

The Purpose:

Public Safety Unit:

- University Police and Parking and Transportation Services (aka PATS)

WHAT do we do:

- Provide quality parking services, lot safety, and enforcement of regulations.
- Promote alternative forms of transportation.

HOW do we do it:

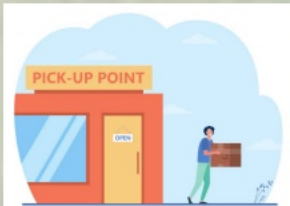
- By providing parking permits to ensure proper enforcement of all applicable provisions of the California Vehicle Code.
- Through selling permits and ensuring compliance (i.e. enforcement).

WHY do we do it:

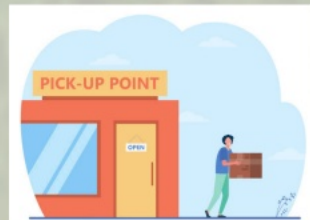
- To meet mandated regulations as provided by applicable sections of the Education Code and Penal Code of the State of California.
- So everyone can park on campus.

Parking Permits: Employees

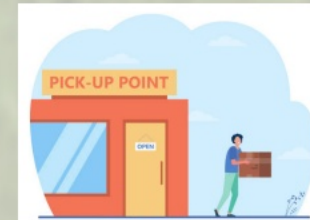
State



Faculty



Auxiliary



Monthly Proration Schedule



★ Place your permit in the lower, driver-side of the windshield

Parking Permits: Guests/Events

Guest and Event Parking Options:

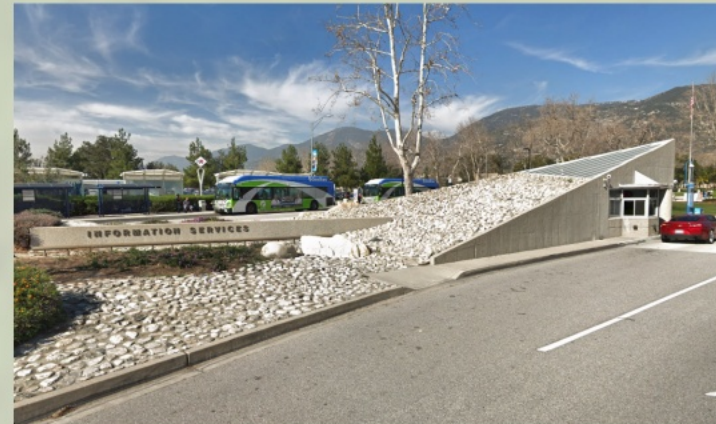
- Hang tag Permits
- Parking Dispenser Coupon Code Permits
- Electronic Print-At-Home (PAH) Permits
- Lot Clearances

Hangtag Permits

- For small numbers of guests: 1-10 ppl
- Guests can check in at Information Centers



IC 1



IC 2



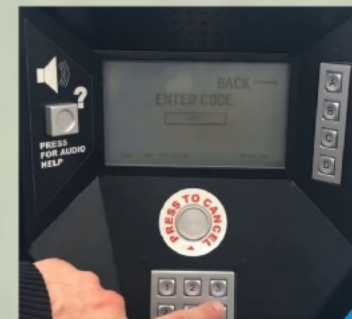
Coupon Code Permits

- For 10-50 guests/permits.
- Coupon Code:
 - 7 digit code we provide to you
 - to distribute to your guests



Coupon Code Permit Process:

- Step 1: Locate 1 of the 15 dispensers.
- Step 2: Select the "Invited Guest" option.
- Step 3: Enter the code and press "OK" (D).
- Step 4: Retrieve permit. Reach up for permit.



Exact change only.



