

STANFORD MEDICINE PARKING APP FREQUENTLY ASKED QUESTIONS

1. Can I still use the Passport Parking App?

No. The “Zone” for the 500P – Pasteur Staff Garage will be deactivated after Friday, November 12th, 2021. Please download & sign up for the Stanford Medicine Parking app. Click [here](#) for detailed instructions on how to download the app, register, and start purchasing parking!

2. Is the price to park changing?

No. Daily permits for the 500P – Pasteur Staff Garage will continue to cost \$8 per day.

3. I just signed up – Why can't I use my account?

All new accounts will be reviewed and verified by the Stanford Medicine Transportation Services team. Please allow up to 3 business days for account verification. Still having trouble? Please reach out to Stanford Medicine Transportation Services at 650.736.8000 or TransportationServices@stanfordhealthcare.org

4. Do I have to use the mobile app for Stanford Medicine Parking?

No, you can also use the website on desktop to purchase and view your permits. To visit the website, please click [here](#).

5. Can I use this app to buy an 'A', 'C', or 'Z' permit?

No, this app is currently only for purchasing daily parking permits at 500P – Pasteur Staff Garage

6. Can I park in the 500P - Pasteur Staff Garage with my 'A', 'C', or 'Z' permit?

No, only daily permits purchased through the Stanford Medicine Parking app are valid in the 500P – Pasteur Staff Garage. For a map of where you can park with an 'A', 'C', or 'Z' permit, click [here](#).

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7. When can I buy a permit?

You can purchase a permit starting 4pm the day before your reservation, until 3:59pm the day of the reservation. That means if you want a permit for Tuesday, you can buy it anytime between 4:00pm on Monday – 3:59pm on Tuesday.

8. Can I cancel my reservation?

Parking reservations can be cancelled up until 7:00am on the day of the reservation. No refunds are available afterwards. If you have additional questions about refunds and cancellations, please contact the Hospital Transportation Operations Center at 650.736.8000 or TransportationServices@stanfordhealthcare.org

9. I have an Emergent On-Call Permit – How do I park with this permit?

Staff with an approved Emergent On-Call Permit will be granted Badge Access to the 500P - Pasteur Staff Garage for instances in which they are responding to emergent cases only. Please look for an email from TransportationServices@stanfordhealthcare.org with more information. For badge issues, please reach out to Stanford Medicine Transportation Services at 650.736.8000 or TransportationServices@stanfordhealthcare.org

10. I have an Orange Off-Site Clinical Faculty Permit – How do I park with this permit?

Staff with an approved Off-Site Clinical Faculty Permit will be granted Badge Access to the 500P - Pasteur Staff Garage. For more information about Off-Site Clinical Faculty parking, please click [here](#). Please look for an email from TransportationServices@stanfordhealthcare.org with more information. For badge issues, please reach out to Stanford Medicine Transportation Services at 650.736.8000 or TransportationServices@stanfordhealthcare.org

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11. How can I park after-hours or on weekends?

The 500P – Pasteur Staff Garage requires a valid parking permit Monday – Friday, 6:00am – 4:00pm. Staff who wish to park in the garage outside of those hours can apply for badge access. Please note, after-hours badge access can only be used to enter between 4:00pm – 4:00am on weekdays, or on anytime on weekends. Exit is allowed until 7:00am on weekdays. If you park overnight, you must exit before 7:00am, or be subject to parking fees.

To apply for after-hours badge access to the 500P – Pasteur Staff Garage, click [here](#).

12. Is parking free on holidays?

Parking in the 500P – Pasteur Staff Garage is free with after-hours badge access on the following holidays:

- New Years Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

To apply for after-hours badge access to the 500P – Pasteur Staff Garage, click [here](#).

13. Can I use Pre-Tax Dollars at 500P – Pasteur Staff Garage?

Yes! Eligible employees can sign up for Edenred Pre-Tax Parking Benefits to save on their parking costs. Click [here](#) for more information.

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14. What is different about the Stanford Medicine Parking app than Passport?

