



EASTERN
WASHINGTON UNIVERSITY

PARKING GUIDELINES AND PROCEDURES

PREPARED BY

Eagle Services

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GENERAL INFORMATION:

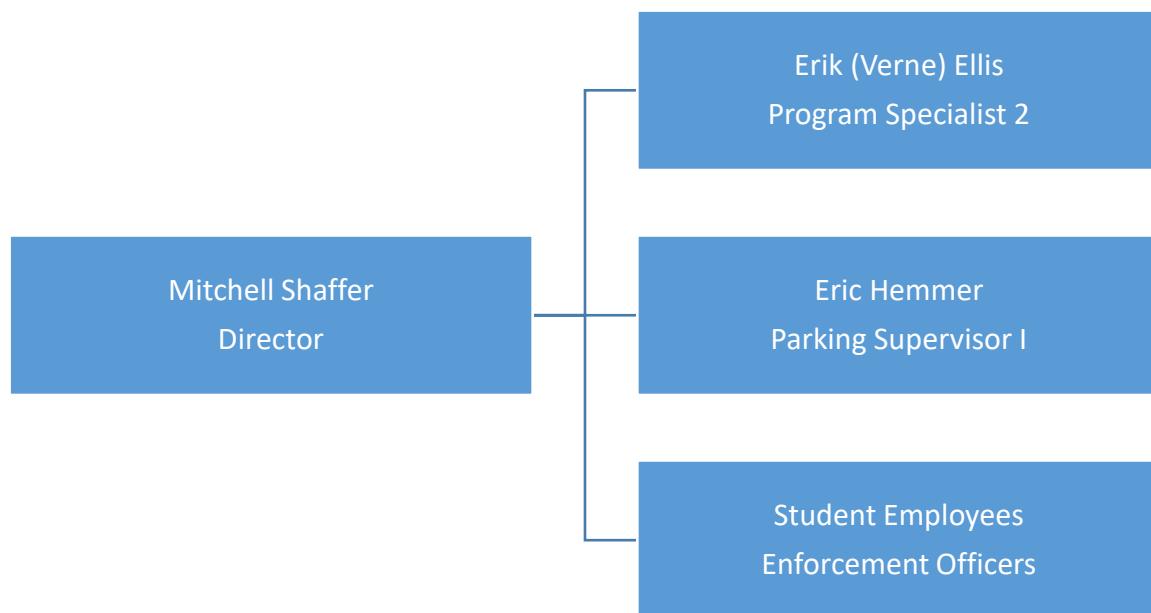
MISSION:

To provide guidance, assistance and service to the campus community and public on all parking related needs in a timely and efficient manner and to promote compliance with the University's parking regulations through the utilization of educational methods.

OBJECTIVES:

- To achieve safe operation of vehicles and the safety of pedestrians on campus property.
- To educate the campus community on alternative forms of transportation.
- To provide quality customer service with a well-trained staff.
- To provide and maintain parking facilities for the convenience of students, staff and guests.
- To develop and maintain a positive image for Parking Services.
- To streamline administrative processes to achieve effective and efficient service to customers.

Staffing: Eagle Services Department – Parking Specific



AUTHORITY:**DELEGATION OF AUTHORITY:**

Eastern Washington University Parking and Transportation Services (PTS) policies and procedures provide for the consistent enforcement of parking regulations on campus, as established by the Washington Administrative Code and the Revised Code of Washington. Authority to enforce parking regulations and state laws through RCW 28B.10.0560 and WAC 172-100.

THE BOARD OF REGENT/BOARD OF TRUSTEES OF THE STATE UNIVERSITIES - RCW 28B.10.560**— Establishment of traffic regulations — Adjudication of parking infractions — Appeal.**

(1) The boards of regents of the state universities, and the boards of trustees of the regional universities...acting independently and each on behalf of its own institution, may each:

- (a) Establish and promulgate rules and regulations governing pedestrian traffic and vehicular traffic and parking upon lands and facilities of the university or college;
- (b) Adjudicate matters involving parking infractions internally; and
- (c) Collect and retain any penalties so imposed.

Washington Administrative Code (WAC) 172.100

EASTERN WASHINGTON UNIVERSITY (EWU) has established parking regulations under WAC 172.100

<https://inside.ewu.edu/policies/knowledge-base/chapter-172-100-wac-traffic-and-parking-rules/>

PARKING LOCATIONS AND REGULATIONS:

DAY LOTS:

Day lots are P – 1, 3, 5, 6, 7, 9, 12, 15, 17,18 and HH. These lots, including signed mobile pay stalls, will be enforced from 8:00 AM to 5:00 PM, Monday through Friday. No overnight parking is allowed except in lots designated by PTS with prior authorization. All other violations, safety, disability, etc. will be enforced 24 hours a day. Day lot permits are not valid on weekends, university holidays, or during special events.

Holter House (HH) lot is entirely a mobile payment lot using the PayByPhone application. Set up an account on a computer first, remember your PIN, then download the application on your smartphone.

