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# UC Hastings College of the Law

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Parking Garage  
Operations Manual

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July 2010

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## 1.0 INTRODUCTION

The College owns and operates a 399-stall parking garage at 376 Larkin Street for the convenience of the College's students, faculty and staff. The Garage opened for business on June 15, 2009.<sup>1</sup>

Additionally, there is 12,835sq. ft. of College and community-serving retail space available. Current tenants include the YMCA, with a five year lease and Subway Sandwiches with a ten year lease. The CFO's office is responsible for lease negotiations. The Office of Fiscal Services is responsible for the billing and collection of the monthly lease payments.

Leases are on file with the CFO.

Operation of the parking garage is under the responsibility of the CFO.

## 2.0 RESPONSIBILITY OF GARAGE EMPLOYEES

All employees of the garage receive a copy of this manual and are responsible for complying with the provisions. It is the responsibility of the garage manager to notify employees of any revisions.

## 3.0 HOURS OF OPERATION

The posted hours of operation are Monday through Saturday, 7 am to 11 pm and Sunday, 7 am to 9 pm.

Hours of operation during holidays and special events are subject to change and may vary. (The garage is generally closed on all College holidays.)

Note: Certain authorized monthly parkers have full access to the garage via a transponder. The Garage Manager is responsible for maintaining a current list of parkers who have been issued a transponder.

## 4.0 RATE STRUCTURE

Refer to Exhibit A for a sample rate structure.

Please check the [Garage website](#) for the current rate structure.

The parking rates are set by the Board of Directors and any changes must be approved by the Board.

It is the policy of the College that the current rate structure is posted in a manner where it can be easily viewed by parkers.

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<sup>1</sup> In May 2010 the capacity of the Parking Garage was increased to 399 spaces by restriping unused motorcycle parking.

It is the responsibility of the Garage Manager to ensure the current rate structure is posted and that pending rate increases are communicated in advance to parkers.

## 5.0 OPENING AND CLOSING PROCEDURES

### 5.1 Opening Procedures

Gates are opened manually by the Parking Garage manager upon arriving in the morning.

Gates open automatically at 6:30 am.

#### a. Pay Station Cash Out

Pay Stations are emptied daily of all prior day's receipts between 7:30 am and 8:30 am under the supervision of a Hastings College of the Law Safety and Security Officer. Additional monies are also added to the Pay Station change funds when needed.

Pay Stations drops are made following procedures outlined in section 8.1

### 5.2 Closing Procedures

Gates automatically close at 11 pm.

Anytime the garage is required to be open between 11p.m. and 6 a.m., Hastings Safety and Security staff must send a report to the Garage Manager and the CFO.

Garage personnel physically walk the entire garage once closed for the purpose of conducting an inventory of cars parked overnight. The inventory is noted on the Physical Inventory report and made available for the Garage manager to review in the morning. This report is maintained for a period of time to assist management with disputes of long-term or overnight parkers.

## 6.0 CHANGE FUNDS

Change funds, consisting of coins and currency, are College assets and are provided to garage employees for the sole purpose of conducting College business in the parking garage. Only the garage employees and members of the Hastings Department of Public Safety are authorized to receive and handle change funds.

### 6.1 Cashiering Materials

In addition to a **change fund (currently \$250)**, the manager issues the following cashiering materials to each garage employee. It is the responsibility of each cashier to ensure all cashiering materials are secured and replenished when necessary.

- Cashier's Drop Safe Reports
- A uniquely numbered check endorsement stamp
- Numbered Wells Fargo Bank deposit bags
- Wells Fargo Bank deposit slips
- Brinks deposit log book

## 6.2 Change Fund

The Garage Manager prepares a change fund for each cashier. At the end of his/her shift, the Cashiers drop the change fund into the garage drop safe and records the drop on the Drop Safe Report in the Change Fund Drop section. See Exhibit C for the Drop Safe Report.

The denomination of the change fund drop is noted on the Cashier's DRS (Daily Revenue Sheet). A witness is required to verify all change fund drops. The Drop Safe Report states the witness responsibilities.

