

Parking Services Manual Table of Contents

1- Parking Services Introduction	1
1A - Mission & Values.....	1
1B - UNA Parking Policy	1
1C - Contact Information & Location.....	2
2- Parking & Permit Regulations.....	3
2A - Parking Regulations.....	3
2B - Permit Regulations	3
2C - Permit Revoke Regulations	4
2D - Other Regulations	4
3- Parking & Permit Guidelines	5
3A - Parking Guidelines	5
3B - Summer/Intersession Parking Guidelines.....	5
3C - Where Do I Park?	6
3D - Assessable/Handicap Parking	7
3E - Alternate or Prohibited Parking	7
3F - Permit Guidelines	9
3G - Vehicle Guidelines	10
4- My “UNA Parking Portal”	12
4A - What is the UNA Parking Portal?	12
4B - How to Access my UNA Parking Portal Account	12
4C - New (First-time) Registrant Application.....	13
4D - Permit Renewal in UNA Parking Portal	14
4E - How to Navigate my UNA Parking Portal Account	15
5- Violations, Fines & Appeals	17
5A - Violations.....	17
5B - Fines	20
5C - Appeals	21
6- Visitor Guidelines	23
6A - Visitor Citations/Appeals	23
7- Definitions	24
8- Parking Reservation	25
9- Campus Maps	26

1- Parking Services Introduction

We are responsible for maintaining vehicle registration records, issuing parking permits, controlling on campus parking, ticket payments and other parking related inquires.

1A - Mission & Values

Our goal is to help anyone affiliated with the University obtain information needed to understand our campus parking logistics and guidelines, and to help anyone find the best solution for getting around campus. We strive to enforce parking in an unbiased manner, that is fair and equal, against any violators of any of our guidelines and regulations according to University parking policies. We hold all permit owners and visitors responsible to follow all regulations.

1B - UNA Parking Policy

1. Any person, who owns, operates, and/or parks a motor vehicle on University of North Alabama (UNA) property submits fully to all rules and regulations outlined in this handbook and on our [website](https://www.una.edu/parking/) (<https://www.una.edu/parking/>). Faculty, staff and students are responsible for knowing the regulations governing the operation of motor vehicles at UNA as outlined in this manual.
2. Anyone operating a vehicle in violation of the University parking policy will be held responsible for any such violation. Failure to comply may result in fines, university disciplinary action, vehicle immobilization or impoundment of vehicle.
3. University parking, traffic and safety regulations are established supplementary to all applicable State laws and City of Florence ordinances.
4. All vehicles operated or parked on the UNA campus must be properly registered and display a current UNA permit, 24 hours a day and 7 days a week. It is your responsibility to educate yourself on your specific UNA parking regulations and guidelines provided in this document or on our website.
5. Parking, traffic, and safety regulations will be enforced by the University's Parking Services division and the University Police officers at all times.
6. University parking, traffic and safety regulations apply to all persons (students, employees, visitors) while on the campus of the University of North Alabama.
7. Lack of knowledge of UNA parking policies and regulations is no excuse for parking improperly or appeal of a citation. We STRONGLY encourage you to review the information on our website thoroughly to educate yourself about all parking and permit regulations and guidelines on campus.
8. Only UNA Parking Services staff may advise, suggest or instruct drivers on parking guidelines and authorization.
9. Our website supersedes any written material.

1C - Contact Information & Location

Parking Services

Keller Hall, Basement

8:00am - 4:30pm, Monday-Friday *

Website: www.una.edu/parking

Phone: 256-765-4853

Email: parking@una.edu

Link to UNA interactive Map - <https://www.una.edu/map/>

*Use "ADA Accessibility" and "Parking" filters on the left side to view parking areas.

University Police

Keller Hall, Basement

8:00am - 4:30pm, Monday-Friday *

Website: www.una.edu/police

Phone: 256-765-4357

Email: police@una.edu

*Summer Office Hours

**Summer Office Hours begin after Spring graduation ceremonies:*

Monday through Thursday - 7:30am – 4:30pm

Friday's - 7:30am – 11:30am

2- Parking & Permit Regulations

PARKING & PERMIT REGULATIONS ARE IN EFFECT 24 HOURS A DAY!

UNA Parking Services uses a combination of vehicle license plate numbers and printed permits in order to properly enforce campus parking and in order to contact an owner in order to assist in any emergent situation with any vehicle parked on campus.

All UNA student, faculty and staff vehicles must display a permit and properly register any/all vehicle(s) in their UNA Parking Portal.

2A - Parking Regulations

1. Parking in your designated, permitted parking area is enforced during business hours, Monday- Friday, 7 AM - 4 PM, when classes are in session.
2. After business hours (4 PM – 7 AM) and on weekends, all color zones are open to all vehicles.
3. All signed/reserved spaces and lots should be observed by all students, faculty and staff and are enforceable 24/7 (i.e. Visitor parking, timed parking, handicap, reserved/signed spaces)
4. A lack of space where one would like to park is not a valid excuse for violating any parking regulation.
5. Parking Services or University Police may cancel the registration of any vehicle which habitually violates rules, is judged unsafe or which makes excessive noise.
6. Parking outside of your Designated Areas or Color Zones during enforced times due to Student Job on campus or special class assignment or observation is NOT ALLOWED.

2B - Permit Regulations

1. Registration of permit is no guarantee of a parking space near the place where one works or attends class.
2. The responsibility of finding a legal parking space rests with the vehicle operator.
3. Permit owners are responsible for safely securing their permit and reporting any missing, lost or stolen permit to Parking Services immediately.
4. Permit owners are responsible for all citations associated with the permit or vehicle.
5. Permit owners may not share or transfer their permit to another person.
6. Upon permanent separation from the UNA, permit holders agree to return or destroy the permit.
7. Permit owners will keep their UNA Parking Portal information updated and correctly "activate" the vehicle that is on campus at any given time.
8. By selecting "I agree" to Permit Disclaimer in your UNA Parking Portal, you agree to abide by UNA's parking policies and all permit responsibilities and regulations.
9. Permits are only issued to users with a properly registered vehicle on the UNA Parking Portal. Unregistered vehicles may be cited.

2C - Permit Revoke Regulations

Parking Services or University Police is authorized to revoke the parking privileges of any person engaging in the below activities.

Any of the following violations may also result in referral to the Office of Student Conduct for disciplinary action if a student is involved and referral to a supervisor if an employee is involved.

1. Employees may not transfer, lend or give their permit to children, relatives or acquaintances attending classes at UNA. All students must obtain and display a classified student permit and park in their designated area.
2. Any vehicle which habitually violates rules, is judged unsafe or which makes excessive noise.
3. Failure to pay outstanding balances with the department of Parking Services.
4. Misuse or replication of a permit, theft of a permit or transferring a permit from one person's vehicle to another person's vehicle.
5. Giving false information on an application for a permit.
6. Continual disregard for handicap or fire lane/hydrant violations.

