



ORDER OR APPLY



Virtual Parking Permit System

How Will It Work for Departments That Purchase Parking?

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Departments will NOT use the virtual parking system until Sept. 1, 2019. Until then, departments need to come to the P&TS office to purchase physical parking permits.

Once departments transition to virtual permits as of Sept. 1, 2019, they will follow a separate but similar virtual permit process to manage department parking permits. The new system allows multiple department contacts, who can assign and reassign permits as needed. It also allows multiple license plates to be assigned to the same permit.

Departments will designate a **minimum of** two department contacts, with the option to enter more, to manage department parking permits. These contacts will still “check in” and “check out” parking permits,

similar to what they do with physical permit(s). The difference is that it will be done online instead of physically issuing and returning permits.

When managing the use of the permit, if multiple people use the permit on the same day, their license plates will need to be entered in the system by the department contact. License plate information can be entered and deleted in real time and will be valid immediately once submitted in the system. While multiple license plates can be entered for the same permit, only one license plate can be assigned for the same time period, and only one permit will be valid for each permit at any given time.

Here’s how it will work:

- **Department designates their department contacts.**

Many departments have already been asked to designate **two or more** official points of contact. On an ongoing basis, all departments will be able to submit the names of department contacts to P&TS through our **online form**. The designated department contacts will be set up with a limited set of privileges within the new system to manage department permits.

- **Department contact purchases and assigns vehicle(s) to the permit.**

The department contact purchases virtual department permits. The department contact will enter the license plate and vehicle information when assigning a permit to the vehicle of the individual using the department permit.

- More than one vehicle may be entered, but only one vehicle at any given time may use the permit.
- If a license plate is associated with a monthly or long-term permit, they will continue to be able to use the department permit in addition to their own resident or commuter permit as long as the permit is valid and as long as they are assigned to the department permit.

- **Department contact manages use of and access to the permit.**

- The permit may be assigned, unassigned, and reassigned to individuals as long as the duration of the permit continues to be valid.
- Vehicle information can be added in real-time (add a license plate immediately before use) or in advance.
- Vehicle information can remain in the system with the ability of that vehicle to use the permit as long as the permit is valid. For example, if it is a daily permit, three vehicles may be entered for the day and assigned in advance in 15-minute increments. Only one vehicle may use the permit at a time, and only one vehicle can be assigned for the same timeframe. The other option is to reassign the permit in real-time, as needed, which makes the permit instantly available to another user. Once the permit expires at the end of the day, if any of the three people, in our example, want to use a daily permit on another day, their vehicle information can remain in the system, and the department contact can reassign the vehicle to a different, valid permit in the future.
- If a department needs to cancel the vehicle assigned to a daily permit, they have until noon of that day to cancel the vehicle assigned. After that deadline, the permit will be assessed the daily permit rate. If the daily permit is cancelled before noon, the department will have a credit in their account for the value of the permit.
- The department contact may remove vehicle information once the department no longer wants the individual to have access to any department permits, now or in the future.

- **Departments can manage permits for multiple sites.**

Departments with multiple sites have two options:

- **Share permit(s) among all sites.** Departments may designate up to five contacts, who can manage the same permit(s). For example, instead of purchasing two department permits for two worksites, a department may choose to have one permit available for use by employees at both worksites.
- **Set up each site as a separate department or group.** Instead of setting up one department covering two worksites, for example, departments can choose to create separate

departments/groups for each worksite. Each department/group would manage permits for their own site(s).

Department Frequently Asked Questions

- **Will this new system create an added burden on departments? What about auditing?**

We think the new system might actually be easier, since departments don't have to obtain, store, and handle physical permits. They will still "check out" and "check in" the permit(s), as they do with physical permits currently. Assigning virtual permits will simply be done online, similar to booking a conference room online.

It is important to note that the new system **allows multiple department contacts** (departments are not limited to two contacts), so there will be back-up administrators if someone is absent. Supervisors or others could be designated to provide them with direct access to the portal for audit and oversight purposes.

It also allows multiple vehicles to be maintained in the system, so it is easy to assign and unassign permits for frequent vehicle users. Virtual permits allow flexibility to assign permits in advance or "on the spot," and allows for multiple people use the permit—each at different times—on the same day.

