

Overview:

Approved staff can purchase Monthly, Daily, and Hourly parking permits* for Welch Road properties with the Stanford Medicine Parking app



Step 1: Set Up Your Account

See pages 2-3 for details

- A Download Stanford Medicine Parking app from the [Apple App Store](#) or [Google Play Store](#)
- B Sign up for an account with your Stanford Medicine email address
- C Within 3 business days, you will receive a confirmation that your account has been approved

Step 2: Purchase a Permit

See page 4 for details

Use the Stanford Medicine Parking app to purchase a Monthly, Daily, or Hourly parking permit

Stanford Health Care & Lucile Packard Children's Hospital Employees with 30+ years of service: contact SpacePlanning@stanfordchildrens.org or TransportationServices@stanfordhealthcare.org to request a free permit at your designated work location

*Hourly parking permits can only be purchased by **off-site and remote staff**

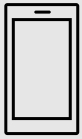
Questions? Contact TransportationServices@stanfordhealthcare.org or call 650.736.8000

Last edited:

Stanford Medicine Transportation Services

8/4/2026

Step 1



Setting Up Your Account in the Mobile App

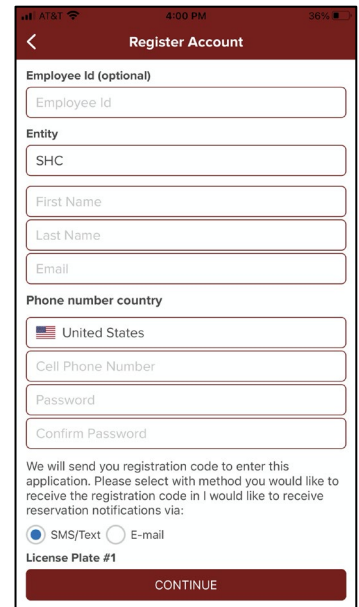
- Download the Stanford Medicine Parking app from the Apple App Store [here](#) or Google Play Store [here](#)
Prefer to use your computer? See the following page for instructions on using the web version.



- Open the app & tap “Sign up” to create a new account. When asked if you are a Stanford Medicine Employee, tap “Yes”.



- You will be asked to fill out:
 - Employee ID (EID)
 - Stanford Entity
 - Department
 - Work Location
 - Name
 - Email (work email address is required)
 - Phone number
 - At least 1 valid license plate number

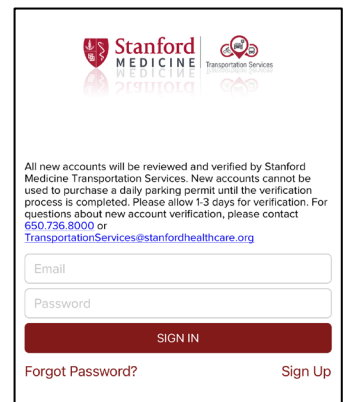


- You will be prompted to enter a confirmation code sent to you by text or email. Enter the code.

- Please wait for your account to be approved

Please note that it may take up to 3 business days for your account to be reviewed and verified.

- Within 3 business days you will receive a confirmation email that your account is approved.**
Sign into your account and start parking!