RESIDENTIAL HALL LOTS:

Residential Hall (RH) lot permits are 24-hours a day, 7 days a week. Residential lots are P13 (RH), P16 (RH) with overflow into P12 and all three are interchangeable with a permit. Anna Maria Apartments (AM), Town House Apartments (TH) are also 24-hours a day, 7 days a week but are location specific, overflow for these lots is located in P18. Residential lot permit holders may be asked to move their vehicle in the case of a special event and parking overnight in P18 will be allowed with prior approval from PTS.

SPECIAL EVENT PARKING LOTS:

Special Event Parking, all lots may be considered Special Event lots to accommodate University functions. Customers/guests at Special Events may be subject to a "Pay to Park" for the use of the lots. Permit holders may be asked to park in other locations to accommodate the special event M-F, 8 to 5pm, and on weekends for RH lots.

PARKING DURING QUARTER BREAKS:

Permits will be enforced during school breaks. The break begins on the first Monday after finals week and ends the first day of classes the next quarter/semester.

PERMIT SYSTEM:

Parking on EWU campus is a privilege and is designed to be fair and equitable to all parking patrons. When a patron purchases or accepts a permit, this confirms agreement to the provisions within this section.

PERMIT SALES:

Parking permits are sold annually, quarterly, weekly or daily. Annual, including Residential Hall permits, and quarter permits may be purchased online at <https://inside.ewu.edu/parking/>. If you have trouble purchasing online contact the Eagle Services office at 120 Tawanka Hall, 359-6520 and press 2 for Parking. Permits are sold on a first-come-first-serve basis.** All permits are virtual and are managed through license plate recognition technology. When purchasing a permit, you will agree to the following to obtain your permit to park:

I agree to abide by the EWU parking rules and regulations per Washington Administrative Code (WAC) 172.100 which can be found on the Eagle Services - Parking & Transportation link on the InsideEWU website found here: [Eagle Services – Eastern Washington University \(ewu.edu\)](#). I agree that only one registered vehicle per ePermit may be on location at any time unless the second registered vehicle is on location and attached to another ePermit. I agree to provide an unobstructed view of the vehicle license plate(s) and will adjust as needed to allow clear view (clean, no frame blocking letters/numbers, no plate covers allowed and if no front plate – YOU AGREE TO NOT BACK INTO STALL)

If purchasing an Annual Permit as an employee, I understand if I do not select to enroll in the Payroll Deduction, I am responsible for paying for my permit. If I do select to enroll, I understand I must purchase my permit using the payroll deduction option. If you choose payroll deduction, you MUST complete the online payroll deduction form by the first of August each year. Please visit our website noted above.

I understand all sales are final and refunds will be issued only on a prorated basis, daily rate of \$5.00/day will be used, or when a double charge has occurred.

Staff and students pay the same rate based on location and eligibility with the exception of 20,10,5 year employees and person with a disability with state issued placard will receive a discounted price.

****If your account has any outstanding infractions/citations, the citations must be paid in full prior to purchasing a permit. (See section [Infractions, Fines, and Appeals](#))**

PERMIT REFUNDS:

Parking permit refunds are available on a scheduled pro-rated basis. Please come to or call the parking office to determine if you are eligible for a refund. Refunds are calculated at \$5.00/day daily rate times the number of days the permit was active, M-F.

GUEST PERMITS:

Guest permits are issued to authorized guests of the University at \$5.00/day each. Guest permits are provided to departments upon written request by the department. Visit our website

at [Eagle Services – Eastern Washington University \(ewu.edu\)](http://Eagle%20Services%20-%20Eastern%20Washington%20University%20(ewu.edu)) visit the Parking page link and complete the online form under the tab Services/Faculty and Staff Services/Faculty and Staff Info. Please use the form located on our PTS website under Faculty and Staff.

AMERICANS WITH DISABILITIES ACT (ADA) PERMITS/ZONES:

American with Disabilities Act; WAC 172-100-120(8), RCW 46.61.582

Persons with disabilities must possess a valid Washington State plate or placard to qualify for EWU disability parking permits. The EWU disability permit is required and must be purchased from Parking Services. The permit may be purchased by the day, week, quarter or annually. Once obtaining and displaying the EWU disability permit, the state ADA placard does not need to be displayed in the vehicle. EWU campus parking lots are designated as Pay to Park lots. Thus, disability permit holders are provided preferential parking at designated zones and spaces but are not provided free parking. However, mobile pay stalls operated by the City of Cheney located on Washington, Elm, 5th, and the Visitor Center ADA stalls provide free-state ADA placard parking per RCW 46.61.582.

All disability permits are authorized for use by/for the disabled person only. Any person observed using a disability permit may be required to show Washington State ADA Identification to any police officer or parking employee. The operator of the vehicle must have the proper identification or must be physically transporting a passenger who has the proper state identification. Parking in a disability space without a permit is subject to a \$350 fine. Abuse of an EWU disability permit is a \$100 fine. Repeat violators will be required to return the disability permit.

Warnings and/or infractions will be issued to all vehicles not displaying a valid state ADA placard or plate while parking at mobile pay stalls on Washington, Elm, 5th, and the Visitor Center. Warnings and/or infractions will be issued to all vehicles parking in EWU disabled spaces not displaying an EWU disabled permit. If all disabled spaces are taken within the chosen parking location, an EWU disabled permit holder may park in any open EWU parking space first, then any open EWU mobile pay stall.

