

Parking Regulations

St. George Campus

PLEASE NOTE: These regulations reflect the current policies of the St. George Campus Transportation Services including the current availability of parking spaces. Should parking conditions change, Transportation Services reserves the right to modify these regulations or create new ones at our discretion. Any additions or changes will be communicated to permit holders and will be fully enforceable upon their implementation.

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01 Summary of Conditions

1.1 By purchasing a virtual parking permit, the permit holder agrees:

- (1) any and all permits purchased remain under the authority of St. George Campus Transportation Services. As such, Transportation Services reserves the right to revoke permits due to:
 - i) failure to follow regulations detailed herein as well as any future additions or modifications, and/or direction provided by Transportation Services staff via email.
 - ii) failure to make required payments.
 - iii) misrepresentation of employment status with the University.
 - iv) any parking activity deemed fraudulent by Transportation Services.
- (2) permits are issued for the use of the named permit holder only.
- (3) to ensure the correct license plate of the vehicle parking on campus is registered to their account.
- (4) to update the vehicle license plate registered to their account, in advance of parking on campus, if they choose to use an alternate vehicle. **This is solely the responsibility of the permit holder.** Should an alternate vehicle be parked on

campus, that has not been registered by the permit holder in advance, a Parking Violation Notice (PVN), also known as a ticket, will be issued and will not be withdrawn by Transportation Services under any circumstances.

- (5) to park only in authorized parking areas designated by Transportation Services – individual faculties and departments cannot give this permission.
- (6) to park in an orderly manner so as to occupy only the space required by the one vehicle.
- (7) to pay heed to requests by Transportation Services' Staff or the Campus Police concerning the parking of the vehicle.
- (8) to obey all regulatory traffic signs on the campus.
- (9) to obey all traffic directions given by Transportation Services' Staff or Campus Police.
- (10) to park only in the space specified by the permit during normal working hours (7:00 a.m. to 5:00 p.m. weekdays) for either a reserved or lot reserved permit.
- (11) to follow the student regulations under Section 8, if purchasing a student permit.
- (12) to promptly notify, via email, Transportation Services of any change of status, address, office location, email address, telephone number or vehicle information, as entered in your account.

02 Jurisdiction

- 2.1 These regulations are issued under the authority of the University of Toronto St. George Campus Transportation Services and apply in all parking areas owned by, or administered by, Transportation Services at the University of Toronto St. George Campus.
- 2.2 All persons using University parking facilities are subject to the regulations detailed hereunder. By purchasing a parking permit, applicants agree to abide by these regulations.
- 2.3 The Transportation Services Director is responsible for the supervision and administration of parking lots. Any questions concerning parking areas should be referred to the Transportation Services office at 416.978.PARK [7275] or transportation@utoronto.ca.
- 2.4 Neither the University of Toronto, nor any of its employees, shall be held liable for any loss or damage occurring to a vehicle or its contents, however caused on University property.
- 2.5 Speed limits are posted throughout campus. All persons visiting the campus must make note of and obey all posted limits.
- 2.6 Repeated violations of parking regulations, improper or dishonest use of parking permits, failure to pay fees, failure to comply with the instructions of Parking Control Officers, may result in tickets (PVNs), tows at the owner's expense, and/or the revocation of parking privileges.

03 Eligibility

- 3.1 Applicants must provide documentation, or the means for Transportation Services to verify, that they are eligible for parking permits. Transportation Services reserves the right to deny a permit in cases where it is determined that an applicant does not meet the required criteria.
- 3.2 St. George Campus Faculty/Staff parking permits are currently issued only to University of Toronto active, appointed faculty, librarians and staff.
- 3.3 Applicants must provide proof of their employment status and their personnel number if requested by Transportation Services, in order to receive a Faculty/ Staff permit. Only one permit can be issued to each permit holder.
- 3.4 In the case of student applicants, they must be currently enrolled as a student at the University of Toronto and provide documentation of identity (driver's license, etc.) and their T-Card, if requested by Transportation Services, in order to receive a student permit. Only one permit can be issued to each permit holder.

04 Mississauga (UTM) Parking

- 4.1 Permits issued by the St. George campus Transportation Services office are **NOT** valid on UTM property. Please contact the UTM Parking Office for payment options.
- 4.2 The City of Mississauga enforces UTM's parking policies, and as such, UTM has no authority to revoke a City of Mississauga Parking Violation Notice. Ticketing issues must proceed through the normal court system.
- 4.3 Contact information:

Mississauga (UTM)

Parking & Transportation Services

Alumni House, Room 108

3359 Mississauga Road

Mississauga, ON L5L 1C6

Tel: 905.828.5254

Fax: 905.569.4885

Email: parking.utm@utoronto.ca

Website: www.utm.utoronto.ca/parking

05 Scarborough (UTSC) Parking

- 5.1 Permits issued by the St. George campus Transportation Services office are **NOT** valid on UTSC property. Please contact the UTSC Parking Office for payment options.
- 5.2 Contact information:

Scarborough (UTSC) Parking Services

1265 Military Trail

Instructional Centre Room I.C. 40

Toronto, ON M1C 1A4

Tel: 416.287.7576

Email: parking@utsc.utoronto.ca

Website: www.utsc.utoronto.ca/parking

06 Barrier-Free (Accessible) Parking

- 6.1 Individuals who possess an Accessible Parking Permit (APP) issued by a Provincial Ministry of Transportation, are **NOT** exempt from paying parking fees even when parked in a Barrier-Free (Accessible) parking space. Proof of payment is required at all times when parking on University property.
- 6.2 If you wish to purchase a parking permit, please provide a copy of your APP to Transportation Services staff when making your request. **A copy of the APP must be provided each year at the time of permit renewal.** Permit holders who have an APP may park in any available designated Barrier-Free parking spaces on University property with the exception of gated lots. If access is required for the 107 St. George Street garage, please contact Transportation Services at 416-978-7275. **Any vehicle parked illegally in these specially designated spaces will be ticketed and/or towed at the owner's expense.**

Students requiring parking accommodations should contact Accessibility Services at 416-978-8060 or email accessibility.services@utoronto.ca.

Faculty/Staff requiring parking accommodations should contact Health & Well-Being at 416-946-0537 or email hwb@toronto.ca.

07A Departmental Permits

- 7.1 Daily, weekly and monthly permits can be bought by departments online. This requires a departmental account as well as credentials, provided by Transportation Services, to access your account. If you would like to purchase permits for your department, please contact Transportation Services to request an account and credentials.
- 7.2 Departmental permits are issued to departments for the use of their visitors and/or staff within specified locations. In these cases, the departments in question are responsible for controlling and administering the use of the spaces by their visitors and/or staff. It is imperative visitors and/or staff park only in the designated departmental areas and/or spaces. Failure to do so can result in the issuance of tickets (PVNs) or a vehicle being towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 7.3 **Permits can only have one active license plate.** However, administrators have access to their account to switch plates (click [here](#) for our step-by-step guide). **It is the administrator's responsibility to ensure the plate registered to their account matches the vehicle parking on campus.** Additionally, when changing plates, it must be done in advance of staff/guest arriving on campus. Failure to enter the correct license plate or input one after staff/guest have already parked on campus, will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 7.4 There are no refunds if, as a result of user error, the wrong parking location, time or date is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 7.5 Please visit our website (<https://transportation.utoronto.ca>) for pricing.
- 7.6 License plates and permit locations for Covid departmental permits cannot be changed after purchase without administrative fees being levied.
- 7.7 **Permits can only be cancelled before they start.** Any cancellation of daily, weekly or monthly departmental permits is subject to a mandatory cancellation fee. These fees are applied universally and there are no exceptions. They are as follows:
- Daily: \$5.00
 - Weekly: \$10.00
 - Monthly: \$25.00

07B Departmental Permits – 24hr Non-Enforced

- 7.8 For departments that have spaces allotted for guests (and/or high levels of usage), it may be preferable to purchase a 24hr Non-Enforced reserve space. These spaces do not require department administrators to input license plates for any vehicles parked in their space. However, there is no way for enforcement staff to verify if said vehicles have authorization. As a result, Transportation Services staff will not take any enforcement action on vehicles parked in 24hr NE spaces unless requested by the registered administrator of the parking space(s). Requests from any other individuals will not be considered valid and will not be acted upon.
- 7.9 When an unauthorized vehicle is parked in a 24hr NE space, and the administrator requires alternate parking for a displaced vehicle, they must inform the Transportation Services office (416-978-7275 or transportation@utoronto.ca) and authorize enforcement action to be taken (i.e. the issuance of a ticket/PVN). Without enforcement action, Transportation Services will be unable to offer a displacement permit (i.e. alternate parking) to displaced vehicles.
- 7.10 The administrator must provide the license plate, make and model of the displaced vehicle so a displacement permit can be issued. Without a displacement permit, any displaced vehicles parking in another space and/or parking lot will be ticketed as there are no means for enforcement staff to verify the vehicle has paid parking. Any tickets issued by enforcement staff under these conditions will not be withdrawn under any circumstances.
- 7.11 In cases when an unauthorized vehicle is occupying a space, and there is no vacancy in the parking lot for alternate parking, the administrator has two choices:
1. Request the offending vehicle be towed (the process takes between 30 minutes to 1 hour to complete) so they may resume use of their space.
 2. Relocate the displaced vehicle to the nearest available parking lot administered by Transportation Services. Transportation Services will not reimburse departments or individuals who choose pay for street or private parking closer than the alternate designated parking location. There are no exceptions.

