I. Introduction

A. General Statement

Northern Arizona University Parking and Shuttle Services is responsible for the enforcement of parking regulations. These regulations are imposed for the safe movement and parking of all vehicles and non-pedestrian devices on campus. Northern Arizona University Parking and Shuttle Services reserve the right to amend these regulations at any time to promote and ensure fair and safe usage of the property and facilities under the control and jurisdictions of the university.

*Lack of familiarity with these regulations does not constitute a valid defense for failure to comply.*

“Vehicles” include any licensed transportation device, golf carts, and quads in, on, or by which a person or property is or may be transported, excluding devices moved by human power.

“Non-pedestrian devices” include, but are not limited to, bicycles, tricycles, unicycles, and motorized mopeds and scooters – whether moved by human power, electricity or fuel. With regards to mopeds or scooters, if the motor vehicle department in the state in which you are a resident, requires you to have a license plate then you must register the device as a “motorcycle”. If you are not required to have a license plate then the device must comply with campus bike polices. All motorized vehicles requiring a license plate must be driven on campus roadways and abide and obey all traffic regulations.

“Pedestrian devices” include, but are not limited to skateboards, skates, in-line skates, and foot propelled scooters moved by human power. These devices must ride on sidewalks or provided bike/pedestrian paths and do so with due regard to pedestrian safety.

“Restricted area/stall” refers to locations which have a specific restriction or designation for use, such as fire lanes/D/service/loading/meters/etc., exceptional to the general permit zone of the lot.

“Registered” refers to any vehicle that is linked to a valid parking permit or an individual parking account.

“Unregistered/Non-permitted or Non-processed” refers to any vehicle that is on campus that has not been linked or associated with a valid parking permit or an individual parking account.

The vehicle owner assumes all responsibility for any damage and/or liabilities incurred to a vehicle or bicycle including, but not limited to, theft or vandalism while operated or parked on university property.
Parking is limited on campus. A permit does not ensure availability of parking spaces, but grants the privilege of parking when space is available. Northern Arizona University makes every effort to use available space for parking without compromising the natural beauty of our mountain campus. Please submit constructive comments and suggestions for improving parking on campus to the Parking and Shuttle Services email account at ask.parking@nau.edu.

All vehicles parked on campus displaying a valid repositionable or garage hanging parking permit must be registered to the vehicle. Vehicles may be added to the permit by visiting http://nau.edu/parking-shuttle-services/ and signing in to Manage My Parking then choosing View My Permit and selecting Add a Vehicle. Just adding a vehicle to an individual account does not automatically link the vehicle to the valid permit.

Parking permit prices and citation fines are subject to change.

In accordance with A.R.S. §15-1627, members of the general public who park their vehicles in an unauthorized manner on the property of Northern Arizona University shall be warned concerning their unauthorized parking. If such persons habitually park in such an unauthorized manner, the vehicles may be impounded by Northern Arizona University and a reasonable fee exacted for the cost of impoundment and storage.

B. Visitors

Visitors to campus may purchase a daily permit at the visitor kiosks located at the entrances to campus on McConnell Drive, San Francisco Street, Riordan Road, or University Drive. Visitors may also use the parking garages located on Knoles Drive and San Francisco Street for short term parking. The garages are designated as P96A and P96B.

Visitors may use pay and display lots in designated pay and display permit parking stalls in lieu of obtaining a parking permit. A fee is required, as posted. The stalls are located in P16 and P45.

Employees, students, and individuals who are on campus on a regular basis, are contracted by or for Northern Arizona University, or lease space from Northern Arizona University, are not considered visitors.

Parking of trailers, travel trailers, motor homes, boats, or other recreational vehicles is prohibited in campus parking lots and other locations without prior authorization from the Parking and Shuttle Services Administrator.

C. Snow Removal

In order to facilitate snow removal, students, staff, and faculty may be required to relocate personal vehicles between semesters, during spring and winter break, and during intermittent snow accumulation. Lots P13 (for North Commuter and any residential students north of University Drive) and P66 (for South Commuter permits and residential students south of University Drive) are the designated alternatives.

On occasion it may be necessary for the university to close specific parking lots for special events and/or snow removal. Permit holders may need to relocate their vehicles to another designated parking lot. Permit holders are responsible to ensure Parking and Shuttle Services have a current contact phone number and email address to receive notice if vehicle relocation becomes necessary.

Snow removal policy is in effect from November 1 to April 1 between the hours of midnight and 7:00 a.m. or as needed. Parking is not permitted in lots as posted during restricted dates and times.

D. Supplemental

1. Anyone who operates and/or parks a vehicle or non-pedestrian device on university property must abide by state statutes and city ordinances as well as the regulations contained in this
publication. The vehicle owner assumes all responsibility for any damage to or liability caused by his or her vehicle or bicycle while operated or parked on university property. Vehicles must be operated in a safe manner with special regard for pedestrian traffic. All accidents that occur on university property must be reported to Northern Arizona University Police Department at (928)523-3611. Lack of familiarity with these regulations does not constitute a valid defense for failure to comply.

2. Inclement weather will not alter any of the provisions contained in this publication.

3. Storage of off-highway vehicles, boats, RVs, and/or trailers is not permitted on university property. The university reserves the right to remove such vehicles or items at the owner’s expense.

4. Northern Arizona University reserves the right to remove, impound, or immobilize, at the owner’s expense, any vehicle or bicycle parked in areas under the jurisdiction of the Arizona Board of Regents when parked in such a manner that constitutes a safety hazard, obstruction, or abandonment (see A.R.S. §28-4801 and Northern Arizona University Parking Rules and Regulations, section V, paragraph 10) as deemed necessary to respond to a hazardous situation. The university assumes no responsibility for loss or damage to an impounded vehicle or bicycle.