1 DAY PARKING \$6.00 ———>
INVITED GUEST ———>
MULTI DAY PERMITS ———>

A

B

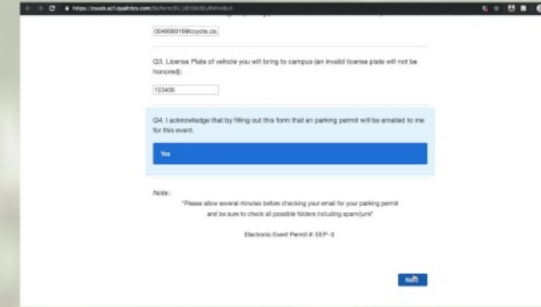
C

D

Cards

Print-At-Home Permits

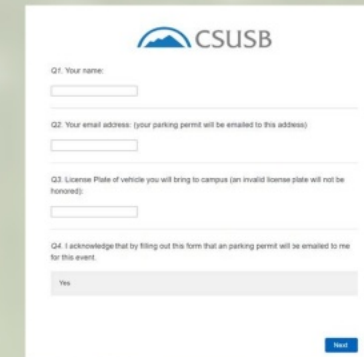
- For 50-1000 guests/permits.
- Print-At-Home Permit (PAH Permit):
 - Qualtrics link we provide to you
 - to provide to your guests



A screenshot of a web browser displaying a Qualtrics form. The form is titled "004680188cycle.ca". It contains four questions: Q3. License Plate of vehicle you will bring to campus (an invalid license plate will not be honored); Q4. I acknowledge that by filling out this form that a parking permit will be emailed to me for this event. The "Yes" radio button is selected. A "Next" button is visible at the bottom right. A note at the bottom states: "Please allow several minutes before checking your email for your parking permit and be sure to check all possible folders including spam/junk". Below the note, it says "Electronic Event Permit # EEP-1".

Print-At-Home Process:

- Step 1: Guests will select the link.
- Step 2: Guests will fill out the form (4 questions).
- Step 3: Guests will receive a emailed parking permit.
- Step 4: Guests will print, display, and park.



A screenshot of a web browser displaying a CSUSB form. The form is titled "CSUSB". It contains four questions: Q1. Your name; Q2. Your email address (your parking permit will be emailed to this address); Q3. License Plate of vehicle you will bring to campus (an invalid license plate will not be honored); Q4. I acknowledge that by filling out this form that a parking permit will be emailed to me for this event. The "Yes" radio button is selected. A "Next" button is visible at the bottom right.



004908016@coyote.csu

Q3. License Plate of vehicle you will bring to campus (an invalid license plate will not be honored):

123456

Q4. I acknowledge that by filling out this form that an parking permit will be emailed to me for this event.

Yes

Note:

Please allow several minutes before checking your email for your parking permit and be sure to check all possible folders including spam/junk

Electronic Event Permit #: EEP- 0

Next

Lot Clearances

- For large scale events 1000+ guests/permits.
- A Lot Clearance is when we waive enforcement in general spaces in a specific parking lot for a specific allotted time.
 - Some lots are not available due to school/work hours.
 - Designated spaces are still enforced.
 - Traffic Control costs will be added if we determine the need exists.

Parking Lot Matrix:

Parking Lot Matrix											
Parking Lot (# of general spaces)											
	Lot A	Lot B	Lot C	Lot D	Lot F	Lot G	Lot H	Lot L	Lot N	PK East	PK West
	203	251	1008	940	411	202	438	215	1020	645	651
Days of the Week	Weekday	\$1,218	\$1,506			\$1,212	\$2,628	\$1,290		\$3,870	\$3,906
		\$6.00	\$6.00			\$6.00	\$6.00	\$6.00		\$6.00	\$6.00
	discount	0	0			0	0	0		0	0
	Weekend	\$609	\$753	\$3,024	\$2,820	\$1,233	\$606	\$1,314	\$645	\$3,060	\$1,935
	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
discount	50	50	50	50	50	50	50	50	50	50	50

Vehicle Directional Signage/Equipment Pricing Chart

Type of Signs	Initial Price	Conditions
Instalert (electronic message board)	\$100 per sign for the 1st day	\$50 per sign for each additional day
A-Frame	\$25 per sign/per day	4 A-Frame minimum requirement
Cone/Delineator	\$1 per cone/delineator per day	25 Cone/delineator minimum requirement
Barricade	\$25 per barricade per day	2 barricade minimum requirement

*All employee labor hours will be charged at OT for staff and Minimum Wage for Students**

Invited Guest Parking Permit Request

- All requests must be submitted online.
- All requests must be submitted at least 14 days in advance.
- Requests with less than 7 days notice should contact our department for a rush request (rush fees may apply).