Routine and unannounced audits will be performed on all change funds. In the event of a change fund shortage, theft or loss of funds, the employee must immediately report the loss to the Garage Manager who will in turn report the loss to the department of Safety and Security, the CFO and the Controller.

## 6.3 Cash Handling Procedures

Employees shall handle change funds as outlined below. Failure to do so may result in disciplinary action including suspension and/or termination.

- 1) Cash and coins must be secure at all times;
- 2) Change fund must be removed from the cash registers at the end of each shift and secured in the drop safe;
- 3) Access to the drop safe is limited to Management;
- 4) When not in use, the drop safe must be locked at all times;
- 5) Cash register access is limited to Management and the on-duty cashier;
- 6) IOUs to the change fund are prohibited;
- 7) Use of the change fund for personal use is prohibited;
- 8) Management must verify the cash on hand daily;
- 9) Cash overages and shortages of \$20.00 or more must be reported to the Garage Manager. Continuous cash overages and shortages may be grounds for discipline including suspension and/or termination.

## 6.4 Cash Drawer Security

The cashier should remain in the booth with the door locked at all times. If the cashier is required to leave the booth, for any reason, it is the responsibility of the cashier to secure the cash drawer and lock the cashier booth door.

During each cashier's shift, the change fund shall be stored and secured in the cash drawer of the fee computer at all times.

All employees who are assigned a change fund are subject to surprise audits, including the review of the documents on hand.

The cash drawer should only be opened business transaction. During a business

transaction, the fee computer will automatically open the drawer during the following conditions:

- A cash sale transaction is completed;
- A supervisor uses the “open drawer” menu item only available to the supervisor’s password;
- The cash drawer key is used to manually open the cash drawer.
  - Note: the cash drawer key should only be used at the beginning/end of a shift to add/remove the change fund;
  - The cash drawer key is stored in a designated area within the cashier booth, and should not be removed for any reason

Should the cashier be required to step away from the booth for any reason, he or she is responsible for **logging off** of the fee computer and ensuring the change fund is locked in the fee computer drawer.

At no time is the change fund to be left unsecured and/or unattended, taken from the cashier booth, borrowed from, or used in any other way except for the sole purpose of conducting the business of the parking garage.

## 7.0 BEGINING OF SHIFT

### 7.1 Preparing the Change Funds

The Garage Manager is responsible for preparing the change funds for each cashier. Following is an outline of the steps followed to prepare the change fund:

- Manager prepares each cashier’s change fund;
- The Manager counts out and verifies the correct change fund;

The cashier verifies the change fund at the beginning of his/her shift. If there is a discrepancy, the cashier must immediately notify the supervisor on-duty.

The supervisor and the cashier will recount the change fund to verify the amount. The amount of the overage/shortage will be adjusted with the drop at the end of the shift and noted by the cashier on the daily revenue sheet, and by the manager on the daily cash count sheet.

Any discrepancies to be made up by the manager’s change fund the following morning.

### 7.2 Sign On to the Fee Computer

At the beginning of their shift, the cashier signs onto the fee computer with his/her designated cashier id/code. All of the cashiers’ transactions shall be made under their unique id/code. Whenever the cashier leaves

his/her shift to go on break or lunch, he/she shall log off of the fee computer.

Cashiers shall not share their passwords or operate the fee computer under another cashier's code.

The time, date and Cashier logging on and off are recorded on a double entry system.

## 8.0 GENERAL CASHIERING TRANSACTION PROCEDURES

### 8.1 Methods of Payment

The parking garage accepts cash, credit cards and pin less debit cards as payment for parking. Certain parkers are authorized to park under a monthly contract or under a fleet and/or corporate agreement.

#### a. Cash Payment

- The cashier shall insert customer's ticket into the validator and the fee computer will automatically calculate the amount due.
- The cashier receives cash from the customer. The customer's money should be placed on the ledge of the register, rather than go immediately into the cash drawer, until the change is returned to the customer.
- The cashier shall enter the amount tendered and issue the change due.
- The cashier shall issue a receipt to the customer at all times;
- The cashier shall then place the cash into the cash drawer

#### b. Check Payments

Check payments are accepted as a last resort form of payment. Should a customer wish to pay their parking fee by check (payable to UC Hastings), always confirm that the name and address on the driver's license or state ID card coincides with the information on their personal check.

