

Parking Forum 9/20/23 | Messages and Responses

Thank you everyone for taking the time to join the open forum. It was very helpful to hear your concerns and comments and we are planning to hold another forum in the first quarter of 2024. Below are responses to all the messages posted during the 9/20/23 Forum.

Garage ease of access, validation, credit cards:

- We are working with the vendors to have both East and West garages functioning on the same electronic validation system to improve validation for patients. Anticipated completion during the first quarter of 2024
- Planning on opening Garage West 3rd lane when new revenue control equipment is fully functional. This will be an employee/visitor self-serve lane. Anticipated completion during the first quarter of 2024
- For On Call employees parking is provided in Garage East between the hours of 4:00pm and 8:30 am. Information is on the Upstate Parking Website
- Credit card signature is no longer required for payment in the parking garages.

Shuttle Busses:

- New signage has been updated on all shuttles either on the LED signs or doors.
- We have made changes to both the morning and evening commute to better handle the peak demand times and will continue to monitor for improvements. We are receiving our first 35 passenger shuttle mid-November to help offset demand.
- The Parking office and UPD are working together to address the communication procedures for late night shuttle issues.
- All shuttles have up to date inspections. AC units have been repaired and are currently functioning.

On Demand App:

- A designated Shuttle Dispatcher position was filled on 10/2/23 and will be assisting/monitoring any issues with the On Demand App.
- The Dispatcher is available 8:30am- 6:00pm daily M-F. Any issues with the On Demand App. Please call 315-367-6045.
- Shuttle drivers do not have an option on the shuttle to decline or accept a ride.
- There are On Demand shuttles for off-shift employees. An On Demand shuttle can take up to 20 minutes depending on volume/calls.

Parking Signage:

- Exterior parking garage signs were updated identifying Nappi patient/staff for Garage West parking.
- Temporary signs have been installed in the Garage West directing patients to the 2nd floor bridge entrance.
- An improved Garage signage wayfinding package has been developed and is currently out to bid. Installation by December 31, 2023.

Waitlist:

- The waitlist is in effect and based on most recent hire date. The current list was emailed (PARK) to all Upstate Employees on Oct. 20, 2023. If you are unsure if you are on the waitlist, you may check your account through parking website.

<https://aimsweb01.upstate.edu/>

Locations:

- We anticipate having additional open lot parking by the end of November at LC3, East Water/East Washington (approx. 200 spaces). We are also currently advertising for additional parking closer to campus. Proposals are due by Oct 31.

Erie Blvd Lot:

- Working on the drainage issue with the last three rows, it's a blocked culvert and owner of lot is working with DEC to determine best course of action to mitigate the water retention.
- Fencing installation has started and should be completed by the end of October 2023
- The bus shelter for the Erie lot is scheduled to be completed in November 2023.

Tickets:

- There is an appeal process for tickets and directions are on the back of the ticket. Please also use the link for Parking Ticket Q & A. [ParkingRegulations.pdf \(upstate.edu\)](#)

Safety:

- University Police has activated high intensity visibility enforcement to all parking areas on and off campus.
- Erie lot is staffed from 5:00am-1:00am Monday-Friday. If for some reason shuttles are not running any longer that day or the vehicle is secured in the lot after 1:00am (vehicle was still parked in the lot at 1:00am when the officer secured the lot and left), University Police and/or Public Safety offer the option of a safety escort to the lot however this is subsequent to officer availability as it pertains to call volume. It may not be immediate, but we will provide an escort as soon as an officer is free.
- R-lot lighting. The malfunctioning photo eye has been replaced and repaired. We are reviewing area for additional lighting.
- R-lot is staffed from Monday 4:00am thru 1:00am Saturday.