5. Disabled vehicles on university property must be repaired or removed within 24 hours. The vehicle owner must notify Parking and Shuttle Services Dispatch (or Northern Arizona University Police after hours) if a vehicle becomes disabled in an area not valid for permit type. Vehicles not removed within 24 hours may be towed at the vehicle owner’s expense.
II. Campus Zones and Permit Types

Northern Arizona University campus is divided into parking zones. Signs posted at the entrance of each parking lot are color-coded to match permits issued and only vehicles displaying authorized permits for the proper zone are allowed to be parked in these lots as posted.

Northern Arizona University student permit holders are restricted from parking in any pay and display stall. These stalls are intended for visitors to campus. Any vehicle registered to a valid parking permit may not park in parking garages until after 4:30 p.m. and must display a valid entry ticket.

A. Campus Zones

1. Resident – Campus housing residents may obtain permits designated by zone. Vehicles registered to a residential permit may not park at pay and display stalls.

Resident permits (R1- Morton/Campbell, Taylor, and Roseberry; R2- Mountain View; R3- Gillenwater, McDonald, and Sechrist; R4- Aspen Crossing, Raymond, Cowden, Tinsley, and Wilson; R5- Allen, Reilly, Gabaldon, McKay, and Campus Heights; R6- McConnell, Pine Ridge and The Suites; F –South Family, (P62B – reduced rate parking for residents in R3 and R4; P7A – Mt. View overflow) are restricted to resident lots within their designated zone of residence Monday through Friday 7:30 a.m.-4:30 p.m.

During “off-peak” hours (4:30 p.m.-7:30 a.m.), on weekends, and on university recognized holidays, residents displaying a residential permit may park in any commuter (NC or SC) lot, or non-restricted employee lot.

Residents in family housing using two vehicles may obtain green validators and are restricted to green family lots within their designated zone of residence during active hours. Family validators are limited to two vehicles per permit (see Scope of Requirements, section III, paragraph 7).

Resident and family permits are available only to campus residents currently residing in a residence hall or family housing. Permits are issued based on the location of the residence. Permits are not available other than for the zone of current residence (e.g., an R1 resident is not eligible to purchase an R2 permit).

Permits may be exchanged at any time of the year, based on space availability, for a $5 exchange fee. This fee is waived for students who are placed in temporary housing.

2. Commuter – Students who live off campus must select a zone preference and obtain a gray commuter permit (NC-North Commuter or SC-South Commuter). Vehicles registered to a commuter permit may not park at pay and display stalls. Commuter permits are valid only in gray commuter lots within the designated zone (NC or SC) during peak hours (7:30 a.m.-4:30 p.m.). During “off-peak” hours (4:30 p.m.-7:30 a.m.), on weekends, and on university recognized holidays, commuter permits are valid in any commuter lot or non-restricted blue employee lot. Commuter permits are never valid in residential lots.

3. Employee - Eligible Northern Arizona University employees may purchase a blue AE permit and may park in any blue employee or gray commuter lot (NC or SC). AE permits do not authorize parking in violation of posted restrictions or in any residential lot. Only one AE permit may be purchased per employee.

Students who work part-time under student wage, student work-study, or as graduate assistants are not eligible for employee permits.

4. Evening only - The “evening” permit is available to eligible individuals excepting those who live on campus. Vehicles registered to a permit may not park at any pay and display stall after 4:30 p.m. This permit is only valid after 4:30 p.m. in those parking lots which are signed
as “All Permits Other Times.” These lots include any non-restricted AE, NC, or SC lots. Since the permit is not valid before 4:30 p.m., PM permit holders may obtain temporary day passes from the Parking Services office or via roadside kiosks for available zones, may use pay and display stalls, or either parking garages before 4:30 p.m. A fee is required, as posted. Two free temporary permits, also known as “oops” permits, are available under the same guidelines detailed in Section II: C, 1 in this document. After hours, the permit may be requested by contacting Parking Services Dispatch at 523-9066.

5. Parking Garage – A current parking garage permit is required of all vehicles parked in P96A, P96B or R2/P28C. Vehicles registered to the parking garage permit may not park in other zones until after 4:30 p.m. when movement to commuter (NC, SC) or most employee (AE) lots is permitted. Vehicles registered to a parking garage permit may not park at pay and display stalls. The parking garage permit is restricted to the designated parking garage, as identified on your permit.

6. Part-Time Faculty/Part-Time Staff – Non-benefit eligible, faculty and staff who work 19 hours or less, or teach 6 hours or less, are eligible for reduced-fee permits. A statement signed by the employee’s Department Head or Faculty Dean indicating the employee’s total appointment is required to qualify an employee for a reduced fee permit for each semester under this provision. Permits will need to be purchased each semester (fall, spring, summer). Students, including GA’s and TA’s and other graduate student designations, are not eligible for the Part-Time Faculty/Part-Time Staff permit.

B. Campus Zone Exceptions
Summer, Winter, and Spring Break Parking: During summer, winter, and spring breaks, commuter permit holders may park in any commuter lot (NC or SC). Resident permit holders may park in any residential lot (R1, R2, R3, R4, R5, R6, and F) and in any commuter lot. Employee and parking garage permit holders (PG) may park in the parking garage, any employee, residential, or commuter lot. Pay and display parking and reserved stall restrictions are adhered to at all times of the year.

