

Effective Date: September 1, 2023 **Document Number:** WSU-PTS-2023-006

1. Overview

Welcome to Westfield State University! The Department of Parking and Transportation Services (PTS) is committed to providing safe, reliable, and convenient mobility solutions for the entire campus community. This document outlines the various services and resources available to students, faculty, staff, and visitors, including parking permits, campus shuttles, bicycle programs, and more. Our goal is to ensure that your experience navigating our campus is as smooth and stress-free as possible. We encourage you to read this guide carefully to familiarize yourself with the regulations and services that will help you get around campus efficiently and safely._

2. Parking Permits

PTS offers a variety of parking permits to accommodate the diverse needs of our campus community. All vehicles parked on campus must display a valid WSU parking permit from 7:00 AM to 7:00 PM, Monday through Friday. Permits are not required on weekends or university holidays.

Permit Types and Fees

Permit Type	Description	Annual Fee	Semester Fee
Student Commuter	For students living off-campus	\$250	\$150
Student Resident	For students living in residence halls	\$300	\$180
Faculty/Staff	For university employees	\$350	\$210
Motorcycle	For all motorcycle and scooter owners	\$100	\$60
Evening	Valid after 3:00 PM	\$150	\$90

How to Purchase a Permit

Parking permits can be purchased online through the official WSU Parking Portal. To purchase a permit, you will need your university ID number, vehicle license plate number, and a valid form of payment. Once purchased, permits are mailed to your address on file and must be properly displayed on your vehicle's rearview mirror.

3. Parking Zones

To ensure equitable access and manage campus traffic flow, WSU has designated specific parking zones for different permit types. Parking outside of your designated zone may result in a citation. Please refer to the official campus map for detailed zone locations.

- **Zone A (Red):** Reserved for Faculty/Staff permit holders.
- **Zone B (Blue):** Reserved for Student Commuter permit holders.
- **Zone C (Green):** Reserved for Student Resident permit holders.
- **Zone D (Yellow):** Designated for Evening permit holders after 3:00 PM and open to all permit holders on weekends.
- **Motorcycle Parking:** Designated spaces are available in all zones for motorcycle permit holders.

4. Shuttle Services

PTS operates a comprehensive, fare-free shuttle system to help you navigate the campus and surrounding areas. All shuttles are wheelchair accessible and equipped with bike racks.

Shuttle Routes and Schedules

Route Name	Service Area	Operating Hours	Frequency
Campus Loop	Circulates through the main academic and residential areas of campus	7:30 AM - 10:30 PM, Mon-Fri	Every 10-15 minutes
Express Route	Direct service from the outer parking lots to the central campus	7:00 AM - 7:00 PM, Mon-Fri	Every 5-7 minutes
Night Owl	On-demand service for late-night transportation	10:30 PM - 2:30 AM, Daily	As requested

Live shuttle tracking is available through the WSU Mobile App, allowing you to see real-time locations and arrival predictions.

5. Bicycle Programs

Westfield State University is a bike-friendly campus, and we encourage cycling as a sustainable and healthy transportation option. PTS provides several resources to support our cycling community.

- **Bike Registration:** All bicycles on campus must be registered with PTS. Registration is free and helps deter theft and aids in recovery if a bike is lost or stolen.
- **Bike Racks:** Bike racks are conveniently located near all academic buildings, residence halls, and recreational facilities.
- **Bike Repair Stations:** Self-service bike repair stations, equipped with tools and air pumps, are available at several locations across campus.

6. Visitor Parking

Visitors to campus may park in designated visitor parking areas. Visitor parking is available on a pay-by-the-hour basis.

- **Locations:** Visitor parking is available in the Student Union parking garage and several surface lots across campus.

- **Rates:** Visitor parking rates are 2.00*per hour, with a daily maximum of* 12.00.
- **Payment:** Payment can be made at the pay stations located in each visitor parking area using cash or a credit card.

7. Parking Violations

To ensure the safety and accessibility of our campus, parking regulations are strictly enforced. Vehicles found in violation of university parking policies are subject to citation and/or towing at the owner's expense. Common violations include:

- Parking without a valid permit
- Parking in an unauthorized zone
- Obstructing traffic or a fire lane
- Parking in a reserved or designated space without authorization

Fines and Appeals

Fines for parking violations range from 35*to* 250, depending on the severity of the offense. A full list of fines is available on the PTS website. Citations may be appealed online through the WSU Parking Portal within 14 calendar days of the issuance date.

8. Location and Hours of Operation

The Parking and Transportation Services office is your central resource for all parking and transportation-related needs.

- **Location:** University Services Building, Room 101
- **Hours of Operation:** Monday - Friday, 8:00 AM - 5:00 PM
- **Summer Hours:** Monday - Friday, 9:00 AM - 4:00 PM

9. Contact Information

For any questions or assistance, please do not hesitate to contact us.

- **Phone:** (555) 123-4567

- **Email:** parking@westfieldstate.edu
- **Website:** www.westfieldstate.edu/parking

10. Frequently Asked Questions (FAQs)

Q: What should I do if my permit is lost or stolen?

A: If your permit is lost or stolen, please report it to the PTS office immediately. A replacement permit can be issued for a fee of \$25. You will need to provide a valid photo ID and your vehicle registration.

Q: Can I use my permit to park in any lot after 5:00 PM?

A: Yes, most permit restrictions are lifted after 5:00 PM. However, some spaces, such as those reserved for service vehicles or specific individuals, are enforced ²⁴/₇. Always check the signage at the entrance of each lot.

Q: I have a friend visiting for the weekend. Where can they park?

A: Visitor parking is available in designated lots. Your friend can purchase a daily or weekend pass from the pay stations located in the visitor parking areas. Parking is free on weekends in all commuter and faculty/staff lots.

Q: What if I need to bring a different car to campus for a day?

A: You can register multiple vehicles under your parking permit. However, only one vehicle can be parked on campus at any given time. If you need to bring an unregistered vehicle for a short period, you can obtain a temporary day pass from the PTS office.

11. Revision History

Date	Version	Author	Summary of Changes
2023-09-01	1.0	PTS	Initial document creation
2024-01-15	1.1	PTS	Updated shuttle service hours and added Night Owl route