08 Faculty/Staff Permits

- 8.1 There are three types of staff permits: reserved, lot reserved and unreserved. Transportation Services reserves the right to alter the type of permit issued with reasonable notice to permit holders.
- 1. Reserved**
Permit holders have the exclusive use of a designated space during normal working hours (7am to 5pm, Monday to Friday).
 - 2. 24hr Reserved**
Permit holders have the exclusive use of a designated space 24 hours a day, seven days a week. As a result, they may not park in any other parking areas or reserve spaces on campus during business hours or off hours. Doing so is prohibited at all times. Failure to comply will result a ticket (PVN) being issued and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
 - 3. Lot Reserved**
Permit holders park in a specified area, or lot, during normal working hours (7am to 5pm, Monday to Friday) but not in a specific space in the lot. Lot reserved permit holders who must frequently move in and out of the parking lot during the day might occasionally find space unavailable.
 - 4. Unreserved**
Permit holders may park in any St. George Campus unreserved parking lot. This type of permit is only available to current unreserved permit holders for renewal. New unreserved permits will not be issued under any circumstance.
- 8.2 For the 2022/2023 permit year, permits are valid up to a maximum 12 month period between May 1st, 2022 to April 30th, 2023.
- 8.3 During normal working hours (7:00am to 5:00pm, Monday to Friday), permit holders may only park in their assigned lot or reserved space. If the permit holder chooses to park in an area other than their assigned lot or space, where permitted, during normal working hours, payment must be made to cover the duration of their stay. Please refer to Section 10 for payment details.
- 8.4 Outside of normal working hours (7:00am to 5:00pm, Monday to Friday), permit holders are entitled to use any available parking spaces, with the exception of 24-hr reserved spaces or the underground garage at 107 St. George.
- 8.5 For faculty and staff who obtain a permit for the 107 St. George Street garage, a QR code will be emailed to the permit holder, along with instructions on their use, so they may access the facility. The garage's entrance and exit is controlled by an automated gating system (Pay-on-foot). The QR code must be displayed on your phone and used with the scanner at both the entrance and exit to raise the gate. If the permit holder fails to use their QR code to enter, it will not work when they try to exit. In such cases, the permit holder will have to pay for parking at a pay station or at the exit gate (via credit card only).
- 8.6 Refunds for additional parking costs incurred due to a permit holder failing to use their QR code will not be issued under any circumstances. Exceptions can be made if it is determined by Transportation Services the QR code, and/or related equipment, is malfunctioning. However, such requests will be assessed on a case by case basis. In the case of a QR code malfunction, refunds will only be applicable for the first day the QR code is not working. **If a permit holder suspects their QR code is malfunctioning, it is their responsibility to notify Transportation Services immediately.** If they fail to do so, and as a result incur additional parking costs, a refund will not be issued.
- 8.7 **Permits can only have one active license plate.** However, permit holders have access to their account to switch plates (click [here](#) for our step-by-step guide). There is a [maximum of 7 changes per last 7 days](#). **It is the permit holder's responsibility to ensure the plate registered to their account matches the vehicle they are parking on campus.** Additionally, when changing plates, it must be done in advance of your arrival on campus. Failure to enter the correct license plate or input one after you have already parked on campus, will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 8.8 Permits bought between the 16th and 30th/31st of the month (with the exception of February, when month end falls on the 28th/29th) will be prorated to half price for the remainder of the month. To avoid paying half month charges, if not needed, when buying a new faculty/staff permit, make sure to purchase them on or after the 1st of the month. If, as a result of user error, a permit is purchased the day(s) before the start of the desired permit period, Transportation Services will not provide refunds for such transactions. There are no exceptions. Equally important, availability is not guaranteed for any of our parking lots or reserve spaces. Availability may change day to day. Especially in peak periods of the year.
- 8.9 Permit holders may submit a cancellation request (by downloading the fillable cancellation form, electronically completing & signing it) for their permit at any time. There is also an online form on our [faculty and staff permit](#) webpage. Cancellation requests must be received by the Transportation Services office **on or before the last business day of the month, during our normal business hours, Monday to Friday, 8:15am to 5pm (summer hours in the months of July and August are Monday to Friday, 8:15am to 4:30)**, so there will be no charge for the following month. Meaning, if the last day(s) of the month falls on a weekend or statutory/University holiday (i.e. typical days our office is closed) and the form is submitted on such a date, the submission will be considered past due and parking fees will still apply for the following month.

- 8.10 In cases when Transportation Services agrees to cancel a permit after the cancellation deadline has passed, the daily parking rate for the designated lot will be applied for each day of the following month in which the permit was used.
- 8.11 There are no refunds if, as a result of user error, the wrong parking location is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 8.12 Once the permit is expired in our database, parking on University property will require payment at a Pay-by-Plate machine or use of the pay-by-phone app, ParkedIn. There is no area, time or circumstances that allow for free parking on campus. Proof of purchase must always be verifiable by Parking Control Officers. Failure to do so will result in a PVN being issued to such unauthorized vehicles. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 8.13 A permit must be cancelled when University employment is terminated. A break in service extending beyond one month (other than for an approved leave-of-absence) is considered to be a termination.
- 8.14 All faculty/staff permits can only have one primary permit holder. The primary permit holder must abide by the following regulations:
 1. This person will be solely responsible for all payments for the permit. Financial responsibility for said payments cannot be transferred to another staff member for any reason. There are no exceptions.
 2. Transferring an individual faculty/staff permit to another permit holder, or to a faculty/staff member without a permit, for any reason is strictly prohibited. There are no exceptions.
- 8.15 For permit holders that have a reserved space, you can request it be Enforced Without Verification. Meaning, any vehicle parked in your space that is not registered to your account will automatically, and immediately, be ticketed and/or towed at the vehicle owner's expense (the Parking Control Officer on-site will forgo an investigation and proceed directly to enforcement action).