Step 1



Alternative: Setting Up Your Account in the Web Browser

1 Visit <http://stanfordmedicinetransportation.org/parkingapp>

2 Click “Don’t have an account?”

3 Select “Employee” under “Account Type”

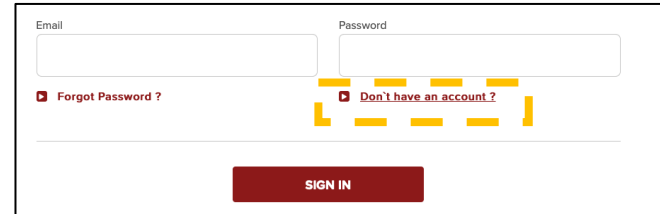
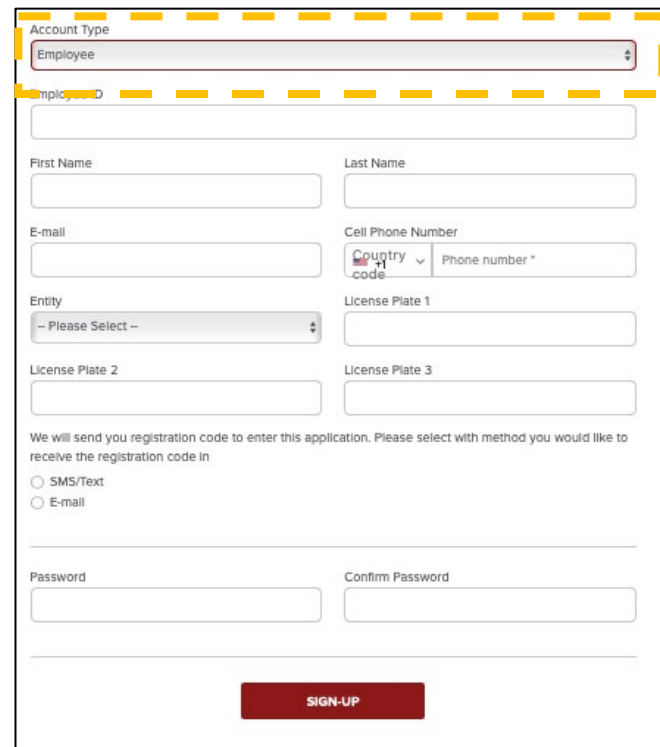
4 You will be asked to fill out:

- Employee ID (EID)
- Stanford Entity
- Department
- Work Location
- Name
- Email (work email address is required)
- Phone number
- At least 1 valid license plate number

5 You will be prompted to enter a confirmation code sent to you by text or email. Enter the code.

- Please wait for your account to be approved

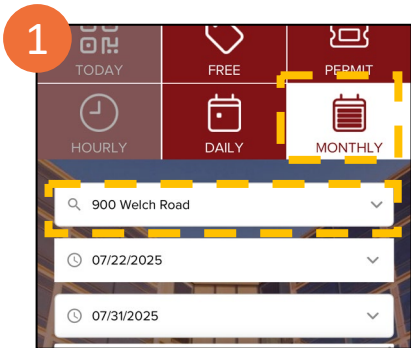
Please note that it may take up to 3 business days for your account to be reviewed and verified.

6 **Within 3 business days you will receive a confirmation email that your account is approved.**
Sign into your account and start parking!

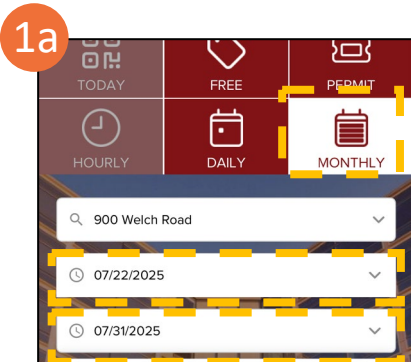
Step 2

Purchasing a Monthly Parking Permit

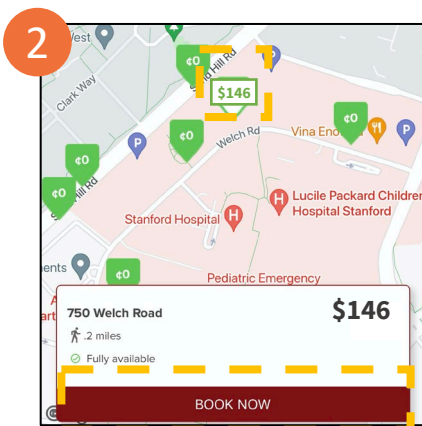


- 1 Open Stanford Medicine Parking app or website

Select Monthly, select your parking location, then tap “Find Parking” on the home screen



- 1a To book a **recurring** monthly permit, select the desired start and end dates for your permit. The system will charge monthly through your selected end date.

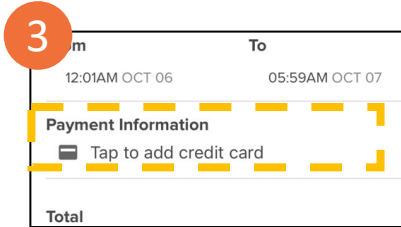


- 2 Tap on the arrow pointing to your parking location, and then tap “Book Now” at the bottom of the screen

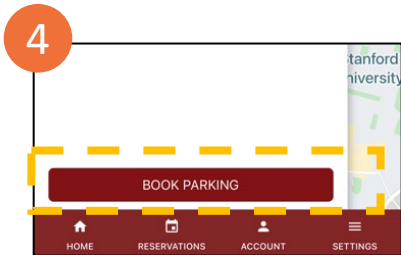
*If the arrow is green that means there’s plenty of space in the lot.
If the arrow is yellow, only a small number of permits are available.*