<https://www.csusb.edu/parking>

Invited Guest Request Form

Parking Permit Request

This form must be completed in its entirety and submitted at least (14) calendar days prior to the event. For last minute requests, please complete the form and contact us at (908) 537-5915 to have your request expedited. All expedited requests are subject to an Rush Fee. Permits are non-refundable or exchangeable once the order has been filed.

Requestor Information

Requestor's Name: Requestor's Phone Extension:
 Alternate Email: Requestor's Department:

Event Information

Event Title: Which campus location is this request for:
 Event Location: Event Start Date Time:

Number of Guests: Event End Date Time:

Will your guests receive any compensation for their time? Are any of your guests paying to participate in this occasion?

Select the Number of Permits for Each Option

Permits Options	# of Guests	Pickup Location	# of Permits
Day Permits	0-25 ppl.	Parking Booth	0
Coupon Codes	25-50 ppl.	Dispensers	0
Print-At-Home Permits	50+ ppl.	Electronic Link	0
Vendor Service Permits (Contracted)	Any	Parking Booth	0
Custom Permits (Gate Arm/other distance spaces)	Any	Parking Booth	0
Volunteer Permits (HR Certified)	Any	Parking Booth	0
Term Permits (Paid Semester Permits)	Any	Parking Booth	0
Lot Clearance	1000+ ppl.	N/A	

Selected Lots:

Lot A
 Weekday: \$1,218
 Weekend: \$609

Lot A Annex
 Weekday: \$438
 Weekend: \$219

Lot B
 Weekday: \$1,506
 Weekend: \$753

Lot B Annex
 Weekday: \$558
 Weekend: \$279

Lot C
 Weekday: Not Available
 Weekend: \$3,090

Lot D
 Weekday: Not Available
 Weekend: \$2,820

Lot F
 Weekday: Not Available
 Weekend: \$1,233

Lot G
 Weekday: Not Available
 Weekend: \$681

Lot H
 Weekday: \$2,628
 Weekend: \$1,314

Lot L
 Weekday: \$1,290
 Weekend: \$645

Lot N
 Weekday: Not Available
 Weekend: \$2,934

PKE
 Weekday: Not Available
 Weekend: \$1,929

PKW
 Weekday: \$3,822
 Weekend: \$1,911

Please include the names of your guests (if you have 25+ guests please type N/A)

Please include your account chargeback string and/or invoice number (i.e. Acct-Fund-Dept-Prog-Class-Project):

Complimentary vs. Billed:

- Admissions Appt.
- HR Interviews
- Student Employers (Career Ctr)
- HR Approved Volunteers
- Extraordinary ceremonies

Parking Request Statuses:

- General Spaces
- Faculty/Staff Spaces
- Service Spaces (vendor/loading)
- All Access (service/timed/pathways)
 - Facilities, PD, Job Site
- Other (custom permits)

Description:

- Your contact info
- Event info
- Permit options
- Guest name(s)
- Event description
- Chargeback acct #
- Wayfinding order (cones, signs, etc.)

Citations

Parking citations are issued in accordance with the California Vehicle Code and/or university Ordinances.

- Citations are issued to the vehicles (not persons)
- Some citations are only issued by University Police



Tips to Avoid Citations:

- Properly display your permit (look back)
- Be mindful of timed spaces
- Do not park backwards in diagonal spaces
- Do not use handwritten notes or photo copied permits
- DO NOT park in fire lanes/red curbs
- DO NOT park beyond the gate arms unless you have the appropriate permit

So...You have a citation...now what?