RESERVED PARKING POLICY:

AUTHORIZATION AND FEE FOR RESERVED SPACES:

Any student and staff members of the University can apply for a reserved parking space. The application must be in writing and submitted to the Parking Supervisor with justification as to need and any extenuating circumstances that would require a reserved parking space. The Parking Supervisor will consider approval based on space availability and the Parking Supervisor will determine the location of the space. In addition to the cost of the annual permit there is a reserved space fee of \$100.00, annually. Each reserved permit holder will pay the cost for the installation of the reserved sign and pole. Residential Life may request reserved spaces for Residential Hall Directors only; approval will be made by the Parking Supervisor.

USE OF THE RESERVED SPACE:

An individual authorized and assigned a reserved space will park in their reserved space only. The reserved space holder will not park in other permitted space. If the reserved permit holder parks at a meter the meter must be paid.

If the reserved permit holder finds an illegally parked vehicle in their space:

- Park at a regular permitted space within your assigned lot and notify the Eagle Services office immediately, 509-359-6520, and give the vehicle description and license plate number of the vehicle parked in your space. Eagle Services will dispatch the enforcement officer to take the appropriate action. Once the illegally parked vehicle has moved, the reserved space holder should relocate their vehicle as soon as possible.

TERMINATION OF RESERVED SPACE USE:

If a reserved space holder violates any of the above policies, or it is determined that parking privileges have been abused, action will be initiated to revoke the reserved space. The unused portion of the permit will be applied to fines for payment.

PARKING PERQUISITE:

A parking perquisite for staff members was approved in 1986 and 1998.

QUALIFIERS:

- Faculty, Administrative exempt and classified staff members with 20 or more years of service to the University on or before October 1st of the coming permit year, may qualify to purchase an annual parking permit for one half the normal price.
- Faculty, Administrative exempt and classified staff members with 10-20 years of service to the University on or before October 1st of the coming permit year, may qualify to purchase an annual parking permit for eighty-five percent the normal price.
- Faculty, Administrative exempt and classified staff members with 5-10 years of service to the University on or before October 1st of the coming permit year, may qualify to purchase an annual parking permit for eighty percent the normal price.
- Faculty, Administrative exempt and classified staff members who retire from EWU are eligible to receive a discounted annual retired parking permit based on space availability. This permit is limited to the use of the retired member only; is to be used for temporary parking; and, is not eligible for Special Events. If the retiree returns to work at EWU, either temporarily or full-time, they must purchase an annual or quarter parking permit at one half the normal price. Faculty Emeritus status does not allow extended use of the retired permit. If the retiree utilizes University parking on a continual basis (more than the occasional two-hour use), the retiree may purchase a permit at half the normal rate.
- Donors who qualify may receive a Patron permit from the EWU Foundation; license plate is required to activate the permit. This EWU Patron permit is good for a period of one year from the date of issue and the recipient must follow these user guidelines:
 1. EWU Donor permits will be valid in any campus lot except residential.
 2. EWU Donor permits are not valid at mobile pay stalls.
 3. EWU Donor permits are not valid in disabled spaces without a state ADA permit.
 4. EWU Donor permits are not transferable.
 5. EWU Donor permits are for the use of the donor only, not for their friends, children or students.
 6. EWU Donor permits are for short term parking - two hours only. If additional time is needed, the permit holder is to inform Eagle Services for instructions.
 7. EWU Donor permits are not valid at University Special Events or any other "Pay to Park" event.

LIMITATIONS:

Perks will not receive priority when purchasing a permit. Permit sales are first come-first serve. Perks will not receive priority when choosing a parking lot.

VISITOR PARKING POLICY:

All visitors, sales persons, vendors and all other members of the public shall park in an available lot as directed by Eagle Services staff and will pay the established parking fee, with exceptions noted below:

EXEMPT LICENSE PLATES:

OUTSIDE AGENCIES:

Federal, State, County, City, School District, and similar government personnel on official business and in a vehicle with tax-exempt license plates shall be permitted to park in all lots without charge. Employees of the above, on official business using unmarked vehicles or personally owned vehicles, may be issued a visitor pass free of charge.

UNIVERSITY VEHICLES:

EWU service vehicles, i.e. grounds equipment, shops, etc., may park in EWU parking lots without permits while performing service. The preferred space for parking service vehicles is: the designated state spaces first, then permit parking spaces, then mobile pay stalls if no other space is available. Vehicles may never park in any unauthorized or no parking zones.

UNIVERSITY DEPARTMENTAL NON-SERVICE VEHICLES:

All other non-service departmental vehicles will be required to purchase a lot permit or a reserved space and these are based on availability. Any non-service vehicle will be issued an infraction and the department will be notified. Parking for these vehicles is designated at the Red Barn – P18. Contact Eagle Services to determine if space is available prior to moving a vehicle to this location.

VENDOR - CONTRACTOR PERMITS:

Each day vendors and contractors come onto campus to provide services to the University. We recognize that vendors and contractors are a critical facet of campus life. However, the University has limited parking facilities to satisfy the parking demand of these visitors and the normal number of staff and students. Therefore, it is essential the University has clear and concise policies and procedures to accommodate the vendors and contractors who have business on campus.