Checks should be made payable to "UC Hastings College of the Law" and endorsed by the cashier immediately upon receipt and placed into the cash drawer.

#### c. Credit Card Payments

The parking garage accepts Visa, MasterCard, American Express and Discover credit cards.

Upon receipt of the customer's ticket the cashier shall:

- Insert customer's ticket into validator and the fee computer automatically calculates the amount due;
- The cashier processes the credit card through the fee machine and presses enter; (does the cashier verify the credit card to a picture id?)
- The cashier shall then press the receipt key;
- The cashier shall have the customer sign the merchant receipt;
- The cashier shall return customer's copy of receipt, credit card, and ticket.

When processing credit cards, the signed merchant copy of the receipt should be paper clipped to the other paper work (what other paperwork?).

d. Monthly Transient Parking Agreements

The garage offers a limited number of monthly parking agreements. Customers wishing to park on a monthly contract must complete an application. The application is reviewed and approved by the garage manager.

Most monthly parkers maintain a credit card number on file. Any monthly cash or check payment received by garage employees is to be tendered in the fee computer and dropped at the end of the day (see daily deposits below for deposit instructions)

It is the responsibility of the Garage Manager to issue a receipt for all monthly cash and check payments (to be included with daily documents).

The Parking Garage manager maintains the Monthly Parking Application, and processes and charges all credit card payments.

e. Monthly Fleet and Corporate Parking Agreements

The parking garage offers monthly fleet and corporate parking agreements to secure a number of reserved spaces. The amount due is invoiced by the Office of Fiscal Services each month. The contracts are managed and maintained by the garage manager.

f. Validation Tickets

Parking can be paid via pre-paid validation tickets.

The Manager or Supervisor is authorized to sell validation tickets. The Garage Manager shall maintain a log of the validation tickets sold. The log will note the date of the sale; person/organization sold to and the value of the ticket.

When customer returns to the garage to exit, they must first enter their ticket received at entry followed by the validation ticket.

The pre-numbered supply of validation tickets are kept in the Fiscal Services safe and may be retrieved and signed for by the garage manager when needed.

All validation ticket revenue is recorded when sold and not when redeemed

See Exhibit B for details on how to process validation tickets (coupons).

g. Discounted Parking

Garage employees may discount part of or all of a parking tickets value **ONLY** when the customer meets specific criteria.

Specific criteria include:

- Students,
- Motorcycles,
- Contractors,
- Monthlies who forget their HID access cards
- Tow Trucks – Those servicing garage customers will have their ticket discounted to \$0.00

A supervisor's approval must be secured before a discounted ticket can be issued.

Garage employees must highlight all discount tickets and write an explanation of the discount ticket on their (insert name of cashier's daily reporting sheet). The Manager will review and sign off on all discounted tickets.

Employees who discount tickets for any reason other than show above shall be subject to disciplinary procedures.

#### h. Damaged Ticket

Customers who have a damaged ticket will be charged according to the entrance time shown on the ticket.

If a customer has the ticket, employee must record the incident on the Damaged Ticket Log Sheet (Exhibit D) as well as on the physical ticket.

Customer will be charged the daily maximum rate if the entrance time on the ticket cannot be read.

Demagnetized tickets are treated the same as damaged tickets

#### i Lost Ticket

Customer will be charged the maximum daily rate if they lose their ticket.

The cashier or on-duty supervisor will assign the customer a new ticket from unused ticket stock and charge the customer using the lost ticket function on the fee computer

#### j. No Park (less or more than 15 minutes)

There is a 15 min grace period in which the customer does not need to pay a parking charge. However after 16 minutes, the customer will be charged the 1-hour rate. The garage fee computer automatically calculates a no park \$0.00 value ticket.

#### k. Special Events Parking

All Special Events parking needs to be approved in advance by the Parking Garage Manager.