Pay It:

- Citations can be paid online, in person at Student Financial Services or by mailed check/moneyorder (payable to CSUSB).

or Appeal It:

- Appeals can be submitted online <https://csusb.t2hosted.com/Account/Portal>

21

CALENDAR DAYS TO APPEAL

Penalties

- Late fees will be added
- Campus hold will be placed
- Vehicle Registration hold will be sent to the DMV
- Citation Collections will be sent to the California Franchise Tax Board

Appeals

Appeal Form Tips

- *Responsible parties should appeal citations, do not appeal on someones behalf.*
- *Log in using your Coyote ID # (affiliate account) not a guest account.*
- *Review the photo evidence provided with the citation carefully.*
- *Attach any proof/evidence*
- *Appeals typically take 5-7 business days to review and process.*

The screenshot displays the CSUSB Parking Portal interface. At the top, the university logo is shown above the text "CALIFORNIA STATE UNIVERSITY SAN BERNARDINO". Below this is a blue navigation bar with the text "Coyote First Step Students" and a "Read Announcement" link. The main heading is "CSUSB Parking Portal" with a welcome message: "Welcome! Use your Parking Portal to make purchases in the parking system and manage your parking account." The "CITATIONS" section includes a "Citation Number" input field, an "-OR-" separator, a "State" dropdown menu set to "CALIFORNIA", and a "Plate Number" input field. A "Search Citations" button is located below these fields. The "PERMITS" section features a "Get Permits" button.

Citation Appeals

- 1st level Appeal (Administrative Review): appeal online within 21 calendar days of the date of citation issuance.
- 2nd Level Appeal (Administrative Hearing): request an administrative hearing. Request for hearing must be made within 21 calendar days and citations must be pre-paid.
- 3rd Level Appeal (District Court): petition for an appeal through the Fontana District of the San Bernardino Superior Court within 30 days of decision. Court fees will apply.

Parking Myth Busting

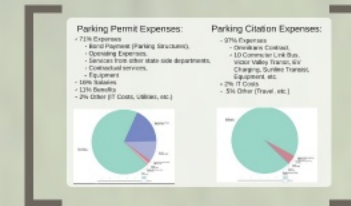
Fact: Parking Services is NOT state funded. It is a self-supporting program.

Fact: CSUSB permit prices are below the CSU System average.



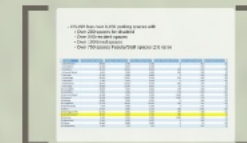
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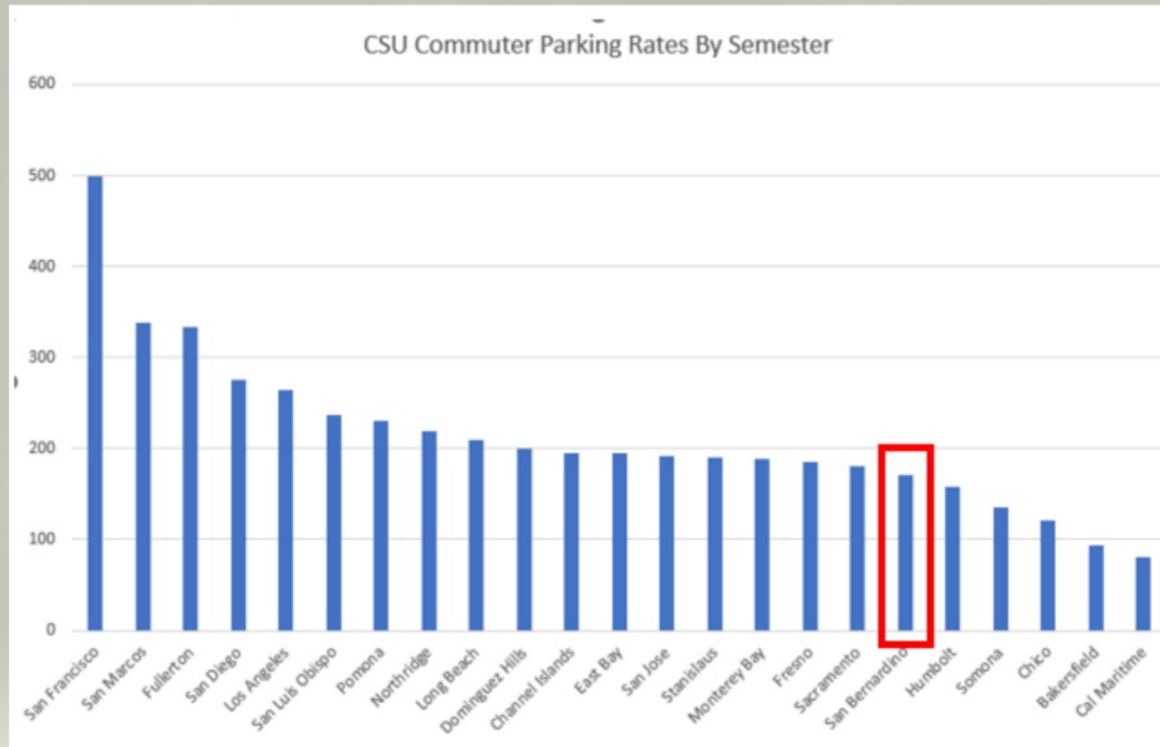