Step 2

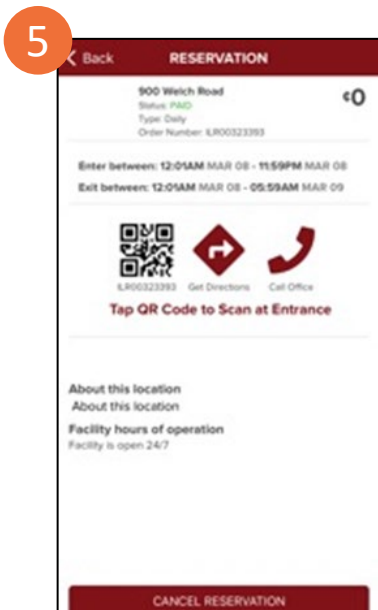
Purchasing a Monthly Parking Permit



- 3 To add payment information, click “Tap to add credit card”
- Only one payment method may be saved at a time. If you need to update your payment method, please delete the old payment information before attempting to add a new one.*



- 4 Tap “Book Parking” to confirm your reservation
- You will receive an email confirmation of your reservation, and the confirmation will also appear in the “Reservations” tab of the app.*

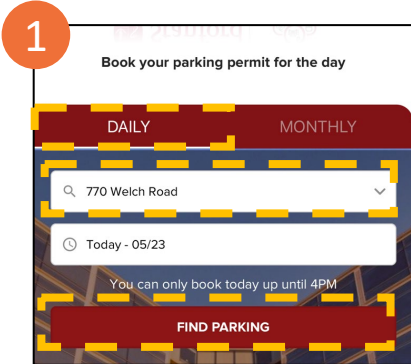


- 5
- If you see a gate arm with a QR code scanner, scan your reservation to enter
 - If no gate arm or scanner is present, your reservation will be verified by license plate

For QR code scanner issues, contact a nearby parking attendant or call the Hospital Transportation Operations Center (HTOC) at 650-736-8000.

Step 2

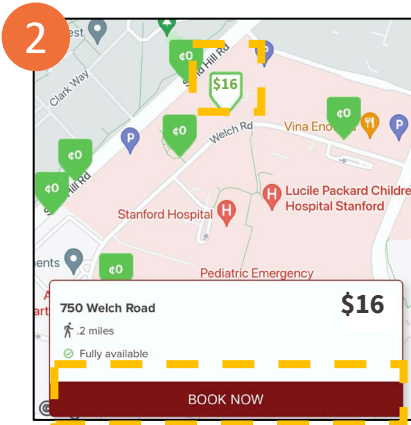
Purchasing a Daily Parking Permit



- 1 Open Stanford Medicine Parking App or Website

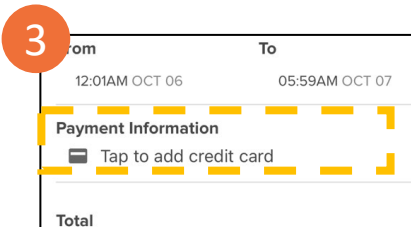
Select Daily, select your work location, and then tap “Find Parking” on the home screen

Please note: between 12:01 AM – 4:00 PM, you can purchase same-day parking. Between 4:00 PM – 11:59 PM, you can purchase parking for the following day.



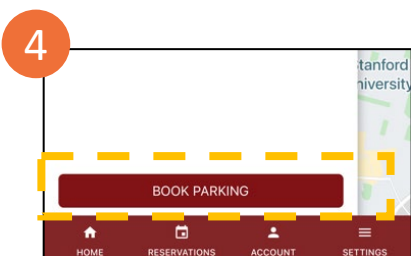
- 2 Tap on the arrow pointing to your parking location, and then tap “Book Now” at the bottom of the screen

If the arrow is green that means there's plenty of space in the lot. If the arrow is yellow, only a small number of permits are available.



- 3 To add payment information, click “Tap to add credit card”

Only one payment method may be saved at a time. If you need to update your payment method, please delete the old payment information before attempting to add a new one.



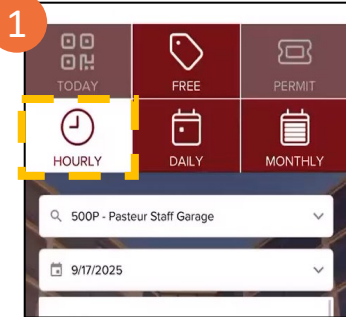
- 4 Tap “Book Parking” to confirm your reservation
You will receive an email confirmation of your reservation, and the confirmation will also appear in the “Reservations” tab of the app.