The new Stanford Medicine Parking app provides users with more information and options than Passport Parking, including:

- Users can view in real time how full the garage is: if the arrow on the map is green, that means there's plenty of space; if it's yellow – that means space has almost run out! If it's red, the garage is full.
- With the QR code in your reservation confirmation, you can trigger the gates opening with a simple scan – no need to show proof of purchase to the parking attendant
- The integration between the Stanford Medicine Parking app and the gate arms makes it easier to ensure that the only people in the garage are those with valid permits

15. Why are there gates at the exit, and why do I have to scan to exit?

The gates at the exit of the garage are there for a few reasons, all of which help ensure that there is plenty of space in the garage for everyone who purchases a parking permit.

- Scanning at the exit allows Stanford Medicine Transportation Services to monitor actual capacity inside of the garage, by providing information not only about when vehicles enter, but also when they leave
- The gates prevent vehicles from entering the garage through the exit
- Scanning at the exit also helps make sure that each QR code is only used by the one person they are assigned to for the day

16. I have a motorcycle – do I have to purchase a permit?

No. Motorcycles will continue to be allowed to enter the 500P – Pasteur Staff Garage without purchasing a daily parking permit as long as there is adequate parking availability in the motorcycle parking area on Level 1. For more information, please contact TransportationServices@stanfordhealthcare.org

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17. Can I leave the garage and come back in on the same day?

Each daily parking permit purchase allows a limited number of entries and exits for staff who need to leave during the day. Staff may enter & exit the garage a maximum of 3 times within 1 day.

18. Can I add multiple payment methods to my account?

No. The Stanford Medicine Parking app only supports one saved payment method. If you need to update your credit card information, please delete the old saved payment method and then add the new information.

19. Is parking free on the weekends?

Yes, but badge access is required to enter the garage on weekends. To apply for after hours and weekend badge access, please click [here](#)

20. Why can't I buy a monthly permit for the 500P – Pasteur Staff Garage?

Parking demand in the 500P – Pasteur Staff Garage is very high. Keeping the garage to only daily permits allows for maximum parking supply each day, because each daily permit sold means a space is used. If monthly permits were sold, it would not be possible to ensure that every space was used every day, due to PTO and remote work. Daily permits also allow for more flexibility for staff – you can choose to ride Caltrain one day, work remote the next, and only drive once or twice a week.

If you're interested in a monthly parking permit, commuter 'A', 'C', and 'Z' permits purchased from Stanford University are a great alternative. Please note: Hospital staff eligibility for 'A' and 'C' permits is changing December 1, 2021. For more information about this change, please click [here](#).

21. What happens if I have unexpected overtime?

Your parking reservation QR code will allow you to exit the garage until 5:59am the day after your reservation. After 6:00am the following day, parking fees may apply. If you work night shifts starting after 4:00pm, Pasteur Visitor Garage is the recommended parking option. To apply for night shift badge access to the Pasteur Visitor Garage, please click [here](#).

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22. I work Swing/Mid-day shifts, can I park at the 500P – Pasteur Staff Garage?

Payment for an \$8 daily permit is required to enter the 500P – Pasteur Staff Garage prior to 4:00pm. If your shift starts after 1:00pm, you may be eligible for Swing Shift parking in the Pasteur Visitor Garage. If your shift starts before 1:00pm, please keep in mind that payment is required for all day shift parking around the main hospital campus. To apply for Swing Shift badge access to the Pasteur Visitor Garage, please click [here](#).

23. What if the 500P – Pasteur Staff Garage is full?

When the garage is full, the arrow on the map will appear in red, and no additional reservations will be allowed for that day. If the garage is full, please consider other parking options such as:

- The free SRI Park & Ride Lot
 - *Available to Stanford Health Care and Lucile Packard Children's Hospital employees*
- Purchasing a daily 'Z' permit to park at Hoover Pavilion Garage or Stock Farm Garage
 - *Permit eligibility for hospital staff is changing on December 1st, 2021. Please click [here](#) for more information*
- Purchasing a daily 'A' or 'C' permit
 - *All School of Medicine employees are eligible for an 'A' or 'C' permit*
 - *Permit eligibility for hospital staff is changing on December 1st, 2021. Please click [here](#) for more information*