Types of vendors and contractors that conduct business on campus include:

- Vendors or contractors who perform services to university facilities in easily recognizable “branded / logo” vehicles or those conducting business in unmarked cars.
 - Because these companies have a service arrangement with the University, it may be assumed that the volume or special discount that the University enjoys includes provisions to provide parking and access to the University.

- This access provision should be addressed in all future agreements and or contracts by University supervising departments, purchasing, or the contracting agency.
- The cost of a permit may be included in the University contract. The sponsoring University entity will ensure the University's interests are protected during contract negotiations. If the cost of the permit is not included in the contract, contractor may purchase permits directly from Eagle Services. (see below)
- Eagle Services must be informed of any contractual commitment concerning parking or access.
- If long term parking is necessary, i.e. construction contractors, Eagle Services will determine which lot the contractor or vendor can park in based on current availability.
- Vendors/Contractors Parking Permits Required:
 - The number of permits will be issued by Eagle Services to the department for distribution based on the contractual obligation.
 - The University's supervising department must coordinate their parking needs with Eagle Services.
 - No additional cost will be charged for access or parking on campus if permit cost was included in the contract, or if a permit has already been purchased.
 - This type of vendor or contractor may park in any:
 - University loading zone or service area;
 - Areas approved by Eagle Services
- Vendors/Consultants and Salespersons who have no contractual relationship with the University:
 - Will not be provided free access to the campus.
 - Will be referred to meter parking or may purchase a day permit for \$5 per day.
 - May purchase an annual vendor permit.

OTHER VISITORS:

- Media:
 - Members of the press, television, radio, and the wire services on official business may park in designated spaces with the proper permit.
 - Paid to ride services (Taxi, Uber, Lyft, etc.) and commercial delivery vehicles may park on campus in loading zones if waiting in the vehicle for pickup and delivery of passengers.
 - Visitors invited to the campus for the purpose of rendering services to the University will park in areas designated by the Eagle Service's staff or departments may allow a visitor to use their departmental-issued parking pass.

EWU FACULTY AT WSU SPOKANE, CATALYST AND SIERR - PARKING AT CHENEY CAMPUS:

EWU Faculty and staff who work in Spokane and obtain parking permits through Eagle Services may park on our Cheney campus lots as needed for meetings. All permit holders must register their vehicle with Eagle Services in order to manage their license plate on the Cheney campus.

DEPARTMENTAL CAMPUS SERVICE PERMITS:

Service permits for personal vehicles are issued to staff for short-term loading/unloading, inter-campus meetings, or for general short-term services being provided to the University. ***The permit is not to be used for the staff's daily personal parking use or convenience to circumvent the requirement to purchase a parking permit.***

- Issue and Control. With internal departmental approval, parking permits are issued to the departments on an annual basis for temporary, short-term use, and should be returned to the department after such use. These permits must be monitored and controlled by a designated person, e.g., secretary or office assistant who completes the activity log of use as described in the instructions provided. Permit requests are limited to a maximum of two per department. Requests exceeding this number require justification and will be given special consideration.
- Restrictions. Departmental permits are not valid at mobile pay stalls, reserved spaces, spaces for the disabled, fire lanes, safety zones, yellow curbs or zones, designated "no parking" areas, parking within 16 feet of a building or other areas not designated for parking.
- Loss. If a departmental permit is lost, the office of its control must file a report to Eagle Services to include the name of the individual who lost the permit, the serial number of the permit, and the location, date and time of the loss.
- Abuse or misuse of the permit may result in an infraction issued to the operator and/or the loss of the department's permit privilege. Enforcement will monitor the permit(s) use, length of stay, and repeat patterns in any one location to determine possible abuse. If abuse is suspected, the Director will contact the designated department personnel to obtain the activity log.

"S" PERMIT:

The "S" (Special) Permit is issued by Eagle Services to individuals who have been identified by name, title, department and purpose by the vice president, chair or department head of their prospective areas. This permit allows faculty and staff members who have duties requiring them to visit or make deliveries to other campus locations and have selected to use their privately owned vehicle for transportation. This permit will be limited in number. "S" permits are not valid for special event parking. The "S" permits are valid September 1 through August 31.

LOCATIONS NOT VALID:

- Mobile Pay Stalls
- Reserved Spaces
- Disability Stalls / Zones
- Fire Lanes / Safety Zones
- Yellow Curbs or Zones
- Designated "No Parking" Areas
- Parking within 16 feet of a building
- Other areas not designated for parking

PARKING BY PHONE:

Mobile Pay provides short- or long-term parking all around campus. There are mobile parking stalls located in the following lots and areas and are designated by signage:

- Lots 1, 3, 5, 6, 9 and 15
- Streets: 5th & D, 5th Street, Washington and Elm
- HH lot off of 7th and G street (only lot that is entirely mobile pay; all others are single stalls designated by signage; look for the arrow at the bottom of the sign if one sign designates two stalls)

PAY BY SMART PHONE PROGRAM:

Download the PayByPhone application at: <https://sites.ewu.edu/parking/meter-parking-app/> and load it from the App Store or Google Play. It might be easier to open the account using a computer then download the app. (Remember your PIN)

Payment is made by Zone and by license plate. Be sure to state the correct zone and plate when paying online. When paying via the application, your payment will show only on your phone after you have submitted payment.