2D - Other Regulations

1. Vehicle Registration – All vehicles must be properly registered and permitted to park on campus through the [UNA Parking Portal](#). Unregistered vehicles may be cited.
2. Mechanical Failure – In the event of mechanical failure, the owner or driver will be responsible for the removal of the vehicle as soon as possible. The Police Department should be notified of the vehicle's location. (police@una.edu – 256-765-4357)
3. Bicycles – Park in designated Bicycle racks only (no permit required).
4. Motorcycles – must be registered with Parking Services (no permit necessary to display). Park in designated "Motorcycle" areas only.
5. Pedestrians – shall use crosswalks. No pedestrian shall suddenly leave the curb or other place of safety and walk or run into the path of a vehicle. When traffic control signals are not in place or operation, motorists shall yield the right of way to pedestrians within a crosswalk. Where traffic control signals are in place, pedestrians shall cross with pedestrian crossing signs or traffic signal in the absence of crossing sign.
6. Campers/Trailers/Buses – Parking any of these vehicles is prohibited on campus. Space is available on Stewart Avenue (behind the baseball stadium) to accommodate campers/trailers/buses.
7. State/Federal issued Vehicles – Any state or federal vehicles are exempt from parking in designated parking areas or color zones while on UNA campus. They are also exempt from permit and vehicle registration. We urge these vehicles to avoid restricted parking areas, such as yellow curb, yellow-hatch, ADA or any other areas that may cause traffic issues or pose safety threats to others. Exemption of these guidelines is intended to allow these vehicles to be able to access campus buildings and areas in the event of emergencies for security, repairs, or essential business.

3- Parking & Permit Guidelines

3A - Parking Guidelines

1. You may find your Permit Classification and Parking Guidelines by logging on to your UNA Parking Portal under the "Permit" tab. This section reveals details of your designated, permitted parking area(s).
2. Parking in your Designated Areas or Color Zones are enforced Monday through Friday, 7 AM –4 PM, when school is in session.
3. All Designated Areas or Color Zones are open to all drivers after 4 PM on weekdays, and after 4 PM on Fridays through 7 AM on Mondays.
4. Parking outside of your Designated Areas or Color Zones during enforced times due to student job on campus or special class assignment or observation is NOT ALLOWED.

3B - Summer/Intercession Parking Guidelines

Summer Session Parking – Begins at 4pm after the last day of exams of Spring semester and ends at 7am the first day that Fall semester classes begin.

Intercession Parking (Holiday Break) – Begins at 4pm after the last day of exams of Fall semester and ends at 7am the first day that Spring semester classes begin.

Parking Guidelines for ALL students during these dates, all WHITE lines are available to all students. GREEN lines and reserved parking areas are NOT available during these times unless the University is closed for a holiday.

UNA Holiday Closure – (when all offices and classes are suspended) any legal space is available for parking.

Please identify dates by visiting UNA's Academic Calendar at <https://www.una.edu/calendar/#/academic>



3C - Where Do I Park?

See [Campus Maps](#) for visuals (*Choose "Parking" filter to view Lot labels.)

STUDENTS				
PERMIT NAME	ELIGIBLE PERMIT HOLDERS		PARKING GUIDELINES	PERMIT RENEWED
NORTH RESIDENT PARKING	MATTIELOU	OLIVE	Park in designated RED lines spaces only, or any legal space within the UNA parking deck on campus. WHITE lines in Lots M, O, & Z are also available.	Yearly
	RICE	RIVERS		
	COVINGTON	HAWTHORNE		
	TWIN OAKS			
LOT Z - APPLEBY-NOBLE CROSS	APPLEBY EAST	APPLEBY WEST	Park in RED or WHITE lines in Lot Z. Noble Crossing residents have additional parking at their complex. WHITE lines in Lots M & O are also available.	Yearly
	NOBLES CROSSING			
LOT K/H-LAFAYETTE	LAFAYETTE HALL		Park in Lots K/H in WHITE lined parking spaces only. WHITE lines in Lots M, O, & Z are also available.	Yearly
COMMUTER (Residents Off-Campus)	GRANDVIEW	LION'S GATE	Park in any WHITE lined spaces in UNA lots.	Yearly
	CYPRESS FLATS	GILBERT COURT		
	CEDAR ARMS			
WHITE LINED PARKING I, II, III	COMMUTERS & EARLY SCHOLARS		Park in any WHITE lined spaces in UNA lots.	Yearly

EMPLOYEES (excludes Student Workers)				
PERMIT NAME	ELIGIBLE PERMIT HOLDERS		PARKING GUIDELINES	PERMIT RENEWED
GREEN LINED PARKING	FACULTY	STAFF	Park in any GREEN lined spaces in UNA lots. In the event that GREEN lines are unavailable at the time you are seeking parking, you may park in a WHITE line temporarily.	End of every even year (2022, 2024, etc.)
	FULL-TIME	PART-TIME		
	EMERITUS	ADJUNCT		
GREEN LINED PARKING	CONTRACTED SERVICES by UNA		Park in any GREEN lined spaces in UNA lots. In the event that GREEN lines are unavailable at the time you are seeking parking, you may park in a WHITE line temporarily.	Semester
	CHARTWELLS	UNA CONTRACT		

3D - Assessable/Handicap Parking

1. Placard/Tag - Persons with valid handicap placards or tags issued to an occupant of the vehicle at the time it is parked in a handicap space, may park in any designated handicap space on campus in any parking lot or legal parking space that positions them closest to their destination.
 - *Handicap placards must be current and are non-transferrable to persons or vehicles to which the owner is not present at time of parking vehicle. Use of handicap placard or plate by another individual for which it is not registered, is a misdemeanor and punishable by law.*
2. UNA Handicap/Accessible Affiliates - If you are affiliated with the University, you must have your UNA permit displayed, as well as your handicapped placard where both can be seen from the front of the vehicle. If either of these hang tags are displayed improperly or not visible to officers, you may be cited.
 - *If you are affiliated with UNA and are issued an ADA placard, we require you to upload an image of your placard registration to your account. This will aid in any potential citations of error. (Go to your UNA Parking Portal "Profile" and select Upload Document to save the image to your account)*
3. Temporary Accessible Parking – If you are temporarily disabled, you may obtain a temporary handicapped parking permit through your [UNA Parking Portal](#) under your "Forms" tab. "Forms" can be located under your Name Profile menu. You will need an image of a written doctor's request that states the expected dates that parking is desired. A temporary handicapped permit will only be issued for the period of which the doctor states to be the expected period of disability. Should the disability remain after the expiration date, renewal of the permit must be made.

3E - Alternate or Prohibited Parking

Statement regarding OFF-campus parking enforcement:

"The University Parking Services has concurrent jurisdiction within the City of Florence parking enforcement, and partners with local commercial entities as well to ensure that UNA students, staff and faculty follow established parking rules. We regularly receive complaints and requests to cite offenders from Wilson Park Medical Arts Center, College view Church of Christ, and other entities nearby. Therefore, our parking enforcement officers enforce clear violations of these rules. The parking citations are a civil violation, with a civil remedy, agreed upon by both the University and the entities who own the properties."