C. Permit Types
1. Temporary Permit: Students may obtain one free temporary permit valid during the first ten days of instruction of the fall or spring semester. Vehicles registered to a temporary permit may not park at pay and display stalls. Temporary permits for family and residential zones may be sold according to availability. A north or south commuter designation will otherwise be granted. Students are not eligible for free temporary permits after the tenth day of instruction.

New staff or faculty may obtain a free temporary permit for two weeks from the date of employment to allow time to purchase a permit with their first paycheck. A new hire packet or confirmation letter is required, and must be presented in person in the Parking Services office during business hours.

A temporary permit, also known as an “oops” permit, is available twice per academic year at no-charge for any registered permit holder who has forgotten to move their permit from one vehicle to another. This permit is only valid for the day it is issued and must be obtained at the Parking Services office.

All other temporary permits are $7 per day.

Refunds are not issued for temporary permits whether purchased at a visitor kiosk or at the office. A temporary permit may incur a fee if the purchaser provided an incorrect date or incorrect vehicle information.

2. Disability-Access Permit: Individuals with a state-issued, disability-access license plate or placard must obtain and display a valid university parking permit. If a disability-access stall is unavailable, parking is permitted in any non-reserved stall. Vehicles registered to a disability-access permit may not park at pay and display stalls. Customers requiring a temporary disabled
permit may receive up to two weeks free (one permit per academic year) with a valid university parking permit and a doctor’s note. Customers who do not have a valid university permit may purchase a temporary disabled permit for up to 10 consecutive days at $7 per day also with a doctor’s note. Following the expiration of the temporary disability permit, customers must obtain a state-issued, disability-access license plate or placard from the Department of Motor Vehicles to park in disability-access stall.

3. All-Area Permit: University employees who must use their personal vehicle to perform job duties may obtain an all-area permit with the approval of a Parking and Shuttle Services Administrator and/or Vice President of Northern Arizona University. The bearer of an all-area permit may park in any non-restricted parking stall. The all-area permit does not allow the bearer to park in service vehicle stalls or areas, nor in violation of any regulation contained in this publication.

4. Vendor Permit: A vendor is eligible to purchase the “All-Vendor” permit. Vendor designation includes, but is not limited to, food delivery, florist, office machine maintenance, and supply delivery. Businesses in this category typically require short-term parking. Vehicles registered to a vendor permit may not park at pay and display stalls. Vendor permits may park in any regular parking stall as well as any service vehicle stall. Vehicles registered to a vendor permit may not park at any pay and display stall. A vendor permit may have up to five vehicles on campus as long as they are identifiable to the business. Vendor permits are not valid for personal use. Misuse of the vendor permit may result in revocation of permit and parking privileges on campus.

5. Contractor Permit: A contractor is eligible to purchase the “CO” permit and may request up to three (3) additional permits at the full rate. Contractor designation includes, but is not limited to, Shaum Electrical, Henry Brothers, SUMMA, or KCS. Businesses in this category typically require long-term use. Vehicles registered to a contractor permit may not park at pay and display stalls. The cost of this permit is the same as the “All-Area” permit. Additional permits may be requested through the Parking Services office. The bearer of a contractor permit may park in any non-restricted parking stall.

6. Retiree Permit: To be eligible, the individual must be a member of the Retiree Association and the “retiree” status confirmed in PeopleSoft. A retiree permit must be returned if the permit is used for working more than 10 hours per week, teaching more than one class, or enrolling in more than one class. An employee permit may then be purchased, as needed. If the permit is lost, the retiree is responsible for the replacement cost. The bearer of a retiree permit may park in any employee or commuter lot.

7. Motorcycle Permit: Motorcyclists must abide by all parking regulations, must obtain and display a valid Northern Arizona University parking permit displayed on the right front fork, and must park in designated areas and posted motorcycle parking stalls only. Motorcycles may park in hashed areas at the ends of stall rows. Motorcycles with a state-issued, disability-access motorcycle license plate must obtain and display a valid university parking permit, and may park in any disability-access stall. If a disability-access stall is unavailable, parking is permitted in any non-reserved stall. Motorcycles may not be parked in the hashed areas adjacent to disabled-access parking stalls, in hashed areas adjacent to fire hydrants, or in violation of posted restrictions. Motorcycles may not park in vehicle (car/truck) stalls. No more than one motorcycle may be parked in a pay and display stall at one time. Motorcycles registered to a motorcycle permit may not park at pay and display stalls, at any time, regardless of permit display.

8. Supplemental Permit: The supplemental permit is issued to university departments or affiliates only for personal vehicles used to conduct official business on campus. Vehicles using a supplemental permit may not park at pay and display stalls. The supplemental permit is valid
for the zone indicated on the permit. Fee for the supplemental permit will correspond with designated zone issued. Regular service vehicle stalls and loading zones may be used for up to 15 minutes, unless otherwise posted. The supplemental permit does not allow access to the Northern Arizona University State Service Vehicle Only stalls. The supplemental permit must be used in conjunction with a valid parking permit.

Supplemental permits should be checked out for short-term use daily and may not be issued to an individual permanently, or for long-term use. If Parking and Shuttle Services determines that the permit has been used inappropriately, the permit will be subject to revocation. Supplemental permits may not take the place of regular All Area permits. The responsible department is required to maintain a log sheet to record user’s name, phone number, license plate, vehicle description, reason for use, the time and date the permit is issued, and the time and date the permit is returned. The completed log sheet may be requested to Parking and Shuttle Services to ensure issuance requirements.

When requesting permits for a subsequent academic year, departments must return the expired supplemental permits along with the departmental log sheets. All regulations and posted restrictions (e.g. fire lanes, reserved stalls, and disabled-access areas) remain in effect during supplemental permit use.

