

Parking Procedure

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional category	Operations
Parent policy	Parking Policy
Approval date	August 21, 2023
Effective date	August 21, 2023
Procedure owner	Vice President, Administration & Chief Financial Officer
Procedure administrator	Director, Campus Services

Overview

This procedure identifies terms and conditions associated with parking at NorQuest College (college) owned or leased parking lots.

Authority to establish this procedure is derived from the [NorQuest College Board of Governors Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedure

The college maintains both owned and leased lots and provides parking in accordance with the principles identified in the [Parking Policy](#).

The college reserves the right to contract out parking services including administration, management, monitoring, and policing, including violator ticketing, to third-party service providers. If contracted out, the college may elect to implement the procedures and processes of the contracted service provider.

General Conditions

The following general conditions apply to all who utilize parking services at college campuses.

- Selected parking stalls are reserved 24/7 and will display signage indicating their specific use including: accessible parking, college vehicles, etc.
- Parking rates are subject to change. Parking rate information is available by contacting parking@norquest.ca or the NorQuest College Parking website.
- On occasion, parking may not be permitted to allow for snow removal, ice control, maintenance, special events, etc.
- When necessary, vehicle owners may be requested to remove their vehicle.
- All individuals authorized to park on college lots, other than those reserved or registered visitor stalls, shall park on a first-come, first-served basis. This will be in effect throughout the year.
- The user of any vehicle that drips or leaks fluids or in any way causes damage to the parking lot will be asked to remove their vehicle.
- Individuals who experience damage to their vehicle or who witness an accident or an incident that causes damage to a vehicle or parking lot are encouraged to report it to parking@norquest.ca or in person at Campus Services.

Any motor vehicle parked or stopped in contravention of these policies and procedures or City of Edmonton by-laws may be towed away or taken and

impounded at the owner's risk and expense for such towing, booting, removal, and impounding. Additional circumstances that may result in the towing of a vehicle include but are but limited to:

- parking in a 24-hour reserved stall,
- parking in a manner that blocks access routes,
- parking on a pathway, sidewalk or boulevard or landscaped area,
- parking while displaying a counterfeit permit or without a valid parking permit.

Limitation of Liability

Any Motor Vehicle parked, operated, or driven on NorQuest College Campus shall be solely at the risk of the owner. NorQuest College shall not be liable for any damage to a motor vehicle, the operator, or occupant thereof or any person unless such damage has resulted from the negligence of the agent of NorQuest College acting in course and within the scope of this person's employment.

NorQuest College shall not be liable for damages, expenses, or inconveniences as a result of power outages, energy peak demand load shedding, or defects related to electrical plug-ins.

In the event any damage or inconvenience is occasioned to or by reason of any motor vehicle being removed or towed away or impounded according to these procedures by an independent contractor, neither the College nor its servants nor its agents shall be liable or responsible in any way whatsoever for such damage or inconvenience. Nothing in this paragraph shall affect liability of any independent contractor carrying out the removal, towing away or impoundment of any vehicle.

Monthly Parking

- All individuals seeking monthly parking on college lots must purchase their permit with the contracted parking partner as outlined on the NorQuest College Parking website. Permits are sold on a first come first serve basis on the first of each month.
- Monthly parking permits are completely digital and attached to your parking account. No physical permit is required for display. Parking permits are not transferable and are intended only for registered persons and vehicles.
- Permit prices will not be pro-rated for the month to accommodate mid-month purchases or refunds.
- Permits have the option to auto renew within your digital profile to maintain your active permit. Not selecting the auto renew option will prompt the system for a manual payment on the first of each month.
- Individuals have the option to change the license plate on their permit within their digital account if needed. Only one plate can park under a permit at a time. Failure to switch plates or update plate information may result in a parking violation.
- Campus Services maintains a waiting list with our parking provider when the demand for parking is greater than stall availability.
- When a parking stall becomes available, the first name on a list will be notified. If the first person declines the offer their name will be removed from the list. The next individual will then be notified and the same actions will take place.

Pay-for-the-Day Parking

Pay-for-the-day-parking is subject to availability and restricted to specific locations. All individuals seeking pay-for-the-day parking must park in the “Daily” parking area and pay the required fee with the digital parking parker

through their app, computer, or the QR code located at the entrance to each parking lot.