If someone is interested in reserving parking spaces for a special event they need to contact the manager or supervisor before the event. Event parking

arrangements must be documented with the College approved agreement. The event company must provide proof of insurance and advance payment or credit card information one week prior to the event.

There are two different special event packages:

Package 1: Guaranteed spaces

Guaranteed spaces mean that the customer will pay ahead of time for the number of desired spaces. The customer needs to provide proof of participation to all guests to receive special event fees. A physical count of the number of spaces used will be conducted. Any usage overage will be an additional charge.

Package 2: Non-guaranteed spaces:

With the non-guaranteed package, the customer will only be charged according to the number of people in their party that park in the garage. When the parking Cashier collects the tickets, they will charge according to the number of tickets that had the special sticker.

In the event the customer is a Hastings department an internal recharge journal entry will be made by Fiscal services with back up provided by the garage manager. The Garage manager must supply the G/L account number the event is to be charged to. The revenue will only be recorded through the G/L journal entry and not the Garage fee computer.

## 9.0 END OF SHIFT

Two (2) HCL Parking Garage personnel should always make deposits.

The cashier prepares the deposit recording the time, bag number used, and total amount of the deposit on the Drop Safe Report.

**At the close of a shift: Cash should be counted and deposits prepared in designated areas that are not accessible and visible by customers**

**All deposits must be witnessed.**

At the end of each shift all cashiers must complete the following:

- a) A physical count of the tickets collected during the shift;
- b) Complete the DRS (Daily Revenue Sheet) provided by the Garage Manager
- c) Complete the daily deposit following the "Daily Deposits" procedure (detailed below).

## 9.1 Daily Deposits

- a) It is the cashier's responsibility to count out the change fund, place it in the designated envelope and drop it in the top section of the safe. The cashier must also complete the change fund section of drop safe report and have the witness verify the change fund drop.
- 1) Witness: The Witness is a Hastings' employee but someone other than the Cashier who prepared the drop envelope. The witness is verifying the chain of custody of the drop envelope by confirming that the envelope with the declared contents as noted on both the envelope and the drop safe report has been placed into the drop safe.
  - 2) If the envelope is said to contain cash, the Witness is also verifying that they personally counted and verified the declared cash amount said to be contained in the envelope. If there is a discrepancy between the Witness count and the declared cash amount the witness and the cashier should reconcile the amount and revise the amount declared on the envelope and then place the envelope in the drop safe.
  - 3) If the Witness is an employee of the Hastings Department of Safety, their responsibility is limited to that described in item #1.
- d) The cashier will count the remaining monies; this is the end of shift deposit.
- e) The cashier will prepare two calculator tapes of the deposit contents and include one tape with the deposit. The second tape will stay with the daily work.
- f) Fill out the deposit slip as follows:
- 1) Date: (date you are filling out the deposit slip)
  - 2) Currency: Total number of bills or paper money
  - 3) Coins: Total coins (if applicable)
  - 4) Checks: Total amount of all checks. **Do NOT list each check.**
  - 5) Total Deposit: Total currency and coins or total checks
  - 6) Cashier's name
  - 7) Witness to verify amount of deposit and initial and date deposit slip<sup>2</sup>
- g) Place the cash or checks, and deposit slip into a plastic pre numbered Wells Fargo Bank deposit bag as follows:
- 1) Cash: Arrange the bills face up and in order with the smallest bills on top with one of the calculator tape. Put a rubber band or paperclip around the bills.
  - 2) Checks: Make a copy of the front of all checks for our records. Stack the checks with a calculator tape. Put a rubber band or paperclip around the checks;

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<sup>2</sup> At this time there is no witness to verify the deposit amount on the PM shift. Safety & Security is only witnessing the placement of the drop bag in the safe. The General Counsel's Office is reviewing procedures with Safety & Security.

