



## COUNTY OPERATIONS CENTER (COC) PROJECT

### Parking Management

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### Frequently Asked Questions

*What is "Attendant Directed Parking"?*

Attendant Directed Parking involves parking cars one behind another in a line of four or five vehicles. Cars are parked so they block other vehicles. As a result, vehicle keys are left with the lot attendant so they can move vehicles in the event that a blocked vehicle is needed.

*Is there any charge for this service?*

No, there is no charge or tipping for this service for either County Employees or visitors.

*Are all parkers required to leave their keys?*

No, only the parkers whose vehicles are blocking other cars are required to leave their keys with the attendant. Attendants will assist in advising which vehicles require that keys be left. If you are the first car in, you park your own vehicle and keep the keys. When you need to leave, all cars parked behind you will be moved out of the way.

*Can I give all my keys to the attendant?*

No, the attendant will only accept the key(s) for your vehicle. To expedite the key exchange, please put all your other keys on a separate key ring.

*Can I choose where to park?*

Unfortunately, no. To maximize the space in the lot and ensure there are no delays, attendants do not have required time to accommodate special requests. It is important to park in the space they designate on your arrival.

*Should I receive anything in exchange when I leave my keys?*

Yes, the attendants will provide you a valet claim ticket that must be used later when you wish to retrieve your vehicle.

*So I need to keep a ticket to retrieve my vehicle?*

Yes, this is the only way the attendant will know the vehicle belongs to you. The afternoon attendant will most likely be another person than the attendant who collected your keys. By retrieving your vehicle with a claim ticket any number of attendants can assist you.

*Is there designated visitor parking?*

There are visitor stalls as you enter the Farnham campus gate. This is for short term use. Vendors, consultants and those attending scheduled meetings should park at National University and shuttle to the COC campus.





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*Will there be designated parking for County vehicles?*

Yes. Service Vehicles should only park in designated spaces. Assigned vehicles and County Pool Vehicles should park in the County Passenger Vehicle Lot. This lot will be available on March 17 and is located South of Building 7 (Fleet Services)

*How long must I wait to obtain my vehicle?*

The wait should be very short. If you have a claim ticket it is most likely that your vehicle was the one blocking other cars, thus your vehicle is the one that can pull out of the parking stall unimpeded. Simply exchange the valet ticket for your keys. An attendant will always be stationed at the parking booth.

*What happens if I lose my ticket?*

If you lose your valet ticket it will be necessary to complete a form that will require a photo ID. Five Star Parking can only release the vehicle to the registered owner. Thus, Five Star employees will confirm the registration in the vehicle to the photo ID and the name on these two items MUST match to retrieve a vehicle without a claim ticket. No exceptions can be made.

*What if I did not receive a claim ticket when I parked? Can I simply drive out?*

If the attendant did not provide you a ticket when you parked then your vehicle is most likely blocked in. Simply walk to your vehicle, inform the lot attendant your vehicle is blocked and he will retrieve the keys and move the vehicle that is blocking your exit. Lot attendants will be stationed throughout the parking lot to expedite this process.

*So I will be parking and unparking my own car?*

Yes, the attendant will only get into a vehicle to move it out of the way for a blocked vehicle. Attendants will not be in the vehicles for any other reason.

*What happens if my vehicle is damaged in the parking lot?*

Notify the on-site parking manager before you leave the premises. The Parking Manager will inspect the damage and issue a damage claim form. Please note that Five Star Parking will not accept liability for existing damage or damage caused by third parties.

*What happens if there is no more parking stalls available when I arrive?*

The County has arranged a long-term agreement for over 200 parking stalls at the National University Library parking lot. The lot is 0.6 mile from the County Operations Center. You will be provided directions to the lot and a shuttle will transport you back to the County Complex.

*What if I need to leave the COC on multiple trips?*

There will be a limited number of stalls available for employees with special needs. A daily pass will be issued.





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#### *How long must I wait at the shuttle stop?*

There are two shuttles. They will be running continuously during the peak periods. One will be stationed at the Shuttle Lot and the other at the County Complex during non-peak times. The entire trip including the wait should not exceed 10 minutes.

#### *Who can park at this Shuttle Lot?*

Any County employee or visitor may park in the Shuttle Lot. The Project Website includes a map. [www.lowecoc.com/campus\\_updates/parking\\_info.htm](http://www.lowecoc.com/campus_updates/parking_info.htm)

#### *What if it is raining?*

There will be a canopy at the designated shuttle stops for shelter from rain and sun.

#### *Where do I pick up the shuttle to get back to the Shuttle Lot?*

There are three designated locations at the County Complex for shuttle pickup and drop off.

#### *What happens if I work late and the shuttle is no longer operating?*

The shuttles will operate from 7 a.m. until 6 p.m. If you work later than that, we suggest you move your vehicle to the parking lot at the County Operations Center during the day when parking is more readily available.

#### *What happens if I expect several visitors for a meeting?*

County departments that schedule large meetings at the COC may want to consider using off-site facilities. National University on Lightwave Avenue makes conference rooms available on a half day and daily basis for large conferences that may need to be held for various functions. There is a charge for the use of these facilities. Generally one to one and a half week advance notice needs to be given to the Real Estate Services Division staff to arrange for a license to be issued by National University for use of these rooms. Cyril Flavin, Chief at Real Estate Services (858-694-2301) is the contact point if you need to arrange a conference at National University.

#### *Is there a Lost & Found?*

If you find a lost item, please give it a Shuttle Driver. If you are looking for a lost item, please contact Five Star Parking (619) 804-5399.

#### *Who do I contact if there are questions or concerns NOT covered here?*

Questions about parking should be directed to:

- Ted Giesing: (858) 729-4280
- Lori Ann Stevens: (619) 985-4365
- Parking or COC Project Questions: [coc\\_project@pmainc.com](mailto:coc_project@pmainc.com)