Five minutes prior to expiration, you will receive a text or email explaining your time is about to expire. You have the option to make another online payment prior to expiration to avoid receiving a parking citation if you have not parked for the maximum allowed time. If you have parked for the maximum amount of time, your time must expire prior to renewing another session.

ELECTRIC VEHICLE CHARGING STATIONS:

These rules govern the use of electric vehicle charging stations (EVCSs) that are located on parking lots or at metered parking spaces which are owned and/or operated by Eastern Washington University (EWU). WAC 172-100-150

- 1) The EVCS units will be enforced from 8:00 a.m. - 5 p.m. Monday – Friday.
- 2) Vehicle must be in paid status during use.
 - Charging stations exist in stalls with **4-hour maximum** stay per day per vehicle.
 - The vehicle must have a valid permit for any EWU lot while using the charging station or a parking infraction will be dispensed.
 - There is no additional charge to plug into the EVCS.
- 3) Vehicle must be actively charging when parked in the charging stall.
- 4) Charging of electric vehicles is limited to charging station stalls only. A monetary penalty of \$124 will be assessed to any vehicle parked in the EVCS and not plugged in and actively charging. RCW 46.08.185(2).

RESTRICTIONS:

- EVCS stalls may be closed for special event parking, maintenance and construction. The stalls may be reserved for a fee through the Eagle Services office for special events.
- Parking in EVCS stalls is restricted to vehicles plugged in for charging.
- The maximum time limit for parking in the EV stall is 4-hours per day per vehicle.
- The University assumes no responsibility or liability for damage to vehicles using the EVCS.
- Customers may not use electrical outlets in parking facilities for vehicle charging except those designated for use by electric vehicles.

INFRACTIONS (CITATIONS), FINES AND APPEALS:

ENFORCEMENT:

The university uses License Plate Recognition to enforce our campus. Please review the policy here: <https://inside.ewu.edu/parking/faq/parking-policies/>

Citations will be placed on the windshield of the violating vehicle. However, if the driver leaves the lot prior to receiving the actual citation, an email will be sent the next morning to the person who registered the license plate in the parking system(s).

HOW TO PAY CITATIONS:

Eagle Services - Parking offers online, phone, and in office payment capabilities. To pay online, go to the Parking Services Website at <https://sites.ewu.edu/parking/parking-and-transportation-services/citations/> by phone – (509) 359-6520 ext. 2; in the office – 120 Tawanka, Cheney campus. Monetary penalties paid within 14 calendar days following the issuance of the infraction will not be accessed a late fee (see chart below). If the citation is not paid in the 14 days, a late fee of \$10.00 is assessed. If the citation is over 21 days old, the citation will be transferred over to the Student Financial Services office and placed onto the student/employee billing account. **If you wish to purchase parking permits online, please contact Eagle Services to pay these transferred citations or access to the online purchasing portal will not be active.**

- If you choose to appeal the infraction ([How to Appeal](#) is in the next section):

CURRENCY

Eagle Services can accept only U.S. currency drawn from U.S. banks; Master Card, Visa , American Express Cards, Discover, Apple pay and FLEX.

VIOLATION FINES/FEES:

	Fine Schedule		
Violation Code	Violation Description	Fine Amount	Late Fee (on 14th Day)
1	No Permit	\$25	\$10
2	No Valid Permit	\$25	\$10
3	No Parking Area	\$25	\$10
4	Parked at Expired Meter	\$25	\$10
5	Parked at Yellow Curb	\$25	\$10
6	Parking in Wrong Lot	\$25	\$10
7	Parking in Driveway	\$25	\$10
8	Parking in Loading Zone	\$25	\$10
9	Failure to Display Permit	\$25	\$10
10	Parking on Lawn	\$25	\$10
11	Parked over Yellow Line	\$25	\$10
12	Car in Motorcycle Space	\$25	\$10
13	Parked in Safety Zone	\$25	\$10
14	Parked in Disability Stall	\$350	\$10
15	Parked in Reserved Zone	\$25	\$10
16	Parked in Service Drive	\$25	\$10
17	Parked in Bus Zone	\$25	\$10
18	Parked within 15' of Fire Hydrant	\$25	\$10
19	Motorcycle in Car Space	\$25	\$10
20	Immobilization	\$45	\$10
22	Misuse of Permit	\$100	\$10
23	Parking on Sidewalk	\$25	\$10
24	Special Traffic Regulation	\$25	\$10

VEHICLE IMMOBILIZATION (FEES):

<https://in.ewu.edu/parking/wp-content/uploads/sites/31/2021/09/Boot-Inst.pdf>

Applicability: WAC 172-100-020 (4); WAC 172-100-140

Unpaid parking ticket fines and late fees charged against any vehicle license plate, or a combination of vehicle license plates where vehicles are registered together under an individual's registered account on the parking software program and/or mobile payment program or any vehicle license plates not known to be registered but have the following unpaid fines and fee conditions:

- One individual license plate, or a combination of license plate(s) on a single account, possessing four unpaid citations with fines exceeding \$100.00
OR

- Any citation balance due older than 90 days and exceeding \$100.00, single license plate or in combination under one account, may be immobilized and/or towed and impounded at the owner/driver's expense until the account is paid in full.

