		✓
Debit	✓				
Visa Debit	✓	✓			✓
Visa	✓	✓		✓	✓
MasterCard	✓	✓		✓	✓
Payroll Deduction	✓	✓			

Appendix D: Restricted Overnight Parking Chart (December 1 – March 31)

Overnight Parking Allowed	Overnight Parking Allowed with Exceptions	No Overnight Parking	
		1:00 am – 6:00 am	3:00 am – 6:00 am
P13 P17 P18 P1 A/B P1 C Staff with Overnight Parking Permits	P19 - except south/west corner P25 - meters only P64 - meters only McGilvray – horse trailer section only	P10 P15 P23/24 P26 P30 Dundas Lane East Ring Road McGilvray St	P2 P3 P5 P7 P8 P9 P11 P12 P14 P16 P20 P21 P25 P27 P28 P29 P29 A P31 P32 P34 P35 P36 P42 P44 P47 P48 P49 P51 P59 P62 P64 P67

Appendix E: Towing Fees Chart

Compound Hours (8 am - 8 pm)	Fee (HST included)
Towing Fee	\$95 + 20 (storage fee) = \$115.00
Vehicle Drop Fee	\$62.00
After Hours (8 pm - 8 am)	
Evening Release 8 pm - 8 am (Additional Charge)	\$43.00 plus tow fee
Additional Charges	
Storage/Per Day Fee (fee starts at midnight)	\$20.00
Two or More Trips on the same vehicle (each trip)	\$43.00 (each trip) plus tow fee

All Fees are paid directly to the Tow Company. Fees include the applicable taxes and are subject to change.
