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Parking & Transportation Services

Parking Patroller  
and  
Visitors Center Employee  
Handbook

## Rev July 2019

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## **OUR MISSION**

The mission of the UWF Parking & Transportation Services is to deliver to all customers, well-maintained facilities while providing friendly, courteous and efficient service in the most cost effective manner.

## **JOB DESCRIPTION**

### **Examples of Work Performed by Patrol Staff**

- Patrol parking areas following designated routes for walking within specific zones.
- Issue parking citations and courtesy warnings.
- Provide security watch for designated areas as requested by the UWF Police.
- Assist UWF Police in detecting suspicious persons, vehicles and circumstances.
- Render assistance to motorists when appropriate.
- Report possible safety hazards.
- Interpret parking rules and regulations as part of daily activity.
- Direct traffic, as needed or instructed.
- Assist with training new personnel.
- Provide additional parking lot security during special events.
- Provide assistance at pedestrian crossings during special events.
- Complete all other duties as assigned by the Parking Services Director.

### **Position Expectations – Daily Duties**

Listed below is an abbreviated list of daily duties. Patrollers may be called upon by the Director to perform additional duties not shown.

- Evaluate parked vehicles to determine if they are in violation and issue tickets accordingly, even to friends or family
- Assist the UWF Police Officers by calling in suspicious activities
- Be aware of and search for vehicles on the “Boot List”
- Offer to direct traffic in congested lots, as needed
- Be able to give clear directions to parking lots or buildings
- Be able to clearly cite UWF Parking Regulations, in the event that a person approaches you with a question
- Remain in constant contact with Parking Services and immediately follow the directions issued by the office staff or Director

**Examples of Work Performed by Visitors Center Parking Staff**

- Issue temporary permits to visitors.
- Issue temporary permits to Contractors/Vendors as approved by Parking Services.
- Provide accurate parking information and instructions.
- Direct visitors to those who might be able to better assist with their needs.
- Contact Parking Services if anything outside a typical workday occurs and needs attention.

**Position Expectations – Daily Duties**

- Understand how to issue parking permits in FLEX.
- Be knowledgeable about Parking Regulations to provide correct information to guests.
- Know when a temporary may be issued in the Visitor's Center and when it should be issued in the Parking Services office.
- Be reachable by Parking Services in the event that the office needs to contact you.
- Be willing to contact Parking Services for any issues which may arise.

**Beginning and Ending Your Shift – What To Do (Patrol Staff)**

**At the Beginning of Your Shift:**

- Unless otherwise instructed, begin your shift in the Parking Services office
- Accurately sign-in on your timesheet
- Check the Daily Announcements for updated memos. If there is a new memo, read through it and initial beside your number, indicating that you have read and understand the memo
- Gather the required equipment and insure that it is in good working order before you leave the office
- Patrol Staff are responsible for managing their time and starting their duties no later than ten (10) minutes after their shift has started.

**At the End of Your Shift:**

- Ten (10) minutes prior to the end of his/her shift, each patroller will return to Parking Services office. The only exception to this is if your shift ends after the office is locked at 5:00pm.
- Place the tickets that you wrote in the provided Ticket Turn-in box
- Accurately sign-out on your timesheet

- If your ticket roll is not empty, save it to use another day. DO NOT THROW AWAY UNUSED TICKET ROLLS.

### **Beginning and Ending Your Shift – What To Do (Visitors Center Parking Staff)**

#### **At the Beginning of Your Shift:**

Locate the key to the lockbox containing our Stamps and Paper Permits and unlock the box. Make sure the key is returned to the hidden location.

#### **At the End of Your Shift:**

Lock the lockbox containing Stamps and Paper Permits and return the key to its hidden location.

### **Uniforms**

Patrol Staff are expected to wear a uniform when on duty. The uniform consists of a blue Parking Services t-shirt, which should be worn with blue or black pants, nice blue jeans, blue shorts or nice jean shorts. A UWF cap or visor may also be worn, if desired, but must be worn with the bill over the face. Employees are responsible for keeping their uniforms in neat, clean condition. A Parking Services I.D. must be visible at all times. Parking Services provides t-shirts and I.D.s to Patrollers.

Office staff and Visitor Center employees have no specific uniform requirements, but should dress in a professional manner suitable to an office setting.

### **Image and Public Relations**

While on duty, you are a representative of the University of West Florida and therefore, you should conduct yourself in a professional manner. You are required to demonstrate the standards of a professional attitude, tone, actions, and all other conducts as described in this manual. The degree of professionalism required by this department affords to you the respect of a campus faculty, staff, students, and visitors.

While on duty, you should appear well dressed and well groomed, in the appropriate uniform as described herein. While the uniform is quite casual, the following clothing items are prohibited: halter-tops, tight-fitting shorts, short-shorts, bare midriff, sweat pants, ripped clothing, or any clothing that exposes the body other than the arms and legs.

Do not appear out on campus or at the Visitors Center, while on duty, talking or texting on your cell phone.

### **Equipment**

The following equipment should only be used while on duty and returned back to Parking Services when you are not on duty: your Parking Services ID, . . .

- PATS Smartphone with installed enforcement app
- Bluetooth Printer

- Cargo Satchel

No item of departmental equipment shall be modified, loaned, or altered in any manner by anyone without the express permission of the Parking Services Director. All equipment must be returned and properly stored at the end of each shift. If equipment is damaged during your shift, contact and show the supervisor. Failure to report defective equipment or failure to return equipment could be determined as theft, which may lead to immediate termination.