- 3) Coins: Put coins in an envelope. Coins must NOT be rolled. (if applicable);
- 4) Deposit Slips: Both the depositor and witness should initial and date the deposit slip after verifying the deposit amount;
- 5) Deposit Slips: Insert the original white deposit slip into the small pocket, behind the white panel inside the WFB plastic bag. Be sure the original white deposit slip is visible from the outer portion of the bag.
- 6) Tear off the thin stub at the top of the bag. This stub has the bag number on it.
- 7) Tape the pre-numbered stub to the back of the yellow deposit slips. Do NOT put these in the bag. Place the stub and yellow deposit slips in the Cashier's Daily Packet envelope.
  - l) Seal the bag, if you need to reopen a sealed bag, cut it open and prepare a new bag. Do NOT try to reseal the bag.
- h) Fill out Wells Fargo Bank deposit bag
  - 1) Customer Name: "HCL Parking Garage"
  - 2) Location Number: "376 Larkin St"
  - 3) Deposit Said to Contain \$ =Total amount of cash or checks in the bag.
  - 4) Make sure bag is sealed properly before making the drop.
- i) Complete the Daily Drop Safe Report:
 

Drop the bag in the office safe hopper. The bag drop should be witnessed, although it is understood that night and weekend cashiers may use security personnel as a witness. However, a fellow employee is the preferred witness.
- j) Place the following cashiering forms, receipts and documents into the prepared cashiering envelope, seal, and place envelope in the basket at the office-cashiering desk, provided for this purpose.
  - 1) Cashier's Daily Revenue Sheet (record of possible abuses and unusual occurrences)
  - 2) Reciprocal Vouchers (no fee exits, billers, discount tickets etc.)
  - 3) Pre numbered deposit bag stub
  - 4) Yellow deposit slips.
  - 5) Signed credit card slips
- k) Cash Overages and Shortages
  - The Parking Garage Services Manager or Cashiering Supervisor must submit an email report describing the incident, the actions taken, and the

results within two days to the Controller and the Associate Director of Fiscal Operations.

- Overages and shortages of \$20.00 or more for one incident or consecutive incidents totaling the amount thereof will generate a documented counseling with the cashier supervisor. Each incident following will be evaluated on a case-by-case basis with corrective action being escalated.
- All overages and shortages are to be documented on the Cashier's DRS sheet, and by the Garage Manager on the Daily Cash Count Sheet.

#### l) Cash Adjustments

In addition to being evaluated on actual recorded overages and shortages of cash deposits and change funds, cashiers are also responsible for maintaining consistent general cashiering performance. Inconsistent cashiering performance is reflected in the review of trends in the number of adjustments (rather than actual overages and shortages of deposited receipts or change funds), that may be required due to register miss-rings, accidental deposit of a portion of the change fund, or accidental transfer of a portion of the deposits into the change fund.

### 10.0 DROP SAFE

***When change funds are not being used*** to conduct College business, they will be stored in the individual safe vault, locked in the cashiering drawer safe, or, if necessary, dropped into the safe hopper for safekeeping. The employee dropping the change fund should indicate it on the log sheet.

The safe vault is to be use only for storage of the change fund and other related cashiering materials.

***The safe's top and drop section*** are locked during business hours except to conduct normal business practices.

The drop safe is a multi level dual access safe requiring both a key and combination.

**Top Level:** The top of the safe is used to store the manager's and cashiers' banks as well as all garage cash deposits. For further details on employee cash drops please see Part 6 section C Daily Deposits. The manager is the only employee with access to this level. The College CFO serves as back up.

**Bottom Level:** The bottom of the safe is used to store weekend banks only and can only be opened with two people; one from each access group below.

**Key:** The manager and supervisor hold the key to the bottom of the safe. The fiscal services Controller serves as the backup should both the manager and supervisor be unable to produce the key.

**Combination:** Garage cashiers and the garage accountant hold the combination to the bottom of the safe. Both Fiscal Services Associate Directors serve as backup and also hold the combination to the bottom of the safe. The garage manager has the combination to the top of the safe and the CFO serves as backup.

All safe combinations are changed at least annually or when needed.

The Associate Director of Fiscal Services Operations is responsible for coordinating combination changes.

## 11.0 ACCOUNTING/FISCAL PROCEDURES

The primary function of the garage accountant is to both verify and post garage revenue.

