

# Parking & Transportation Services FAQs Sheet



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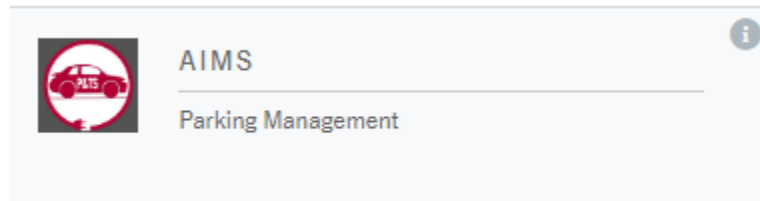
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## **Permits**

### ***Q: How and when can I purchase an SCU parking permit?***

**A:** Faculty/staff/students apply for parking permits via the AIMS single sign-on tile on their [MySCU Portal](#) on June 15th of every year.

The AIMS tile is shown below:



### ***Q: When does my Annual parking permit expire?***

**A:** June 30th is when annual and Spring parking permits expire. Students and Faculty can purchase new Annual and Summer permits on June 15th.

[Long-Term Parking Permit Expiration Dates:](#)

PERMIT TYPE	DATES PERMITS GO LIVE	DATE OF ISSUE	VALID FROM
ANNUAL	June 15th	June 15-Oct 30	July 1-June 30 (following year)
E-LAW (ANNUAL ONLY)	July 15	July 15-mid-Nov	Aug 1-July 31 (following year)
SUMMER & FALL SEMI-ANNUAL	June 15th	June 15-Aug 30	July-Dec
FALL & WINTER SEMI-ANNUAL	September 15th	Sept 15-Nov 30	Oct-March
WINTER & SPRING SEMI-ANNUAL	December 15th	Dec 15-Feb 28	Jan-June
SUMMER QUARTER	June 15th	June 15-July 31	July 1-Sept 30
FALL QUARTER	September 15th	Sept 15-Oct 31	Oct 1-Dec 31
WINTER QUARTER	December 15th	Dec 15-Jan 31	Jan 1-March 31
SPRING QUARTER	March 15th	March 15-April 30	April 1-June 30
No refunds or exchanges of any parking permit/fees will be granted after 30 days from the date of purchase			

### ***Q: What can I do in my AIMS account?***

- Purchase a parking permit
- Print your temporary permit
- Add up to two vehicles to your account
- View, appeal, and pay for parking citations

***Q: How do I print my temporary permit?***

The screenshot shows a user interface for managing parking permits. On the left is a sidebar menu with options: Account, Vehicles, Citations, **Permits** (highlighted in red with a yellow arrow), and Fees. The main area is titled 'All Active Permits:' and contains a table with columns: Permit #, Type, Plate #, Expires, Balance, and View. A red 'Order Permit' button and a 'View All Permits' button are at the top right. The table has one row with the following data: Permit # is 'Unassigned', Type is 'Temporary Permit (30 days)', Plate # is 'SCU-1234', Expires is '12/31/2023', Balance is '\$0.00', and there is a 'View' button. Below the table, it says 'Total: \$0.00'. At the bottom, there is a large grey box with 'Balance: \$0.00' and a dark grey button labeled 'Print This Permit' (highlighted with a yellow arrow).

Permit #	Type	Plate #	Expires	Balance	View
Unassigned	Temporary Permit (30 days)	SCU-1234	12/31/2023	\$0.00	<a href="#">View</a>

Total: \$0.00

Balance: \$0.00

[Print This Permit](#)

***Q: Does my permit guarantee parking in a designated parking space, lot, or garage?***

**A:** Purchasing a parking permit does not guarantee parking in a preferred parking lot, garage, or parking space. All parking spaces are available on a first-come, first-serve basis.

***Q: What type of parking permit am I eligible to purchase?***

**A:** Once you log into [AIMS](#), you will see a listing of parking permits you are eligible to purchase.

***Q: How much does a parking permit cost?***

**A:** It depends on the parking permit decal and the permit term (annual, semi-annual, and quarterly). More information on permit prices may be found [here](#).

***Q: Where can I park with my parking permit?***

**A:** [Campus Map](#) with parking lot designations

Any SCU-issued parking permit holder can also park in overflow “F” parking lots.

***Q: What if I forgot my parking permit in another vehicle?***

**A:** Temporary day permits are available at the kiosk or P&TS Office at the reduced rate of \$7 per day.

***Q: What if my parking permit is lost or stolen?***

**A:** If a parking permit is temporarily misplaced or left in another vehicle, a \$7 temporary permit is available for purchase. There are also less expensive options to purchase a parking permit in overflow “F” lots. If a parking permit is lost/stolen, a [Google Form](#) must be submitted, and a \$20 parking permit replacement fee is required.

***Q: Can my permit be refunded if I no longer need it?***

**A:** No refunds of any parking permit fees will be granted after 30 days from the date of purchase. If the refund is deemed appropriate, the refund will be based on time used and the published fee schedule.

