

CLT EMPLOYEE PARKING STANDARDS

TABLE OF CONTENTS

Introduction

Applicability

Purpose

Scope

Terms & Definitions

Procedures for Stakeholders

General Rules, Terms and Conditions-Parking

General Rules, Terms and Conditions-Shuttle Buses

Enforcement

Frequently Asked Questions

Employee Parking Rates

Index

INTRODUCTION

The Charlotte Douglas International Airport provides the opportunity for vehicular parking and shuttle bus service for employees who work at the Charlotte Douglas International Airport ("CLT"). Employee parking shall be provided to active employees of the Aviation Department, CLT Contractors, Airport Tenants and Airline Partners who secure a local CLT ID badge from CLT. Such parking privileges shall also be extended to those Inflight and Flight Crew Employees who are based at CLT ("Based Employee"). All stakeholders who would like to request employee parking for the staff must have an Employee Parking Billing Agreement with CLT.

APPLICABILITY

These standards apply to active employees of the Aviation Department, CLT Contractors, Airport Tenants and Airline Partners and CLT Based Employees who park in the CLT designated employee parking lots/areas.

PURPOSE

CLT provides vehicular parking and shuttle bus service for employees who work at the Charlotte Douglas International Airport, as defined above. This document will help clarify the procedure for employee parking and access to the assigned employee parking areas/lots at CLT.

TERMS AND DEFINITIONS

CLT

Charlotte Douglas International Airport

Employee Parking Lots/Areas

Employee Lot 1, Employee Lot 2, Crew Lot 1, Crew Lot 2, Express Deck Preferred, Express Deck Self-Park and Hourly Deck (level 7). This is subject to change based on CLT needs and discretion.

Parking Access Card ("PAC") Card

PAC Cards issued to airport employees, contractors, partners, stakeholders, and companies to issue to their employees for access to the Employee Parking Spaces.

Hang Tags

The proper hang tag for the lot assigned must be displayed on your rearview mirror and the number must be visible. The hangtag verifies the vehicle's validity to be parked in the lot/area. Failure to display your hangtag will result in possible ticketing and/or towing of the vehicle at the owner's expense. The hang tag colors, and corresponding lot assignments are listed below:

Orange –	Employee Parking Lot 1 & 2
Blue –	Express Deck Preferred
Red –	Express Deck Self-Park
Purple –	Crew Lots 1 & 2
Green –	Hourly Deck

Employee Parking Delegate

The person designated by your company to grant access to CLT Employee Parking Facilities

Employee Lots

This includes any areas that CLT Employees are permitted to park. This includes Employee Lot 1, Employee Lot 2, Crew Lot 1, Crew Lot 2, Express Deck Preferred, Express Deck Self-Park and Hourly (may be subject to change)

SCOPE

PROCEDURES FOR STAKEHOLDERS

Access to the employee parking lots shall only be available by use of a preprogrammed PAC card or by the license plates that were provided by the employee to be linked to the PAC card. To obtain a PAC card and/or a hang tag, each Badged or Based Employee must contact their company's Employee Parking Delegate. The Airport will not issue parking to individuals. Once the request has been made to CLT by the Employee Parking Delegate, the PAC card will be programmed to open the parking lot gate. Authorized access to the employee parking lots will end at the request of the employer or if the employee continuously violates the parking rules and regulations. If the employee's parking privileges or employment ends, the PAC Card and Hang Tag must be returned to the company's Employee Parking Delegate so that it can be deactivated, reassigned, or returned to CLT. If the card is not deactivated, then CLT will continue to charge the normal employee parking rate. If the card and hangtag is deactivated and not returned or reassigned, then CLT will charge a Lost Card Fee to the company as part of the billing process.

The Airport does not enter into agreements or contracts with individuals.

All requests for employee parking (new or changes) must be completed on the Employee Parking Request Form by the Employee Parking Delegate and emailed to CLTEmployeePark@cltairport.com.

CLT will respond to all requests within 3-5 business days.