9. Institutional Permit: The institutional permit is issued to non-university organizations only for personal vehicles used to conduct official business on campus. Vehicles using a supplemental permit may not park at pay and display stalls. The institutional permit is valid for the zone indicated on the permit. The fee for the supplemental permit will correspond with the designated zone issued. Regular service vehicle stalls and loading zones may be used for up to 15 minutes, unless otherwise posted. The institutional permit does not allow access to the Northern Arizona University State Service Vehicle Only stalls. The institutional permit may not be used in conjunction with another permit.

Institutional permits can be checked out for short-term use daily and may not be issued to an individual permanently, or for long-term use. If Parking and Shuttle Services determines that the permit has been used inappropriately, the permit will be subject to revocation. Institutional permits may not take the place of regular All Area permits. The organization must keep a log sheet to record user’s name, phone number, license plate, vehicle description, reason for use, the time and date the permit is issued, and the time and date the permit is returned. The completed log sheet may be requested by Parking and Shuttle Services to ensure issuance requirements.

When requesting permits for a subsequent academic year, organizations must return the expired institutional permits along with the log sheets. All regulations and posted restrictions (e.g. fire lanes, reserved stalls, and disabled-access areas) remain in effect during institutional permit use.

10. Conference Permit: Available for conferences held at the university. Vehicles using a conference permit may not park at pay and display stalls. When ordered through Parking Services, the cost is $4 per day, per permit. A 15% fee will be charged for expedited service. If an individual is purchasing at the Parking and Shuttle Services office the cost is $7 per day.*

11. Department Daily Permit: Available for use by individual NAU departments who are holding a sponsored event, or has a guest speaker. Vehicles using a department permit may not park at pay and display stalls. When ordered through Parking Services, the cost is $4 per day. A 15% fee will be charged for expedited service. If an individual is purchasing at the Parking and Shuttle Services office the cost is $7 per day.*

*Conference/Department Permit: These permits may only be used for the purpose issued and as stated in the request, and are valid only in the lots and on the dates specified on the permit.
Parking and Shuttle Services requires a minimum of 48 hours (2 business days) to process requests for permits to avoid an expedited service fee. Those requesting permits should allow time to mail or distribute permits prior to their anticipated use. NAU students, staff, and Flagstaff Campus faculty are not eligible to use Conference and Departmental permits.

These permits may not be used by vehicles with a university parking permit and will be cited. Department or conference permits may be sold at purchase price or issued to any non-student, staff, or faculty, and is only valid to the initial individual permit was originally issued to.

If Parking and Shuttle Services issues undated permits to a department, the department may issue the permits for a maximum of three consecutive days. The department must ensure a log sheet is kept to record each user’s name, phone number, license plate, vehicle description, reason for use, and the time and date the permit is issued and expires. The completed log sheet must be returned to Parking and Shuttle Services, upon request.

Conference and Department permits are not valid in a pay and display stall, nor do such permits allow the holder to park in restricted or unauthorized areas. Permits may not be altered in any manner.

Refunds are not issued for unused conference or department permits. If Parking and Shuttle Services determines that the permit has been used inappropriately, the permit will be subject to revocation.
III. Vehicle Registration and Permit Prices

A. Scope of Requirements

All vehicles operated on university property must properly display a valid permit, properly use pay and display, or parking garages in accordance with posted restrictions and policies detailed in this document, on the signs at the entrance of each parking lot, on signs on individual stalls, and on the pay and display machines or garage entrances. Employees, students, and affiliates displaying a semester or yearly permit must register all vehicles associated with the permit. Displaying more than one parking permit, permanent or temporary, per vehicle is strictly prohibited and is subject to citation. Displaying an altered permit is strictly prohibited and may result in revocation of parking privileges, be subject to criminal prosecution, and/or university judicial proceedings.

Only one permit may be purchased per person. Registration is not complete and the permit is not valid unless it is properly displayed. Display permit on the front windshield, passenger-side, lower corner, affixed to the inside glass by the adhesive on the permit. This adhesive is not permanent and therefore allows the user to reposition the permit on any vehicle registered with Parking Services and to the displayed permit. Affix motorcycle permits to the right, front fork or windshield where clearly visible.

Expired permits must be removed from vehicle windshield.

Permits may not be sold, given, or transferred to another individual. Permits cannot be purchased from another individual. Department or conference permits may be sold at purchase price or issued to any non-student, staff, or faculty and is only valid to the initial individual permit was originally issued to. Lack of familiarity with these regulations does not constitute a valid defense for failure to comply.

If a vehicle presented for permit registration bears a temporary license plate the person responsible for the vehicle must enter the VIN when registering the vehicle with Parking and Shuttle Services and must update their online parking account when a permanent plate has been issued to the vehicle. The vehicle must be linked to the permit displayed on the windshield.

Semester or yearly permits may have up to five vehicles registered to them, with only one vehicle displaying the permit parked on campus at any given time. Vehicles may be added to a permit by visiting http://nau.edu/parking-shuttle-services then signing in to Manage My Parking, or by calling the Parking Services office at (928) 523-6623. To remove vehicles from an individual’s account, you must email ask.parking@nau.edu. The vehicle will remain on the account until this request is made and processed through the Parking Services staff.

Family housing permits are limited to two vehicles on a transferable permit. One vehicle will display the permit, as directed. Both vehicles will display a validator. Attach the validator sticker to the inside front windshield, passenger-side, lower corner. Both vehicles may be parked on campus at the same time provided the second vehicle, which is not bearing the permit, is parked in the overflow lot designated by the zone of the permit and is displaying a validator. The second vehicle displaying only the validator must park in lot P53.