Financial Transparency Portal:
<https://csusb.openbook.questica.com/>

Fact: We have the 3rd best ratio for parking spaces in the CSU.



Students:



Faculty/Staff:

Permit Rates		
Unit	Monthly Payroll Deduction Rate	Semester Pickup at UH039
Unit 1 - Union of American Physicians and Dentists (UAPD)	\$14.33	\$62.60
Unit 2, 5, 7 & 9 - California State University Employees Union (CSUEU)	\$14.33	\$62.60
Unit 3 - California Faculty Association (CFA)	\$13.72	\$59.36
Unit 4 - Academic Professionals of California (APC)	\$14.33	\$62.60
Unit 6 - Teamsters Local 2010	\$14.33	\$62.60
Unit 8 - Statewide University Police Association (SUPA)	\$14.33	\$62.60
Management Personnel Plan (MPP)	\$38.00	\$171.00
Confidential	\$38.00	\$171.00
Excluded Classes* (not eligible for payroll deduction e.g Special Consultants, Casual workers etc)	N/A	\$171.00
UEC, ASI, SMSU	\$38.00	\$171.00

Over 60% price reduction compared to students*

Parking Myth Busting

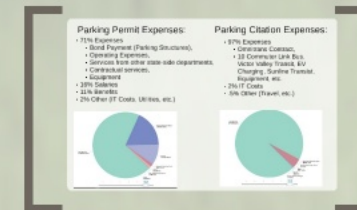
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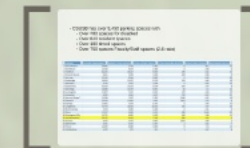
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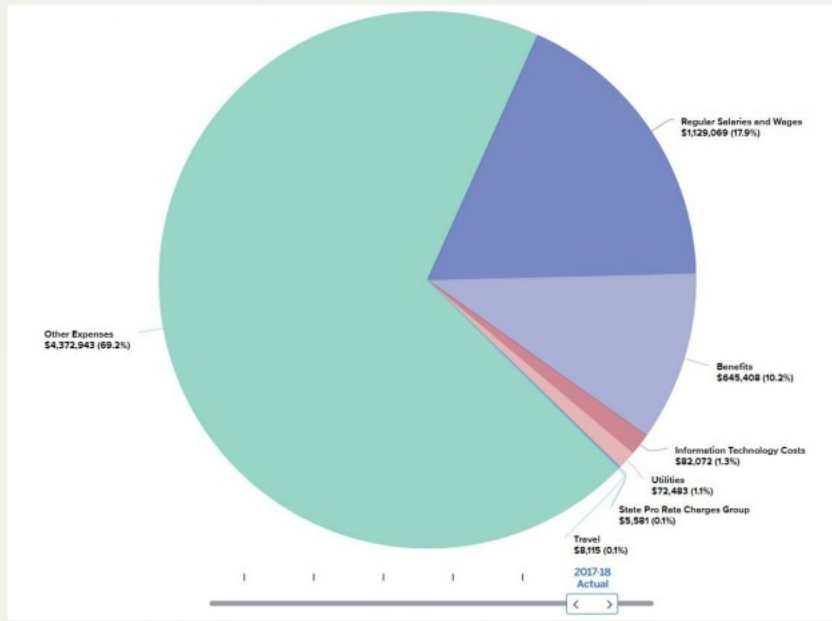
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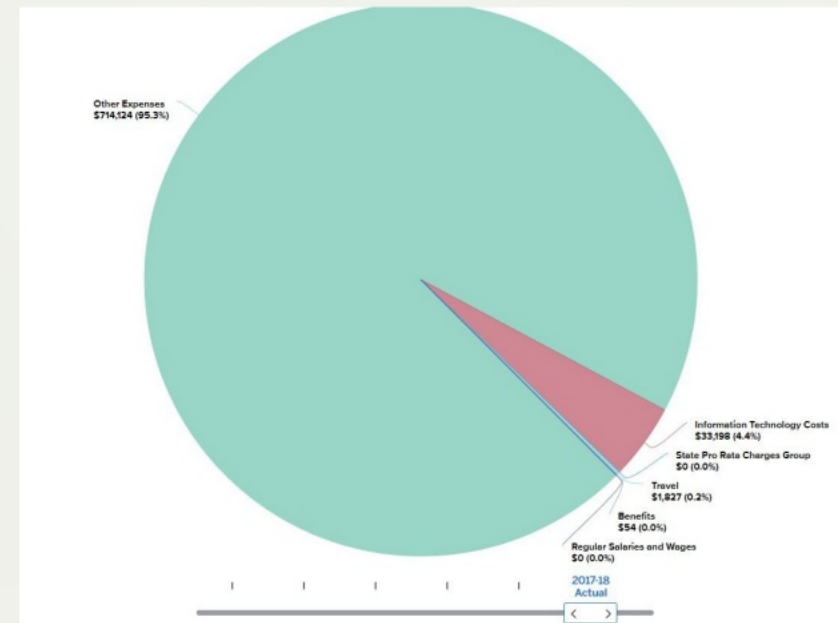
Parking Permit Expenses:

- 71% Expenses
 - Bond Payment (Parking Structures),
 - Operating Expenses,
 - Services from other state-side departments,
 - Contractual services,
 - Equipment
- 16% Salaries
- 11% Benefits
- 2% Other (IT Costs, Utilities, etc.)



Parking Citation Expenses:

- 97% Expenses
 - Omnitrans Contract,
 - 10 Commuter Link Bus, Victor Valley Transit, EV Charging, Sunline Transist, Equipment, etc.
- 2% IT Costs
- .5% Other (Travel, etc.)