GENERAL RULES, TERMS & CONDITIONS

PARKING

The employee lots, PAC cards and hang tags are to be used only by the authorized person. Hangtags or PAC Cards are NOT to be transferred between other employees, spouses, friends, or relatives.

Valid hang tags must be always displayed on vehicles parking in employee parking lots. The Hangtag is required to be hung on the rearview mirror with the number clearly visible.

Each employee can register up to two (2) vehicles, but only one (1) vehicle will be allowed in the Employee lot at a time. If the employee uses a car that is not registered, then they will need to park in one of CLT's Public Lot and pay the daily drive-up parking rate or book their parking online prior to their arrival. CLT will not reimburse any parking fees for this reason. If the employee would like to switch registered vehicles, then they must contact their company's Employee Parking Delegate.

To enter or exit the employee lots, each employee must scan their PAC card or stop to allow the system to read the License Plate so that the access gate can open.

No vehicle shall tailgate another vehicle to gain access into or exit the lot.

All vehicles parking in CLT employee lots must have a valid, non-expired, license plate.

Storing or abandoning vehicles in the lot is prohibited. Campers, motor homes, trailers and RVs are prohibited. Oversized vehicles that take up more than one parking spaces are not allowed.

Vehicles are not allowed to be parked in an employee designated lot for more than fourteen (14) days. Any vehicles in the lot for longer than 14 days will be towed at the owner's expense and stored for an additional thirty (30) days. After that time, the vehicle will be considered abandoned and the City's Code Enforcement Department will be contacted for removal from airport property, where it will be processed for auction based on the law. (See CLT Towing Policy). If you have an emergency that will require your vehicle to be in the lot for longer than 14 days, then the employee MUST contact the Airport at CLTEmployeePark@cltairport.com with an estimated return date for prior approval.

All vehicles must be properly parked in a designated parking spot. Violators will be ticketed and/or towed.

Vehicles should not "back into" parking spaces. This is so all license plates can be read, and the vehicle can travel up the correct lane. Express Deck Preferred and Self-Park are excluded from this requirement.

All vehicles must follow the traffic pattern and arrows that are in the lots and through the drive aisles.

Employees are expected to follow all traffic rules including speed limit, stop signs, yields, and crosswalks.

Littering in the lots or on the shuttle busses is prohibited.

Damage to CLT Property must be reported immediately to the Airport Operations Center (AOC) at 704-359-4012. Failure to report damage could result in loss of parking privileges.

Employees who choose to park in CLT Public Parking Lots must pay the posted rate. If the employee is unable to pay for the parking fee, the CLT Insufficient Fund Policy will be enforced.

CLT CURBSIDE

Employees are not permitted to stage, dwell or park their vehicles on the CLT Terminal Curb or in front of the CLT Center. Violators will be ticketed and/or towed at the owner's expense.

Employees must follow the direction of the CLT Operations and Landside Staff, CLT Traffic Control Agents, and Law Enforcement.

SHUTTLE BUSES

The Airport Shuttle Buses have the right of way in the lots. Employees must not cut-off or speed pass buses on the lot.

Employees are permitted to be picked up and/or dropped off exclusively at the designated areas consisting of the bus shelters in the employee lots at the designated bus stops at Express Deck.

Employees MUST follow the direction/request of the Airport Shuttle Bus Drivers.

Employees/Passengers are not permitted to stand in the doorway, on the steps or in front of the standee line while the bus is in motion.

All luggage and large bags must be stored on the luggage racks.

Employees are expected to behave in a professional manner while on the Shuttle Bus.

ALL AREAS

Parking is prohibited in designated No Parking Zones, Authorized Vehicle Areas, Fire Lanes, or Active Loading Zones.

Employees are prohibited from having any verbal confrontations or use of abusive language to any Airport Shuttle Bus Drivers, Landside Operation Staff, Traffic Control Agents, Customer Service Representatives or CLT personnel. Employees can be cited for Inappropriate Conduct on Airport premises (see CLT Security Standards for additional information).

All parking tickets issued by CLT personnel or Traffic Control Agents must be paid within the due date listed on the violation.

