

Parking Services Manual Table of Contents

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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/transportation/) (<https://www.una.edu/transportation/>). 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 websit to2m9e(on,)-4()4(v)5(eh)-9(i)11(c)5[cur]5(r)3(ent)]TJ55sA

1C-Contact Information & Location

Parking Services

Keller Hall, Basement

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

www.una.edu/transportation 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:

2-Parking & Permit Regulations

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

UNA Parking Services

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

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

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 [UNA Parking Portal forms](#).
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,

4C-New (First-time) Registrant Application

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.

- 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 HOME 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 below and "RESERVE" the permit. Under the Payments tab, "Continue to Checkout" and follow the prompts until you reach the GREEN confirmation screen.
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.

[Forms](#) - Current available forms include requests for:

Form Name	Form Description
	Request to add temporary ADA-Handicap Parking as requested by Doctor's note. Doctor's note should be...
Request for temporary parking permit for a...	Request a victi...
Request for temporary parking permit for a visitor or...	Request for perm...
Request to park in an unauthorized area for a specified duration under extenuating circumstances. Date and times...	Request to park in a time due to an exte...

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. hours' notice is most effective.

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[Payments](#) - this screen will allow you to view your citations and pay on your balance.

Under your [User Profile](#) you will be able to view or update your profile information, address or password. You also have an option to Upload Documents to share with Transportation 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

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".

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 a []5(our6(es)]TJET00.00000912 0 612 792 reW* nBT/F4 11.04 Tf1 0 0 1 169.52 583

If you feel you need to request parking in an unauthorized area for to
Complete Portal, please use Parking Exception request on your [UNA Parking Portal](#)

Fine Payments

- ALL Credit/Debit card payments MUST be made through your online [UNA Parking Portal](#) under the "Payments" tab. (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 "Look Up Your Ticket" on the login screen of the [UNA Parking Portal](#)

Appeal Decisions

All Appeals Committee decisions are Final!

If the Committee majority votes to CANCEL your

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](#) 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.

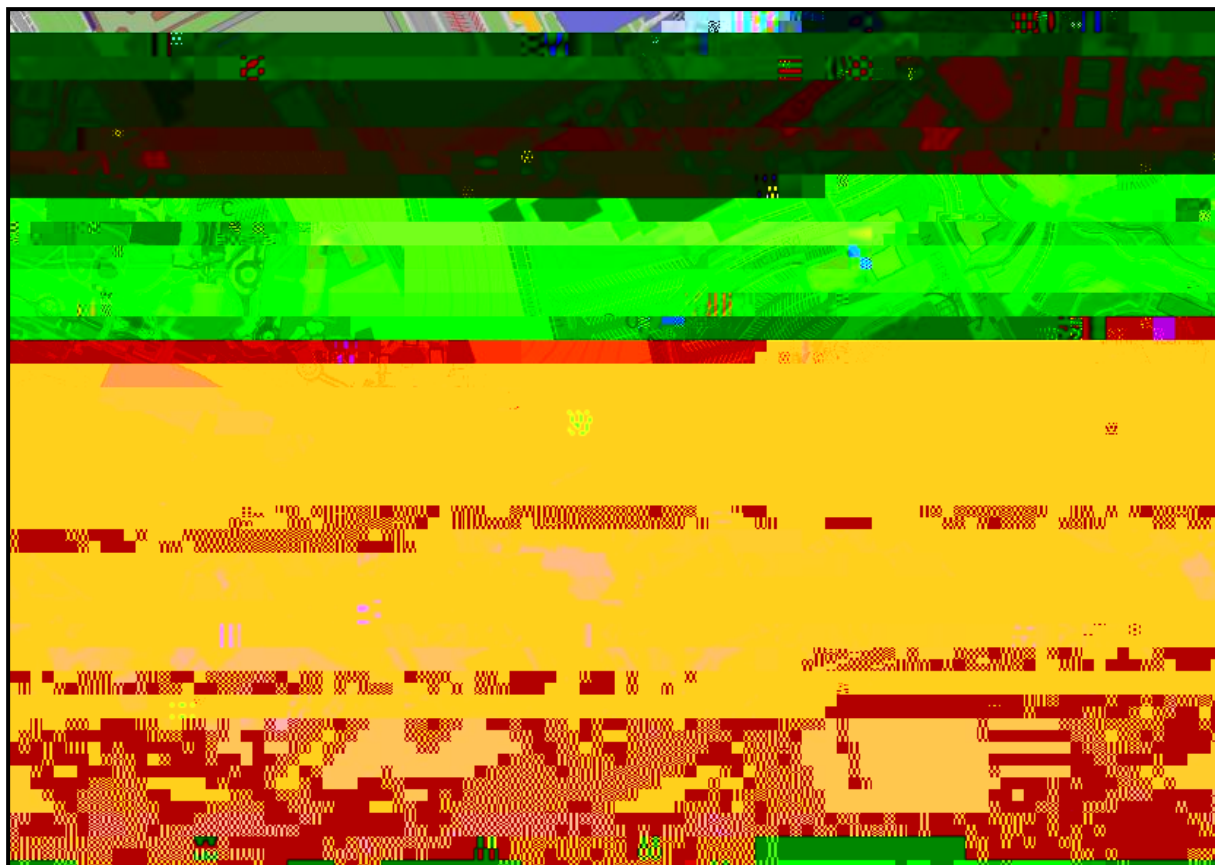
6A-Visitor Citations/Appeals

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

Commuters/Transits, Early Scholars & Intersession 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"

(more 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.