### **Things You May Need on the Job**

Because the weather in Pensacola can be quite warm, you may want to have a bottle of water and some sunscreen available for use on the job. During inclement weather, a small umbrella or light rain jacket can be helpful.

## **TRAINING**

The Director of Parking & Transportation Services, a member of the Business & Auxiliary Services team, may provide training or another individual, as deemed appropriate. Training will be accomplished in the office, in the field, via webinar and/or in a classroom.

All Patroller and Visitors Center Employees will be required to complete the training once per year, as a minimum. Random testing of employee knowledge may occur. It is your responsibility to be familiar with all UWF Parking & Transportation Services Rules and Regulations as well as information contained within this handbook. Familiarity with the Parking Services web site may also be helpful to you ([uwf.edu/parking](http://uwf.edu/parking)).

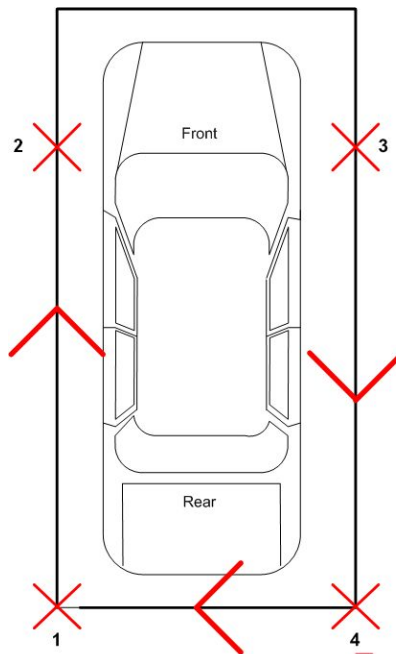
Those employees exhibiting knowledge in all areas expected, providing exceptional customer service, and following the dress code, as stated, may be asked to assist with training new employees.



## In The Parking Lot(s)

### Ticketing – Is the ticket necessary?

While Patrolling campus for vehicles in violation, the 4-point Walk Around is the correct way to check vehicles. (See diagram) No matter how the vehicle is parked, you will start at one corner of the vehicle and walk around the entire car before citing, stopping at each corner of the vehicle. At these check points you should be checking all windows, dash, rear dash, bumper and rear windshield. This is to ensure the vehicle has been properly checked to avoid a patroller error.



You should then determine what violation the vehicle is committing. Unless otherwise directed, a vehicle should only receive one ticket. That one ticket should only reflect one violation and the fee associated with that one violation. If you believe that a vehicle deserves more than one ticket, please call into Parking Services and explain the situation. If granted permission, you may then issue a second ticket for that vehicle.

Under no circumstances should one ticket reflect multiple offenses and/or multiple fines.

Similarly, if you are confused as to whether the vehicle should receive a ticket or what violation the ticket should reflect, it is best to call in to Parking Services, clearly explain the situation, and follow the instructions.

### Violations Warranting a Ticket – Comments Breakdown

Expired Permit – The permit is for last semester, last year, or many years ago.

Improper Display of Permit –

- Decal - Any decal that is not permanently affixed to the outside of the vehicle as described in our regulations. Decals must be placed on the back, left rear window of the vehicle. Convertibles may place their decals on the outside front windshield.
- Hangtag - Any hangtag that hides the permit number. The hangtag should hang from the rearview mirror with the information facing the windshield.

False/Improper Registration - The most common example is an altered or false printable permit. Another example is a vehicle displaying two current, different decals at once on the same vehicle. A vehicle displaying a permit that is registered to another person would be appropriate as well. Use this violation when you see a decal that has been tampered with in some way. The expiration date might be scratched through.

Overtime Parking - For violation of posted time-limits. Indicate which zone the vehicle is in.

Parked in Fac/Staff - For use when the vehicle is parked in a dedicated faculty or staff space or lot between 7:00 am and 4:30 pm. Faculty and Staff spaces become unrestricted after 4:30 pm.

No Parking Zone - Applies to vehicles parked outside of designated parking for that vehicle.

Examples include being parked on a curb, grass, sidewalk or other unimproved area. This violation could also be used for a car parked in a motorcycle space or other such violations.

Parked in Reserved Space – Indicate which numbered space a vehicle other than the vehicle associated with the reserved space inhabits. Reserved spaces are restricted from 7:00 am to 5:30 pm.

Parked Over the Line - For vehicles not parked inside of a single parking space.

Parked in Service Vehicle Area - Service areas are clearly marked on the curb in most lots.

Parked in Handicap - Only vehicles with valid, state-issued handicap permits are allowed to park in handicap spaces. There are no exceptions, ever.

Obstructing Handicap - For use when a vehicle is parked on the white lines encasing a handicap space, or if a vehicle is somehow obstructing the space.

Parked in Fire Lane – Only fire trucks are allowed in a Fire Lane.

No Permit Visible –

- No up to date permit (hangtag or decal)
- No valid Visitors Hangtag

Students are sometimes able to have tickets voided because they were able to prove that their vehicle was registered on campus, even though the ticket was written for the lack of a decal. Do not use “Unregistered Vehicle” as a comment when there is no permit present.

Parked in Resident (Name of Hall) - Applies to anyone who is not a resident but is parked in a resident parking area.

## **Other Campus Permits**

Emerald Coast and Fort Walton Beach permits are not acceptable for the Pensacola campus. These students must have a valid permit to park in a commuter space or an open lot. If you have questions or see something suspicious, call into the office and ask questions.

