

Parking Garage Scenarios & Procedures

➤ **Customer is at the exit and has not paid. Instruct them to:**

1. Take their ticket from the machine,
2. Back up
3. Re-enter the garage all the way to the right
4. Park their car
5. Take the elevator to "1"
6. Pay at the gray machine in the lobby
7. Use the paid ticket to exit

Payment is **CASH ONLY**, there is an ATM in the lobby that dispenses multiples of \$10, and the pay station also takes change, no pennies, only silver and \$1 dollar coins.

➤ **Exit Time Limit Exceeded:**

Once a customer pays they have approximately 15 minutes to find their vehicle and exit. If they don't leave within that time, additional charges are accrued, which they have to pay for. There is a notice on the bottom of the yellow sign above the pay stations that tells them that. They need to follow the **7 steps above** in order to re-enter and pay for their extra time.

➤ **Customer has lost their ticket**

They should push the lost ticket button on the front of the pay station. It will charge them \$8, that's the all-day price. They have to pay the all-day price because the machine doesn't know what time they came in, and so it defaults to the all-day price. Even if they say, "well, I got here at "x" time..." They still have to press the lost ticket button because we don't have a way to verify what time they got here.

➤ **Contract customer can't use their card for exit**

If you encounter this, **please get their name and parking card number** before letting them out manually. Please give their information to the parking garage office on the next business day so we can try to determine what the problem was.

➤ **Jurors and/or Customers after 8 pm**

Jurors and/or customers that need to leave the garage after the lobby is locked at 8pm still **MUST** pay for their time in the garage before they can exit. Please unlock the lobby, let them pay, and give them access to the elevator if needed. There are no exceptions, this is per the guidelines set by the Public Buildings Authority. Any ticket pulled by a customer, juror or otherwise, must be paid for before exiting. We are not to open the gates and let people out. 😊

➤ **Always collect tickets**

If there is some reason you **MUST** let someone out **please collect their** ticket and give them to us on the next business day, we must have them for auditing purposes.