



FREQUENTLY ASKED QUESTIONS FOR THE NEW GARAGE SYSTEM

Why the changes? What are the changes?

Why are you replacing the old system?

The old gate access system is failing and cannot be repaired. It is not supported by the manufacturer and must be replaced. The new system is state of the art and will allow us to manage our parking system more effectively and efficiently.

Why will gates be down all the time?

Our goal is to make parking available for employees and customers downtown. The new system will provide more accurate car counts and utilization data in so we can provide better access and customer service.

What does gates down all the time mean?

Gates will be down 24/7 including nights and weekends. While gates will be down 24/7 we are only charging for parking during hours parked 7 a.m. Monday to 2 a.m. Saturday. You will owe for paid hours no matter what day or time you exit.

Can I leave my car parked in downtown garages long-term?

No. The downtown garages are not intended for long-term parking. Having gates down 24/7 helps us encourage turnover. The downtown garages are meant to provide access downtown and are not the right place to leave cars for days.

How do I exit and pay?

Will I need my ticket to exit the garage?

Yes. You MUST have your ticket in order to leave the garage. This is true even for weekend hours when the garage is free. A lost ticket will result in a \$50 CHARGE to exit. Please do not lose your ticket!

If I pay the lost ticket fee but find my ticket later can I get a refund?

Yes. If you find your ticket, you may receive a refund. Please call the front desk at 303-413-7300.

Will I be able to use cash anytime?

No. Credit card payment is accepted 24/7, but cash can only be used when an attendant is on duty.

When will booths be staffed by an attendant?

9 a.m. to 11 p.m. Monday through Friday. The garages located on the west side of Broadway will also be staffed until 2 a.m. on Thursdays and Fridays.

Will I be able to get out if there is no attendant on duty?

Yes. Credit card payments will be accepted 24/7 in all garages.

Since gates will be down 24/7, how can I get out if I have a problem with payment?

If an attendant is not available, please press the intercom button. The person who responds will have video and audio feed. You will be able to explain your issue and get assistance.

What if there's a power outage?

In the event of a power failure, the gate will automatically lift.



Are the hours and prices changing? Are Saturday and Sunday still free?

When will garages charge for parking?

Garages will charge for parking 7 a.m. Monday to 2 a.m. Saturday. Garages will be free 2 a.m. Saturday to 7 a.m. Monday— but if you exit Saturday or Sunday you will still owe for any hours parked during paid times.

Are Saturday and Sunday still free?

Garages will be free 2 a.m. Saturday to 7 a.m. Monday. This means that if a person parks Friday evening at 5 p.m. and exits Saturday at 8 a.m., they will be charged from the time of arrival until 2 a.m. on Saturday. For example, a parker who enters on Sunday and exits Tuesday morning at 6 a.m. would be charged from 7 a.m. Monday to 2 a.m. Tuesday.

Will the price of parking change?

No, fees will remain the same: \$1.25 per hour for the first 4 hours and \$2.50 per hour thereafter.

Will my permit still work? Punch cards? Cash Pass? What about validation stickers?

Will my permit still work?

The new system will only accept white permits. Holders of gray permits will need to come to Access and Parking Services at 1500 Pearl Street, Suite 302 to exchange gray permits for one that will work with the new system.

YES (white)



NO (gray)

Will my punch card still work?

Your old punch card will only work when attendants are on duty. Come to the Access and Parking Services office at 1500 Pearl St., Suite 302 to exchange your old card for a new one that will work with the new system.

Will Cash Pass work with the new system?

No. Old cash passes will not work in the new system and will have to be replaced. Please go to the Access and Parking Services office at 1500 Pearl St., Suite 302 to have your balance transferred to a new card.

Will my old validation stickers work with the new system?

Only when an attendant is on duty. Sticker validations otherwise cannot be used with the new system. Old validations can be exchanged at Access and Parking Services at 1500 Pearl St., Suite 302.



What is the schedule for the new garage system? When will all the garages be switched over?

When will all of the garages be updated to the new system?

By mid-April we expect to have all downtown garages on the new system. Since this is a construction project, there could be delays that shift the timeline.

When will the changes begin?

Construction is scheduled to begin Feb. 6, 2017 in the first garage (1500 Pearl).

In what order will the garages get the new system?

Each garage should take approximately two weeks to get set up with the new system, but there may be unexpected delays with construction. The order is as follows: 1500 Pearl, 1400 Walnut, 1100 Walnut, 1000 Walnut, 1100 Spruce.

What if I still have questions?

Can I get more information?

Yes. www.BoulderParking.com will have updated information on this project.

Can I contact someone with questions and comments?

Yes. You can call Access and Parking Services at 303-413-7300 or email ParkingServices@bouldercolorado.gov.