### Special Exceptions when Ticketing

- Handicap Hangtags and License Plates - Vehicles with a valid handicap permit are allowed to park in any space on campus except the following:
  - Loading zones
  - Service Vehicle areas
  - Reserved Spaces (before 5:30 pm)
  - Fire lanes
  - Sidewalks and Grass
- If you see a vehicle parked in a handicap area, check carefully for the legal permit.

### ADA Hangtag or License Plate

Check the expiration date on the Handicap Hangtag/Placard.



Examples of ADA License Plates:

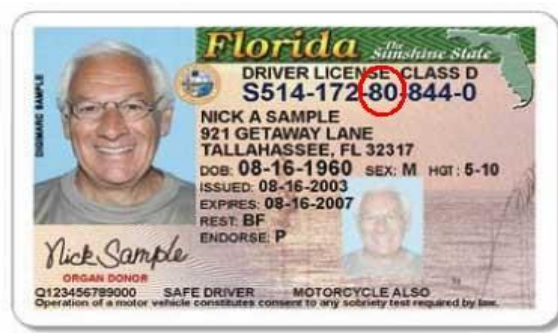


With ADA License Plates there is no information that is displayed that will give the year of birth. We do not cite these since we cannot prove the date of birth.

### State ADA Procedure

- Any vehicle that displays a valid ADA placard or license plate must park in a valid space at all times. Parking along a curb, on the grass, in the roadway or on a sidewalk is not permitted.
- Any vehicle that displays a valid ADA placard or license plate must be accompanied by the reciprocal placard or license plate if it is to be parked in a handicapped space.
- Any vehicle that displays an invalid/expired ADA placard or license plate can be cited.

Reading an ADA Placard - the year of birth is the 7th & 8th number from the left. It also corresponds with the owners Driver License number. See example photos below:



The year of birth on this ADA placard example is 1951. The year of birth on this Drivers License example is 1980.

### Open spaces

Open parking spaces are available for any vehicle with a permit with the exception of the remote permit. That means all vehicles with current UWF permits. If the vehicle has a permit from UWF, it may park in an open lot. The following lots are considered open lots:

- Lots B & E – near water tower and HLS Facility, B. 72
- Lots J, L, & M – near CFPA, B. 82
- Lot Z – on Campus Lane, across from B. 80
- Lots EE & DD – near COPS, B. 85 & 86
- Lot FF – near ERCCD (Child Care Center)
- Lot K - Near the center. (Mixed-use lot)
- Lots SP1 & SP2 –in Sports Complex

### Motorcycles and Scooters

Vehicles with two or three wheels may park only in designated motorcycle spots.

- They can be given a citation for being “Parked out of Area” if they are parked in “car-sized” spaces.
- There is an area in Lot G where motorcycles may park. There is no sign, but the indentation is small enough only for a motorcycle tire.

### Residential Parking

All residents may park only in their respective residence hall parking lot or in an open lot.

### “Special” Hangtags

If you see a car with a Visitors Hangtag that has “SPECIAL” stamped on it, observe the permit for an expiration date or for obvious signs of forgery. Call the office for more information or to report a possible forgery. These are especially uncommon as PATS typically no longer uses this designation.

### **Violator Questions**

If a violator approaches you with a concern about a ticket, you can direct them to the following places for information:

- Go to the parking portal on my.uwf.edu to appeal tickets or read rules
- Give violators the office phone number (850) 857-6023
- Refer all violators to the Parking Services office, Building 91 North

### **The Appeals Process**

An appeal may be submitted by online by visiting the parking portal on my.uwf.edu. Check the Parking Services web site for specific instructions.

### **The Payment Process**

Parking citations may be paid through the parking portal on my.uwf.edu.

### **Confrontations**

- Remain professional as an employee of the University.
- If the violator is present and refuses the ticket, obtain both copies of the ticket and write a note on the side of the ticket, detailing the driver's behavior.
- Continue filling out the ticket with as much information as possible if the violator drives away.

By understanding your duties, remaining calm and exercising self-control, you will demonstrate an image favorable to yourself, the department, and the University.

### **Threatening Situations**

Situations and people are often frustrating. However, you are always expected to be polite and courteous and to offer assistance, if possible.

If you ever feel that you are losing control of a situation or you are feeling threatened, immediately call the UWF Police or the Parking Services office (numbers below). Assistance will be dispatched.

UWF Police – (850) 474-2911

Parking Services – (850) 857-6023

While waiting for assistance to arrive, attempt to keep the situation as calm as possible. If necessary, consider retreating to a neutral location, such as a building with others present.

### **Security**

If you should find a vehicle at any time with an open trunk or door, or it appears the vehicle has been broken in to, you should contact the UWF Police at 850.474.2415. If the vehicle appears to be broken in to, request an officer to come to the scene.

### **Accident Procedure**

If you ever witness an accident, it should be taken very seriously. Depending on what kind and how severe the accident is there are certain things that must be done.

- Basic Traffic Accident (Fender Bender/Minor)- Contact the UWF Police at (850) 474-2415. Most of the time, both owners will be present, ask them both to stand by until an officer arrives. You may be asked to fill out a report as a witness.
- Major Traffic Accident- Check all parties for injuries, contact the UWF Police at (850) 474-2415. If there are injuries, this should be the first thing stated to dispatch (this could save a life). If roadway/roadways are blocked do your best to clear congestion until officers arrive. Stay out of the roadway. Stand by until officer releases you from the scene. You may be asked to fill out a report as a witness.