Parking Myth Busting

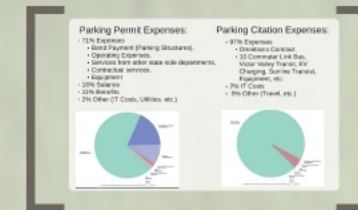
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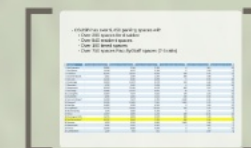
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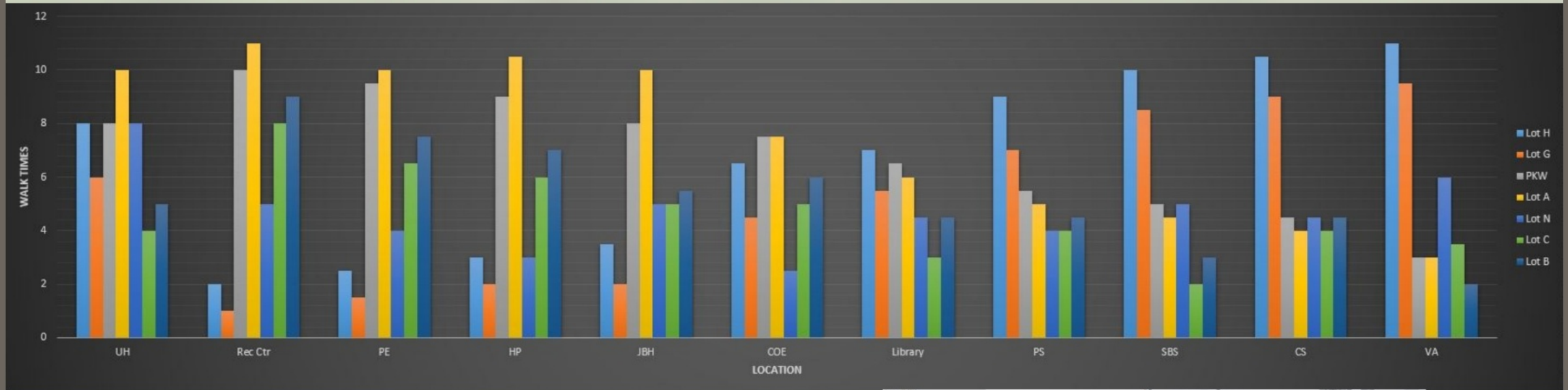
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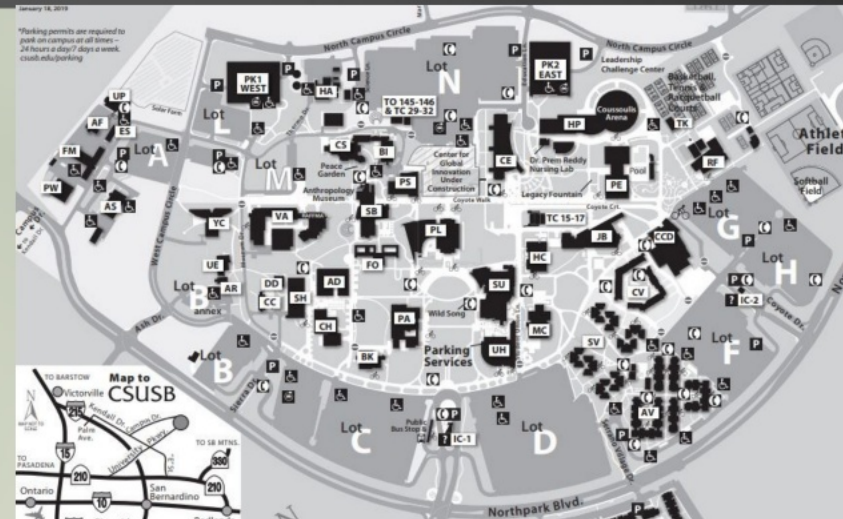
- CSUSB has over 9,450 parking spaces with
 - Over 200 spaces for disabled
 - Over 840 resident spaces
 - Over 100 timed spaces
 - Over 750 spaces Faculty/Staff spaces (2.6 ratio)

CAMPUS	STUDENT ENROLLMENT*	OVERALL TOTAL # SPACES	TOTAL # STDNT SPACES*	TOTAL # HOUSING SPACES*	RATIO STDNTS P/SPACE	RATIO RANK FOR CSUs
1 San Francisco	29,045	2,744	1,782	0	16.3	23
2 San Marcos	13,144	6,107	5,104	0	2.58	4
3 Fullerton	40,235	10,347	8,950	290	4.35	17
4 Channel Islands	6,611	2,396	1,495	649	3.08	9