- 5 If you see a gate arm with a QR code scanner, scan your reservation to enter. If no gate arm or scanner is present, your reservation will be verified by license plate.

Cancellations: Permits can be canceled in the app before 11:59 PM the night before your reservation. For example, a March 31 permit purchased on March 30 after 4:00 PM may be canceled until 11:59 PM on March 30.

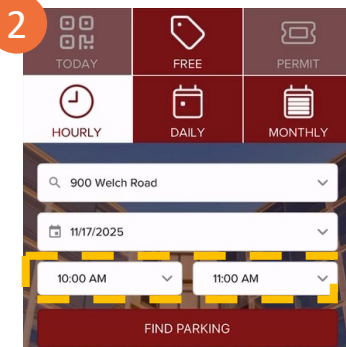
Step 1

Purchasing an Hourly Parking Permit

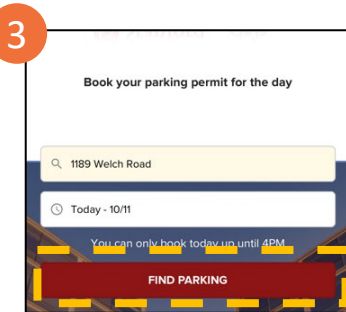


- 1 Open Stanford Medicine Parking App or Website.
Select "Hourly" Parking

Please note: The reservation window is active from 6:00 AM - 4:00 PM, Charges stop at 4:00 PM; users may exit any time after 4:00 PM without additional charges.

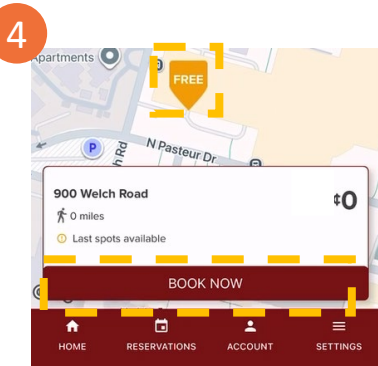


- 2 After selecting "Hourly" parking, select the time slots for your Hourly reservation in the drop-down menu



- 3 After selecting the time slot, select Find Parking

Note: Only 20 stalls per garage are assigned for Hourly Parkers so space is limited. If the arrow is green, it means there is plenty of space in the garage. If the arrow is yellow, only a few permits are available.

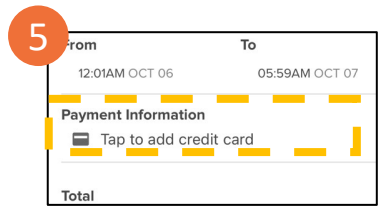


- 4 Ensure you select the correct garage from the drop-down menu and tap on the "Book Now" button at the bottom of the screen to check out

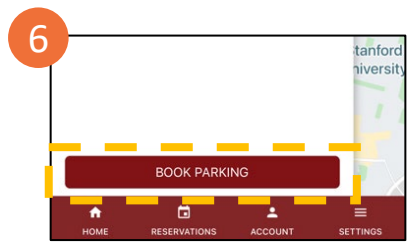
Ensure you arrive within 30 minutes before or after your reservation start time. If you do not arrive within the 30-minute grace period, the reservation will be cancelled.

Step 2

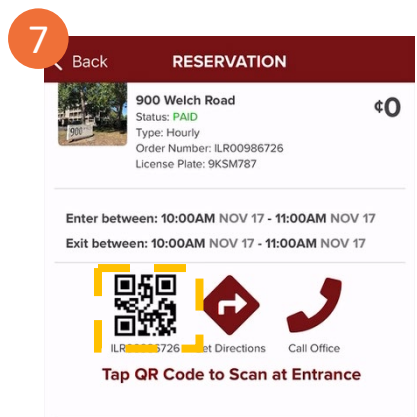
Purchasing an Hourly Parking Permit



- 5 To add payment information, click “Tap to add credit card”
Only one payment method may be saved at a time. If you need to update your payment method, please delete the old payment information before attempting to add a new one.



- 6 Tap “Book Parking” to confirm your reservation
You will receive an email confirmation of your reservation, and the confirmation will also appear in the “Reservations” tab of the app.



