

University of Minnesota
Parking & Transportation Services

KEYCARD USER INFORMATION

If you have any problems with your keycard, please call the Parking and Transportation Services' office at 612-626-PARK as soon as possible. We are located at 300 Transportation and Safety Building, 511 Washington Avenue SE. Our walk-in office hours are from 7:00 a.m. to 5:00 p.m., Monday through Friday.

1. **USE YOUR KEYCARD TO ACTIVATE GATE ARM:** Hold either flat side of the keycard within two inches of the sensor at the entrance/exit of the facility.

Use the keycard to both **ENTER** and **EXIT** even if the gate arm has been broken off or is in the "UP" position. If you happen to enter or exit the facility **without** using your keycard, your card **will not** activate the gate arm the next time you try to use it. (If this should happen you must call the Parking & Transportation Services' office at 612-626-PARK before you may successfully use the card again.)

2. **PARKING FOR A DAY WITHOUT A KEYCARD:** If you do not have your keycard with you when you park, pull a ticket to enter your contract facility. Call the customer service desk at 612-626-PARK prior to exiting (as soon as possible is best), to let us know you have forgotten your keycard. The customer service representative will verify your active contract and issue a control number for you will write on the back of your ticket. Upon exiting the facility, push the help button on the Automated Pay Machine for assistance. If you park in a facility that does not have a ticket dispenser, the customer service representative will direct you to an alternate facility for the day and then follow the instructions above.

3. **MULTIPLE SETS OF KEYCARDS** are available at the Parking & Transportation Services office. These can be used for carpooling or if you drive multiple vehicles. Please note that only one car park in the facility at any given time. *There is a \$12 nonrefundable charge per additional keycard.*

4. **REPLACING LOST CARDS:** Replacement of a lost keycard is available at the Parking & Transportation Services office. *There is a \$12 replacement charge. \$24 for a duplicate keycard set.*

5. **STORING KEYCARDS:** Extreme sun exposure (which occurs if you leave your keycard on the dashboard) will cause permanent damage to keycards. Storing keycards near metal will not damage the card, but *storing them near a magnet will.* *There is a \$12 replacement charge for all damaged cards.*

6. **RECIPROCAL PRIVILEGES:** As a 24-hour contract patron you have reciprocal privileges using your keycard. Specific information regarding reciprocal privileges is listed on the back of this sheet.

RECIPROCAL PARKING PRIVILEGES

****RECIPROCAL PARKING PRIVILEGES ARE NOT VALID ON FOOTBALL SATURDAYS****

REMINDER – *Reciprocal privileges are on a SPACE AVAILABLE BASIS ONLY.*
Also, reciprocal parking on the same campus as your assigned contract facility is not allowed

MONDAY-FRIDAY PRIOR TO 4:30 P.M.

As a contract patron in a keycard-controlled facility, you have reciprocal parking privileges on a SPACE AVAILABLE BASIS, prior to 4:30 p.m., Monday-Friday in the following facilities:

- East Bank:** Fourth Street Ramp (West Bank and St. Paul campus contract holders)
- West Bank:** 21st Ave Ramp (East Bank and St. Paul campus contract holders)
- St. Paul:** Gortner Avenue Ramp (East Bank and West Bank contract holders)
- All Banks:** West Bank Office Building Ramp (lower levels only)
Lot C66 on Como and 29th Ave (Call 612-626-PARK with vehicle license plate number). Lot C66 **is not available for parking during the State Fair**

MONDAY-FRIDAY AFTER 4:30 P.M. AND ALL DAY SATURDAY AND SUNDAY

As a contract patron in a keycard-controlled facility, you have reciprocal parking privileges on a SPACE AVAILABLE BASIS, after 4:30 p.m. Monday-Friday, weekends, and on University holidays in most keycard-controlled facilities. Specific information regarding available facilities and hours are listed below:

Keycard-Controlled Facilities

East Bank

Lots C32, C33, C55, C58, C59
East River Road Garage
Fourth Street Ramp
Gateway Lot
Gold Lot
Gopher Lot
Nolte Center Garage
Oak Street Ramp
University Avenue Ramp
Washington Avenue Ramp

West Bank

Lot C86
Lot C98
19th Avenue Ramp
21st Avenue Ramp
WBOB Ramp

St. Paul

Gortner Avenue Ramp
Lot SC101
Lot SC103

Entrance Hours for Reciprocal Keycard Facilities

Monday – Thursday: enter anytime between 4:30 p.m. and 5:00 a.m. the following day
Friday, Saturday & Sunday: enter anytime between 4:30 p.m. Fri. and 5:00 a.m. the following Monday
Official University holidays: enter anytime between 4:30 p.m. on the day prior to the official University holiday and 5:00 a.m. the next business day

Exit Hours for Reciprocal Privileges

You must exit all reciprocal keycard facilities prior to 7:00 a.m.
Your keycard will not allow you to exit after 7 a.m.