Parking and Shuttle Services reserves the right to deny issuance of a permit to anyone with indebtedness to the university arising from a violation of these regulations. Such persons denied issuance of a permit may not park on campus until they reconcile indebtedness and obtain a permit.

Parking and Shuttle Services reserves the right to impound vehicles not displaying a valid Northern Arizona University parking permit, a license plate, or a vehicle identification number plate. Such vehicles are considered abandoned, and will be towed and impounded at the vehicle owner’s expense.
B. Responsibility for Citations:
1. Permit holders shall be responsible for citations that are issued to any vehicle displaying or registered to any permit type that has been associated to the parking account or linked to their parking account without regard to the operator of the vehicle displaying the permit. To remove a vehicle from an account you must contact Parking Services via email at ask.parking@nau.edu.

2. The registered owner or primary driver of any vehicle parked on campus is responsible for citations issued to the vehicle. It is the responsibility of the registered owner to notify Parking and Shuttle Services immediately if the vehicle is stolen or if it is sold to another party. A vehicle can be removed from the account by emailing ask.parking@nau.edu.

3. In accordance with A.R.S. §15-1627, when it is determined that a university employee, student, or affiliate has the same address or last name as the registered owner of a vehicle with outstanding citations, a review will be performed to determine who is the responsible party. Based on the information obtained from the university and the State Department of Motor Vehicles, the employee, student, or affiliate may be held responsible for those citations rather than the registered owner.

C. Permit Prices - The most cost effective is a full year permit. If you purchase per semester you must pay the full price each semester.

Upgrade:
Deadline to upgrade from a semester permit to a full year permit is October 15, 2012. Upgrade price difference will be based on full or semester permit type, surface lot to garage permit, or overflow lot to any other permit.

Downgrade:
Deadline to downgrade for refund of the permit price difference is only available during the first two weeks of the semester in which the permit is purchased. A permit may be downgraded anytime afterwards, but will not result in any type of refund.

Fees applicable for upgrade, downgrade, and exchanges. There is a $5 fee for processing.

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* The P62B permit is only available to residents who live in residential zones R3 or R4 and will only be available for the 2012-2013 academic year. Parking for this permit is located on south campus in parking lot P62B.

**To be eligible for the part-time employee/faculty permit faculty and staff must be non-benefit eligible and work 19 hours or less or teach 6 hours or less. A letter signed by the regular, non-benefit eligible employee’s department chair or faculty dean, indicating the employee’s total appointment, is required to qualify for a reduced-fee permit for each semester under this provision. Once the letter is received by the Parking Services office, the employee must contact the Parking Services office to initiate the status change. The employee’s online parking account status will then be modified to allow the employee to order the pt permit. Permits will need to be purchased for each fall, spring, and summer semester. Students, including GA’s and TA’s and other graduate student designations, are not eligible for the Part-Time Faculty/Staff permit.

Parking permit prices are subject to change.
IV. Refund, Replacement and Exchange

A. Refund

Our refund policy is consistent with the Student and Departmental Accounting Services office. Refunds are calculated based on the first day of instruction and the following schedule for regular 16-week, 12-week, 10-week, and 8-week classes: 0-14 calendar days – 100%; 15th calendar day and after – 0%.

Refunds are calculated based on the first day of instruction and the following schedule for regular 5-week and 3-week classes: 0-7 calendar days – 100%; 8th calendar day and after – 0%.

No other refunds of semester or yearly permits are available except for official withdrawal from the university for medical, military service, or for an employee leaving the university. Permit must be returned to the Parking Services office for refund. If the permit is not returned a refund will not be issued.

Students approved for study abroad or internship for which Northern Arizona University credit will be received may be eligible for a partial refund if the date of acceptance to the aforementioned program was subsequent to the date of purchase of the parking permit.

Refunds are not issued for temporary permits, pay and display, or kiosks purchases.

B. Exchange

Unreadable and/or damaged permits can be exchanged at Parking and Shuttle Services (may be subject to fee). The remaining portion of a damaged or unreadable permit must be returned to Parking and Shuttle Services.

Permits may be exchanged at any time of the year, based on space availability, for a $5 exchange fee.

C. Replacement

Obtain replacements for lost or stolen permits from Parking and Shuttle Services (subject to fee). If a vehicle windshield requires replacement, the permit must be removed. If a permit is permanently damaged and unable to be removed, documentation from the insurance company for a totaled vehicle must be provided if requesting a permit replacement at no cost. A request for free replacement of a stolen permit must be accompanied by a police report number.

Obtain replacements for lost or stolen permits from Parking Services (subject to fee). If a vehicle windshield requires replacement, the permit must be removed. If a permit is permanently damaged and unable to be removed, documentation from the insurance company for a totaled vehicle must be provided if requesting a permit replacement at no cost. A request for free replacement of a stolen permit must be accompanied by a police report number.