Alternate Parking

1. City Street-side parking in vicinity of UNA campus is open to all drivers and is subject to State Laws and is enforced by City of Florence and UNA Parking Services. It is available on a "first-come, first-serve" basis.
2. College View Church of Christ generously opens their parking lot to UNA students and employees, Monday through Friday from 8 AM until 5 PM in the two upper lots closest to W. Cumberland St. ONLY! Any cars remaining after 5 PM or parking in the "Church Parking Only" will be issued a citation. Click [MAP](#) link for areas open to parking at the church (see image below).



**College View
Church of Christ
Parking Map**

Prohibited Parking

1. Private Business parking in vicinity of UNA campus is prohibited and posted by owners, as "Customer Parking Only" and you may be towed at your expense or cited by UNA Parking Services. (EXAMPLES- First United Methodist Church, Pope's Tavern, Baptist Campus Ministries, Wilson Park Medical Plaza. Also, College View Church of Christ parking expires after 5pm & on weekends)
2. Health Services (located at Wilson Park Medical Plaza) – If you need to visit UNA Health Services, they will provide a temporary pass at your visit to park at Wilson Park Medical parking lot. In the event that you receive a citation, you may present your pass to Parking Services within 10 days to void your citation. Wilson Park Medical Arts Building asks that UNA students follow the established parking rules that state, "Patient Parking Only". Without proper permission and parking pass, we are instructed to ticket.
3. Reserved Parking – is reserved 24 hours/7 days a week.
4. Parking outside your designated area for any length of time during the designated timelines is prohibited.
5. Following parking advice from others not affiliated with Parking Services is prohibited (this includes resident advisors and faculty).
6. Lack of knowledge of UNA parking guidelines is no excuse for parking improperly.

3F - Permit Guidelines

1. Permits must be hanging from rearview mirror with all printed information visible from the front of vehicle when parked on campus.
2. Please make sure any items hanging from your mirror are removed or placed behind the permit and are not obstructing any of the permit numbers.
3. Any violation of permit display can result in citations (See [Violations](#)).
4. In the event you find yourself on campus without your registered permit displayed in your vehicle, a temporary virtual parking pass can be requested by UNA students/employees through their [UNA parking portal](#), under the **"Forms"** tab found under your Name Profile. The original, registered permit should be returned or replaced to vehicle within 2 weeks.
5. Temporary paper permits may only be requested, created and distributed from Parking Services.
6. For permits that are unable to display from rearview mirror, please display in one of the following visible methods:
 - a. Place permit face up on driver's side of dashboard where it is visible from the front of the vehicle.
 - b. Use 3M Command Strips to adhere the permit to the windshield on driver's side where it is visible from the front of the vehicle.

Example of proper permit display:



Example of current permits:



Lost Permits - There is no charge for the initial permit. Lost, misplaced, or stolen permits must be replaced at the Parking Services department. The fee for a replacement permit under these conditions is \$25.00.

In case of theft, a report must be made with the UNA Police Department, as well to disassociate yourself from any future activity associated with that permit.

Permit Renewal & Expirations Dates - Permit expirations are noted on your [UNA Parking Portal Home](#) page under your "Permits" section. It is the responsibility of the permit holder to update their permit upon expiration.

TIP* - Store your permit expiration date on your calendar.

Our office will attempt to send email notifications via UNA Parking Portal 30-60 days prior to expiration with instructions for renewal.

Please note: If you have any outstanding citation balances with Parking Services, your permit **will not** renew until your balance is paid in full. Unpaid balances will show on your [UNA Parking Portal](#) Home page under the "Unpaid Violations" section or in your Shopping Cart. If no balance is due, your permit can be processed with \$0 balance for the upcoming permit term.

Permit Changes due to moving – Moving in or out of a resident hall or changing resident halls may affect your parking guidelines. When Housing and Residence Life submit room changes in the UNA Banner system, we are notified of all potential permit changes. Our office will update these permit changes in your [UNA Parking Portal](#) within 24 business hours to match your modifications. Please wait for email verification before parking in your updated color zone or designated area. Your permitted parking guidelines will be updated under your "Permit" tab on your [UNA Parking Portal](#) when the process is complete.

Your permit number will remain unchanged.

- If you are unsure about any parking guideline changes to your permit, please contact us.

3G - Vehicle Guidelines

Remember: A Permit is required of all vehicles anytime on campus. Permit holders are responsible for managing their own vehicles through the [UNA Parking Portal](#).

1. **Vehicle Must Be Registered** – All vehicles must be properly registered and permitted to park on campus through the UNA Parking Portal. Unregistered vehicles may be cited.
2. **Temporary Vehicles** - If you are temporarily driving a vehicle other than the one registered with the University, you may add the vehicle to your [UNA Parking Portal](#) account in order to transfer your registered permit to the temporary vehicle.

3. **New Vehicles** - In the event your vehicle is sold or traded during the year, you must log into your [UNA Parking Portal](#) and add the new vehicle under the "Vehicles" tab. Activate the new vehicle and mark any unused/disowned vehicles as Inactive.
4. **Transfer of Permit between Vehicles** – When transferring a permit between different registered vehicles, you must remember to retrieve the permit between transports. If your active, registered vehicle is sold, traded or impaired, you must remember to retrieve the permit with your property from the vehicle. Failure to retrieve the permit will result in fees to replace the lost permit. If you have temporarily left your permit in a secondary vehicle, you may request a temporary virtual permit through your "Forms" tab in your [UNA Parking Portal](#) located under your Name Profile.
5. **Vehicle Mechanical Failure** – In the event your vehicle has stalled or experienced mechanical failure in an undesignated/unpermitted parking area, please contact our office so we may assist and flag the vehicle as "do not ticket/tow". If the vehicle has stalled in the flow of traffic or in an area where it is obstructing traffic or safety of others, please contact the UNA Police for immediate officer assistance (256-765-4357). The owner/driver of the vehicles is responsible for the removal of the vehicle within 24-48 hours.



4- My “UNA Parking Portal”

4A - What is the UNA Parking Portal?

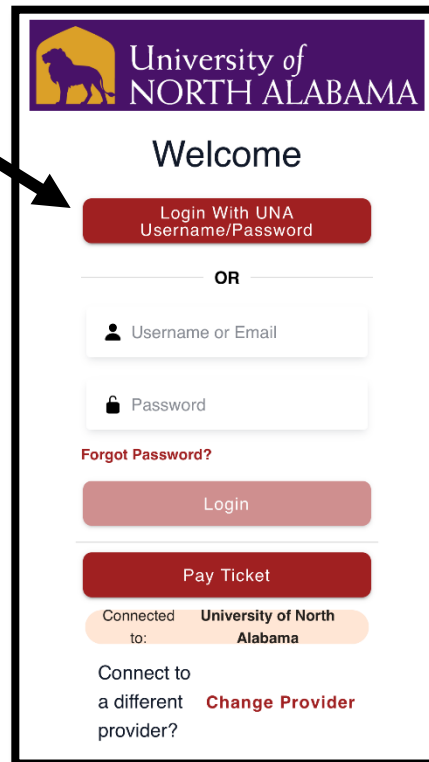
The UNA Parking Portal is Parking Services' online parking software that is utilized to manage all parking needs. It allows students and employees to purchase permits, manage their vehicles, pay/appeal citations and access information. User accounts are automatically established in the software upon enrollment or hiring.