Procedures:

- A. The cost to the owner/driver of an immobilized vehicle will be **\$45.00** plus all parking fines and late fees. The person has up to **3 business days** to pay all parking fines and late fees plus the immobilization fee. **After 3 business days**, if the owner/driver has not contacted the Eagle Services office during the hours of Monday – Friday, 8:00 – 3:30, or after hours, the University Police Department, to arrange for release of the locking device, the vehicle **will be towed** with additional towing and storage fees. Once the tow company has been notified to tow, all towing expenses/payment arrangements must be made with the tow operator. The vehicle will not be released until all parking fines and fees have been paid to EWU. (see Section F)
- B. Any person(s) who attempts to remove or tamper with an immobilization locking device on a vehicle after being installed; the vehicle will be towed and impounded at the owner/driver's expense.
- C. Any person(s) who tampers with or damages the locking device will be held responsible for any and all damages to university property and charged accordingly.
- D. The "Immobilizer" replacement cost is current market cost regardless of the extent of damages.
- E. Persons wishing to secure the release of a vehicle that has been immobilized or impounded should first report to the **Eagle Services office, Tawanka Hall 120, 509-359-6520, between the hours of 8:00 a.m. and no later than 3:30 p.m.** After hours, please contact the EWU Police Department, 359-7676, to arrange for release of the vehicle. Procedures below:

1. Enforcement Release Hours of Operation; M – F, 8:00 am to 3:30 pm:

- Once the fines have been paid in the Eagle Services office, PTS will have an enforcement officer remove the boot; Monday – Friday, 8:00am – 3:30pm.

2. After hours and weekends:

- Once the person responsible for the vehicle provides the EWU Police their EWU ID, current license information, current address and authorizes all fines and fees to be charged to their Student Billing Account, the officer will remove the locking device.
- If the officer does not receive all the information needed to release the vehicle after hours, the person must contact Eagle Services within the 3 business days from the time of immobilization to arrange release.

- If the person responsible is not affiliated with EWU and has no EWU ID or Student Billing Account, all fines must be paid during enforcement release hours of operation in order to be released.

F. No vehicle impounded pursuant to this ruling shall be released until all fines and late fees have been paid. Impounded vehicles must pay all fines and fees during office hours of operation in order to be released. Towing fees and storage fees will be paid directly to the towing vendor.

1. If your vehicle was towed, the enforcement officer will issue the person a Stored Vehicle Release Authorization Certificate, which the person will present to the towing company. The towing company will at that point release the vehicle after collecting their tow and storage fees.
2. Towing fees and storage are established by the towing vendor. Current maximum fees are \$184/hr for towing and \$48 per day for storage.

G. EWU is not liable for any damage resulting to any vehicle requiring immobilization or tow removal.

RESULT OF NON-PAYMENT OF FINES OR FEES:

- Placement of an administrative hold may be attached to your student billing account which can interfere with registering for additional classes until fines are paid in full.
- Unpaid fees or fines will be processed for collections.

COLLECTIONS:

Persons or organizations will be processed for collections for the following reasons:

- Unpaid infractions over 21 calendar days which have not been appealed.
- After filing an appeal on an infraction and receiving an infraction upheld decision and not paying within 14 days of decision.

DISPUTED REGISTERED OWNER PROCEDURE:

If someone disputes parking charge(s) due to a question of vehicle ownership at the time of the infraction, staff will obtain the following information to verify ownership and try to resolve the situation:

- 1) Verification of the date of the citation, location, time, license plate, and description of the vehicle;
- 2) Staff will complete a Department of Licensing inquiry to update to the most current information; and if the vehicle has been sold during the time of the infraction in question;

- 3) Staff will request supporting documentation, such as a copy of the Bill of Sale, Purchase Agreement, or Sellers Report be presented to Eagle Services, 120 Tawanka Hall, Cheney, WA 99004.
- 4) Upon receipt of the verified documentation, staff will void the infraction.
- 5) If no documentation is received, the infraction will remain on the account as a valid infraction.

APPEAL RULES AND PROCEDURES:

PARKING SUPERVISOR REVIEW PROCESS

The Parking Supervisor may void, reduce to warning, or reduce fine amounts if the infraction is within the following guidelines: WAC 172.100.130(b); RCW 28B.10.560(b):

- Infractions where mitigating circumstances are evident.
- Infractions, where the infraction was written in error.
- Infractions for the good of the university and its mission.
- First time visitors.

The following violations will not be voided:

- Parking in a safety zone
- Parking in a service drive; unless prior authorization given by Eagle Services- Parking
- Parking in a bus zone
- Parking within 15' of a fire hydrant
- Expired meters
- Parking in a handicapped zone
- Parking in a reserved zone/space

The Parking Supervisor may forward infractions that require special consideration to the Board for adjudication.

PARKING APPEALS BOARD

OVERVIEW:

- Infraction notices must be appealed within 14 days of issuance to the EWU Parking Appeals Board.
- The first appeal is a written appeal to the EWU Parking Appeals Board.
- The second appeal is an in-person or phone appeal before the EWU Parking Appeals Board.
- If a person is aggrieved by the final decision of the parking appeal Board an appeal may be entered for review through the Spokane County District Court.