### 11.1 Revenue Audits

The primary responsibilities include:

- Conduct a daily audit of physical parking tickets;
- Conduct daily audit of cashier change funds prior to the beginning of normal hours of operation;
- Conduct a surprise audit of all employee banks;
- Review the emptying of pay stations as well as the depositing of the pay stations daily revenue;
- Reconcile monthly parking contracts to monthly charges;
- Track and match bank deposits to general ledger journal entries;
- Complete a monthly audit of all garage revenue against the General Ledger;
  - Specifically reconciling the Amano Systems General Totals Report to the G/L revenue codes.
  - Results to be forwarded to the CFO, Fiscal Controller, Associate Director of Fiscal Services Operations, and Garage Manager, significant variances to be researched.

### 11.2 Posting Revenue

Other duties and responsibilities include:

- Daily, the Garage Accountant also verifies and prepares the daily sales report using the Amano revenue reports. These reports are printed by the Garage Manager.
- Post daily parking revenue to the general ledger.

## 12.0 BILLING MONTHLY PARKERS

- All monthly parkers paying by credit card are billed on the first of every month.
- All monthly payments being made by cash or check are due by the first of every month. On the 5<sup>th</sup> day of every month parkers who have not paid their balance in full will have their card de-activated until their account is brought to current.
- All monthly parkers desiring fleet parking must have a minimum of 3 cars/parkers on contract.

- The Garage manager is responsible for periodic verification that all monthly parkers paying the motorcycle rate are only using the pass for motorcycle parking.

### 13.0 CUSTOMER SERVICE

Providing superior customer service to garage patrons is the hallmark of a successful operation. While all garage employees are expected to provide excellent service, they are first and foremost expected to ensure their personal safety.

#### 13.1 Attention to Detail

All garage employees are required to enhance customer service by observing the following details as defined by the parking garage manager:

1. Making sure to thank each customer for parking at the HCL parking Garage at the time of their payment;
2. Wishing customers to have a good day, weekend or evening;
3. Ensuring every customer that pays at the booth receive a receipt;
4. Always smiling when dealing with customers.

#### 13.2 Attention to the Customers

All garage employees are required to provide excellent service to customers by:

1. Helping customers who are unable to reach tickets at the ticket; dispenser when entering the garage;
2. Opening doors for customers;
3. Helping customers with directions to the best of the employees knowledge;
4. Assisting customers with lost ticket transactions;
5. Helping customers to facilitate tow truck services when needed.

#### 13.3 Professionalism and Courtesy

All garage employees are required to maintain the highest level of professionalism at all times by observing the approved garage dress code as defined by the parking garage manager.

##### Dress Code

1. UC Hastings provided navy blue polo shirt
2. Black Pants
3. Black Shoes (no stripes)

#### 13.4 Regular Abuse of Privileges

If you notice any permit parker in the public garage on a regular basis and they consistently refuse the request for payment of public parking fees, note the occurrences to the Parking Supervisor and the Parking Office will handle any necessary and/or repeated follow up and action.

## 14.0 ADVERTISING AND MARKETING

Official advertising and marketing efforts for the parking are coordinated by the CFO's office in conjunction with the College's Dean of Communications.

Garage employees understand that the best advertising and marketing is word of mouth from satisfied clients.

## 15.0 RETAIL TENANTS

Executing leases with retail tenants is the responsibility of the CFO. Once the leases are negotiated, the Controller is responsible for ensuring the payment terms of the lease are met. The Parking Garage Manager is the contact person for the day-to-day operations with the retail tenants.

Executed leases are kept on file with the CFO's office.

## 16.0 SAFETY AND SECURITY

- **Assistance**: All cashiering kiosks are equipped with panic alarm buttons. Should an emergency present itself at the kiosk, employees should:
- Engage the panic alarm button for Security response, contact the Parking Office by radio stating that you have done so, and report the situation.

Note that it is necessary for the Campus Security to coordinate services in case of a medical emergency, a fire, or any other campus emergency.