- 7 After your reservation is placed, you may enter the parking lot up to 30 minutes before your reservation start time
- 8
- If you see a gate arm with a QR code scanner, scan your reservation to enter
 - If no gate arm or scanner is present, your reservation will be verified by license plate

For QR code scanner issues, contact a nearby parking attendant or call the Hospital Transportation Operations Center (HTOC) at 650-736-8000

Hourly Rates:

- First 2 hours free
- \$3 per hour after the first 2 hours
- Maximum daily fee after 5th Hour: \$18

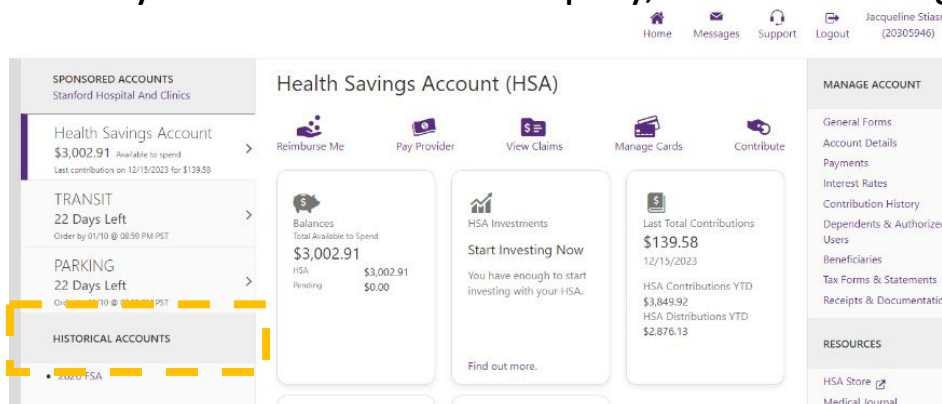
Please note: Charges are based on reservation start time and payment is calculated based on exit time.

How to Use Pre-Tax Funds to Purchase Parking

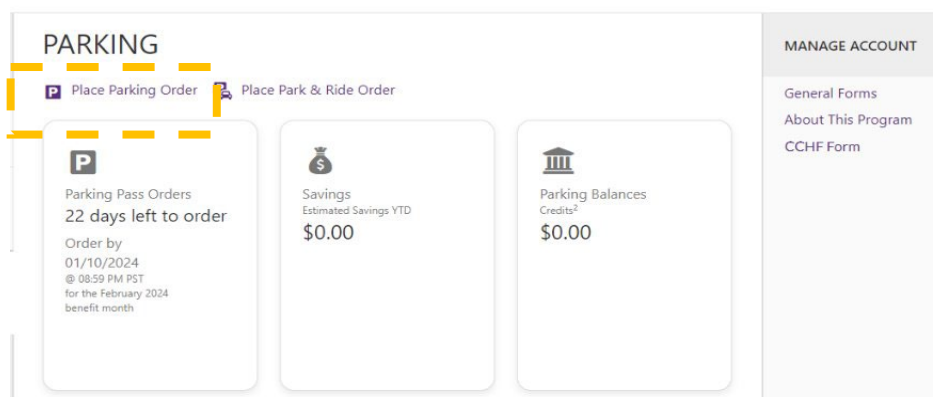
- 1 Decide how many pre-tax dollars you want to spend for parking during the month
- 2 Using [HealthEquity](#), place an order for pre-tax dollars to be loaded onto a HealthEquity Parking Card for the month. Place your order by the 10th of the previous month
For example, orders placed by August 10th, will add funds to your parking card by September 1st. Your Parking card will be mailed to you after your first order is placed. For future parking orders, your card will be reloaded

How to place an order for parking in HealthEquity

- 1 To start your order in HealthEquity, select “Parking”



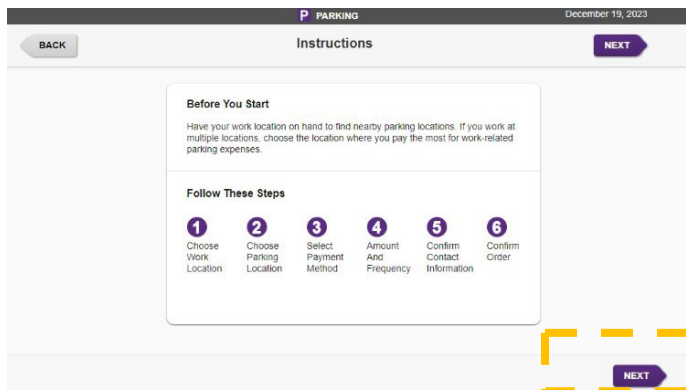
- 2 Click “Place Parking Order”



