

FREQUENTLY ASKED QUESTIONS

What happened?

The Governing Board approved new parking fees at their December 9, 2009, meeting that included increases to the semester parking permit, daily parking permit, and parking citation fine. There are no changes in fees to the summer session parking permits, parking meters, and rates for students receiving financial aid assistance or California Board of Governor's fee waiver.

How much did the rates go up?

Semester parking permits increased at the following amounts:

- From \$35 to \$40 for cars;
- From \$20 to \$25 for motorcycles or mopeds (summer permits remain at \$10);
- From \$2 to \$3 for daily parking permits; and
- From \$35 to \$40 for parking citations.

How will students find out about the new fee structure?

Police Services will install banners on each campus beginning May 25, 2010, to help publicize the rate increase. In addition, signs and flyers will be distributed throughout the campus. District and college websites will also contain information about the new fee structure, notices will be sent to students via Constant Contact, and information will be placed on the portal.

How will students be able to purchase a semester parking permit?

Students registering for classes using WebAdvisor will also have the opportunity to pay for the semester parking permit. Information has already been placed on the WebAdvisor landing page indicating this new feature. A link has already been included in WebAdvisor after the student completes the process of registering for classes.

How soon can I purchase a semester parking permit?

Semester parking permits are available for purchase approximately three weeks prior to the start of the new semester. For Summer 2010, parking permits can be purchased starting Monday, May 24, 2010. For Fall 2010, parking permits can be purchased starting Friday, July 23, 2010.

Will there be a grace period for parking enforcement?

Yes, the parking grace period will last approximately one week beginning the first day of the semester. For Summer 2010, parking enforcement will start on June 21, 2010. For the Fall 2010 semester, parking enforcement will start on August 20, 2010.

Will I be able to purchase the semester parking permit at the old locations like the college bookstore, Admissions and Records, or the Cashier's Office?

No. The only way to purchase a semester parking permit is through this new online process.

What if I want to pay cash for the parking permit?

Each college has identified several specific computers on their campus that will allow students to apply for the parking permit, then print out a voucher that is payable at the

cashier's office. Upon payment, the student will be emailed a 7-day temporary parking permit that can be printed out and used until the permanent parking permit arrives at the student's home address.

Where are the locations of these computers?

CCC: Computers in the library, and in the assessment center and transfer center.

DVC: Computer #5 and 6 in the Info Center, and in the DSS department.

LMC: Outside of the cashier's window, and in the EOPS department.

How long does it take for me to receive my permit when I pay for it online?

The permit should arrive at your home address in 2-3 business days.

What is the name of the company that is managing this new process?

The name of the company is called Credentials Solutions. More details about the company can be obtained by visiting their website at www.credentialsolutions.com. They can also be reached at 1 800 646-1858.

What if a student incorrectly gives Credentials Solutions the wrong home address?

Credentials Solutions will forward all parking permits that were undeliverable to Police Services, who will hold and release them to students upon review of proper identification.

Will the increased cost of a semester parking permit affect students who qualified for a Board of Governor waiver or financial aid?

No. Their fee amounts stays the same at \$20. In addition, there are no increases in the parking meters.

What happens if a student loses or someone steals their parking permit?

Students should report the stolen or lost parking permit to Police Services.

Unfortunately, the student must purchase another parking permit if he/she wants to continue parking at a college lot.

Is there any other benefit to the new process?

Yes. The new parking permit allows students to park their vehicle at any campus student parking lot. This is beneficial particularly to those students who take classes at more than one college in the District.

Will students be able to use a credit card to pay for a daily parking permit?

Yes. Students now have the ability to purchase their daily parking permits using a credit card or cash.

Is there a refund policy?

Yes. Parking fee refunds will be made if the student drops all classes within the first two weeks of instruction for semester-length courses or by 10% of the length of short-term courses. The parking decal must be returned to the Cashier's Office for a refund. The refund check will be mailed to the student according to the same refund processing cycle as enrollment fee refunds. Lost or stolen parking permits are not refundable.

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