<https://una.ops-com.com/login>

- **Login is the same as your UNA Portal credentials.**
- **There is also an app available.**



Select “University of North Alabama” as your “Provider” when setting up the app.



4B - How to Access my UNA Parking Portal Account

All UNA students & employees may access your UNA Parking Portal account using your UNA credentials by selecting “[Login with UNA Username/Password](#)” after they visit <https://una.ops-com.com/login>

First-time users & New Registrants - If it is your first time using the UNA Parking Portal, please review the “[New Registrant Application](#)” section to learn how to access your account.

If you have forgotten your established UNA password, you will need to visit IT Services webpage for password reset.

<https://www.una.edu/its/technology-security/passwords.html>

How to access the Ops Com UNA Parking Portal App?

- In the Apple or Google Play store, search for “**Ops Com Mobile Parking**” or scan the QR code.
- Once downloaded, select “University of North Alabama” as your “Provider” during the app setup and hit “Next” and select Language.
- Then, use the “**Login with UNA Username/Password**” to sign in with your UNA credentials. Approve the Duo Mobile push notification.
- All of your account information will be under the stacked lines in the top left corner.



4C - New (First-time) Registrant Application

For step-by-step, detailed instructions with pictures,
visit our “[New \(First-time\) Registrants Instruction](#)” link on our webpage.

If you are a NEW incoming UNA student or employee & it is your first time obtaining a permit from [UNA Parking Portal](#), you will need to follow these instructions.

YOU WILL NEED:

- *Driver’s License*
- *Vehicle(s) Information (make, type, color, year)*
- *License plate number*

- 1- Visit <https://una.ops-com.com/> to begin registration. Access your parking portal account using your UNA credentials and Duo Mobile push notification by selecting “[Login with UNA Username/Password](#)”.
- 2- Complete any **RED** required fields on your “**Profile**” page.
- 3- **VEHICLES** – register your vehicle(s) under the VEHICLE tab and select “Add Vehicle”.
**You may register as many vehicles as needed, HOWEVER...You may only select ONE vehicle as “Active”.*
- 4- **PERMIT** – Now you can reserve the permit under the PERMIT tab.
 - Select your available standard permit available to you and follow the prompts to confirm the “Zero Dollar” payment for the permit.
 - Now you may bring your Student ID or Driver's License to Parking Services in the basement of Keller Hall to pick up your hanging permit.

How do I know when I am eligible to complete my registration online?

Students – You will be able to register for a permit if **1)** you have enrolled in at least 1 course, OR- **2)** you registered for an upcoming [SOAR](#) (Student Orientation, Advisement, Registration) date.

Employees – You will be able to register for a permit after completing all paperwork and receiving your employment information/verification. (This process may take a few days to show active in portal)

- *Mane Card ID or Driver's License is required for pick-up of permit.*
- *No Charge for Initial Permit.*

4D - Permit Renewal in UNA Parking Portal

Permit expirations are noted on your [UNA Parking Portal](#) “Home” page under your “Permits” section. It is the responsibility of the permit holder to update permit upon expiration.

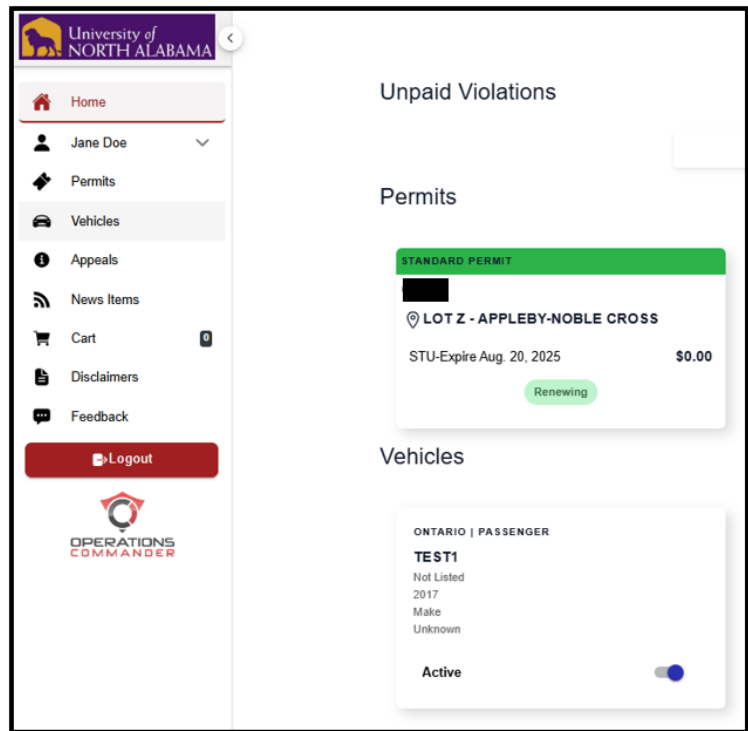
Our office will send email notifications via UNA Parking Portal 30-60 days prior to expiration with instructions for renewal.

Please note: If you have any **outstanding citation balances**, your permit **will not** renew until your balance is paid in full. You may check your account online under the “Unpaid Violations” section on your Home page or in your Shopping Cart at <https://una.ops-com.com/>. If no balance is due, your permit can be processed with \$0 balance for the upcoming permit term.



4E - How to Navigate my UNA Parking Portal Account

Once logged in to your account, you will see this screen.



[Home](#) – This screen will show you a glance of your active **Permit**, registered **Vehicles**, and any **Unpaid Violations**.

[Permits](#) - this tab will detail your current designated parking areas that are authorized for your classification under the **Permits** section. There is also a **MAP** icon in the top right corner of the Permit box that shows your designated parking areas.

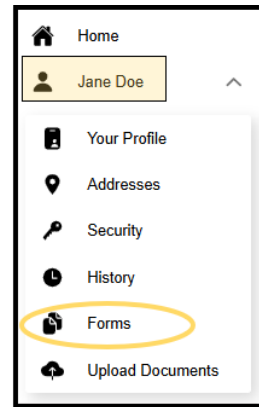
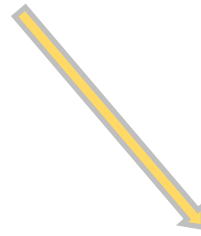


[Vehicles](#) – This tab will allow you to manage your vehicles. You may register as many vehicles as you want, but only 1 may be ACTIVE to be parked on campus with your registered permit. You can control these daily as you trade/borrow/lease vehicles, you can toggle your vehicles between ACTIVE or INACTIVE according to which vehicle you are driving.

- All vehicles must be properly registered and permitted to park on campus

[Appeals](#) – this tab will allow you to view and submit any appealable citations to the appeals committee. (See [Appeals](#) for more information)

Forms – These options are available to you under your **Name Profile**.