09 Student Permits

- 9.1 A limited number of student permits are issued on a first-come-first-served basis to currently enrolled students with a valid UtorID and active student number.
- 9.2 The student sales schedule for the permit year is available online at <https://transportation.utoronto.ca>. In all cases, permit sales begin well in advance of the first of each month. When renewing permits, students are expected to purchase their next permit before month end. Once a permit expires, if a new permit has not been purchased, the student must pay for daily parking or they will be ticketed and/or towed at the owner's expense. **There will be no reimbursements for daily parking when the new permit is purchased, nor can the daily parking fee(s) be applied to the cost of the new permit. There are no exceptions.**
- 9.3 Lot reserved parking is available in the underground garages located at 107 St. George Street (Lot P: Rotman School of Management), 17 Glen Morris Street (Lot N: Graduate House residence) and at 71 Prince Arthur Avenue (Lot I: OISE building). Additionally, permits for 55 St. George Street (Lot A: Myhal Centre) and 60 St. George Street (Lot B: McLennan Physics building) will be made available if there is suitable parking inventory.
- 9.4 Unreserved surface parking is available at 371 Bloor Street West behind University of Toronto Schools. Please note in an unreserved parking lot, if it is at full capacity, student permit holders will have to wait until space becomes available. They cannot park in an alternate parking lot. Unreserved permits are only valid at their designated parking lot. Using the permit to park at any other campus location will result in a ticket (PVN) being issued. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 9.5 Reserved permits are sold on a monthly basis only and are available at various locations throughout the campus. A student may renew this permit only on the business day prior to the scheduled sales date. All permits not renewed will be made available to all students on the scheduled sales date on a first-come-first-served basis. If a faculty/ staff member wishes to purchase a reserved space that has already been purchased by a student, the faculty/staff member has priority and the student shall not be allowed to renew the permit the following month. However, if possible, depending on availability, they will be offered another space prior to the scheduled sales date.
- 9.6 Student parking permits are **NOT** transferable. Permits are valid at their designated location 24 hours a day, 7 days a week. Additionally, on weekdays, from 5:00pm to 7:00am the following day, and all day on weekends and statutory holidays, student parking permits are valid at all other University parking lots on the St. George Campus with the exception of 24hr reserved spaces (and also 107 St. George Street -- unless the student parking permit is for said location). If, during normal working hours (7:00am to 5:00pm, Monday to Friday), a student parking permit holder does not park in their designated area, they will be ticketed and/or towed at the owner's expense.
- 9.7 The permit holder must ensure the licence plate of the vehicle they are parking on campus is registered to an active permit in their account. The license plate is the only means for enforcement staff to confirm a valid permit has been purchased. If the plate in the permit holder's account does not match the plate of the vehicle parked, a ticket (PVN) will be

issued and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

- 9.8 Permits can only have one active license plate.** However, permit holders have access to their account to switch plates (click [here](#) for our step-by-step guide). There is a [maximum of 7 changes per last 7 days](#). **It is the permit holder's responsibility to ensure the plate registered to their account matches the vehicle they are parking on campus.** Additionally, when changing plates, it must be done in advance of your arrival on campus. Failure to enter the correct license plate or input one after you have already parked on campus, will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 9.9** Permits bought between the 16th and 30th/31st of the month (with the exception of February, when month end falls on the 28th/29th) will be prorated to half price for the remainder of the month. Be mindful of the permit you are selecting to purchase as on the 22nd of each month it's possible to buy both the current month permit (prorated) as well as the upcoming month permit (not prorated). If, as a result of user error, the wrong permit is purchased, Transportation Services will not provide refunds for such transactions. There are no exceptions. Equally important, availability is not guaranteed for any of our parking lots or reserve spaces. Availability may change day to day. Especially in peak periods of the year.
- 9.10** There are no refunds if, as a result of user error, the wrong parking location is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 9.11** If a student wishes to cancel their permit, they must fill out a cancellation form (there is also an online form on our [student permit](#) webpage) and return it to the Transportation Services office (either in person or via email to transportation@utoronto.ca). An administrative fee applies to all cancellations. In cases a permit is cancelled on or after the start of the month, a daily charge is also applicable for the number of days that the permit is valid.
- 9.12** Student permits are valid only at the campus where they are issued.

10 Commercial Permits

- 10.1** Commercial parking permits are available to a limited number of service people and contractors for specified areas only. These permits are only supplied when parking is essential in the performance of the work. They are not issued for the convenience of contractors' staff to transport them to and from the University. Permits purchased will only be processed, and issued, if the required criteria is met to the satisfaction of Transportation Services.
- 10.2** At any time, either before, while or after a commercial permit is issued, Transportation Services reserves the right to request proof and/or a means of verifying said contractor/service personnel are working on a U of T construction site. If sufficient documentation is not provided, Transportation Services reserves the right to revoke any or all parking privileges on University property.
- 10.3** Commercial parking permits may be purchased by the week or the month. Parking is subject to special regulations (these change from time to time depending on available parking inventory, type of construction activity, University needs, etc.), please contact the Transportation Services office for the most current restrictions. Presently, these include, but are not limited to, the following:
1. Under no circumstances are commercial permits valid in reserved spaces or lots.
 2. Commercial permits are not valid at the underground garages at 55 St. George (Myhal Centre), 60 St. George (Physics) and 88 and 100 College (Banting Institute) during normal working hours (7:00am to 5:00pm, Monday to Friday).
- 10.4** If access to the 107 St. George Street underground garage is required, please contact the Transportation Services office.
- 10.5** Failure to comply with special regulations, or any other regulations herein that are applicable to all permit holders, will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 10.6** Permits are sold on a monthly and/or weekly basis with a start date of permit holder's choice.
- 10.7 Permits can only have one active license plate.** However, permit holders have access to their account to switch plates (click [here](#) for our step-by-step guide). There is a [maximum of 7 changes per last 7 days](#). **It is the permit holder's responsibility to ensure the plate registered to their account matches the vehicle they are parking on campus.** Additionally, when changing plates, it must be done in advance of your arrival on campus. Failure to enter the correct license plate or input one after you have already parked on campus, will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