### **Vehicle Immobilization**

Be aware that some vehicles may prompt a scofflaw handheld notification. While you are patrolling, you may see one of these vehicles. If you do see one,

- Call the office and give information on the vehicle and await instructions.
- Stand by until someone arrives to assist in booting the vehicle.

### **Ticketing Zones**

Zones Map (Core Campus, Pensacola)



## DAILY OPERATIONS

### Permits

All students and employees who park on University property are required to register their vehicle(s) and purchase a parking permit. This includes the employees of Parking Services.

### Work Assignments and Schedules

PATS employees will typically be permitted to view and edit their schedules to meet their needs, pending supervisor approval. Zone assignments will be made based on these work schedules.

### Breaks

Breaks are not considered time worked. Meals should be planned prior to scheduled work hours or after scheduled work hours. Rest stops to attend to personal necessities or to take a break from extreme weather are permitted.

The Parking Services office should be alerted that you will be temporarily unavailable.



When contacting the Parking Services office to request a break, you should state your #, your current location, and how long (15 or 30 minutes) your break will last. When you are to return to duty, once again contact the office stating your # and your location or intended destination.

If an employee's shift last 8 or more hours, that employee may take a 30-minute break with permission from the Parking Services office. If an employee's shift lasts less than 8 hours but more than 5 hours, the employee is permitted a 15 minute break, again with permission from Parking Services.

### **Leave**

A leave request form is required to be filled out in order to request a day and/or days off. Submit your request a minimum of 3 working days prior to the requested day(s) off. Be sure to complete all fields. Once the form is filled out turn it in to your immediate supervisor for approval. (A Sample form is in the back of this handbook. The actual form may be found online at: <http://uwf.edu/ohr/internal/forms/formsAlpha/L/Leave%20Request%20Form.pdf>) Complete the form online and print out for your supervisor. NOTE: A request to take time off can be denied at supervisor's discretion.

Calling out of work due to illness, emergency, etc. should be done prior to your scheduled start time. Call 850.473.7711 to let your supervisor know of your absence. If there is no answer leave a descriptive voice message explaining the situation and if you will be absent for the day. This also holds true if you will be late to work. Missed hours may be made up later in the week at the discretion of the Parking Services Director.

### **Inclement Weather**

Please exercise common sense about your field activities during inclement weather. If you see lightning, hail or a tornado, or are informed imminent severe weather, immediately step into the nearest building and radio in your location. When it is deemed safe, you should return to the Parking & Transportation Services Office. During extreme temperatures, take the necessary precautions, such as drinking a lot of water or bundling up. Your safety is more important than issuing tickets.

### **On-Duty Injuries**

When you completed your employment forms, you were informed that the State of Florida Workers Compensation Managed Care is available for you should you become injured while on the job. If you sustain an injury while on the job, please report it immediately to the Parking Services Director. It is important that this process be handled immediately and correctly in order to meet your medical needs. However, for emergency medical treatment, please go to the Baptist Health Center on University Parkway.

### **Timesheets**

Timesheets must be submitted via [my.uwf.edu](http://my.uwf.edu) every other Friday. Daily time sheets that are used to log work hours are done via google drive with your UWF credentials.



## **Disciplinary Action**

Any abuse or misuse of position as an employee of Parking & Transportation Services will result in possible disciplinary action including, but not limited to, dismissal.

Listed below are examples of what may result in disciplinary action:

- Abusive or profane language while on duty
- Showing disrespect towards any member of the department or the University
- Falsification of records, logs, or forms, including loss of enrolled student status
- Neglect of duty, such as poor work performance, repeated ticket errors or illegible handwriting.
- Acceptance of gifts or gratuities in conjunction with your job
- Favoritism in the performance of duties
- Breach of information security
- Misuse, theft or abuse of departmental and/or University equipment/property
- Knowingly allowing a non-employee use of or operate Parking Services equipment
- Unsafe or improper use of departmental equipment
- Violation of departmental or university rules and regulations
- Violation of any federal, state, county or city rules and regulations
- Not working at your assigned duty area (i.e. hanging out in the Commons, Argo Grill, Library, auditorium, dorm room, personal vehicle, etc.
- Failure to appear for your scheduled shift without requesting prior permission for time off; or, failing to appear when your leave request has been denied

Disciplinary Action that may be taken is listed as follows:

- Verbal reprimand
- Written reprimand
- Reduction of hours
- Brief, unpaid suspension
- Termination of employment

Please note that any disciplinary action that is taken will be recorded in your employee file. Such information may be used to determine if you are eligible for increased hours, increase wages, special projects, or even re-hiring in the future.

## APPENDICES

APPENDIX A

University of West Florida Regulation  
UWF/REG 5.001 Parking and Registration (2012)

Including

Permit Fees and Schedule of Fines

**University of West Florida Regulation**  
**UWF/REG 5.001 Parking and Registration (2012)**

- (1) **General Information-** The University of West Florida strives to provide a safe environment for employees, students and visitors and to provide facilities required for personal safety and health. Parking a vehicle on any of the University of West Florida's campuses is a privilege that may be granted and revoked by the University. The University is authorized and reserves the right to regulate its vehicle parking facilities for the exclusive use of designated groups or individuals. All vehicles parked on campus are parked at the risk of the owner. The University does not assume liability for vehicles or items left in the vehicles. Additional copies of this rule may be obtained from Parking Services, Bldg. 91, or from the University Police Department, Bldg. 19, which is open 24 hours. The text of this rule is on the web page at <http://uwf.edu/generalcounsel>
- (2) **Registration-** All University employees, students and others, with the exclusion of visitors, using automobiles and other mechanical conveyances on campus must be registered with Parking Services the *first* day the vehicle is on campus. For registration to be considered valid, the permit, if it is a decal, must be properly affixed or, if it is a hang tag, must be in the designated place and upright; in addition the registration form must be signed and complete.
- (3) **Permits-**
- By parking on campus, employees, students and others are agreeing to abide by and follow all provisions contained in this rule.
  - Permits may be purchased at the University Cashier's Office, Bldg. 20E or may be purchased online by logging into [my.uwf.edu](http://my.uwf.edu), clicking the Student Resources tab and selecting "Parking Permits." Fort Walton Beach campus permits are invalid on the University of West Florida's Pensacola campus. The fees for permits are set forth below:

Permit Fees					
Classification	2012- 2013	2013- 2014	2014- 2015	2015- 2016	2016- 2017
Reserved/Administrative	\$210	\$252	\$302	\$363	\$435
Faculty/Staff	\$84	\$101	\$121	\$145	\$174
Resident Student	\$84	\$101	\$121	\$145	\$174
Commuter Student	\$66	\$79	\$95	\$114	\$137
Motorcycle	\$42	\$50	\$60	\$73	\$87

parking permit price includes Florida State Sales Tax  
 additional vehicles are one-half the annual rate  
 semester permits are one-half the annual rate

- c. Permits are issued for an academic year or semester. Permits or temporary permits must be immediately placed on the vehicle according to the instructions on the back of the permit.
- d. *Purchasing a permit does not guarantee a parking space.*
- e. Vehicle registration expiration dates appear on each issued permit.
- f. Expired permits must be removed from the vehicle. Only one permit is allowed per vehicle.
- g. Permit holders will be held responsible for violations that are committed by other persons using the permit of the permit holder.
- h. Permits will not be issued to or renewed for individuals with any delinquent parking citations. All fines must be paid before a permit will be issued.
- i. Each vehicle must have its own separate permit.
- j. Upon sale or disposal of a registered vehicle, the permit must be destroyed.
- k. Replacement permits are issued for a fee in the following cases:
  - i. when a registered vehicle is no longer being used on campus and/or is replaced by a different vehicle (proof of registration must be furnished); or
  - ii. when the permit of a registered vehicle is lost, stolen or defaced and an appropriate complaint is filed with the police (proof of prior registration must be furnished).

(4) **Types of Permits-** There are two styles of permits: decals and hangtags. Each vehicle parking on campus must display a parking permit at all times. Hang tags are transferable to another vehicle owned by the same individual. However, no permit is transferable to another individual. Decals must be affixed to the vehicle for which it was registered and are not transferable. Hang tags must be hung from the rearview mirror so that they are visible. Placing the hangtag on the dash or console will be considered improper display. The color and type of permit will designate the specific parking areas allowed.

(5) **Permit Designations-**

- a. **Residential:** Resident students are required to display the appropriate University resident permit. The permit must be displayed at all times the vehicle is on campus. Resident students must park in appropriate parking areas at all times the vehicle is parked on campus. Between the hours of 7:00 a.m. and 4:30 p.m. Resident students must park in blue, red, orange, silver or black lots in accordance with the color of their permit. Between the hours of 4:30 p.m. and 7:00 a.m. Resident students may also park in commuter and faculty and staff areas. Resident students moving from one residence hall to another must purchase the appropriate permit and return the old permit to the cashier.

- b. **Visitor:** Visitors may pick up parking permits free of charge at Parking Services, Bldg. 91; the University Police Department, Bldg. 19; or the Visitor's Center, Bldg. 81. Visitors are allowed to use designated visitor parking spaces or areas. Failure to obtain a permit may result in a citation being issued to a visitor's vehicle. Visitors may clear their citation for "lack of permit" or "parking in a restricted area" by bringing the ticket to Parking Services. Visitors with valid state issued special needs permits can park in visitor parking spaces without a visitor's pass. Current employees and students who are also members of the Alumni Association are not eligible for visitor passes and are not entitled to park in visitor parking areas through their membership in the Alumni Association.
- c. **Disability:** Parking permits for people with disabilities are available through the State of Florida's local tag office in accordance with Florida state statute, Section 316.1964. The University requires that the State issued disability parking permits or license plates are displayed on the vehicles parked in special needs spaces. Holders of such parking permits or license plates are not required to purchase a University of West Florida parking permit and may park in non-reserved spaces if designated disabled spaces are not available. Further information regarding special parking accommodations can be found online at [www.uwf.edu/parking](http://www.uwf.edu/parking).
- d. **Temporary and Special:** Temporary and special permits are issued at Parking Services, Bldg. 91; the University Police Department, Bldg. 19; or the Welcome Center, Bldg. 81 for special circumstances such as daily visitors, vendors, business consultants, borrowed vehicles, temporary and volunteer workers, and special user needs.
  - i. **Different Vehicle.** Permit holders temporarily driving an unregistered vehicle must obtain a temporary parking permit prior to parking on campus. One temporary permit is valid for up to two weeks will be issued free of charge.
  - ii. **Off-Campus Students.** Students who enroll at the Fort Walton Beach campus must obtain parking permits if their vehicles are parked on the University of West Florida's main campus. One-day permits can be obtained from the Welcome Center or Parking Services at no cost. If any course work is to be completed on the University's main campus, the student must purchase a permit and the appropriate permit fee schedule will apply.
  - iii. **Off-Campus Employees.** University employees who are assigned work at off-campus locations must purchase a parking permit if they park their vehicles on the University of West Florida's main campus. However, where such employees must purchase a permit for parking at the off-campus location, the University's permit requirement may be waived upon request by the applicable department head.