Current available forms include requests for:

Form Name	Form Description
ADA Temporary Parking	Request to add temporary ADA-Handicap Parking as requested by Doctor's note. Doctor's note should be issued on office letterhead and include dates of expected temporary disability.
Temporary Permit	Request a virtual temporary parking permit for a registered vehicle. 2 Week Maximum allotted.
Visitor/Guest Permitted Parking	Request for permitted/validated parking for a visitor or guest on campus. One (1) request per day. *Falsification of requested use of form may result in disciplinary action.
Parking Exception	Request to park in an unauthorized area for a specified time due to an extenuating circumstance. Date and times requested for minimal time to complete task. **Does NOT authorize parking in ADA spaces or Fire Lanes**

- Submitting a form request does not mean that the request is approved.
- A request is not approved until final email conformation is sent from our department.
- Parking Services should activate and reply to requests in 2+ business hours. 24 hours' notice is most effective.

Cart – this tab will allow you to view your citations and pay on your balance.

Name Profile options - you will be able to view or update your profile information, address or phone number. You also have an option to **Upload Documents** to share with Parking Services when requested. Your **History** tab will display a summary of user activity on the account and it also stores all payment and violation history.

5- Violations, Fines & Appeals

5A - Violations

Printed UNA violations will be left under the front windshield wiper. Our parking system will also send email notifications to recipients registered in our system.

Parking Violations

Blocking/Parking in Travel Lane – Any vehicle parked or positioned in a way that blocks or prevents other vehicles from maneuvering effortlessly through lanes of travel or poses a problem for other vehicles in exiting/entering a parking space.

Blocking Dumpster – Any vehicle blocking access to a dumpster.

Double Parking - Any vehicle parked on or over a painted designated parking space line that may disturb the flow or sight of traffic, may prevent other vehicles from parking in the adjacent space, or may prevent others to be able to easily enter or exit their vehicle will be cited. If you find a vacant space next to a double-parked vehicle whose negligence will force you to be double-parked, do not use the space or you could also be cited.

Employee Parking Only – Any unauthorized student parked in green lines or employee designated parking only.

Exceeded Zone Time Limit – Any vehicle that has exceeded the posted time limit for parking in a designated space. Our officers virtually chalk vehicles in these spaces and our system alerts us when vehicles have extended the designated timeline.

Fire Hydrant/Lane Blocked – Any vehicle parking in a marked Fire Lane or parked within 15 feet of access to a Fire Hydrant will be cited and/or towed at the owner's expense.

Handicap/Accessible Parking – Vehicles improperly parked in Handicap accessible space without an ADA state tag or ADA placard displayed. Or, driver utilizing handicap parking with an ADA tag/placard that is not registered to an occupant of the vehicle at the time vehicle is parked. See [Assessable/Handicap Parking](#).

- *If you are affiliated with UNA and are issued an ADA placard, we require you to upload an image of your placard registration to your account. This will aid in any potential citations of error. (Go to your Profile and select Upload Document to save the image to your account)*

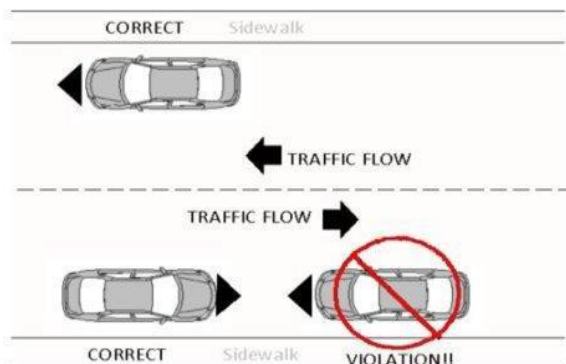
No Space – Any vehicle parked in an area that is not designated as a parking space by painted parking lines.

Parking in Non-Valid Parking Area - Any person parking in non-designated areas where there are designated parking spaces lined off with paint of any color.

Plus, Alabama State Law prohibits parking:

- 1- within 20 ft. of any crosswalk;
- 2- within 30 ft. of any flashing beacon, stop sign, or traffic control signal located at the side of the road;
- 3- within intersections;
- 4- or blocking driveways or mailboxes.

Park Against the Flow of Traffic - Anywhere you park on campus, and within the City limits of Florence, you are required to park "WITH" the flow of traffic as shown in the illustration below. The passenger side of the vehicle must be against the curb. Anyone parked against the flow of traffic is subject to a parking fine, not only from the University Parking Services Department, but from the City of Florence as well.



Parking in Reserved Space – Any vehicle posted in a "Reserved" space will be cited if they are not authorized to park in the reserved space or area. Reserved parking spaces are indefinitely reserved 24 hours a day, 365 days per year.

Parked on Sidewalk/Crosswalk – Any vehicle parked in a manner that obstructs pedestrian access to sidewalk/crosswalk that would force them to vacate from the designated pedestrian path. Or, within 20 feet of a crosswalk at an uncontrolled intersection.

Parking on Yellow Curb/Yellow Painted Areas - Any person parking on a yellow curb, or any area painted with yellow paint, or in a posted LOADING ZONE will be cited for Parking on Yellow Curb and/or towed at the owner's expense.

Permit Violations

Expired Parking Permit – Any physical permit displayed that does not return as "Active", meaning that you failed to renew your permit properly in your Parking Portal.

- Always check your "Home" page under your "Permits" section to confirm your permit is active and to view the future expiration date. If no permit shows on your "Home" screen, you may not have an Active permit. You may contact our office for questions or confirmation.

No Parking Permit Displayed – Any vehicle parked on campus that does not display a valid UNA Parking Permit as required by [UNA Parking Policy](#). Temporary virtual permits are available on your [UNA Parking Portal](#) under "Forms" located under your Name Profile.

Permit Display-Information Illegible – Any vehicle improperly displaying the permit in a manner that the printed information is not completely visible, illegible or obstructed from view from the front of the vehicle. (See [Permit Guidelines](#))

Unregistered Vehicle – Any vehicle not properly registered with Parking Services.

Alternative Violations

Warning Citations – Sometimes, an officer may feel it is in their best judgement to issue a printed warning. If a warning is placed on a vehicle, the ticket will state a warning label and a \$0 balance, and notify the driver of the infraction. Failure to comply to a warning, will result in future citation(s). Officers are not required to issue warnings in certain scenarios unless determined by the supervisor of Parking Services.

Vehicle Mechanical Failure – In the event your vehicle has stalled or experienced mechanical failure in an undesignated/unpermitted parking area and you fear you may receive a citation, please contact Parking Services so we may assist and flag the vehicle as “do not ticket/tow”. If the vehicle has stalled in the flow of traffic or in an area where it is obstructing traffic or presenting a safety violation, please contact the UNA Police for immediate officer assistance (256-765-4357). The owner/driver of the vehicles is responsible for the removal of the vehicle within 24-48 hours. Failure to contact our department may result in tow of vehicle.

Other Violation – utilized in the event that parking or permit guidelines or regulations have been violated, but the violation does not correspond to any other listed ticket offense.

Private Property – Any vehicle parking on private property adjacent to the University that has posted/signed parking guidelines is in violation (See [Alternative/Prohibited Parking](#)). In the event you have permission to park in private property location, authorization documentation from the business/owner must be presented on your dash.

- This includes the Wilson Park Medical Center (home of [UNA Health Services-UHS](#)). Only students seeking service from UHS are eligible to park in this private lot. UHS will offer a parking pass or your patient portal documentation may serve in voidance of a private property citation given during visit to UHS.