10.8 There are no refunds if, as a result of user error, the wrong parking location and/or date is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

10.9 A permit may be cancelled at anytime by submitting a cancellation form to the Transportation Services office. An administrative fee will be levied for all cancellations. When cancelled, a per day charge is applicable for the number of days the permit is valid during the active monthly/ weekly period, determined by the permit's start date

11 After 4pm Permits

11.1 After 4pm parking permits are issued to faculty, staff, students and visitors to park in the following authorized parking areas and time periods:

1. Lot reserve areas between 4:00pm to 9:00am the following day, Monday to Friday. As well as all day on Saturday, Sunday and statutory holidays **(the garage at 107 St. George Street is not included)**.
2. Reserved spaces between 5:00pm to 7:00am the following day. As well as all day on Saturday, Sunday and statutory holidays **(with the exception of 24hr Reserved spaces)**.

11.2 Parking outside of the allotted time periods, locations or in 24hr reserved spaces is prohibited at all times. Failure to abide by these restrictions will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

11.3 For those wanting to park at the garage at 107 St. George, there is a dedicated After 4pm permit for this location. In such cases, a QR code will be supplied via email. This QR code will be used to enter and exit the garage by scanning the code displayed on your phone. These lot designated permits are not valid at any other parking lot or in any reserve spaces. Failure to comply with these restrictions will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

11.4 There are no refunds if, as a result of user error, the wrong parking location and/or date is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse the vehicle owner's expenses. There are no exceptions.

11.5 Permits are sold on a monthly basis with a start date of permit holder's choice. A permit may be cancelled at anytime by submitting a cancellation form to the Transportation Services office. An administrative fee will be levied for all cancellations. When cancelled, a per day charge is applicable for the number of days the permit is valid during the active monthly period, determined by the permit's start date.

12 Conference Permits

12.1 Conference permits are available to visitors of the University staying in a residence on campus. They may be purchased by the week or by the month. Proof of residence must be provided at the time of application. For more details, please contact the Transportation Services office.

12.2 For those wanting to park at the garage at 107 St. George, there is a dedicated After 4pm permit for this location. In such cases, a QR code will be supplied via email. This QR code will be used to enter and exit the garage by scanning the code displayed on your phone. These lot designated permits are not valid at any other parking lot or in any reserve spaces. Failure to comply with these restrictions will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

12.3 There are no refunds if, as a result of user error, the wrong parking location and/or date is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

12.4 Permits are sold on a monthly and/or weekly basis with a start date of permit holder's choice. A permit may be cancelled at anytime by submitting a cancellation form to the Transportation Services office. An administrative fee will be levied for all cancellations. When cancelled, a per day charge is applicable for the number of days the permit is valid during the active monthly/ weekly period, determined by the permit's start date.

13 Motorcycle Permits

- 13.1 Motorcycle parking permits are issued to faculty, staff, and students. For more details, please contact the Transportation Services office.
- 13.2 Permits are sold on a monthly basis with the a start date of permit holder's choice. A permit may be cancelled at anytime by submitting a cancellation form to the Transportation Services office. An administrative fee will be levied for all cancellations. When cancelled, a per day charge is applicable for the number of days the permit is valid during the active monthly period, determined by the permit's start date.
- 13.3 There are no refunds if, as a result of user error, the wrong parking location and/or date is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 13.4 Permits are sold on a monthly basis with a start date of permit holder's choice. A permit may be cancelled at anytime by submitting a cancellation form to the Transportation Services office. An administrative fee will be levied for all cancellations. When cancelled, a per day charge is applicable for the number of days the permit is valid during the active monthly period, determined by the permit's start date.

14 External Permits

- 14.1 Permits for non UofT affiliated personnel are available at the O.I.S.E. parking garage located at 71 Prince Arthur Avenue.
- 14.2 For the 2022/2023 permit year, permits are valid up to a maximum 12 month period between May 1st, 2022 to April 30th, 2023. When purchasing an annual permit, payment must be made in full in advance. There are no exceptions. Monthly permits are paid on a month-to-month basis.
- 14.3 **Permits can only have one active license plate.** However, permit holders have access to their account to switch plates (click [here](#) for our step-by-step guide). There is a [maximum of 7 changes per last 7 days](#). **It is the permit holder's responsibility to ensure the plate registered to their account matches the vehicle they are parking on campus.** Additionally, when changing plates, it must be done in advance of your arrival on campus. Failure to enter the correct license plate or input one after you have already parked on campus, will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 14.4 There are no refunds if, as a result of user error, the wrong parking location and/or date is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 14.5 Permit holders may submit a cancellation request (by downloading the fillable cancellation form, electronically completing & signing it) for their permit at any time. Cancellation requests must be received by the Transportation Services office **on or before the last business day of the month, during our normal business hours, Monday to Friday, 8:15am to 5pm (summer hours in the months of July and August are Monday to Friday, 8:15am to 4:30)**, so there will be no charge for the following month. Meaning, if the last day(s) of the month falls on a weekend or statutory/University holiday (i.e. typical days our office is closed) and the form is submitted on such a date, the submission will be considered past due and parking fees will still apply for the following month.
- 14.6 All cancellations are subject to a \$25.00 administration fee regardless of circumstances. There are no exceptions.