- iv. **Retired Employees.** Retired University of West Florida employees, who are no longer employed at the University, or the spouses of deceased retired employees are eligible to receive one free permit per year, upon written request to the Director of Parking and Transportation Services.
- v. **Alumni.** Active Alumni Association member permits are acceptable in lieu of visitor passes. All parking regulations will apply.

(6) **Parking Restrictions.** It is the responsibility of all University of West Florida employees and students to know the University's parking regulations. Employees and students must follow all parking restrictions.

- a. **Parking Requirements for All Vehicles.**
  - i. Parking on grass, sidewalks, crosswalks, streets, curbs or unimproved areas is prohibited.
  - ii. Vehicles that create a hazard or constitute a nuisance will be towed away immediately at the owner's expense.
  - iii. Overnight parking of any vehicle other than by those with a resident student or guest of a resident student with a temporary permit displayed is not permitted.
  - iv. Residing or sleeping overnight in vehicles parked on campus is not allowed.
  - v. Lack of parking spaces will not be considered a valid excuse for violation of parking regulations.
  - vi. Parking overtime in time-limited spaces in the following lots: A, B, H, BB, and U, is prohibited.
- b. **Regulated Parking.** Regulated parking lots/spaces that are designated by posted signage or painted marking are restricted 24 hours a day, 7 days a week unless otherwise specified. Regulated spaces are spaces designated for certain vehicles and include the following:
  - i. **Number Reserved Parking.** Number reserved spaces are reserved for designated permit holders between the hours of 7:00 a.m. and 5:30 p.m. Monday through Friday.
  - ii. **Administrative Blue and Gold Parking.** Administrative Blue and Gold lots/spaces are reserved. Those with an Administrative permit may park anywhere except in number reserved spaces.
  - iii. **Loading Zone.** The period of use for loading or unloading purposes will be restricted to 30 minutes. Prior permission from Parking Services to park in a Loading Zone is required. Parking regulations in Loading Zones will be enforced at all times.
  - iv. **Visitor Parking.** Visitors with a temporary visitor permit are allowed to use commuter parking spaces, or designated visitor

parking spaces only. Visitor permits can be obtained at the University Police Department, Bldg. 19; or the Welcome Center, Bldg. 81.

- v. **Other Parking.** Other spaces on campus are restricted for designated functions such as Special permit, State Vehicles, Police and Service Vehicles and are marked accordingly.
- c. **Resident Student Parking.** Resident student parking lots/spaces are marked by posted signage with colors that correspond to the permit color. Spaces/lots designated as Resident Student Parking are: Blue for Pace, Argo, Heritage and President's Hall; Red for Martin Hall; Orange for Southside; and Black for the Villages. These lots are restricted 24 hours a day, 7 days a week. Notification of when the restrictions on Resident Student lots/spaces are lifted will be posted on the University website.
- d. **Commuter Student Parking.** Commuter students must park in spaces designated as commuter student parking by posted signage between the hours of 7:00 a.m. and 4:30 p.m. Commuter students may park from 4:30 p.m. to 7:00 a.m. in any space on campus except restricted spaces, which include visitor, fire lanes, police, reserved, resident, disabled, service and state spaces.
- e. **Faculty and Staff Parking.** Faculty and staff lots/spaces are restricted to faculty and staff permit-holders from 7:00 a.m. to 4:30 p.m. After those hours, any vehicle with a permit may park in faculty and staff lots/spaces except those spaces where posted signage or painted marking indicate that the space is restricted or reserved. Number reserved spaces become available for use to faculty and staff between the hours of 5:30 p.m. to 7:00 a.m. Faculty and staff may park in commuter lots for overflow parking as described in subsection g.
- f. **Motorcycle Parking.** Motorcycles must park in designated motorcycle spaces only. This is a 24-hour restriction.
- g. **Overflow Parking.** Faculty and staff unable to locate parking in designated faculty and staff lots may park in designated commuter lots. Overflow parking is not permitted in any space other than one designated as "commuter."

#### (7) Immobilization and Towing-

- a. **Immobilization.** Persons with three or more unpaid parking citations are subject to vehicle immobilization and an administrative fee. Vehicles parked in a number reserved space without the appropriate permit are subject to immediate immobilization and/or towing.
- b. **Immobilization Fees.**  
First Immobilization: \$50.00



Second Immobilization: \$100.00

Third Immobilization: \$150.00 and loss of parking privileges.

- c. **Towing of Immobilized Vehicles.** Arrangements must be made with 24 hours of immobilization to pay accrued fines and administrative fees or the vehicle is subject to towing.
- d. **Responsibility for Costs.** The fees and costs of immobilization and/or towing will be charged to the following persons:
  - i. The permit holder for the vehicle is responsible for the towing fee and administrative fee regardless of whether the permit holder is the owner of the vehicle or not. If the owner is not a permit holder and the vehicle is not registered with the University, then
  - ii. the owner registered with the state will be responsible for towing and administrative fees.

(8) **The Parking Violations Appeal Board-** The Parking Violations Appeals Board (PVAB) is established under the authority of the President of the University of West Florida to adjudicate appeals of parking citations issued on campus. The PVAB may sustain or dismiss charges, levy appropriate fines, restrict and restore driving privileges on campus, and impose and remove administrative sanctions. The PVAB does not have the jurisdiction to review or hear appeals regarding the Uniform Traffic Citations issued under the authority of Chapters 316 or 318, Florida Statutes, which govern the violations of traffic laws.