Unauthorized Vehicles - CAMPERS, TRAILERS AND BOAT TRAILERS ARE PROHIBITED FROM PARKING ON CAMPUS. Space is available on Stewart Avenue (behind location of new Bank Independent Stadium) to accommodate campers and trailers.

Loading/Unloading - Handicap parking spaces and Fire Lanes should never be used for loading or unloading belongings on campus (unless the situation is being monitored or has been approved by Emergency personnel). Please use marked Loading Zone areas, 15-minute reserved spaces or park in your appropriate designated parking spaces to complete these tasks. It is recommended that you (1) have your items ready to load/unload in a timely manner, (2) when possible, have someone with you to monitor your vehicle in case it needs to be moved, and (3) contact the Parking Services department if you are unsure of appropriate parking or have extenuating loading/unloading circumstances.

- If you feel you need to request parking in an unauthorized area for to complete a task, please use [Parking Exception](#) request form on your [UNA Parking Portal](#) under your **Forms** tab located under your Name Profile.

Boot Eligibility

Any vehicle accumulating four (4) or more UNPAID citations will be booted (immobilized) at the owner's expense until the vehicle becomes properly registered to park on campus and/or until all fines and fees are paid in full. Any person parking a vehicle on campus that has had the registration/permit revoked will be towed or booted at the owner's expense.

- Fine to remove traffic boot is \$25.00 and is not eligible for discount.
- Unauthorized removal or destruction of the Vehicle Boot device is subject to University discipline and criminal charges.
- Also see "[Permit Revoke Regulations](#)" for other penalties.

Moving Violations

Drivers of vehicles who commit moving violations of the Alabama Uniform Rules of the Road shall be issued Alabama Uniform Traffic Citations, which are adjudicated through the Lauderdale County District Court, 200 South Court Street, Florence AL 35630. The phone number is 256-760-5710.

5B - Fines

Citations issued carry the following fines and regulations:

- Citations issued allow 10 days for payment at a discounted rate of \$10 per offense on the citation.
- Appeal submission of a citation will forfeit the reduced amount in the event that the Parking and Traffic Committee does not approve to cancel your citation.
- All University Students and Employees that have not paid or appealed their ticket within the 10-day allotment are eligible to have an Academic "HOLD" placed on their University account. All fines must be paid in full for the "HOLD" to be removed.

Fire Hydrant/Lane Blocked	\$ 110
Handicap/Accessible Parking	\$ 110
Parking on Yellow Curb	\$ 40
Blocking/Parking in Travel Lane	\$ 30
Blocking Dumpster	\$ 30
Employee Parking Only	\$ 30
Exceeded Zone Time Limit	\$ 30
No Space	\$ 30
No Parking Permit Displayed	\$ 30
Other Violation	\$ 30

Parking in Non-Valid Parking Area	\$ 30
Parking in Reserved Space	\$ 30
Remove Traffic Boot <i>*no discount eligible</i>	\$ 25
Double Parking	\$ 20
Parking Against the Flow of Traffic	\$ 20
Expired Parking Permit	\$ 20
Permit Display-Information Illegible	\$ 20
Unregistered Vehicle	\$ 20
Parked on Sidewalk/Crosswalk	\$ 20
Private Property	\$ 20

Fine Payments

- ALL Credit/Debit card payments MUST be made through your online [UNA Parking Portal](#) under from the Shopping "Cart". (American Express is not accepted)
- We accept cash, check, & money order, in office at Parking Services at the Police Department in the basement of Keller Hall.
- Check or money orders may be mailed to: University Parking Services UNA Box 5067 Florence, AL 35632-000. Please include ticket number and University ID # if applicable.
- To pay anonymously or as a guest, you may select "Pay Ticket" on the login screen of the [UNA Parking Portal](#) and enter the number at the top of the citation.

5C - Appeals

If you feel you were issued a citation in error or that extenuating circumstances existed, you may file an appeal. All appeals must be submitted from your UNA Parking Portal under the Appeals tab.

1. The University of North Alabama parking tickets may be appealed within ten (10) days from the date/time of issuance.
2. Submission of an appeal against the ticket will waive the option for the discounted amount in the event your ticket is upheld.
3. Appeal should provide details of *extenuating circumstances* and must show merit by providing a well thought out explanation, disputing your case that does not conflict with the **Appeal Rejection** guidelines listed below.
 - a) Extenuating Circumstances definition – Situations beyond the appellee's reasonable control that directly contributed to the parking violation and can be verified through credible documentation or explanation. These may include, but are not limited to:
 - o Medical emergencies (personal or immediate family).
 - o Unexpected and verifiable personal crisis (i.e. death in the family).
 - o Vehicle breakdowns or accidents (please contact UPD immediately to apply a "do not ticket/tow" notification of disabled vehicles).
 - o Official university business that prevented compliance (not applicable to student employment, class, or meetings).
 - o Note: Forgetfulness, lack of awareness of parking regulations, or convenience are not considered *extenuating*.
4. Administrative Review of Appeals - a Parking Services administrator will review all appeals prior to Parking & Traffic Committee's review to ensure that the appeal is valid according to all appeal guidelines.
 - a) Any appeals that do not meet the threshold for Committee appeal consideration (i.e. *displaying non-appealable nature, lacking extenuating circumstances, or a valid appeal explanation*), will be notified of the rejection and reasoning.
5. For any "administrator approved" appealable citations, the Parking & Traffic Committee will review your case and consider your ticket history when making its decision. Some

appeals that appear more complex in nature, may be required to be reviewed by an "Appeal Board" that consists of at least 3 members from the Parking and Traffic Task Committee; established as 1 faculty, 1 staff, and 1 student member. These are reviewed on a monthly basis.

6. You will be notified of the Parking & Traffic Committees final decision within 21 working days of your appeal. The Committee will vote for each eligible violation listed on the citation to be Upheld or Canceled; supporting majority decision.

Appeal Rejection

Appeals **will not** be considered for the following reasons:

- a) **Fire Lane Violation**
- b) **Handicap Space Violation**
- c) **Double Parking** (*confirmed by supporting citation photos*)
- d) **Lack of knowledge of the University Parking Regulations or Guidelines**
 - o "I didn't know" or "No one told me"
- e) **Inability to find a proper or convenient parking space**
- f) **Other vehicles were improperly parked** – or – "No one else got a ticket"
- g) **Late to class or appointment**
- h) **Financial Hardship caused by fine**
- i) **Disagreement with parking regulations**
- j) **Appeals submitted after 10 days of issuance.**
- k) **Inclement Weather statement** – "Appeals citing inclement weather as extenuating circumstance will not be considered during UNA weather level threats during Green or Yellow status. Appeals citing inclement weather during Orange level will be considered during a monthly Appeal Board meeting. Appeals during Red level should be administratively approved with supporting circumstances." (you can view weather threat levels [here](#))

Appeal Decisions

The Committee will vote for each eligible violation listed on the citation to be Upheld or Canceled; supporting majority decision. **All Appeals Committee decisions are Final!**

- If the Committee majority votes to **CANCEL** your ticket, the citation(s) appealed will be voided and you will be notified by email.
- If the Committee majority votes to **UPHOLD** your ticket, you will be notified by email and the citation(s) must be paid in full.