If a vehicle is sold or traded a permit holder is responsible for taking possession of the permit and updating vehicle information with the Parking Services office, providing notice of the sale to the Department of Motor Vehicles as required by state statute and notifying the Parking Services office in writing to remove the vehicle from the permit and future liability. If a permit is not removed from a sold or traded vehicle, the owner of the permit is responsible for replacement costs.
Replacement fee rates for lost, misplaced, or un-retrieved permits:

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<td>All Area: $106</td>
<td>All Area $40</td>
</tr>
<tr>
<td><strong>All Area Vendor Fleet:</strong></td>
<td>$212</td>
<td>All Area Vendor Fleet: $159</td>
<td>All-Area Vendor Fleet: $59</td>
</tr>
<tr>
<td><strong>Garage:</strong></td>
<td>$130</td>
<td>Garage: $98</td>
<td>Garage $37</td>
</tr>
<tr>
<td><strong>Motorcycle:</strong></td>
<td>$52</td>
<td>Motorcycle: $39</td>
<td>Motorcycle $15</td>
</tr>
<tr>
<td><strong>Part-Time:</strong></td>
<td>$50</td>
<td>Part-Time: $36</td>
<td>Part-Time: $14</td>
</tr>
<tr>
<td><strong>PM/P62B:</strong></td>
<td>$98</td>
<td>PM/P62B: $38</td>
<td></td>
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V. Motor Vehicle Regulations and Sanctions

*Lack of familiarity with these regulations does not constitute a valid defense for failure to comply.*

A. General

1. Unregistered Vehicle on Northern Arizona University Campus: All vehicles parked on campus must be registered with Parking and Shuttle Services and display a valid parking permit unless otherwise posted, however, vehicles in short term parking consisting of garage or pay and display stalls do not need to be registered, but must display a valid receipt from kiosk, pay and display or garage dispenser ticket. A warning for parking an unregistered or non-permitted vehicle (without a valid Northern Arizona University parking permit) may be issued to a vehicle only if it has not received a prior citation for any violation. Fine for parking an unregistered/non-permitted vehicle on Northern Arizona University campus: $90.

2. Improper Display of Northern Arizona University Permit: For registration to be complete, permit holders must clearly, completely, and without obstruction display a current Northern Arizona University permit on the front windshield, passenger-side, lower corner, affixed by the permit’s own adhesive to the inside glass, according to the guidelines detailed in Section III, A. Motorcycle permits must be affixed to the right-front fork or windshield where clearly visible. A permit may only be displayed on vehicles that are linked to the permit. Fine for improper display: $15.

3. Displaying an Altered or Unauthorized Permit: A permit is not transferable to an unregistered vehicle and at no time may a permit issued to one vehicle be displayed on another, nor may a single vehicle display two permits simultaneously. Permits are registered to specific, individual license plates and vehicles. Intentionally giving false information during the purchasing of a permit may result in the revocation of parking privileges. Permits may not be modified or altered in any way. Permits may not be displayed that have been reported as never received in the mail, lost or stolen. If a permit becomes unreadable for any reason, it must be exchanged (possibly subject to a fee) at Parking and Shuttle Services (see section IV, B). Fine for displaying an altered or unauthorized permit: $100 (and may be subject to criminal charges).

4. Unauthorized Parking Area: Vehicles must be parked within lined, designated stalls. Row ends, hashed areas, and curbsides are not available for overflow (or other) parking. If an area is not posted for parking by signs and painted stall lines it is automatically a “no parking” area. Fine for parking in an unauthorized area: $25.

5. Violation of Permit Zone: Vehicles must only park in lots that are specifically authorized by the permit to which they are registered. Permits are color-coded and match the signage at each parking lot entrance. All lots are individually posted regarding permit requirement. Any vehicle registered to a valid parking permit may not park in a pay and display stall and is subject to a zone violation. Any vehicle registered to a valid parking permit may not park in parking garages until after 4:30 p.m. and must display a valid entry ticket. Fine for parking in violation of permit zone: $50.

6. Obstruction of Vehicular/Pedestrian Traffic Ways: Vehicles may not, at any time, be parked or left unattended while in any way obstructing a sidewalk, crosswalk, designated pedestrian or bicycle pathway, or vehicle drive lane. Parking is not permitted along curbs unless marked with signs and painted stall lines. Parking a vehicle beyond the last parking space in a row, on a crosswalk, street, or throughway is prohibited. Fine for obstruction of vehicular/pedestrian traffic ways: $25.
7. Stall Line Violation: When parked, the entire motor vehicle must be within the boundaries of the single parking space. The fact that other motor vehicles have been parked improperly does not justify parking any part of the motor vehicle outside of the stall lines. In instances of snow, drivers shall park a reasonable distance from the next vehicle and correct the vehicle position as the lot becomes clear.
Fine for parking outside of stall lines: $15.

8. Violation of Meter or Short-Term Area: The university provides pay and display stalls and garages for short term parking areas, as designated by signs. Payment is required as posted with the times payment is required, and the maximum amount of time permitted. The fee is $1.50 per hour. Non-fee loading zones have a 15-minute limit unless otherwise posted, 24 hours daily. Posted restrictions for pay and display stalls, and loading zones are in effect year round. Vehicles registered to student permit owners are prohibited from parking in a pay and display stall regardless of permit display.
Fine for parking in violation of pay and display or short term area: $35.

9. Parked in an Area Not Designated for Vehicle Use: Parking in an area that is not designated for vehicle use is prohibited. Vehicles may not be parked or left unattended in dirt areas, forest/wooded areas, medians, lawns, or off-paved areas.
Fine for parking in an area not designated for vehicle use: $50.

10. Parked in a Restricted Area: Parking in a fire lane, at a fire hydrant, adjacent to a red curb, or bus stop pull-out is prohibited. Driving into, through, or parking in any area closed by barricades, chains, or other vehicle control devices, including signs, is prohibited. Parking spaces reserved for use by service vehicles, motorcycles, residence hall directors, visitors, or others as posted are restricted to authorized users 24 hours daily.
Fine for parking in a restricted area: $75.