- a. **Membership.** The PVAB is comprised of six members nominated as follows:
  - i. One faculty member from the Faculty Senate;
  - ii. One staff member from the Staff Senate;
  - iii. Two students: one resident and one commuter, chosen by the Student Government Association;
  - iv. A representative from Human Resources; and
  - v. The Parking Services Manager, who shall serve as a non-voting, ex-officio member.

- b. **Operating Procedures.**
  - i. The chairperson will be elected annually by the members and have full voting rights.
  - ii. The PVAB will meet as required to discharge their responsibilities.
  - iii. A quorum will consist of at least three members. A simple majority of Board members voting will be required to render decisions and take action.

(9) **Parking Services Appeals Procedure.** Parking or Registration citations may be appealed through two levels.

- a. **Level One.** Forms are available for the first level of appeal at Parking Services, Bldg. 91. Online appeal forms are available on the Parking Services webpage <http://uwf.edu/parking/appealform.cfm>. Appeals must be filed within seven calendar days of issuance of the citation. The first level appeal is to allow for correction of any obvious issuance errors. At this level appeals go to the Parking Services Manager's office. The Parking Service Manager makes all decisions regarding level one appeals. Decisions by Parking Services will be posted at Parking Services, Bldg. 91, the information board in front of Bldg. 20E, and on the Parking Services webpage at <http://uwf.edu/parking/appealsresults.cfm>.  
**Level Two.** The second level of appeal is through the Parking Violation Appeal Board (PVAB). Decisions by Parking Services upholding parking citations will automatically be forwarded to the PVAB. The date, time and location of PVAB meetings at which the appeals are heard will be displayed on a list posted at Parking Services in Bldg. 91, the information board in front of Bldg. 20E and on the Parking Services webpage at <http://uwf.edu/parking/appealsresults.cfm>.
- b. Individuals appealing a citation will be afforded an opportunity to appear before the PVAB to present their appeals in person. If the individual fails to appear, the appeal will continue in the individual's absence. After the case is considered, the decision will be rendered in writing on the appeal or referral form and returned to Parking Services for filing and/or action as necessary. Decisions of the PVAB will be posted at Parking Services, Bldg. 91, the information board in front of Bldg. 20E, and on the Parking Services webpage at <http://uwf.edu/parking/appealsresults.cfm>. The PVAB's decision is final and binding.

(10) **Payment of Fines-** Violators of parking regulations are subject to citations resulting in the assessment of fines. Individuals receiving a University of West Florida parking citation shall pay the fine at the Cashier's Office, Bldg. 20E unless they file a timely appeal. A hold will be placed on the student account until the fine is paid or until the ticket is voided on appeal.

(11) Schedule of Fines

a. Vehicle Registration Fines

Violation	Fines
Improper Display of Permit	\$15.00
Attaching a Permit to a vehicle not listed on the registration form	\$15.00
Taping or Temporarily affixing permit to vehicle unless otherwise directed by Parking Services	\$15.00
Display of Expired Permit	\$20.00
Altering or Defacing a Permit	\$25.00
Failure to Register Vehicle	\$50.00
Registration obtained through falsehood, misrepresentation, or incomplete information on the vehicle registration form	\$100.00

b. Parking Violation Fines

Violation	Fines
Overtime Parking	\$10.00
Parking Over the Line	\$15.00
Bicycle Parked in Unauthorized Area	\$15.00
Parking in a Restricted	\$25.00
Parking on Grass or Sidewalks	\$25.00
Parking that Obstructs Traffic	\$25.00
Parking in a Service Area	\$25.00
Parking in a No Parking Zone	\$25.00
Parking in Resident Space	\$50.00
Parking in Reserved Space	\$100.00
Parking While Suspended	\$50.00
Parking in Handicap Spaces Illegally	\$100.00
Parking in Fire Lane	\$100.00
Blocking Handicap Ramp	\$100.00

(12) Alternatives to Parking on Campus- Trolleys provide a valuable and convenient alternative to finding parking, particularly when faculty, staff and nonresident student lots are congested. Convenient pickup and drop-off service is available at numerous sites around campus. The University of West Florida provides trolley routes to meet most transportation needs of students, faculty and staff. The transportation access fee for students is



\$ 8.00 per credit hour. The transportation access fee charged to employees is \$6.50 per year. This fee is charged at the time of purchase of each employee parking permit.

*Specific Authority 1006.66, 1009.24, 1009.26 FS. History- Adopted 10/26/78, amended 10/24/79, 10/6/80, 8/9/81, 2/6/86, formerly 6C6-5.01, amended 5/29/90, 5/22/95, 5/31/05, 8/18/05, converted UWF/REG 5.001 on 7/21/05, amended 12/12/05, 05/05/06, 06/07/11, 06/15/12.*

## APPENDIX B

Parking & Transportation Services  
Training PowerPoint  
(2014)

## APPENDIX C

### Definitions

Administrative Blue and Gold Parking – Administrative blue and gold lots/spaces are reserved. Those with an Administrative permit may park anywhere except in number reserved spaces.

Alumni – Active Alumni Association member permits are acceptable in lieu of visitor passes. All parking regulations still apply.

Blocking – The deliberate parking of any vehicle to obstruct or prevent the exit of the vehicle occupying the space. This act is considered as “obstructing (blocking) traffic” and will subject the violator to a University or a uniformed traffic citation, towing of the vehicle, or both.