Appeal Committee

UNA's appeal committee are members of the [Shared Governance Parking and Traffic Task Committee](#). This consists of 10 designated members, devised of UNA students, faculty and staff.

Any appeals approved by the Parking Services administrator for the Appeal Committee's review, may be reviewed by an "Appeal Board" that consists of at least 3 members from the Parking and Traffic Task Committee; established as 1 faculty, 1 staff, and 1 student member. These are reviewed on a monthly basis.

6- Visitor Guidelines

Welcome to the University of North Alabama! If you are visiting campus and would like to register for parking, please fill out the following [form](https://www.una.edu/transportation/request-for-visitor-parking-permission.html) at this site: <https://www.una.edu/transportation/request-for-visitor-parking-permission.html>

- Registration is only required, Monday-Friday for visits between 7am-4pm!
- Conformation emails will be sent within 2 hours, during business hours (M-F, 8am- 4pm) when UNA is open.

Please read the following guidelines:

- Registering your vehicle for parking will allow you to park in any legal space on campus.
- Visitors with Non-registered vehicles should only park in designated VISITOR LOT ONLY (LOT A on map), unless parking registration is requested. The Visitor Lot is accessed from E. Irvine Avenue entrance and is on the right (east) side of the lot, nearest the fountain.



6A - Visitor Citations/Appeals

- Citations to Visitors - It is not University policy to issue citations to visitors, however; it is sometimes difficult to identify visitor's vehicles. If you are a visitor and receive a citation with "No Permit" or "Unregistered Vehicle" violation, please present the citation with driver's license to Parking Services office (in the Basement of Keller Hall) so that we may clear the citation from our records or submit an appeal through our [UNA Parking Portal](#).
- Citations issued for any State Violations (i.e. Handicap, Yellow Curb, Blocking Traffic, etc.) will not be illegible for waiver of ticket. Payment will be expected as directed on the citation.

7- Definitions

- Academic Hold: The hold is placed on a student or employee account when an outstanding balance is due with Parking Services. This hold will restrict access to registration, scheduling and transcripts; or final pay reconciliation if an employee is involved.
- Color Zones: Any parking space designated by paint color of red, green or white.
- Designated Areas: Areas, Lots, or Color Zones that are assigned as designated parking according to your permit classification.
- Employee: Full-time and part-time faculty members, administrative officials, and all other full-time and part-time staff **not including** those employed under the Student Aid program or Graduate Assistants.
- Legal Parking Space: When referenced, it refers to lined parking spaces that are not reserved or distinguished as non-parking areas.
- Motor Vehicle: Any self-propelled conveyance, including motorcycles.
- Permit: UNA issued hanging permit required to be displayed any time vehicle is on campus by any student, employee or visitor.
- Permit Classification: Your classification for parking on campus is determined by your student/employee identification and residency on/off campus.
- Rollover: Process that occurs when permits renew to a new permit window when the permit is approaching expiration period.
- Student: Any person enrolled at the University of North Alabama for one or more credit bearing, academic courses. (This includes online students)
- Visitor: Any person not enrolled or employed in some capacity at the University, who is visiting or attending to business.

8- Parking Reservation

The University Police Department manages the requests from our campus community for reserving parking spaces for events.

All Parking requests are requested through the [Mazevo](#) event management system, searching the “building” name “Parking Lot Reservations”.

- Reservations should be made 3 days in advance.
- Reserved parking is assigned on a first come, first served basis. If approved, the requested spaces will be reserved using barricades, traffic cones and/or caution tape. These are typically placed out in the spaces the night before your event.
- Due to the hardship on students, staff and faculty, unless exigent circumstances exist, no parking will be reserved for an event starting after 3:00 pm. This also applies for events on weekends or when the University is closed. The event will have to use available parking.

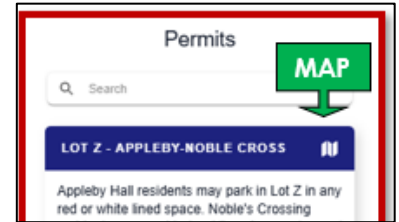
Departments are encouraged to use their own personnel and/or student workers to monitor reserved parking during their events. Unfortunately, some individuals will encroach upon reserved spaces, leaving your guests with nowhere to park. If University Police coordinates and provides manpower to monitor spaces (at YOUR request), there will be a labor charge of \$30/hour (for a 4-hour minimum) for monitoring the spaces. The number of persons monitoring spaces is determined by the number of spaces requested. One person will be provided for every 25 spaces requested.

For more detailed information about parking reservations and tutorials; please visit:

<https://www.una.edu/police/parking-request-form.html>

9- Campus Maps

- Visit this [link](https://www.una.edu/map/) to view all campus parking, amenities and accessibility.
- Permit Holders can view a **Map** icon in their Parking Portal under their "Permit" tab.
- City Street-side parking in vicinity of UNA campus is open to all drivers and is subject to State Laws and is enforced by City of Florence and UNA Parking Services. It is available on a "first-come, first-served" basis.

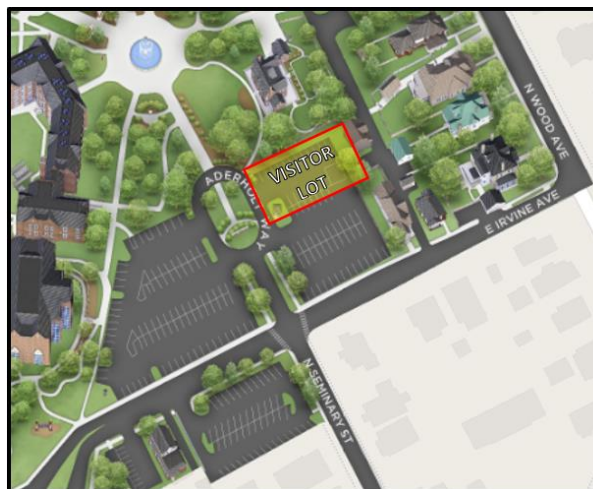


The Map Clips below detail accessible permitted parking areas during designated business hours (M-F, 7am-4:30pm)

*see [Parking & Permit Regulations](#) for more information.

Visitors Parking Only

See [Visitors](#) Guidelines



Lafayette Resident

Lots K & H – White lines only.

White lines in Lots M, O, & Z are also available.