ENFORCEMENT

Any violation of this policy may lead to parking privileges being suspended or terminated.

CLT will issue tickets and/or citation for violation of the rules and regulations.

PENALTIES ARE AS FOLLOWS:

- **1ST OFFENSE - WARNING**

- **2ND OFFENSE- 2-DAY SUSPENSION FROM EMPLOYEE PARKING**
- **3RD OFFENSE- 5 – DAY SUSPENSION FROM EMPLOYEE PARKING**
- **4th OFFENSE – PERMANENTLY REVOCATION OF PARKING PRIVLEDGES**
- **Employee Misconduct and safety violations will be addressed per the CLT Security Standard Handbook**

CLT has the right to relocate Employee Parking at any time with a 14-day notice.

CLT reserves the right to revise, amend or modify this document at any time with or without notice.

FREQUENTLY ASKED QUESTIONS

How do I enter / exit the lot?

Approach the card reader at the toll plaza and wave your PAC card within 3 inches of the front of the reader. The reader will beep, and the gate will open. To exit, repeat the process. If the gate does not open, press the “HELP” button. Do not tailgate someone through the gate. Your card will not work when you return because the entrance MUST match the exit.

Can I share my PAC card / Hang Tag?

No. Access to employee parking is solely for the employee noted on the approved application. Spouse, friends or other family members of employees are not authorized members are not permitted to use the lot or your parking credentials at any time.

What time does the shuttle service begin?

Free shuttle service for Employee Parking Lots and Express Deck operates 24 hours a day 7 days per week. The frequency will vary based on activity.

Are handicapped parking spaces available in the employee lots?

Yes, they are located near the shuttle shelters. However, an ADA hangtag or License Plate must be displayed. All CLT Shuttle buses are also equipped with approved wheelchair ramps.

Can I park anywhere in the lot?

Parking is only permitted in designated, marked parking spaces. Do not park in the islands, grass or block traffic or fire lanes. Violators will be subject to a fine and / or possibly be towed at the owner’s expense. Drivers must pull into spaces so that their License Plates are visible from the drive isle.

Is there a vehicle size limit in the employee lots?

Large recreational vehicles, trailers, RVs, large vans, commercial trucks, or boats that occupy more than one space are not permitted in the employee lots. Any vehicle, regardless of size that is used for camping, housing or other shelters while parked in the employee lots are prohibited.

How do I update my Information?

You must contact your company's parking authorized signer to update your parking information.

What is the maximum number of consecutive days I can leave my vehicle in the lot?

14 days. After that it will be considered abandoned and towed at the owner's expense. (see CLT Towing Policy)

Am I permitted to use the employee parking for personal travel?

Only if it is the employee related to the account and the vehicle will not be in the lot for more than 14 days.

How do I get the PAC card/badge to enter the lot?

See your company's parking authorized signer or parking administrator.

What should I do if I lose my access card or hang tag?

You must contact your company's parking authorized signer or parking administrator immediately. There is a fee associated to each replacement card that CLT will bill to the company.

Can non-based employees park at CLT?

Anyone, including non-based employees can park in public lot for the posted rates. However, to be a part of the CLT Employee Parking program, you must consult with your employer.

If I no longer require parking, can I keep my card and hang tag?

No. PAC cards and hangtags must be returned upon separating from your company, or when any of the program requirements are no longer being met.

How do I cancel my employee parking?

Speak with your company's parking authorized signer/parking administrator. You are also required to return the parking access card and hangtag.

What do I do if my PAC Card does not work, or I do not have my PAC Card?

If an employee has a valid PAC Card that is not working, please push the "HELP" button on the device or call the phone number that is posted. The employee will be required to provide the information that is being requested by the Customer Service Representation. If an employee does not have a PAC Card, they will not have access to Employee Parking.

CLT Insufficient Funds Policy


Subject/Title

Insufficient Funds

September 14, 2020

Date Effective

January 1, 2021

Revision Date Effective

AV-PP-023

City of Charlotte
Aviation Department

Aviation Director
Policy Number

Operations

Responsible Division

STRATEGIC PRINCIPLE: ASSET PRESERVATION
--

PURPOSE: To establish a procedure for when customers are unable to pay their parking fees due to insufficient funds.