AUTHORITY:

Pursuant to WAC 172.100.130 and RCW 28B.10.560 (1)b, this section establishes Eastern Washington University's appeal process and its procedures.

PURPOSE:

To administer appeals submitted by individuals who have been issued parking infractions for violations of the Eastern Washington University WAC-Parking regulations. The Appeals Board functions as an independent parking infractions hearings Board.

SCOPE OF RESPONSIBILITY:

To evaluate mitigating circumstances presented in the appeal and determine whether the appeal should be upheld or voided.

DEFINITIONS:

- Uphold: The Board does not find any mitigating factors or compelling circumstances to dismiss the infraction.
- Reduce to Warning: The Board finds that there were mitigating factors, but the appellant clearly was in violation. The Board may consider the appellants parking history and may reduce the infraction to a warning.
- Void: When the Board finds that there was sufficient evidence to remove the infraction.
- Mitigating Factors: These factors are applied to non-safety violation infractions only.
- Compelling Circumstances: These circumstances are applied to safety violations and restricted zones or areas in the event the infraction was received during an emergency. The emergency must be a real emergency affecting the safety of persons or property. An emergency in the mind of the appellant does not reflect an actual state of emergency.

COMPOSITION OF THE BOARD:

The Appeals Board will consist of at least four members, one from each of the campus constituencies:

- Associated Students
- Faculty
- Classified Staff
- Administrative Exempt

The Parking Appeals Board Chairperson should appoint two members from each area to the Board. If the Chairperson is unable to recruit members, the Director will contact the Associate VP of Business and Finance. Associate VP of Business and Finance shall ask the VP from the vacant constituency to appointment a member to the Board.

The Parking Supervisor and/or the Director will appoint the Parking Appeals Board Chairperson. The Chairperson is responsible to the Parking Supervisor for the independent operation of the Appeals Board.

QUORUM:

The ideal quorum is at least one member from each of the four areas. However, as a minimum, the Chairperson may call a quorum with three members.

If a quorum is not met, the first and second appeal hearings will be continued to the next available meeting. The Chairperson may call for additional meetings during the week as

necessary. Those appealing should be notified in person of when the next meeting will be held.

BOARD PROCEDURAL STEPS:

The Chairperson is responsible for conducting the hearing. In the absence of the Chairperson the Parking Supervisor, or designee, will serve as the hearing Chairperson.

- The Chairperson will read the first appeal to the Board. All references to the appellants' identity or position will not be read. If available, the Chairperson will present appellant's parking history and any other documents provided by the Eagle Services Office.
- The Board will discuss the issue based on the facts of the infraction and will determine if mitigating factors are present. The Board may call for additional information or clarification from Eagle Services. If a parking representative is present, they may act as a consultant to the Board on parking matters. The Chairperson shall then call for the vote.
- The Board will vote to either uphold, reduce to warning, or void the infraction. It will be a voice count vote. The deciding vote will be a simple majority. In the case of a tie, the Chairperson will break the tie.
- When hearing a second appeal, the appellant will make the presentation of their appeal in person, or by phone. The Board members may ask questions. Once the appeal has been presented, and questioning is completed, the appellant will be excused from the hearing room. The Board members will conclude their discussion and vote on the appeal. The appellant will be invited back into the hearing room. They will be presented the results of the vote. The appellant will also be informed that a letter will be sent confirming the voted results.

APPEALS BOARD MEETINGS: (WAC 172-100-130)

The meeting place for the Appeals Board will be in Tawanka Hall unless otherwise posted. The specific room will be coordinated with the Event Planning staff and members of the Board will be informed of the room number by the Chairperson.

- Meeting times are typically the first and third Thursday of every month at 2:00 p.m. however, if there is an increase in appeals, they will meet every Thursday to accommodate the requests. The sessions normally will last about one hour, longer if necessary. The Chairperson may alter meeting times and days to best serve the process.

HOW TO APPEAL:

SUBMISSION:

WAC 172-100-130(b) states all appeals must be submitted within 14 days of issuance of the infraction notice; however, **Eagle Services has allowed a grace period to file the appeal. Filing for an appeal must be done within twenty (20) calendar days of the date of the infraction.** The Appeal form is available online at <https://ewu.citationportal.com/>. The Appeal form must be received by the 20-day grace period or all rights to appeal are lost. The Parking Supervisor may waive the 20 days when mitigating circumstances exist. Although there is a

grace period to file the appeal, a late fee will be applied on the 14th day after the date of the infraction.

FIRST APPEAL:

First appeal is written using the established appeal form. A written appeal is also accepted as long as the following information is included:

- Name
- Address
- Phone number
- License plate
- Infraction number
- Date of the appeal (as verified by postmark)
- State Driver's License number for the purpose of identification of the individual assuming responsibility for the infraction
- Yellow copy of the infraction or copy of the computer generated infraction receipt

FIRST APPEAL DECISION:

After the Board has decided on the first appeal request, Parking Services will notify the appellant by letter within 10 working days of the decision. The following information will be included in the letter:

- Date and time of the citation
- Date appeal was considered
- Infraction notice number
- Decision of the Board and reasoning.
 - Fine (if upheld) reduced to warning, voided or modified
- Notice that a fine is due within 14 calendar days from receipt of the letter
 - Example
 - The original fine is due if the appeal was filed within the 14-day rule
OR
 - The original fine plus late fee of \$10.00 if the appeal was filed in the grace period allowed
- Inform appellant of second appeal right in appeal decision letter
 - Fines remain on hold until a final decision is made by the Board

SECOND (FINAL) APPEAL:

If the appellant is aggrieved with the Board's decision on the first appeal a second appeal is allowed. The appellant must fill out the second appeal at the Parking Services office.