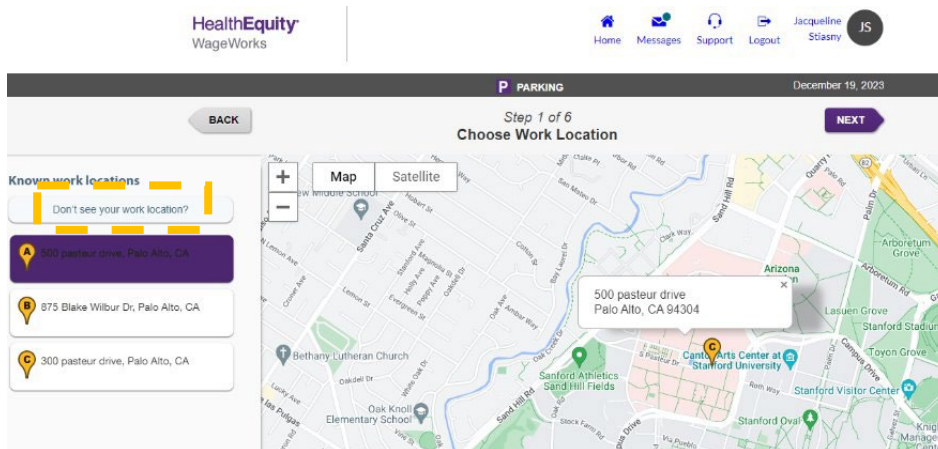
How to Use Pre-Tax Funds to Purchase Parking

How to place an order for parking in HealthEquity (continued)

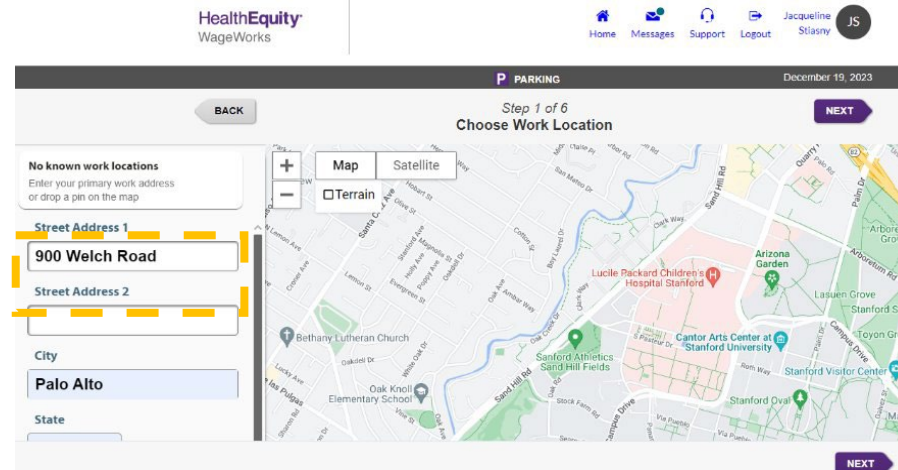
3 Read and click "Next"