5 San Jose	32,154	6,346	4,890	0	6.58	20
6 Northridge	39,916	11,957	8,378	619	4.44	18
7 Stanislaus	9,762	3,015	2,426	0	4.02	14
8 Sacramento	30,510	13,126	9,578	683	2.97	8
9 San Diego	34,688	13,707	9,891	18	3.5	12
10 Los Angeles	27,827	7,557	5,822	279	4.56	19
11 Humboldt	8,503	2,081	1,012	278	6.59	21
12 San Luis Obispo*	21,306	7,427	2,782	2,160	4.31	16
13 Pomona*	25,326	11,693	7,581	1,481	2.79	6
14 East Bay	15,855	5,292	4,341	0	3.65	13
15 Long Beach	37,776	14,016	10,543	356	3.47	10
16 Monterey Bay	7,274	3,683	3,294	0	2.21	2
17 Chico	17,557	2,063	1,233	288	11.54	22
18 Dominguez Hills	14,731	4,881	3,929	306	3.48	11
19 San Bernardino*	20,767	9,454	7,195	966	2.54	3
20 Sonoma	9,323	5,332	3,063	1,462	2.06	1
21 Bakersfield	9,341	3,552	3,307	2	2.82	7
22 Fresno	24,405	8,486	5,669	0	4.3	15
23 Cal Maritime	1,107	673	411	3	2.67	5