15 Staff Permit Cancellation Policy

- 15.1 Permit holders may submit a cancellation request (by downloading the fillable cancellation form, electronically completing & signing it) for their permit at any time. There is also an online form on our [faculty and staff permit](#) webpage. Cancellation requests must be received by the Transportation Services office **on or before the last business day of the month, during our normal business hours, Monday to Friday, 8:15am to 5pm**, so there will be no charge for the following month. **Meaning, if the last day(s) of the month falls on a weekend or statutory/University holiday (i.e. typical days our office is closed) and the form is submitted on such a date, the submission will be considered past due and parking fees will still apply for the following month.**
- 15.2 Once the permit is expired in our database, parking on University property will require payment at a Pay-by-Plate machine or use of the pay-by-phone app, ParkedIn. **There is no area, time or circumstances that allow for free parking on**

campus. Proof of purchase must always be verifiable by Parking Control Officers. Failure to do so will result in a ticket (PVN) being issued to such unauthorized vehicles. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

15.3 A permit must be cancelled when university employment is terminated. A break in service extending beyond one month (other than for an approved leave-of-absence) is considered to be a termination.

16 Pay-by-Plate Parking

16.1 Pay-by-Plate parking is available at various locations throughout the University. It will no longer be necessary to display cash receipts on your dashboard. Instead, you will input your license plate in the machine at the time of payment. For locations and further details, please refer to our website at www.transportation.utoronto.ca.

16.2 Failure to input the correct license plate in a Pay-by-Plate machine (meaning the paid parking will not be linked to the vehicle parked on campus) will result in the issuing of a ticket (PVN) and/or the vehicle towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

16.3 **It is the responsibility of the individual purchasing parking using a Pay-by-Plate machine to ensure it's for the correct amount.** It is possible to exceed the daily maximum. If one or both of the time or maximum time buttons are pressed multiple times. Payment options including daily and overnight parking as well as half hour and hourly rates. A display shows the expiry date and amount to be paid. Check both before processing payment. The maximum allowed period of parking that can be purchased in one session is day and overnight parking on the same day.

16.4 There are no refunds if, as a result of user error, the wrong parking location, time or date is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

16.5 Refunds will not be issued under any circumstances as a result of events (classes, meetings, etc.) being cancelled. There are no exceptions.

16.6 Refunds for individuals making overpayments will be assessed on a case-by-case basis. Transportation Services reserves the right to refuse any and all requests. **In all cases, an administrative fee will apply.**

17 Pay-on-Foot Parking (107 St. George Garage)

17.1 Pay-on-Foot parking is located at the 107 St. George Street garage. A ticket is obtained at the entrance and payment is required before exiting the garage. Payment can be made at the pay station using cash, coin, debit card or credit card before returning to the vehicle. Or at the exit (with a credit card only).

17.2 Failure to produce your original ticket at the time of payment will result in having to purchase a "Lost Ticket". There are no exceptions.

18 Pay-by-Phone Parking (ParkedIn App)

18.1 Pay-by-phone (ParkedIn) parking is available at various parking areas. More information on ParkedIn is available on our website at www.transportation.utoronto.ca.

18.2 When using pay-by-phone, a receipt does not have to be displayed and a convenience fee is charged for each transaction.

18.3 **It is the responsibility of the individual purchasing parking using our Pay-by-Phone app to ensure it's for the correct amount.** Payment options including daily and overnight parking as well as half hour and hourly rates. A display shows the expiry date and amount to be paid. Check both before processing payment. As the expiry time nears, you will receive a text notification alerting you to this fact and have the option to extend your time.

18.4 There are no refunds if, as a result of user error, the wrong parking location, time or date is selected. Additionally, if a ticket (PVN) and/or the vehicle is towed, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.

18.5 Refunds will not be issued under any circumstances as a result of events (classes, meetings, etc.) being cancelled. There are no exceptions.