***Q: How do I apply for a first-year hardship parking permit?***

**A:** First-year students residing in campus residence halls are generally not permitted to bring cars to campus during their first academic year. However, those demonstrating a compelling need or undue hardship may apply for a first-year parking permit. Applications are reviewed quarterly. Apply via the AIMS tile on your MySCU Portal prior to the deadline dates below for EACH quarter of your first year.

**Hardship Deadlines:**

Fall Quarter: August 1st - September 1st

Winter Quarter: November 1st - December 1st

Spring Quarter: February 1st - March 1st

***Q: How do I apply for my reduced-fee ADA annual permit?***

- Log into your AIMS account and select “Apply for ADA Reduced Rate Permit.”
- Upload required ADA paperwork for approval and your reduced-rate permit will be added to your AIMS shopping cart.

***Q: How do I obtain my complimentary motorcycle (M comp.) permit?***

- Purchase an annual parking permit via your AIMS account.
  - Once your annual parking permit has been purchased, log back into your AIMS account and add your complimentary “M” permit to your shopping cart and complete the checkout process.

## **Faculty/Staff Permit Payment Options**

### ***Q: What are my payment options?***

- Credit card (AIMS)
- \*Salary Deduction\* (AIMS)
- Cash (in-person P&TS office)
- Check (in-person P&TS office)

### ***Q: What are my options for salary deduction?***

Annual Permit	Pre/Post Tax 5 Deductions	Pre/Post Tax 10 Deductions
B=\$400	5 deductions of \$80	10 deductions of \$40
ADA=\$260	5 deductions of \$52	10 deductions of \$26
Semi-Annual Permit	Pre/Post Tax 5 Deductions	Pre/Post Tax 10 Deductions
B=\$280	5 deductions of \$56	10 deductions of \$28
Quarter Permit	Pre/Post Tax 5 Deductions	Pre/Post Tax 10 Deductions
B=\$180	5 deductions of \$36	10 deductions of \$18

### ***Q: When will payroll deduction be taken out of my paycheck?***

- The following pay period after purchasing a parking permit.

### ***Q: What is the difference between pre- and post-tax?***

- **Pre-Tax:**
  - *This option is available only through payroll deduction. Pre-tax deductions reduce employees' taxable and related withholding amounts.*
- **Post-Tax:**
  - *This option is available through payroll as well. Post-tax deductions do not have an impact on taxable or withholding amounts.*

*\*\*You may notice changes to the number of options for salary deduction due to limited deduction options in the AIMS platform.*

*\*\*Multiple payroll deductions: You may incur multiple salary deductions depending on the permit type, salary deduction chosen, and if it was purchased toward the end of the previous academic year.*

***Q: How may Emeriti constituents obtain a complimentary annual parking permit?***

- Contact our [transportation@scu.edu](mailto:transportation@scu.edu) office for access to AIMS to complete an application for your complimentary annual parking permit.

***Q: How do I request a temporary parking permit for a newly hired staff/faculty member?***

**A:** Please use the [Event Request Form](#) to submit your request at least five business days prior to your guest's arrival on campus.

## **Non-SCU Constituent Parking**

***Q: How may emeritus, contractors, and other non-SCU constituents without access to AIMS apply for a parking permit?***

**A:** Please contact [transportation@scu.edu](mailto:transportation@scu.edu) or (408) 551-7080, and a member of our team will be happy to assist you with your request.

***Q: Are there any free parking options on or near campus?***

**A:** If you are a non-SCU constituent, you qualify for a complimentary 2-hour visitor parking permit. There is limited free street parking available within the surrounding neighborhoods.

## **Vehicle Information**

***Q: What is the limit of vehicles per parking permit decal?***

**A:** A two-vehicle limit is permitted per permit decal, and the permit holder must switch that permit between vehicles when parking on campus. A valid parking permit must be displayed at all times.

***Q: Where can I park with my oversized vehicle?***

**A:** If you have an oversized vehicle, please avoid parking in stalls marked "compact" across campus. Enforcement staff will cite oversized vehicles parked that create a hindrance to other guests getting in/out of their vehicles.

## **Overnight/Extended Parking**

### ***Q: What if I need to park my car overnight?***

**A:** If you have a current SCU parking permit decal, you may park your vehicle on campus overnight, **no longer than 5 calendar days**. Below are the guidelines for overnight parking:

-Overnight parking is only available in the **main parking structure**. Overnight parking is intended for short-term parking needs ONLY (5 days or less).

-Please email the following information to [transportation@scu.edu](mailto:transportation@scu.edu) prior to leaving your vehicle overnight:

- Your first and last name
- Your contact phone number
- Make, model, and color of your vehicle
- The dates you will be leaving your vehicle overnight
- License plate number
- Permit decal number

-SCU is not liable for any damages or lost/stolen items from your vehicle.

### ***Q: What are the options for vehicle storage on campus during extended absences?***

**A:** Santa Clara University offers a Vehicle Storage Program for students needing to store their vehicles on campus for an extended period, such as summer breaks or study abroad terms. The program provides long-term storage options for 1-2 quarters.

