

1221 Do Not Ticket Log

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Purpose

The 1221/Do Not Ticket Log is used when an OHSU Member has extenuating parking circumstances that will require them to park outside of OHSU's parking guidelines.

Definitions

Member – OHSU Members as defined in the OHSU Code of Conduct

Non-Member – Includes patients, patient companions/visitors, and all other persons who are not considered OHSU Members.

Customers - Refers to all categories of individuals, Members and Non-Members, who are subject to this procedure.

Procedure

In the event an OHSU Member needs to park outside the regular OHSU Parking guidelines, they must call into the "1221/Do Not Ticket Log" at 503-494-8283 and leave the following information;

- First and last name
- Department they are working for
- Vehicle license plate number and state of issue
- Color of vehicle
- Make of vehicle
- Model of vehicle
- Location where vehicle is parked, including level if parked in a garage
- Reason for parking outside of guideline

Use Guidelines & Limitations

1. In certain circumstances, Members may not be covered on the "1221/Do Not Ticket Log". These circumstances include, but are not limited to:

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- a. Parking in any 24/7 Restricted Zone
 - b. Parking in Patient Parking (unless parked as patient/patient visitor)
 - c. Members with outstanding parking tickets
 - d. Members with outstanding "1221/Do Not Ticket Log" fees
 - e. Member has purchased two or four hour day pass and has exceeded that time limit
 - f. Members, whose regular shift starts before the Marquam Hill Information Center (MHIC) booths open, should purchase a multiday pass.
2. In the event the Member does not call in to the "1221/Do Not Ticket Log" they may be subject to a ticket.
 3. All Members are required to pay for parking fees on the same day that they request to be placed on the "1221/Do Not Ticket Log". If the Member purchases a two or four hour permit, they must come in immediately after their shift ends to pay for parking fees. **(ONA Members, please refer to the ONA Held-Over/Called-In procedure in ONA Contract).**
 4. Any vehicle not on the Member's account may be covered for up to three days on the "1221/Do Not Ticket Log". If a Member needs to use the loaner vehicle for more than three days they must come in to the Transportation and Parking (T&P) Customer Service Center (CSC) to get a Temporary Permit for the time remaining. The Member must call in each of the three days they have the loaner car to let (T&P) know where they are parking.
 5. Swing shift parkers that are in early cannot be covered on the "1221/Do Not Ticket Log". They will need to purchase an In-Early permit from the CSC or MHIC and park in the designated swing shift lot.
 6. Traded Days: Members who do not work five days a week may trade a regularly scheduled day in the same week for a day that they normally do not work. To avoid a ticket, Members should call in to the "1221/Do Not Ticket Log". For example, a Member who is a 4-day Monday-Thursday parker, may trade days by working a Friday instead of a Monday.
 7. Forgotten Hangtag: Member may be covered 1 time in 3 months on the "1221/Do Not Ticket Log" at no charge. Notes in Member's TickeTrak account will be recorded when covered on the "1221/Do Not Ticket Log" for Forgotten Hangtag. For each additional occurrence (within a rolling 3 month period) the Member will need to purchase a Day Pass.
 8. Carpool Forgotten Hangtag: Carpools as a group may be covered 1 time in 3 months on the "1221/Do Not Ticket Log" at no charge. Notes in each Member of the Carpool's TickeTrak account will be recorded when covered on the "1221/Do Not Ticket Log" for Carpool Forgotten Hangtag.

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For each additional occurrence (within a rolling 3 month period) the Carpool will need to purchase a Day Pass.

Internal Procedures

1. At the start of each business day, the T&P employee responsible for opening the office will check the voicemail for any "1221/Do Not Ticket Log" messages.
2. Staff will then check the "1221/Do Not Ticket" database and TickeTrak to verify each Member who has left a voicemail message does not owe for any prior "1221/Do Not Ticket" fees or for any outstanding tickets.
3. If the Member is ineligible to be covered on the "1221/Do Not Ticket Log", staff will call the Member notifying them that we are unable to cover them on the "1221/Do Not Ticket Log", the reason for their ineligibility and inform the Member they are subject to a parking ticket. If staff is unable to contact Member by phone, a follow-up e-mail will be sent. Notes will be entered into Members TickeTrak account noting conversation/e-mail.
4. If the Member is eligible for "1221/Do Not Ticket Log" coverage, staff should enter the information from the message into the "1221/Do Not Ticket Log" database.
5. The T&P employee will then delete all messages.
6. At the start of the T&P Enforcement Patrollers shift, the T&P employee will e-mail the "1221/Do Not Ticket Log" to the Patrollers. As new requests come in from Members to be placed on the "1221/Do Not Ticket Log", staff will repeat steps 2-5 above and e-mail the new information to the Patrollers. The voicemail must be checked hourly during business hours.

Resolving Member Non-Payment of 1221

1. If the Member fails to pay their parking fees by the start of the following business day after a request to be covered, an e-mail will be sent reminding them of the balance owed for parking. The Member will be informed that they are ineligible to use the "1221/Do Not Ticket Log" until all unpaid fees are current.
2. If after 5 business days the parking fees remain unpaid, a follow-up email is sent and the Members' manager is copied. In the second e-mail it will state that if the fees are not paid within 5 business days, the Member may be subject to collections actions.

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Suspected Misuse

Any suspected misuse of the “1221/Do Not Ticket Log” shall be reported to the Transportation and Parking Department for investigation and follow up and may result in immobilization of the vehicle, fines, criminal prosecution, and HR actions up to and including termination, or other actions as necessary.

Disqualification & Revocation

Members with a history of extensive and/or egregious parking or parking-related violations at OHSU may be disqualified from receiving a parking permit at the discretion of the Transportation & Parking Department. A permit may be revoked due to a change in the permit holder’s role at OHSU or due to misuse of the permit.

Process Management & Inquiries

The Director and Associate Director of Transportation and Parking jointly manage implementation of this procedure. Questions should be directed to the Associate Director of Transportation and Parking.