18.6 Refunds for individuals making overpayments will be assessed on a case-by-case basis. Transportation Services reserves the right to refuse any and all requests. **In all cases, an administrative fee will apply.**

19 Flexpass Program

- 19.1 Flexpasses are offered in packages of prepaid one-time use parking, valid Monday–Friday from 6am–10pm (entry allowed between 6am–4pm). These passes are valid until **April 30, 2022**. After the expiration date, they cannot be used under any circumstances.
- 19.2 Available in various package sizes, Flexpasses offer significant savings over daily rates:
- 4 Flexpasses: \$72 (save 10% off the daily rate)
 - 8 Flexpasses: \$136 (save 15% off the daily rate)
 - 12 Flexpasses: \$180 (save 25% off the daily rate)
- 19.3 Flexpasses are only valid at the 107 St. George underground garage (see [map](#)). They have no value at any other parking facility on campus. Entry and exit from the garage is facilitated by scanning a QR code provided when purchasing a Flexpass.
- 19.4 Once you [register](#) and create an iPASS account to purchase a Flexpass package, your QR code will be generated when your purchase is complete. You can access it anytime in your iPASS account. The QR code can be saved as a PDF or printed for use. Please note, if you are saving it as a PDF to display on your phone, please make sure to turn up the brightness of your phone’s screen so that the scanners at the gates can capture the necessary data.
- 19.5 Flexpasses are available for purchase only by faculty, staff and students of the University of Toronto. When registering, you must use your “utoronto.ca” email to create an account. Without an official University of Toronto email address, you cannot buy Flexpasses.
- 19.6 A daily Flexpass is valid for one entry and one exit during a single day regardless of the time spent in the parking facility (no in-and-out privileges). Whether you are parked for 30 minutes, or several hours, your Flexpass will only allow you in and out of the facility once.
- 19.7 Flexpasses are valid only on weekdays, Monday to Friday, 6am to 10pm. However, entry is only allowed between 6am to 4pm. Exiting can be done anytime between 6am to 10pm. If parking starts before or exceeds the weekday period of 6am–10pm, additional charges will apply.
- 19.8 Your Flexpass will not work if you attempt to use it to enter the garage before 6am. And if you enter taking a ticket at the entry gate, it will not work if you attempt to use it when you leave the facility. Payment will have to be made at a pay station in the garage. Regular rates will apply. There are no exceptions.
- 19.9 If leaving the garage after 10pm, after using your Flexpass at the exit gate, you will be prompted to pay applicable additional fees to cover the period of your stay not covered by your Flexpass. Regular rates will apply. There are no exceptions. Once paid, the exit gate will open.
- 19.10 If you do not use your Flexpass to enter the garage (instead taking a ticket at the entry gate), it will not work to exit the garage. In this case, payment at a pay station will be required to exit. Regular rates apply. There are no exceptions.
- 19.11 The purchaser is free to share their QR Code with whomever they wish. However, it is solely the purchaser’s responsibility to monitor usage. Transportation Services will not:
- mediate disputes (regarding to usage) among individuals sharing said package.
 - provide reimbursement or additional entries/exits for any Flexpass package purchased due to a dispute (regarding usage) among individuals sharing said package.
- 19.12 Flexpass packages can be cancelled. However, cancelling your Flexpass package will incur a 15% administrative fee (based on the value of your package). Additionally, the discount rate will be recalculated based on the number of passes used (not purchased). These fees will be applied regardless of circumstances. There are no exceptions.

20 Payment for Permits

- 20.1 Payment for faculty/staff parking permits may be made by payroll deductions, visa, mastercard or american express. Please note, staff with casual, part-time, contract or any other employment status other than full time, 100% appointed are not eligible for payroll deductions. In such cases, pre-payment for the year is required by credit card.
- 20.2 If payment is made by credit card, full payment must be made in advance prior to the issuance of the parking permit.
- 20.3 In cases where departments are paying for a parking space, the authorization of the Principal, Dean or Director is needed on the application/renewal form (the “one up” policy of the University of Toronto must always be followed) as well as a valid departmental appropriation account number, with the name of the person in the department who may authorize a journal entry/debit memo for this purpose.
- 20.4 Payment for student permits and conference permits may be made by visa, mastercard or american express.
- 20.5 Payment for After 4pm and commercial permits may be made by visa, mastercard or american express.

21 Surveillance and Enforcement

- 21.1 Parking Control Officers carry out routine surveillance of all parking areas on the St. George Campus, 24 hours a day, 7 days a week. When parked on campus, vehicles must always have one of the following:
1. A valid, paid active permit registered to their account.
 2. An active, paid Pay-by-Plate or Pay-by-App (ParkedIn) session.
- Vehicles without either will be issued a ticket (PVN) and/or towed at the owner's expense. Under such conditions, Transportation Services will not withdraw said ticket or reimburse funds for any related expenses. There are no exceptions.
- 21.2 Tickets (PVNs) are issued in accordance with city by-law regulations. Transportation Services has no authority to rescind parking tickets. The City of Toronto does not allow Transportation Services to request withdrawals of any tickets unless an error has been made by the issuing officer.
- 21.3 Any vehicle improperly parked, or parked in an unauthorized location, may be ticketed by Parking Control Officers and/or towed away at the request of a representative of Transportation Services, Campus Police or Toronto Metropolitan Police. The owner of a vehicle towed away under such circumstances shall be liable for any costs incurred thereby.
- 21.4 University of Toronto policy stipulates that smoking is prohibited in all University buildings. This applies to all individuals using University of Toronto facilities including employees, students and visitors. All parking garages and lots are designated as 'non-smoking' facilities, and, as such, smoking is not permitted on the premises. This policy is enforced under municipal by-law.