Did You Know?



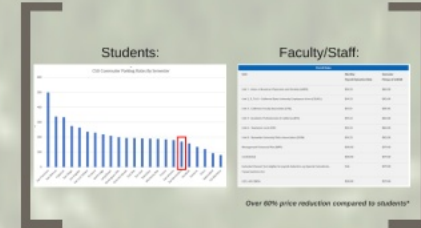
- The furthest parking point from UH is only a 10 minute walk with an average of 900 steps.
- It is a 9 minute walk from Parking Structure West to UH with an average of 780 steps.
- It is a 8 minute walk from Lot H to UH with an average of 640 steps.
- It is a 8 minute walk from Lot N to UH with an average of 600 steps.



Parking Myth Busting

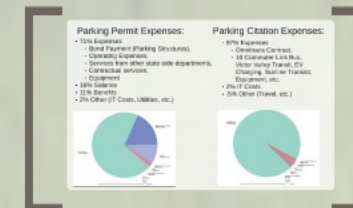
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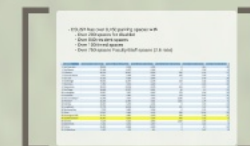
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Parking Myth Busting

Fact: All citation revenue MUST go back to the community in the form of alternative modes of transportation.

Transportation Services include:

- Omnitrans
- 10 Commuter Link
- Rideshare Incentives
- Park and Ride Stations
- Carpool/Vanpool Matching Services and Permits
- 4 hour EV Charging

Did You Know?

In the last fiscal year our officers have performed :

- Over 190 roadside assistance calls
- Over 62 complimentary Vehicle Unlocks
- Over 128 complimentary Battery Jumps
- Over 1,639 Safety Escorts
- Over 88 Medical Aid Escorts
- And reduced Disabled Placard Abuse by 3 misuses
 - Crosshatch enforcement
 - Red/Fire Lane enforcement

Transportation Program

Transportation Programs are designed to save you money and help you get your time back. All programs are free with the exception of the vanpool program (which is a proportional share).

- Transportation Rideshare Program
 - \$1 per day
 - IE Commuter \$5 per day for 3 mos
- Vanpool Program (Victorville)
- Carpool Program
- Omnitrans Transit
- Omnitrans Access
- Sunline Transit
- 10 Commuter Link
- VVTA 15 Commuter Link
- EV Charging (Lot C, Lot N, PKE, PKW)



The Future

Accomplishments, Challenges, and Future Goals:

Our job is to manage parking so the state and taxpayers do not have the burden of building and maintaining parking areas. We manage parking spaces by ensuring compliance (through permits sales and enforcement) so that all who arrive at both CSUSB campuses can safely park. Throughout this task we strive to improve the commuter experience by employing new innovations in technology and increasing transit opportunities to alleviate parking demand.

Accomplishments:

- LED Parking Lighting Project
- New Parking Lot Construction
- New Vehicle Charging Stations
- Parking Lot Pillar Upgrades

Challenges:

- Budget
- CVC/Ed Code/ADA Compliance
- Air Quality Mgmt District
- Pending Legislation

Future Goals:

- Lot Maintenance (Lot D)
- Charging Stations at PDC
- License Plate Recognition