Parking at Urban & Regional Campuses and Learning Sites

Parking at urban and regional campuses and learning sites will be managed on a site-by-site basis. Contact parking@norquest.ca or Campus Services for details.

Accessible Parking for the Persons with Disabilities

Accessible Parking for persons with disabilities, who possess and display a valid [Parking Placard for People with Disabilities](#) and accompanying registration certificate will be treated as a priority. Arrangements can be made by contacting parking@norquest.ca or Campus Services.

Access to Electric Vehicles (EV) Charger Stations

The Singhmar Centre for Learning (SCFL) at the Downtown Edmonton Campus is equipped with a limited number of EV chargers. Authorized parkers in the SCFL parkade can access these chargers which are available on a first come first serve basis.

Parking for College Visitor

College business areas which require parking for a visitor may arrange for parking in advance. Employees who have expenditure authorization may send an email requesting parking to parking@norquest.ca with the name of the visitor, license plate number, date, and time parking is required. These requests must be made a minimum of 48 hours in advance and are subject to availability. Requests are handled on a first come first serve basis. Requests for accommodations will be considered and weighed against the demand for services.

Requests made on short notice may not be able to be accommodated. In these instances, it will be the responsibility of the visiting parker to handle payments and/or violations should they be incurred.

Violations

A notice or form (hereinafter called a “violation”) may be issued by Campus Services or their agent to any operator or owner in violation of parking policies, procedures or posted notices. The amount of the violation will appear on the violation notice in accordance with the rates determined and agreed upon by Campus Services, will include information on how to pay the fine, as well as how to appeal the violation. Appeals and cancellations are subject to approval by the parking enforcement contractor and are not a guarantee.

A violation may be served in any of the following ways:

- handed to the operator of the motor vehicle; or
- mailed to the address of the person registered as the owner of the motor vehicle; or
- placed on the vehicle.

Definitions

Authorized person with a disability: is a person with a disability who possesses and displays a valid [Parking Placard for People with Disabilities](#) and accompanying registration certificate issued by an Alberta registry agency.

Contracted Service Provider: a private sector service provider contracted to provide parking services on a fee-for-service basis.

Employee: Includes a person who is engaged by NorQuest College to perform a service in accordance with existing terms and conditions of employment, employment contracts or collective agreements.

Level of Service: refers to lots or stalls, with or without electrical outlets, on gravel or pavement surfaces, lot location or other designations.

Motor Vehicle: means every vehicle propelled by any power other than muscular.

Parked: means allowing a vehicle, whether occupied or not, to remain standing in one place, except (i) when standing temporarily for the purpose of and while actually engaged in loading or unloading passengers, or (ii) when complying with a direction given by a peace officer or traffic control device.

Parking Fee: refers to the dollar amount an individual is charged to park. Parking fees are calculated based on the parking rate.

Parking Permit: a unique digital license issued to authorized monthly parkers to identify a parker and vehicle information. Parking permits are digital and attached to your digital profile with our contracted service provider.

Parking Privilege: the authority given by the college to an employee, student, visitor or contractor to park on college owned or leased parking lots.

Parking Rate: refers to the predetermined set amount to be charged to park on college owned/leased parking lots for a specific duration. The parking rate is set based on various factors such as market, level of service, location, frequency or other criteria.

Pay-for-the-Day Parking: when available means pay for parking for a day.

Visitor: individuals who are invited by the college for college business or to attend official college functions.

Related information

NorQuest College

- [Duty to Accommodate Students with Disability Policy](#)
- [Employee Accommodation Procedure](#)
- [NorQuest College Parking website](#)
- [Parking Policy](#)

External

- [Parking Placard for People with Disabilities](#)

Next review date

August 2027

Revision history

Date	Version Number	Action
June 2013	V1	New (replaces Standard Practice 5.07: Parking).
August 2013	V2	Update for document links and branding.
June 2016	V3	Updated to reflect process changes.
August 2019	V4 (published as V3-C)	Compliance Office template & reorganization update.
November 2020	V5 (published as V4)	Updated Administrator to Business Enterprise.
August 2023	V6	Updated Owner and Administrator, updated processes to reflect digital uses, and updated language.