11. Parked in a Disabled-Access Stall or Access Area: Parking in a space designated by a disability-access parking sign, a painted disability-access insignia, or both requires a current disability-access permit issued by Parking and Shuttle Services, or a valid university parking permit, in conjunction with a state issued disability placard or license plate. Disability-access privilege is granted only to authorized users of permits, placards, license plates, or other instruments designed to allow disabled-access parking. A vehicle without the required permit may not be parked in or block any part of a disability-access parking stall or hashed loading access area. At no time may a disability-access stall or loading area be used for short term parking, loading, or unloading.
Fine for parking in disabled-access: $125.

12. Failure to Display: Though a permit may be registered to and used by multiple vehicles, only the vehicle that is displaying the permit may be parked on campus. Registered vehicles that fail to display a permit where one is required are subject to a fine. A temporary permit is available twice per year at no-charge for any registered permit holder who has forgotten to move their permit from one vehicle to another. Removing a permit in order to park in other zones, including pay and display stalls, will result in a citation regardless of payment made.
Fine for failure to display: $50.

13. Other: Any other situation that impedes the safe flow of vehicle or pedestrian traffic may be subject to a $15.00 sanction.

14. Immobilization: Vehicle’s who receive three or more non-processed citations (meaning the person associated or responsible for the vehicle is unknown to Parking Services), or have an outstanding account balance of $150 or more, are subject to towing, impoundment, or immobilization at the owner’s expense. Vehicles will be towed immediately upon immobilization. Once the vehicle has been immobilized or impounded, all fines on account must be paid in full prior to the vehicle being released. Removal of an immobilization device is a $50
fee. Any tampering to an immobilization device will result in criminal charges. Revocation or suspension of parking privileges may be enforced (see A.R.S. §15-1627).

*The immobilization device is the property of Northern Arizona University. Individuals will be held liable for any damage to this state property and subject to penalties in accordance with Arizona law and University Code of Conduct. Theft or damage of this device will require payment of a minimum $150.00 replacement charge in addition to any other outstanding parking fines. Tampering or attempting to remove the device is prohibited, subject to a fine, and subject to University Code of Conduct.

*Citation fines are subject to change.*
VI. Non-Pedestrian Device Regulations

A. Introduction
The following guidelines are provided to promote safe use of non-pedestrian devices on Northern Arizona University campus. Northern Arizona University and the Arizona Board of Regents reserves the right to amend these regulations at any time to promote and ensure fair and safe usage of the property under the jurisdiction of the university. All changes become effective immediately.

Northern Arizona University maintains the right to cut locks, chains, and/or cables for the purpose of impounding any bicycle found to be abandoned or parked/stored in violation of university regulations (A.R.S. §15-1627). The cost of replacement for any locking device removed by Northern Arizona University is the responsibility of the bicycle owner.

Free bike registration is available at the Parking and Shuttle Services office Monday through Friday 7:30 a.m.-4:30 p.m. to university faculty, staff, students, and affiliates. The bicycle and JacksCard must be present at the time of registration.

B. Non-Pedestrian Device Regulations
1. Bicycles must be parked at designated bike racks only. Bicycles and other non-pedestrian devices may not be parked or secured to any fence, light post, tree, handrail, water/gas line, sign post, or any other unauthorized area. Bicycles and other non-pedestrian devices parked in violation of this regulation are subject to impoundment at the owner’s expense.

2. Non-pedestrian device riders shall ride in the same direction of traffic and as near to the right side of the roadway as practical. In bike lanes separated by median strips, non-pedestrian devices shall be ridden to the right of the strip. Non-pedestrian device riders must ride single file.

3. Non-pedestrian device riders must yield the right of way to pedestrians at all times.

4. Non-pedestrian device riders must come to a full and complete stop before passing the controlling plane of a stop sign. Non-pedestrian device riders facing a steady red traffic control signal shall stop and remain until an indication to proceed is shown (A.R.S. §28645). Non-pedestrian devices may not be operated on roadways or bicycle paths. Non-pedestrian devices may not be operated in an area where restricted by regulation, including campus buildings. Non-pedestrian devices must be dismounted and walked through any restricted area, unless otherwise instructed by signs posted at location.

5. Bicycles operated between dusk and dawn are required to be equipped with and use a white headlight as well as a red rear light or reflector.

6. Non-pedestrian devices may not be ridden at a speed greater than the posted vehicle speed limit, or at a speed greater than is reasonable, prudent, and safe. Bicycles may only carry the number of riders for which they are specifically designed. Bicycles may not be ridden on sidewalks.

7. In accordance with A.R.S. §15-1627, members of the general public who violate these regulations regarding the use of non-pedestrian devices shall be warned of a violation and may receive a citation. Any non-pedestrian device may be impounded by Northern Arizona University and a reasonable fee may be exacted for the cost of impoundment and storage.
VII. Fine Payment and Appeals

When a parking or traffic citation has been issued, the recipient has two options: 1) either pay the amount of the fine within 30 calendar days of the issuance date; or 2) request an appeal within 14 calendar days of the issuance date. **Tow fees, relocation, and boot fees are not appealable and must be paid prior to the release of the vehicle.**

1. **Payment:** Fines may be paid with cash or check at the Student and Departmental Account Services office located in the Gammage building, or online using LOUIE. Citations not posted to LOUIE may be paid at the Parking and Shuttle Services office located at the Centennial building #91 (corner of Beaver and DuPont streets), using any major credit card (Parking and Shuttle Services is unable to accept cash or check). To avoid late fees and other possible penalties, fines must be paid within 30 days of the issuance date. Fines paid after 30 days are considered delinquent and late fees and possible other penalties may apply. If the citation becomes lost, a copy can be obtained from Parking and Shuttle Services. The citation will not be considered satisfied until the fine is paid in full, or has been modified or altered by the Appeals Officer, as detailed below.