- **Public Parker Impasse**: If a cashier finds his/herself at an impasse with a parker, do not continue to attempt collection of fees from a public parker once a confrontation begins and an impasse appears to have been reached.

Supervisory, management, and office staff are trained to assist you, and the department, in solving difficult or complex public or permit parking problems.

It is the responsibility of the cashier to maintain a professional and courteous demeanor at all times.

Garage Cashiers are to process a "no fee transaction" and provide reason for impasse in the notes field of reduced fee transaction database. This information is forwarded to an administrative staff member each day for distribution to the appropriate office staff member for follow-up and action.

- **Security System Testing**: It is the responsibility of the garage manager to facilitate monthly testing of all garage security systems including: cameras, silent alarms, blue light emergency systems, and Amano Alarms. Non-working alarms shall be documented and forwarded to the CFO and the Director of Public Safety.

## 17.0 MAINTENANCE & CLEANING

.The Parking Garage Manager is responsible for ensuring the garage equipment is maintained and that the garage is kept clean at all times.

## 18.0 PARKING GARAGE SERVICES MANAGER'S RESPONSIBILITIES

In addition to overseeing and supervising the day-to-day operations of the garage, the Garage Manager, who reports directly to the CFO is responsible for:

- Interviewing, hiring, training and counseling all cashiers and supervisors;
- Scheduling all cashier shifts;
- Preparing the Daily Revenue Recap Reports;
- Coordinating and authorizing all event parking.
- Ensuring the garage is properly maintained and clean;
- Ensuring that all safety systems and equipment are in good working order and tested regularly.
- Ensuring the Amano fee computer is operating properly;
- Ensuring the current rates are updated in the Amano fee computer system;
- Assigning cashier codes for the Amano system;
- Ensuring that all garage signage is clean and clearly states the garage's policies and liability limitation.
- Ensures there is sufficient parking ticket inventory.
- Manages the parking garage's operating budget;
- Processing purchase orders and invoices for payment.

In the event of the garage managers leave (vacation or otherwise) backup procedures are to be determined.

## Exhibit A – Rate Structure

### Transient

0-1 Hour	\$ 2.00
1-2 Hours	\$ 5.00
2-3 Hours	\$ 8.00
3-4 Hours	\$11.00
4-5 Hours	\$14.00
5-6 Hours	\$16.00
6-7 Hours	\$19.00
7-12 Hours	\$21.00

UC Hastings Students \$ 8.00  
*(No In and Out access)*

Motorcycle \$ 8.00  
*(Designated area only)*

Early Bird \$10.00  
*(In by 9 am out by 6pm)*

Evening Rates \$8.00  
*(Enter after 5pm – exit by closing time posted)*

Daily Max (12-24 Hours) \$23.00  
*(7am – 11pm Daily maximum rate applies after 11pm)*

Lost Ticket \$23.00

All Day Sunday \$5.00  
*(7am – 9pm Daily maximum rate applies after 9pm)*

### Monthly

Public \$200.00  
Motorcycle \$75.00

### Other

Access Card Start-up Fee (Non Refundable) \$25.00  
Access Card Replacement Fee (Non Refundable) \$25.00

### After Hours Opening

\$100 will be charge if the garage must be opened by UC Hastings Security Personnel

When the Parking Garage Supervisor or Manager is onsite parkers will be charged the daily maximum rate and not the after hours opening fee.

A half hour grace period exists after closing in which the \$100 after hours opening fee will not be charged.

**No Park** (less or more than 15 minutes)

There is a 15 min grace period in which the customer does not need to pay  
However after 16 minutes, the customer will be charged the 1-hour rate. The  
garage fee computer automatically calculates a no park 0 value ticket.