Failure to respond to a scheduled second appeal hearing will result in an automatic upholding of the infraction and the fine reverts to the original monetary fee schedule. All collection procedures will apply for non-payment.

SECOND APPEAL DECISION:

After the Board has decided on the second appeal hearing, they will notify the appellant within 10 working days, of the decision. The following information will be included in the letter:

- Date and time of citation
- Date on appeal letter
- Infraction notice number
- Decision of the Board and reasoning.
- Fine (if upheld) reduced to warning, voided or modified
 - Example
 - The original fine is due if the appeal was filed within the 14-day rule
OR
 - The original fine plus late fee of \$10.00 if the appeal was filed in the grace period allowed
- Notice that the FINAL Appeal fine is due within 14 calendar days from receipt of the letter.

ADDITIONAL GUIDELINES FOR IMMOBILIZATION AND IMPOUNDMENT APPEALS:

Immobilization and impoundments may be appealed by submitting a written appeal to parking services within fourteen calendar days of the date of the immobilization or impoundment of the motor vehicle. Appeals may be submitted to parking services in person. If an appeal is not timely filed, the fees, fines, or costs are final.

Appeals will be reviewed by a board consisting of voting members from the following groups: Associated students, classified staff, faculty, and exempt staff. A parking services representative will act as a consultant to the board. The board may uphold or dismiss any fees, fines, or costs of the immobilization/impoundment, the owner and/or driver is responsible for paying all fees, fines and costs. If the board upholds the fees, fines, or costs related to the immobilization or impoundment, the owner and/or driver is responsible for paying all fees, fines, and costs. If the board overturns the immobilization or impoundment, the owner and/or driver is not responsible for the costs related to such immobilization or impoundment. In the case of a tie vote, the board will continue discussion and vote again until a majority vote is obtained. If an impasse exists, the decision will be in the favor of the immobilization or impoundment.

Within five calendar days following the board's review, parking services shall notify the appellant, by mail or by electronic mail, of the board's determination. The board will meet every two weeks, with additional meetings as necessary.

DE NOVO DISTRICT COURT HEARING RCW 28B.10.0560 (2):

Persons charged with a parking infraction that deems themselves aggrieved by the final decision in an internal adjudication may, within 10 days after the written notice of the final decision, appeal by filing a written notice with the college or university police force and immediately appeal to the Spokane County District Court by filing a court form. The form is located on the Spokane County website at spokanecounty.org under the "District Court Forms," subheading "Criminal/Infraction" and the form is titled "Motion and Order issue of law. The Parking Supervisor will prepare documents related to the appeal and shall immediately forward the information to the District Court. Such appeal shall be heard De Novo, or from a fresh start.

PARKING FACILITIES USAGE & SAFETY GUIDELINES:

PROTECTION OF PARKING FACILITIES:

- No vehicle parked in any campus lot will be dismantled for repairs or salvage.
- No vehicle parked in any campus lot will be serviced including: oil changes, radiator flushing, or like services, that involves the exchange of fluids.
- No person shall dispose any oil, or automotive chemical on any parking lot surface, campus lawns, grounds, sewer or storm drains.
- All vehicles parked on any campus lot must be operable at all times and capable of being moved under its own power. Immediately contact Eagle Services if your vehicle becomes immobilized to arrange for a grace period to move the vehicle for repairs.
- Tailgating, and Barbecues:
 - Allowed in conjunction with EWU football games.
 - No dumping of any barbecue residue on the parking lot surface, or surrounding grounds. Disposal of the ash, grease and charcoals will be packed off campus.
 - No painting or marking of any parking stalls or isles.

SAFETY AND MANAGEMENT OF PARKING FACILITIES:

- At no time shall unauthorized vehicles go around or move parking barricades. Barricades are placed for safety, parking management, and/or special instructions. These barricades are regulatory signs used for defining prohibited areas.
- No personally owned Recreational Vehicle, Boat, Trailer, Semi-tractor, or Camper will be stored on any campus lot. (EWU departmental vehicles allowed)
- Buses must park in the established bus zone located in lot 12. The Parking Supervisor or his designee must approve any other temporary parking arrangements.
- Motor homes, Boats, Campers or Trailers may be parked in the RV section of lot 12 for special event activities held on campus. Contact Eagle Services office for a permit. Overnight RV parking is not permitted on any campus lot outside of football tailgating.
- RV's must not impede traffic movement and must not exceed the allotted parking space.
- Tractor-Trailers may park at designated freight docks for authorized deliveries.
- Lot Closure:
 - Closures may be allowed whenever circumstances warrant for public safety, snow removal, and/or control of traffic flow.
 - Vehicles left in any closed area may be subject to towing at the owner's expense.

- Upper lot 13, North 10th and Oakland Street, will be closed, sectioned off and posted, depending on weather conditions.