The following reasons are NOT grounds for appeal:

   a) Lack of knowledge of parking rules and regulations
   b) Lateness due to class or appointment
   c) Employment related duties
   d) Disagreement with or inability to pay the fine

2. **A. Appeals Process, Level 1:** An appeal must be submitted electronically within 14 calendar days from the issuance date of the citation via Parking and Shuttle Services’ web page at http://nau.edu/parking-shuttle-services/. Please complete the Parking Citation Appeal Form, and upload any supporting documentation or other relevant information, if applicable. Late fees will not be assessed during the appeals process. Once an appeal is submitted, it may take up to two weeks to be reviewed. The Appeals Officer will review your written statement, and any supporting documents, and make a determination based on this information. Alternatively, after submitting your appeal electronically as described above, you may ask to meet with the Appeals Officer in-person. You must bring any supporting documents or information with you at that time. To request an in-person meeting, either check the box on the Parking Citation Appeals Form, or contact Parking Services at 928-523-6623 within 24 hours after submitting your electronic appeal. If you fail to request an in-person meeting, or fail to appear at your scheduled in-person meeting, then a decision will be rendered by the Appeals Officer based solely on your written statement and supporting documents.

After review and consideration, the Appeals Officer may uphold, reduce, waive, or modify the violation and/or the fine. If it is determined that a fine is due, it must be paid within 14 days or late fees and other penalties may apply. If a refund is due to you, then Parking and Shuttle Services will process a refund generally within 10 business days from the date of the appeal, which will appear as a credit to your student account. If there’s a deficit in your student account the refund/credit will offset this balance accordingly.

If you receive an unfavorable decision from the Appeals Officer, you may request a reconsideration of that decision from the Appeals Board, as directed in Level 2 below. **However, in order to proceed to Level 2, you must first pay your fine as determined by the Appeals Officer, even if you disagree with the decision. You may not proceed to Level 2 without submitting proof that your fine has been paid.**

2. **B. Reconsideration Process, Level 2:** The Appeals Board is comprised of faculty, staff, and ASNAU and/or RHA student representatives. Reconsideration requests must be submitted to the Parking and Shuttle Services office in the Centennial building #91 (corner of Beaver and DuPont streets).
streets), within 14 calendar days from the date the Appeals Officer’s decision is rendered. Please complete the Parking Citation Appeals Board Form. You must attach any additional information that you want considered that has not previously been submitted. Proof of payment in full of your fine as determined by the Appeals Officer is required at this time; no exceptions will be made.

You may request the Appeals Board make a determination of your citation and appeal based on your written reconsideration statement and all submitted information and documents, or alternatively after submitting your written reconsideration statement, you may ask for an in-person hearing before the Appeals Board. You must bring any additional supporting documents or information that you want considered with you at that time. Be sure to check the appropriate box on the Parking Citation Appeals Board Form before submitting, or contacting Parking and Shuttle Services office at 928-523-6623 within 24 hours after submitting your electronic reconsideration statement.

If you choose an in-person hearing, you will be notified of the date and time of the hearing at least a week prior to the scheduled hearing. Failure to appear at the hearing will cause an automatic confirmation of the Appeals Board’s decision. If an emergency arises and you notify Parking and Shuttle Services at least 24 hours before the hearing, then the Appeals Board will adjudicate your reconsideration based upon your written statement, and any previously submitted documentation. Postponement of this hearing is not allowed, and no exceptions will be permitted.

After the review or hearing, the Appeals Board will issue their final ruling, which may uphold, reduce, waive, or modify the Appeals Officer’s decision. If a refund is due to you, Parking and Shuttle Services will process a refund generally within 10 business days from the date of the Appeals Board’s determination, which will appear as a credit to your student account. If there is a deficit in your student account for any reason the refund/credit will offset this balance accordingly.

The Appeals Board’s decision shall be the final administrative NAU ruling.

3. Judicial Review: Any person who has received a final determination from the Appeals Board as described above, and chooses to pursue adjudication of the matter further, has the right to have the final ruling reviewed by the Coconino County Superior Court in accordance with the provisions of the Administrative Review Act (A.R.S. §12-901 et. seq.). You must comply with the requirements of the Administrative Review Act within a prescribed time period from the date of the final Appeals Board’s ruling. For further information, please contact an attorney; we are not allowed to give legal advice.

4. Counsel by Third-Party: At your own election and cost, you may have an attorney or another person of your choosing accompany you to either the in-person meeting with the Appeals Officer in Level 1, or the hearing before the Appeals Board in Level 2. However, the third-party may NOT present on your behalf, and may NOT substitute for your presence or attendance. Third-party’s presence at either the in-person meeting with the Appeals Officer, or the hearing before the Appeals Board, is strictly limited to that of your advisor. The third-party may consult with and advise you during the proceedings, but may not speak on your behalf. The in-person meeting with the Appeals Officer and the hearing before the Board is an informal, administrative, and a non-adversarial forum, therefore, no witnesses or cross-examination of any type is permitted, and formal rules of evidence do not apply.

If you choose to be accompanied by a third-party, then a Notice of Appearance is required to be submitted to the Appeals Officer in writing, signed by you, no less than 24 hours prior to the scheduled meeting, or hearing. No continuances or postponements are allowed at either the in-person meeting with the Appeals Officer, or at the hearing before the Appeals Board; no exceptions will be permitted.
Parking and Shuttle Services
nau.edu/parking