OWNER: Landside Operations

AUDIENCE: All Airport Employees and Customers in Paid Public Parking Lots

SCOPE: This procedure covers steps to follow when customers are unable to pay their parking fees when they park in the paid parking lots at Charlotte Douglas International Airport (CLT).

DEFINITIONS: N/A

ATTACHMENTS: N/A

1.0 POLICY:

- A. Any person who parks their vehicle in the paid parking lots at CLT is to pay the published rate for the length of time that the vehicle is parked. The vehicle is not to be released from the lot until the full amount owed has been paid. If the person is unable to pay the parking fees that are due, then the following procedure would apply.

2.0 PROCEDURE:

- A. In the event a customer is not able to pay their parking fee due to insufficient funds, the following shall apply:
 - (1) CLT will direct the customer to re-park their vehicle in an available space in the lot/garage and CLT will maintain possession of the vehicle while the customer is permitted to leave or contact someone in order to obtain funds for the parking fee.

Subject/TitleInsufficient Funds

Policy Number AV-PP-023**Page** 2 **of** 2

- (2) CLT will hold the customer's vehicle in an available space in the parking lot of the occurrence without further increase in parking fees for up to 48 hours after the customer leaves or contacts someone.
- (3) If the customer has not paid the parking fee after 48 hours, CLT will begin charging the published rate for the length of time the vehicle has been parked.
- (4) If the vehicle is not paid for within 30 days of the notice of insufficient funds, the vehicle will be deemed abandoned and the City of Charlotte Code Enforcement Division will be contacted to coordinate impoundment.
- (5) The customer will need to arrange payment through the Parking Dispatch Office by contacting (704) 359-4038.

CLT Towing Policy



City of Charlotte
Aviation Department

Subject/Title

Towing

September 14, 2020

Date Effective

A handwritten signature in black ink, appearing to be "M. Hester", is written over a horizontal line.

**Airport Operations
Director**

Revision Date Effective

LO-SOP-010

SOP Number

Landside Operations

Owner

PURPOSE: To establish a procedure for towing abandoned vehicles on Charlotte Douglas International Airport (CLT) property.

DEFINITIONS: N/A

1.0 SOP:

- A. No person(s) shall park or store a vehicle in any parking facility (lot/garage) or on property specifically designated for public paid parking. All parked vehicles must be in the posted and designated paid parking spaces.
 - (1) Authority to Tow
 - (a) Any vehicle found in violation of the rules on property owned, operated, leased or controlled by the City of Charlotte's Aviation Department may be towed at the expense of the owner.
 - (b) Customers parking more than 30 days must call the Parking Dispatch Office at (704) 359-4038 to discuss their extended parking plans.
 - (c) Vehicles that are parked in Employee Lots for more than 2 weeks will be ticketed and/or towed.
 - (d) Vehicles that are parked on medians, parked in fire lanes, or blocking other vehicles will be towed.
- B. Any Parking Supervisor who comes in contact with an unattended or abandoned vehicle will contact the towing company.
 - (1) Hunter's Wrecking is the contract towing company. The contact number for Hunter's Wrecking is (704) 394-9357.
 - (2) Vehicles will be towed to the CLT Impound Lot located at 5414 Wilkinson Blvd in Charlotte, NC.

Subject/Title

Towing

SOP Number

LO-SOP-010

Page

2

of

2

- (3) The Charlotte-Mecklenburg Police Department (CMPD) will be contacted by the Parking Supervisor and given the license plate number to obtain the owner's contact information.
- (4) The Parking Supervisor will send the owner a notification letter. If the owner does not respond within 3 weeks, the Parking Supervisor will contact the City of Charlotte Code Enforcement Division to coordinate impoundment.
- (5) If the owner responds to the City of Charlotte's impound letter within 3 weeks and goes to the CLT Impound Lot to claim the vehicle, the owner will be charged from the time the vehicle was parked in the parking facility until the time it was towed.