## **Exhibit B – How to Process Validation & Discount Transaction Details**

### **Students**

- Write the student ID number on the parking ticket
- Insert the parking ticket into the validator
- Press the F7 key
- Press the F2 key
- Enter the amount tender press the enter key (can cashiers charge amount other than 8)
- Remove ticket from validator
- Highlight the ticket with a highlighter
- Give the ticket, receipt and change to the customer

### **Motorcycles**

- Inset the parking ticket into the validator
- Press the F7 key
- Press the F1 key
- Enter the amount tender and press the enter key
- Remove ticket from validator
- Give the ticket, receipt and change to the customer

### **All Day Discounts (what is an acceptable reason for an all day discount?)**

- Insert parking ticket into the validator
- Press the F4 key
- Enter the number 62
- Press enter twice
- Remove ticket from validator
- Highlight the ticket with a highlighter
- Give the ticket and receipt to the customer

### **One Hour Discounts**

- Insert parking ticket into the validator
- Press the F4 Key
- Enter the number 60
- Press enter twice
- Remove ticket from validator
- Highlight the ticket with a highlighter
- Give the ticket and receipt to the customer

### **Damaged Tickets**

- Press the F3 key
- Press the F1 key
- Enter the time the ticket entered the garage (the time is located on the lower right hand side of the ticket)
- Insert ticket into the validator
- Enter the amount tender and press the enter key
- Remove the ticket from the validator
- Highlight the ticket with a highlighter
- Give the ticket, receipt, and change to the customer

## Coupons

- Insert ticket into the validator
- Insert coupons into the validator
- Press the enter key once
- Collect remaining monies owed (if any)
- Give the ticket, receipt, and change to the customer
- When retrieving tickets at the end of a shift; staple coupons to the corresponding parking ticket

## Lost Tickets

- Press the F2 key
- Insert time and press the enter key
- Insert date and press the enter key
- Insert blank ticket into the validator
- Continue to process the ticket as a normal ticket

## Monthly Payments (For use by Garage Manager only)

### Charging Monthlies

- Enter the manager's ID code in the fee computer
- Press the F6 key
- Enter the amount of monthly payment and press the enter key
- Insert a blank ticket into the validator
- Cash payment press enter
- Check payment press the F3 key
  - Enter the check number and press the enter key
- Credit card payment with credit card
  - Swipe the card through the fee machine
- Credit card payment with only card numbers
  - Press the F2 key
  - Enter the credit card number and press enter
  - Enter the expiration date and press enter
- Press the receipt key
- Staple receipt to blank ticket

### Entering Monthly payments into Amano

- From the Amano computer click on "Card Access" icon
- Click on "Parker Database" icon
- Look up monthly parkers account by name or monthly number
- Click debit icon
- When "Payment" screen appears click payment icon
- When "Debit Account" screen appears enter the amount of payment on "Payment Amount Line"
- Enter payment amount on "Apply Debit Amount" line
- Click the "Ok" icon

**Exhibit E – Employee Sign Off Sheet**

I confirm that I have read and understood the Parking Garage Operations employee policies as outlined in this manual.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**UC HASTINGS COLLEGE OF THE LAW  
Parking Garage - Drop Safe Report**

Date: \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_

Time	Depositor	Amount of Deposit	Total Cash	Total Checks	Witness (1)(2) (3)	# of Bags	WFB Bag #
<b>Bank Deposits</b>							
<b>UC Hastings Sub-Total</b>							

**Bankable Deposit Total:**

Time	Depositor	Amount of Drop	Witness	# of Envelope
<b>Change Fund Drop</b>				
<b>UC Hastings Sub-Total</b>				

**Legend**

Witness: (1) The Witness is a Hastings' employee but someone other than the Cashier who prepared the drop envelope. The witness is verifying the chain of custody of the drop envelope by confirming that the envelope with the declared contents as noted on both the envelope and the drop safe report has been placed into the drop safe. (2) If the envelope is said to contain cash, the Witness is also verifying that they personally counted and verified the declared cash amount said to be contained in the envelope. If there is a discrepancy between the Witness count and the declared cash amount the Witness and the Cashier should reconcile the amount and revise the amount declared on the envelope and then place the envelope in the drop safe. (3) If the Witness is an employee of the Hastings Department of Public Safety, their responsibility is limited to that described in item #1.

\_\_\_\_\_  
Parking Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

**Variance Explanation:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Posted By:**

\_\_\_\_\_

Effective Date: April 12, 2010



