

RFID Access for Garages

What is RFID Access Control?

Parking and Transportation Services has installed a gate monitoring system called radio frequency identification (RFID), which reads a small device attached to the inside of your vehicle windshield. All garages have this technology. You just drive up to the gate, stop briefly and the gate automatically opens!

This hands-free technology will be used from year to year and you will receive an annual sticker to put on the device to designate the permit year. However, if you leave the University of Arizona or you do not renew the garage permit for any reason, **the RFID unit must be returned** to Parking and Transportation Services within 14 days. Failure to do so will result in a non-return RFID fee.

Units may be returned for a pro-rated refund through the first Friday in April. If the device is being returned after the permit refund eligibility date, it can be

turned in directly at the cashier booths in any of the garages. Please request a receipt from the cashier

How does the RFID system work?

RFID antennas are installed at entrance and exit lanes that communicate by radio frequency with RFID tags that are mounted in each vehicle. The system sends the tag number to a computer database for verification. It takes only a few seconds to verify access and open the gates.

About the RFID unit

The RFID unit is constructed of hard plastic and is approximately the size of a credit card. For optimum performance of the system, the device should be placed on your interior lower left corner of the vehicles front windshield (driver's side). Velcro-like adhesive strips are used to secure the device to your windshield and will allow you to transfer the device between your vehicles. Holding the device diminishes the frequency signal and may prevent a gate from opening. Devices laid on vehicle

dashboards may be out of alignment with antennas and may not function properly.

Installation and Troubleshooting

See the  [RFID Installation Guide](#) for more information on getting the unit to work properly. Please call Customer Relations for additional help.

How to get into a campus garage using your RFID?

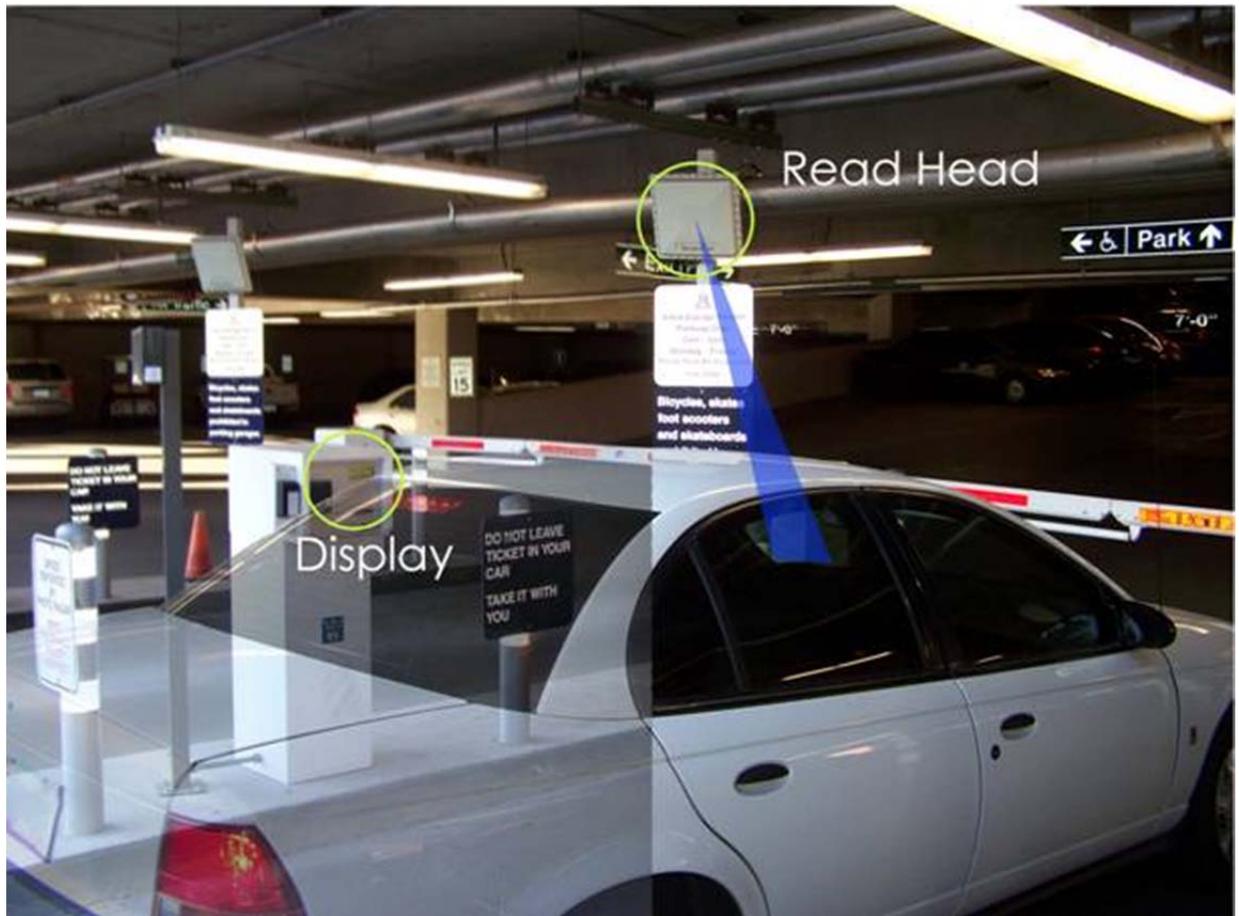
Our garage technology now enables Parking & Transportation Services to closely monitor garage activity. Your RFID must be used for every entrance and exit, to and from the garage. Two or more consecutive entrances or exits is improper use of the RFID and may result in the deactivation of the RFID. A malfunctioning gate should be reported to a cashier immediately. Multiple users of an RFID is a serious offense. It may deny other permit holders from finding a space in a garage. Providing space for our permit holders to park is a primary concern and strict enforcement of our policies is essential in ensuring parking availability for those who have purchased a permit.