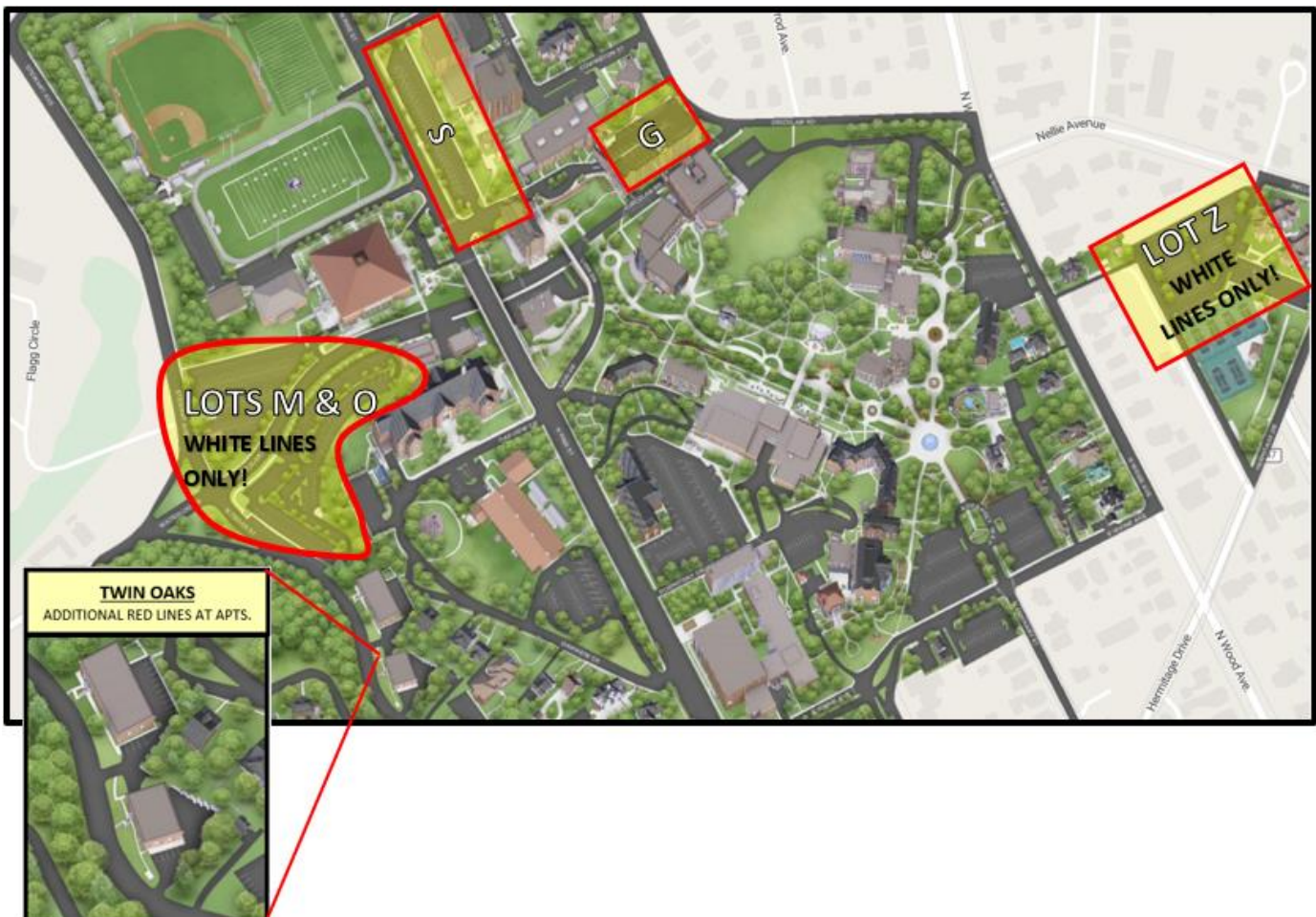
Appleby/Noble's Crossing Residents

Lot Z in Red or White Lines. Noble's Crossing residents are provided additional parking in complex. White Lines in Lots M & O are also available.



North Resident

Red Lines (S) & UNA Parking Deck (G). White lines in Lots M, O, & Z are also available.
(Residents of Mattielou, Olive, Rice/Rivers, Covington, Hawthorne, LaGrange or Twin Oak Apt)

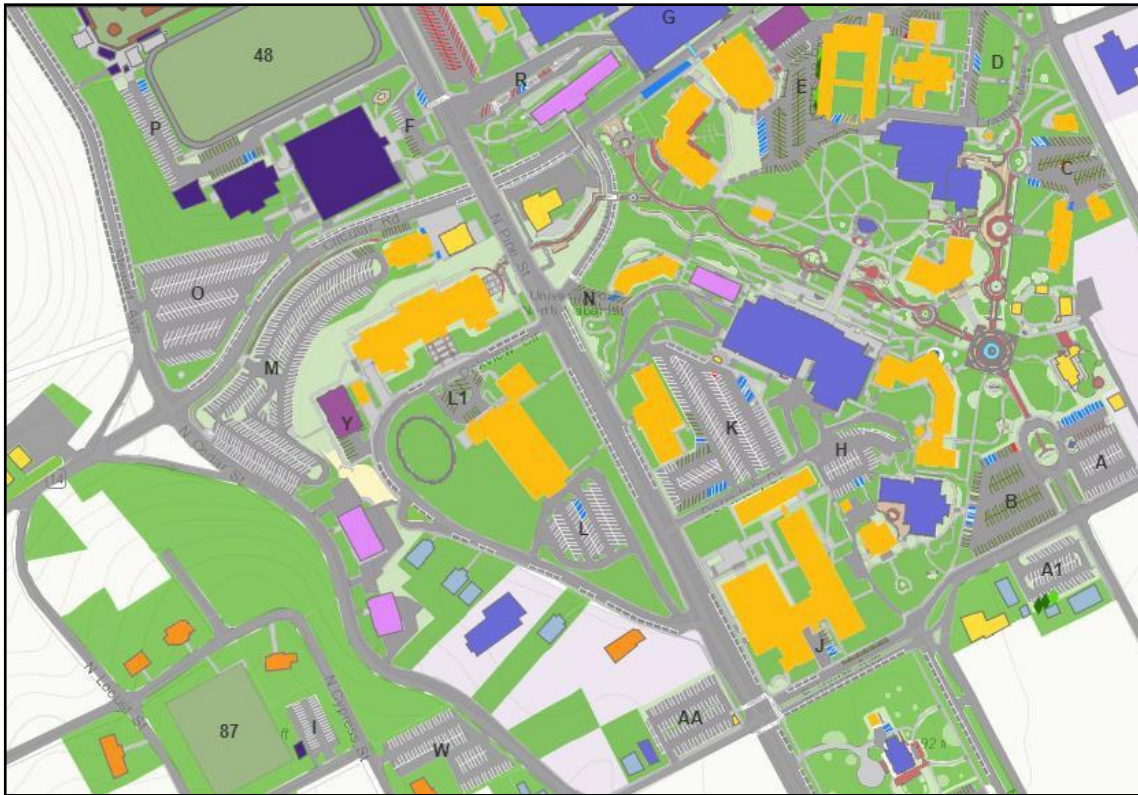


Commuters/Transits, Early Scholars & Inter-session Parking

WHITE line Parking (majority of lots represent this parking classification)

*RESIDENTS of Grandview, Lions Gate, Cypress Flats, Cedar Arms, or Gilbert Court are classified under COMMUTER parking guidelines.

See [Campus Map](#)



Faculty/Staff/Contract Services

GREEN Lines signify "Employee Only"

(Additional green lines may be available in other lots across campus. The lots highlighted are signed "Employee Parking Only"). **White Lines** also acceptable when Green Lines are unavailable.