**Storage fees must be prepaid, and students must provide proof of insurance for the duration the vehicle is stored and sign a release of liability waiver.**

Additionally, vehicle owners must supply their keys if the vehicle needs to be moved for maintenance or emergency purposes. Customers who store their vehicles for two consecutive quarters (Summer and Fall) within the same permit year may be eligible for a complimentary SCU parking permit for the remainder of the school year. Please visit the [Vehicle Storage Program page](#) for additional details and the application to apply.

## **Transportation Services**

**Q: *Where can I access the ACE train ticket program?***

**A:** ACE tickets have gone digital! Please sign up [here: https://acerail.com/tickets/](https://acerail.com/tickets/)

**Q: *What other parking services does Parking & Transportation offer?***

- Alternative transit card when using either one of the following modes of transportation: carpooling, bicycling, or taking the train (monthly only).
- Chargepoint EV charging stations
- P&TS Advisory Committee
- Vehicle Storage
- Zipcar Rentals

## **Citations**

**Q: *When is parking enforced?***

**A:** [Parking permit enforcement hours](#) are between 6 am to 8 pm, Monday through Friday (except [SCU-observed holidays](#)).

Exceptions: Residential parking lots and service spaces, where indicated by pavement markings, are enforced 24 hours per day, seven days a week.

SCU parking permits are not required in any B, E, F, or visitor parking spaces on Saturdays and Sundays.

**Q: *What do I do if I receive a parking ticket?***

**A:** Payment and appeal information can be found on the back of your citation. Payment is accepted in person, by mail, and online at <https://scu.aimsparking.com>

The Parking & Transportation Services Office is located in the lower level, southwest corner of the Main Parking Structure. Our office hours are Monday - Friday 8:00 a.m. to 5:00 p.m.

Santa Clara University  
(C/O Parking & Transportation Services)  
500 El Camino Real  
Santa Clara, CA 95053



**Q: *How do I contest a parking citation?***

- A:** Faculty, staff, students, and visitors may appeal their citation online at <https://scu.aimsparking.com> **IF THE CITATION WAS GIVEN IN ERROR**. To be eligible to request an administrative review, appeals must be submitted within 21 calendar days of the issuance of the citation, up to the hour of issuance.
- B.** Any paid citations forfeit the appeals process.
- C.** Full payment of the citation and any applicable late fees are required to be paid should the appeal be declined.

## **Hosting an Event**

**Q: *How do I request a parking permit for a guest in advance?***

- A:** Please use the [Event Request Form](#) to submit your parking permit request. Five business days' notice is required prior to your guest's arrival on campus.

**Q: *Who is eligible for a 2-hour visitor parking permit?***

- A:** Only non-university constituents are eligible for a complimentary 2-hour visitor parking permit. Currently employed faculty, staff, and enrolled students are not eligible for a 2-hour visitor permit. [Section 3.1 Visitor Pass](#)

**Q: *Do I still need to complete the [Event Request Form](#) for a 2-hour visitor permit?***

- A:** Yes, please complete the form for guests visiting campus for two hours or less. Some examples may include: meetings, guest speakers, and on-campus interviews.

**Q: *Can I pick up daily hangtag parking permits I requested prior to the event date?***

- A:** Yes, parking permits, including the 2-hour visitor parking permits (limited to 10), may be picked up no more than **one** business day in advance. It is the requester's responsibility to notify guests where their permit will be picked up.
- B.** Parking permit pick-up locations:
- Main Gate Kiosk (Open M-F, 8:00 a.m.- 5:00 p.m.)
  - P&TS Office (Open M-F, 8:00 a.m.- 5:00 p.m.)
  - Campus Safety (Open 24/7, after hours)

**Q: *Who does the main gate kiosk serve?***

- A:** **Any** faculty/staff/students/visitor may purchase and pick up a parking permit at

the main gate kiosk, M-F: 8:00 a.m.- 5:00 p.m.

**Q: *Where should guests go if they find the main entrance kiosk closed upon arrival?***

**A:** If the kiosk is closed when your guest arrives, they may pick up their parking permit from the Parking and Transportation Services Office or Campus Safety. Both departments are located next to each other on the first floor of the main parking structure (west-facing side, adjacent to SCDI).

**Q: *What if I have a VIP coming to campus and I would like a dedicated parking space for them? What should I do?***

**A:** Please use the [Event Request Form](#) to **submit your space reservation request at least five business days** prior to your guest's arrival on campus. Please indicate which parking lot you would prefer your VIP to park in, and we will do our best to accommodate your request. Parking Space Reservation requests are \$21 for the blocked parking stall (not including parking permit fees for daily parking).

**Q: *How much is a daily parking permit?***

**A:** Daily Parking Permit Hang Tag: \$9 (Main Parking Structure)  
Below are half-day and full-day prices for our AMP Park digital parking permits  
[AMP Park - Santa Clara University](#)  
[SCU AMP Park Zones & Prices](#)  
Online payment: <https://aimsmobilepay.com/>