Where to Stop in the Lane As You Approach the Garage Entrance/Exit?

For proper entry and exit in and out of the campus garages, please follow a few easy rules:

1. Pull into the entry/exit lane of the garage and stop your vehicle with your driver side window in line with the Display/Ticket Dispenser. The RFID Read Head which is positioned in front of and above the left side of your car will read the signal from your RFID that has been mounted on your driver side interior windshield. See the photo description below on lining your car up in the entrance lane for proper entry into the garage.
2. There will be a few second delay while the RFID signal is channeling through the computer system. While this is occurring, the Display/Ticket Dispenser will display a message of Please Wait.
3. Do not back your car up or move your RFID. Waving the RFID will actually slow down the entry process.

4. The Display/Ticket Dispenser will display a message of Thank you, please enter/exit now.
5. The garage entrance gate will open automatically and you may proceed through the lane into the garage.
6. If the gate does not open, an instructional message will display. One message that may display is: Invalid Permit - This message displays if your pass is no longer valid or if your permit is valid for a different garage facility. In the latter case it is a good idea to remove permits valid for another facility prior to pulling into an entry/exit lane. If you feel this “Invalid Permit” message is in error please use the cashier button located on the Display/Ticket Dispenser.
7. An unusually tall vehicle positions the RFID higher than the READ HEAD ANGLE and in these instances entry into garage is delayed. Therefore, attention should be paid to how far your vehicle pulls into the lane at entry/exit.



Other Messages that may be displayed at the Display/Ticket Dispenser:

1. Pull ticket – This would be an instance that the RFID read head has not been able to communicate or find your permit. In this instance you may need to reposition your RFID so that the read head can validate your permit status.

2. Invalid card, not permit – Your permit is possibly from another facility.
3. Read key error – Let the cashier know about this immediately and use a different lane to enter/exit.
4. Out of order – call the cashier immediately and use a different lane to enter/exit.
5. Vehicle blocking lane – Call the cashier immediately and use a different lane.

Frequently Asked Questions

- **How do I return my RFID?**

If you did not renew your garage permit, the Radio Frequency Identification Device (RFID) must be returned. Failure to do so will result in a currently approved non-return RFID fee. The RFID can be returned at the cashier booth in any of the visitor garages (Main Gate, Tyndall, Second Street, Park Avenue, Sixth St, Cherry Avenue or Highland Avenue).

The device can also be returned in person or by mail (using a padded envelope) to:

Parking & Transportation Services

1117 E. 6th Street
Tucson, AZ 85721-0181

- **Is there an alternative display site for the RFID device?**

The RFID communication range is very specific. In order to achieve maximum readability of the RFID devices, they must be positioned in the same location, in all vehicles.

- **Can I transfer the device between vehicles?**

Yes. The RFID device is transferable between your personal vehicles. Velcro-like adhesive strips are attached to the unit when the devices are issued. Additional strips can be found at any hardware or fabric store.

- **What happens if the RFID unit is lost or stolen?**

Contact the Parking and Transportation Services Customer Relations section. A lost/stolen form will need to be filed and you

may arrange for an RFID replacement unit. The original device will be deactivated. There is a \$50.00 replacement fee for the RFID unit.

- **How will I park if I forget to bring my RFID unit campus?**

If you forget your device, you may obtain a temporary pass at the Parking and Transportation Services office.

Parking Garage Permit Protocol

Term of Permit/Transfer of Permit: Permits are valid until the expiration date indicated on the permit. Radio Frequency Identification (RFID) tags are used from year to year. Upon payment, validation stickers will be sent to extend the expiration for an additional year. **Permits are permanently assigned to the purchaser and may not be transferred to another person.** Liability for fines incurred are the responsibility of the permit holder.

RFID (Radio Frequency Identification) Tags:

The permit sticker and RFID are considered one unit and may be used in only one vehicle and one garage at any given time. Each entrance into the garage must be followed by an exit (i.e. only one exit is allowed per entrance).

RFID tags are designed to adhere inside the lower left hand corner (driver's side) of the front windshield. The tag must be affixed in such a manner that the permit number is in full view and not obscured by any window coverings or treatments.

These permits will allow the holder to park only in the garage that the permit is designated for during the hours of enforcement. These permits do not allow parking in surface lots on campus. This is a multi-year permit and should not be discarded. Upon renewal, a validation sticker is issued to be affixed in place of the existing sticker. RFID tags must be returned upon termination of association with the University and/or non-renewal of garage permit.

Failure to return the RFID will result in a fee assessed to the permit holder.

Motor Vehicle Parking & Traffic Regulations

Revocation of Parking Privileges: Parking permits are the property of the University and may be recalled and parking privileges revoked by the Director of Parking and Transportation Services (or designee) when:

- a.** the circumstances under which the permit or gate card was issued change or no longer exist;
- b.** a permit or gate card is used by an unauthorized person or in an unauthorized manner;
- c.** a parking permit application is falsified;
- d.** a counterfeit, altered, lost/stolen permit or gate card is used;
- e.** a driver disregards verbal notice from a Parking and Transportation Services employee not to park in or drive through designated areas;
- f.** a check or draft is returned as uncollectable;
- g.** the permit fee is unpaid;
- h.** termination of owner's association with the

University; or

i. issuance of six or more citations within any Fiscal year (July to June) to any vehicle registered to a University of Arizona permit holder.

j. repeated violation of traffic regulations within campus parking structures.

When parking privileges are revoked, no prorated refund will be made.