4 Select "Don't see your work location" if it's not on the list



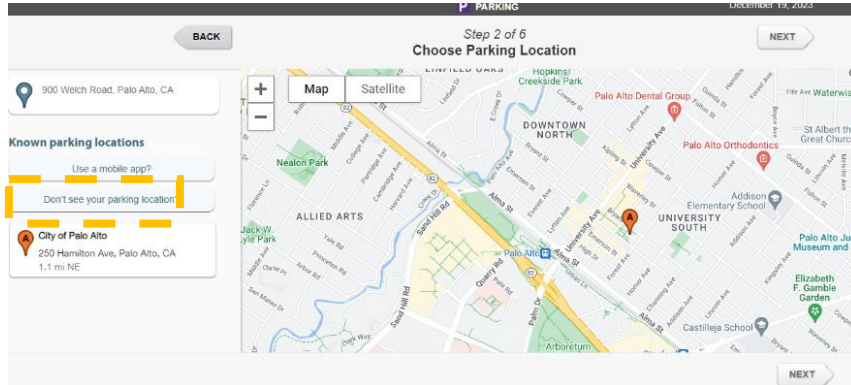
5 Enter your primary work location



How to Use Pre-Tax Funds to Purchase Parking

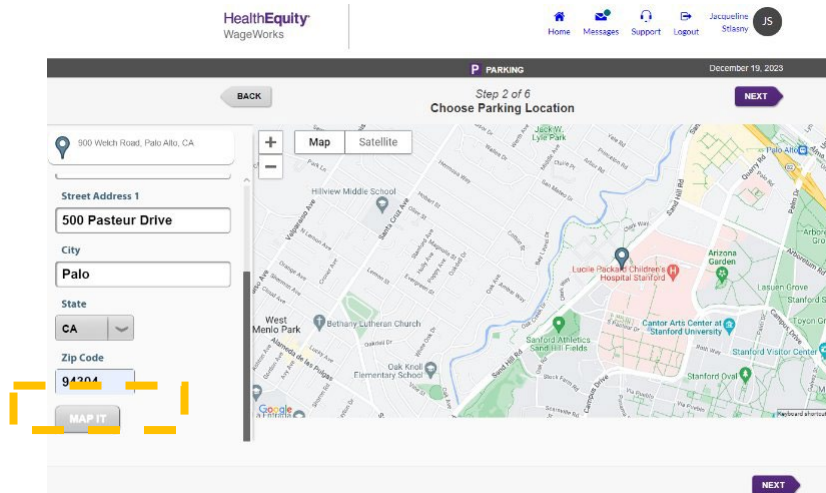
How to place an order for parking in HealthEquity (continued)

- 6 Select "Don't see your parking location" if it's not on the list



Important: The list is below where it says, "Don't see your parking location." The list is not the box on the top left of the page.

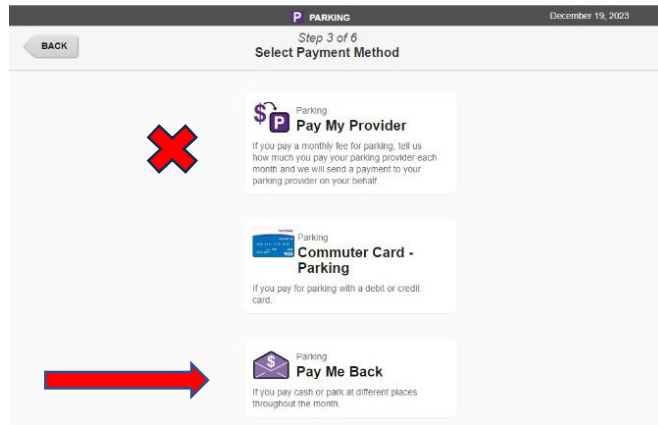
- 7 Enter your parking location and street address. Then, select "Map It"



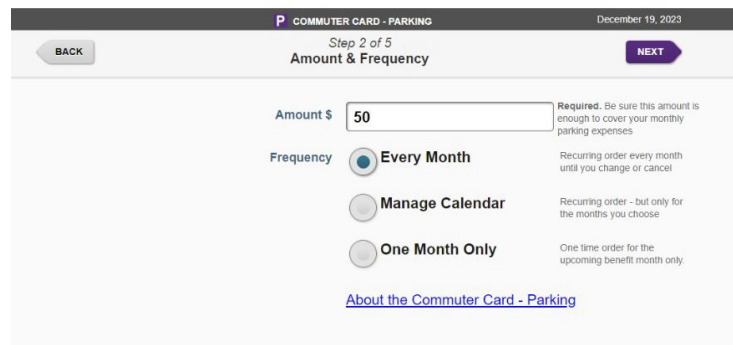
How to Use Pre-Tax Funds to Purchase Parking

How to place an order for parking in HealthEquity (continued)

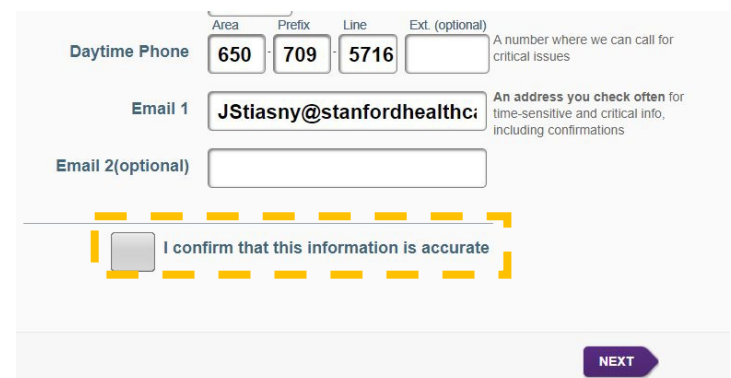
- 8 Select Commuter Card – Parking. **Do not select “Pay My Provider” for any Stanford parking**



- 9 Enter your order amount for the benefit month. Select your desired frequency for the order



- 10 Confirm that the information is correct by selecting the box



How to Use Pre-Tax Funds to Purchase Parking

- 3 Link the Parking card to the Stanford Medicine Parking app. This will allow you to pay for the parking with pre-tax dollars. You might want to have a secondary credit or debit card linked to the app, in case you don't have enough pre-tax funds on your Parking Card.