Department contacts can enter and delete license plate information in real time, and those changes will take effect immediately when submitted, or they can choose to enter it in advance in 15-minute increments. Just remember that while multiple license plates can be entered for the same permit, only one license plate will be valid on campus for each permit at any given time.

- **How will I get license plate information for department visitors?**

If visitors can provide their license plates and vehicle information in advance, departments can assign permits to them before their arrival. If they are renting a vehicle or didn't provide the information in advance, the visitor can take a photo of the license plate and make of the vehicle and email or text it to the department contact, who can enter the information, and it will be valid in real time. Alternatively, they can present their rental-car keys to the department contact upon arrival, and the information needed should be attached to key chain of the rental vehicle. It can be entered then returned to the visitor.

We understand that there are special circumstances and needs for each department, and we are ready to work with you to identify any adjustments that may be needed. Please know that as long as you have a sufficient supply of physical department permits, we have time to work with you to address your concerns and identify the processes that will work for you. If you have specific concerns or suggestions, please contact us at transportation@stanford.edu.

- **Can P&TS run a report that shows who the authorized department contacts are for a given department if organization codes are provided? (Added 7/19/18)**

Yes, we can run a report of the authorized department contacts. Currently, this is a manual report we would run, based on organization code or department contact name, upon request from the department. Eventually, we hope to have a report that will include purchase activity by payment method and department contact information. Department contacts can see purchase activity under

their portal account, so they can take a screenshot and provide that information to managers in the department at any time.

- **How is the list of department contacts updated when there is turnover (i.e., who approves a new staff member to become a new department contact. Is it the approver for the PTA that is being charged? (Added 7/19/18)**

Adding new department contacts can be submitted through the [online department contact form](#). To remove a department contact, please send an email to transportation@stanford.edu with the changes. At the time the new department contact information is submitted, the person submitting the form must submit the organization code, department manager and department manager email. Our office will confirm the department manager listed corresponds with the department and send a message informing the department manager of changes to their authorized contact list. P&TS also will send a list of department contacts to the department manager on a quarterly basis.

- **Who determines the monthly allotment of one-day parking permits given to a department? (Added 7/19/18)**

Our department sets the limit per day and month. We allow up to 20 'A' daily permits per month. If departments need more, they can request an increase by contacting us at eventparking@stanford.edu. Our office will authorize higher limits on a case-by-case basis.

- **How does P&TS track if a department goes over its monthly allotment of one-day parking permits? (Added 7/19/18)**

Unless P&TS has authorized an exception, the system will not allow departments to purchase more than the daily or monthly allotment, which is 20 'A' daily permits per month.

- **If a University staff member makes an error when entering a license plate number for a visitor, and the visitor gets a parking ticket, can the Stanford staff member handle the paperwork and pay for the ticket? (Added 7/19/18)**

Yes, the customer/visitor can contact the department and ask the department contact to appeal the ticket if it was done in error, or ask the department to pay the ticket if it was a valid citation.

- **Our department has high-profile guests who may not provide their license plates to our staff. There is a concern that it may be very time consuming for our staff to ensure we get the visitor's license plate. Does P&TS have any ideas on how to address this? (Added 7/19/18)**

We are working with the system vendor to develop options to address this concern. We anticipate having several options for departments to use, so they can choose the process that works best for various scenarios, from an individual visitor to a large group.

- **Can it be set up so University departments can send a pre-paid link to the guest who can then enter their own license plate number? (Added 7/19/18)**

We have something similar for event parking in the Galvez Lot, where visitors can enter a code, then enter their license plate, and the department pays for the parking in the lot. We are looking into making this option available in other major parking areas, but the visitor pay machines are not currently set up to do this, and our new parking system is not set up to assign codes at this time. We are planning to add this feature in phase two of our implementation.

- **Can we have more than five department contacts with the ability to enter vehicle information and purchase permits for our department? (Added 7/19/18)**

There is no limit on the number of department contacts that departments can request. The form is set up to accept five contacts at a time, but there is no restriction on the number of times you can submit the form with additional contacts.

- **Will anything change with event parking infrastructure? (Added 7/19/18)**

For now there is no change until the event parking feature is developed by the vendor. Departments will continue to submit their request to eventparking@stanford.edu. Each event order must be processed manually by our staff, since it is not yet available in the virtual parking permit system.

Learn more about how the new parking permit purchasing and enforcement process will work in our [Parking Permit Management System](#) site.

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