22 Special Circumstances

- 22.1 Storage of vehicles on campus is not allowed at any time. Except under extenuating circumstances agreed to by Transportation Services, only vehicles licensed to faculty, staff or student permit holders required to live on the St. George Campus may be left on the campus overnight and/or for a period of more than one day. However, in such circumstances, it is the permit holder's responsibility to be both accessible via normal communication channels (i.e. telephone, email, etc.) and able to move their vehicle at any time in case they are required at the direction of Transportation Services.
- 22.2 In circumstances where a permit holder has been authorized to leave their vehicle parked in a University of Toronto parking facility for an extended period, but is required to move the vehicle and is not able to do so, Transportation Services reserves the right to relocate the vehicle at the owner's expense. There are no exceptions.
- 22.3 Should it become necessary to move an authorized parked vehicle to facilitate snow removal operations, this will be done without charge to the owner. However, should a vehicle be parked in a non-parking designated area or in an unauthorized parking lot or reserve space, towing charges will be borne solely by the owner of the vehicle.
- 22.4 Where necessitated by special events, construction, maintenance, inclement weather or any other extraordinary circumstances deemed by Transportation Services to either 1) require priority over permit holder parking to maintain essential University operations or 2) negatively impact the continued operation of a parking facility, Transportation Services reserves the right to divert and/or relocate permit holders to alternate locations within the St. George Campus.
- 22.5 In cases where parking areas must be cleared of parked vehicles to facilitate essential University operations, Transportation Services reserves the right to relocate (i.e. tow) any vehicle, whose owner Transportation Services has been unable to contact via reasonable means, to alternate locations within the St. George Campus at the owner's expense.

23 Parking Safety Tips

The time when many people feel most vulnerable is when they are either leaving or returning to a parked car – particularly at night.

- 23.1 When leaving your vehicle, always remove the car keys and lock the doors.
- 23.2 Never leave items visible in the car (i.e. electronic devices such as GPS units, laptop computers, personal listening devices; personal bags such as purses, gym bags, etc.; payment cards such as credit, debit and charge cards as well as any currency including change). Store all valuables where they cannot be seen. Make sure they do not have your name or address on them.
- 23.3 Choose your parking spot carefully. Always park in well lit areas, as close as possible to your destination, the parking attendants, the stairs or elevator. Avoid parking on garage levels that are empty or rarely used.

- 23.4 If you do not know the parking lot well and are worried about its safety, drive right through to see if everything appears normal before you park. If it does not feel right, trust your instincts. Either leave and find somewhere else to park, or drive around until someone you know drives in; then park near them, and leave the lot or garage with them.
- 23.5 When parking, back your vehicle into the parking stall, so that you are facing “out” whenever you enter or exit your vehicle. This tactic both increases your visibility of the surrounding area and allows you to drive away more quickly if you are being approached by a stranger.
- 23.6 Before you leave your vehicle look around carefully. When you do leave the car, walk briskly and confidently to the exit or elevator. Do not be distracted.
- 23.7 If you are worried about becoming a target, vary your routine. Park in different spots, at different times. Avoid a predictable schedule.
- 23.8 If you are driving and parking alone, join a carpool or have someone meet you.
- 23.9 If you are nervous when returning to your parked vehicle, ask someone you know and trust to accompany you.
- 23.10 If on the way to your car, you see that another vehicle has been broken into, call the police right away. Do not go to your own car. Tell the police where you are and remain in that location until they arrive. The University of Toronto Campus Police emergency telephone number is 416.978.2222.
- 23.11 When you are returning to your vehicle, have your keys ready in your hand. Avoid fumbling through your pockets, purse, or briefcase in the middle of a deserted lot. Before getting into your car check inside carefully. Especially the back seat. Once inside, lock the doors immediately and make sure that your purse, briefcase, or other valuables are out of sight.
- 23.12 Know your nearest safe exit route.
- 23.13 Report intruders to a Parking Control Officer or to Campus Police.
- 23.14 You can report the following to the Parking Control Officer: abandoned vehicles or excess trash; broken or burned-out lights; broken doors or broken locks; and missing or damaged signs.

24 Data Retention

- 24.1 By submitting your application and purchasing a permit issued by Transportation Services, you consent to the collection, use and retention of certain personal and financial information, including your name, email address, work and/or home address and employee information (i.e. personnel number) for the purpose of Transportation Services creating an account for the issuance and management of all permits distributed by our office as well as payment for said permits.
- 24.2 Your personal information will only be shared with other University officials on a strict need-to-know basis. Any personal information collected will be treated as strictly confidential by the University.
- 24.3 The University may contract with third party vendors to carry out the above purpose. The third-party vendor(s) may share the personal information provided with its directors, officers, employees, agents, partners, affiliates, volunteers, or subcontractors from time-to-time who have a need to know it for the purpose of providing the service.
- 24.4 All personal information is collected, transferred, accessed, encrypted, and protected by the University through technical and process protections. All personal information will be deleted by the University in a secure manner when it is no longer required for its purpose. Transportation Services will retain your personal information for a maximum of seven years, after which time it will be deleted in a secure manner.
- 24.5 The personal information collected will not be used or distributed by the University for any commercial or monetary purpose.
- 24.6 If you have any questions about this notice, please contact Transportation Services' Business Officer, John Sgrignoli at john.sgrignoli@utoronto.ca or 416.978.0469.