Note: Once funds are loaded onto your HealthEquity Parking card, they are non-refundable. If your employment at Stanford Medicine ends, you will have 90 days to use Parking card funds

From	To
12:01AM OCT 06	05:59AM OCT 07
Payment Information	
 Tap to add credit card	
Total	

For additional information regarding Pre-Tax Benefits, please visit the webpage [linked here](#).

Frequently Asked Questions

1. How many parking spaces are available at 1000 Welch Road?

There are 109 total parking spaces:

- 20 reserved for patients
- 89 allocated for faculty and staff

2. How is staff parking managed?

Parking is allocated at a ratio of 1 permit per 105 sq. ft. of leased suite space. Based on the total staff count of 169, approximately 114 parking permits will be distributed across departments (89 staff spaces + 15% buffer for PTO). This covers about 67% of staff.

3. Who decides which staff receive parking permits?

Each department is responsible for determining how to distribute their allocated permits.

4. What are the phases of parking automation at 1000 Welch?

- Phase 1 (~Sept–Nov 2025): Lot monitored by a parking attendant for staff with permits and patients.
- Phase 2 (~After Nov 2025): Gate arms and license plate reader (LPR) technology will be used for automated access.

5. How will parking enforcement work?

License plate readers mounted on enforcement vehicles will verify valid permits. Repeated violations may result in towing.

6. How do patients enter and exit the parking lot?

Patients pull a ticket at the gate. Clinics validate the parking using an online portal (takes less than 1 minute). Unvalidated tickets subject to charges.

7. What if a delivery needs access after automation is installed?

Delivery drivers can press the gate intercom to request access, which will be reviewed and granted by Transportation Services.

8. What parking rules apply at 1000 Welch?

Since 1000 Welch is outside the Hospital Development Agreement, it follows standard City of Palo Alto parking requirements.

Using the Parking App

9. Can staff use the app to manage permits?

Yes. Staff can purchase monthly, daily, or hourly parking permits with recurring payments directly through the app for convenience.

Frequently Asked Questions

Patient Parking

10. Do patients need to validate their parking ticket?

Yes. While patient parking is free, patients must pull a ticket upon entry. Clinics then validate the ticket online to ensure free exit. Parking fees will be charged for any unvalidated tickets with a daily max of \$18.

Parking Rate Changes

11. Are parking rates changing?

Yes. Campus-wide rate updates, including at 1000 Welch Road, will go into effect September 1, 2026. Detailed rate information will be communicated before the effective date.

Commuter Benefits & Alternative Transportation

12. Can staff use pre-tax dollars to pay for parking and commuting?

Yes. Eligible staff can use pre-tax dollars for up to \$325/month in parking and an additional \$325/month for transit or vanpool through the HealthEquity Commuter Benefits Program.

13. How do I enroll in commuter benefits?

- Log into the Luum Commuter Platform using Single Sign On (SSO):
 - SHC Staff: <https://shc.luum.com>
 - LPCH Staff: <https://smch.luum.com>
 - Stanford School of Medicine (SoM) staff can enroll in and use commuter benefits through [Edenred](#).

14. When can I load funds onto my HealthEquity Parking card?

Orders must be placed by the 10th of the previous month for funds to be available by the 1st of the following month. *Example: To have funds available on September 1, place your order by August 10*

15. If I run out of money on my Parking card during the month, can I add more funds for that month?

No. Additional funds cannot be added mid-month. You will need to wait until the next ordering cycle.

16. If I have extra money on my card or leave Stanford Medicine, can I get a refund?

No. Unused funds are not refundable, even if you leave employment.

17. What other commute options are available for staff?

- Free Stanford commuter buses (Santa Clara, Campbell, Menlo Park, East Bay)
- Free Caltrain with a Stanford Medicine Clipper Card (plus shuttle to 1000 Welch)
- Carpool, vanpool, biking options available