Decal – A distinctive adhesive sticker issued by the University to be affixed with its own adhesive backing, to the lower left corner area of the back windshield; considered to be viable permit.

Disabled Parking – Specifically designated parking for persons who have qualified for disabled parking, pursuant to applicable Florida Law.

Employee – For the purpose of these regulations, the term employee includes faculty, adjuncts, administrative and professional, USPS, full time, part-time and OPS (non student) and tenants. Those students who work for the University thirty (30) hours or more a week during a complete semester or a complete term also qualify for an employee decal.

Hangtag - Displayed from the rearview mirror, allowing parking in designated areas, when approved and available; considered to be a viable permit.

Holidays – Official State of Florida holidays.

Immobilize – Persons with three or more unpaid parking citations are subject to vehicle immobilization and an administrative fee. Vehicles parked in a number reserved space without the appropriate permit are subject to immediate immobilization and/or towing.

Impound – To tow a vehicle away from the place in which it is parked or to seize and hold it in legal custody.

Loading/Unloading Zones – The period of use for loading or unloading purposes will be restricted to 30 minutes. Prior permission from Parking Services to park in a Loading Zone is required. Parking regulations in Loading Zones will be enforced at all times.

Motor Vehicle – Includes all motor vehicles with two, three, or four wheels.

Motorcycles and Scooters – Includes all vehicles other than bicycles and mopeds.

Overflow Parking – Overflow parking is only permitted in designated “commuter” lots.

Permit – A hangtag or decal displayed properly on a vehicle.

Registration – All University employees, students and others, with the exclusion of visitors, using automobiles and other mechanical conveyances on campus must be registered with Parking Services the first day the vehicle is on campus. For registration to be considered valid, the permit if it is a decal, must be properly affixed or, if it is a hang tag, must be in the designated place and upright; in addition the registration form must be signed and complete.

Reserved Space – An individual parking space associated with a specific license tag number/individual because of payment for a Reserved Permit. Number reserved spaces are reserved for designated permit holders between the hours of 7:00am and 5:30pm, Monday through Friday.

Retired Employees – Retired University of West Florida employees, who are no longer employed at the University, or the spouses of deceased retired employees are eligible to receive one free permit per year, upon written request to the Director of Parking & Transportation Services.

Service Spaces/Drives – Areas of campus, which provide access for delivery vehicles, service and emergency vehicles.

Towing of Immobilized Vehicles – Arrangements must be made within 24 hours of immobilization to pay accrued fines and administrative fees or the vehicle is subject to towing.

Vendor/Contractor – Any person/firm, other than an employee, that has entered into an agreement with the University to provide a service regardless of the length of the agreement. Each Vendor/Contractor shall obtain from Parking and Transportation Services and display the appropriate hangtag.

Visitor – Any person who is NOT a member of the University community (i.e., non employee, non-student, non-vendor). A visitor is one who comes to the University for a limited period of time. Visitors are issued temporary, dated visitor hangtags for a period of one day. Visitors are allowed to use commuter parking spaces, or designated visitor parking spaces only. Hangtags are obtained at the Visitors Center, Bldg. 81.



## APPENDIX D

### Forms

Performance Counseling Record

Leave Request Form

## Performance Counseling Record

Employee Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Focus issue(s) of this documentation: \_\_\_\_\_

Attendance

Violation of  
rule/policyInappropriate  
conduct

Other: \_\_\_\_\_

Description of the focus issue(s):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_Employee's description of the situation:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_Expected change/improvement:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_**Note:**

Failure to meet expectations as described above may result in further corrective action up to, and including, termination of employment. By signing below, I acknowledge that I have read and that I understand the contents of this document, which have been reviewed with me. (Your signature does not necessarily indicate agreement with event facts as listed above.)

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Counselor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This form can be found online in PDF at:

<http://uwf.edu/ohr/internal/forms/formsAlpha/L/Leave%20Request%20Form.pdf>

Please complete online and print for supervisor.

## APPENDIX E

### Contact Phone Numbers

< add numbers employees may need to know or have access to >

## APPENDIX F

### Trolley Information

- 3 Trolleys serve the UWF campus during the Fall and Spring semesters, Monday through Thursday, with service beginning at 7:00AM.
- On Fridays, 2 Trolleys serve the campus with service beginning at 7:00AM and ending at 4:15PM.
- Saturday, 1 Trolley serves the campus with service ending at 4:05PM.
- Trolley service is not provided on Sundays, during the breaks between semesters, or on holidays.
- There are 20+ official trolley stops but the trolley will stop when hailed.
- During the summer semester, 1 trolley serves the campus.
- The trolley is free to ride for the campus community.

The trolley schedules for fall/spring and for summer are accessible from the Parking & Transportation Services main web page ([uwf.edu/parking](http://uwf.edu/parking)).

## APPENDIX G

### Escambia County Area Transit (ECAT) Bus Information

#### Free Bus Passes For Students

Escambia County Area Transit (ECAT) Bus Passes are available to students – 2 passes per weekday for free by showing a valid Nautilus Card. Bus passes are available in Auxiliary Services, building 20W, and Parking Services, building 91. Passes are available from the first day of class until the last day of finals each semester. They are not available on holidays, weekends, or during breaks.

UWF has 3 stops shown as stop number 5: in front of each location, Village West; School of Science & Engineering (bldg. 4); and WUWF (Bldg. 88, radio station), in that order. Free passes are a service of UWF Parking & Transportation Services.

ECAT Route 43 serves the UWF campus.