

# CITY OF NAPERVILLE

## COMMUTER PARKING RULES AND REGULATIONS

Updated February 2010

### **Introduction:**

The commuter parking permit rules and regulations from the City of Naperville (city) are to provide information to customers regarding the permit parking policies at the four (4) commuter parking facilities in Naperville.

The following commuter parking facilities require a permit:

- Route 59 Lot
- Kroehler Lot
- Burlington Lot
- Parkview Lot

The commuter lots may be used without a permit from 6:00 p.m. until 6:00 a.m. Monday through Friday, and all day Saturday, Sunday or city-designated holidays. City-designated holidays are:

- New Year's Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Day

Designated daily fee spaces are available for use by commuters without a valid permit at both train stations at the rate posted on the pay machines.

The City Manager is authorized to review and revise the rules and regulations as necessary to carry out the city's policies. The Finance Department shall issue copies of the rules to all permit holders at the time of permit issuance. Updates to the rules shall be made available on the City of Naperville web site. Updated copies of the rules shall be provided to permit holders upon request. The city reserves the right to amend these regulations without notice. Maps of the commuter parking lots are also available on the city's website.

If you have any questions regarding these rules and regulations or need additional information, please call the Finance Department at (630) 420-6059.

The Finance Department office hours are:

Monday, Tuesday, Thursday, and Friday	7:30 a.m-5:00 p.m.
Wednesday	10:00 a.m.-2:00 p.m.



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# COMMUTER PARKING PERMIT RULES AND REGULATIONS

## I. Issuance of Permit

The City of Naperville issues commuter parking permits for the four (4) commuter parking facilities based on seniority from the three (3) waiting lists.

The four (4) commuter parking facilities are:

- Burlington Lot (5th Avenue & Center Street)
- Parkview Lot (North Avenue & Washington Street, northeast corner)
- Kroehler Lot (5th Avenue & Loomis Street, northeast corner)
- Route 59 Lot (North Aurora Road & Fairway Drive)

Issuance of a parking permit, or the ability to have one's name placed on a waiting list for a permit, shall be limited to those individuals who use the Metra/Burlington Northern Santa Fe railway service to regularly transport themselves to work, school, or for some other established purpose. The purpose of this provision is to enable the city to ensure parking permits are distributed to those individuals who are using the Metra/Burlington Northern Santa Fe railway service to commute on a regular basis.

To obtain a commuter parking permit, interested parties must complete a commuter parking application and pay the appropriate non-refundable administrative fee, per commuter parking facility. If space is available at the time of application, a commuter parking permit will be issued. If there is not space available, the applicant will be placed on the commuter parking wait list. Refer to Section III for information about the permit application and waiting list.

The required information for issuance of a permit includes but is not limited to:

- Proof of Illinois residency (Valid State of Illinois Drivers License, current utility bill, etc.)
- Proof of Need (10-ride or monthly Metra pass, pay stub, business card)
- Offer Letter
- Payment of the quarterly fee

Commuters may only maintain one parking permit at a time. If a commuter is offered a permit for another lot, the commuter must surrender their current permit before the new permit is issued.

The valid and current parking permit for commuter facilities must be displayed in the front window of the vehicle, hung over the rear view mirror with the permit information and quarterly fee sticker facing the front windshield. Failure to do so may result in ticketing and/or towing.



Parking permits and/or renewal stickers do not guarantee a parking space, and shall not constitute any property rights to permit-holders nor are these regulations intended to create any contractual rights. **A permit-holder parked in the designated daily fee spaces will be expected to pay the appropriate daily fee in the pay machines.**

**A. Billing Schedule**

Commuter parking fees are billed on a quarterly basis according to the following billing schedule.

<b>Quarter</b>	<b>Invoice Date</b>	<b>Due Date</b>
February 1 <sup>st</sup> – April 30 <sup>th</sup>	December 15 <sup>th</sup>	January 10 <sup>th</sup>
May 1 <sup>st</sup> – July 31 <sup>st</sup>	March 15 <sup>th</sup>	April 10 <sup>th</sup>
August 1 <sup>st</sup> – October 31 <sup>st</sup>	June 15 <sup>th</sup>	July 10 <sup>th</sup>
November 1 <sup>st</sup> – January 31 <sup>st</sup>	September 15 <sup>th</sup>	October 10 <sup>th</sup>

**B. Payment Options**

The city accepts many forms of payment for commuter parking fees. The forms of acceptable payment include cash, personal check, money orders, and city acceptable credit cards.

Fees paid by cash or money order, must be made in person in the Finance Department (Municipal Building, 400 S. Eagle Street).

Fees paid through the city’s bank draft program require the permit-holder’s bank information. This information must correspond to the Finance Department’s permit-holder information in terms of account name, property address, and telephone number, if applicable. If using the bank draft program the permit-holder is responsible for providing to the Finance Department current information at the time of any change in bank or bank account information.

Fees paid over the telephone with a credit card will only be accepted from the permit-holder, or spouse, using his or her own personal credit card.

**C. Payment Due Date**

Commuter parking payments are due twenty-five (25) days after the billing date or invoice date. If the due date falls on a weekend or city-designated holiday, the payment is due the next business day. Payments received after the due date will be considered late and will be assessed a \$20.00 penalty fee. The permit-holder or waiting list applicant is solely responsible for the city’s receipt of payment.

While every attempt will be made to properly bill individual permit-holders, the permit-holders are ultimately responsible for timely payment. Non-receipt of a bill does not exempt an individual from these provisions.



If the Finance Department has not received a permit-holder's payment in full by ten (10) calendar days after the due date, that permit may be cancelled and shall be forfeited to the Finance Department.

The city allows a one-time permit reactivation exception for permit holders whose permit has been cancelled due to a late or unpaid quarterly fee. The permit holders must:

- Pay all delinquent fees and charges
- Sign the city's Affidavit for Reinstatement of Parking Permit
- Establish ongoing quarterly permit fee payment through the city's bank draft program within thirty (30) calendar days of the cancellation of the permit by the city

Upon completion of these requirements, the city will reinstate the permit holder's cancelled commuter parking permit.

If more than one payment is missed, the permit will be canceled. A commuter whose permit is canceled due to non-payment for any reason may apply for a spot on the waiting list by submitting the proper application and respective application fee.

#### **D. Permit Audit**

The city will periodically perform external audits at the commuter parking lots and internal audits of permit-holder information in the Finance Department. The city reserves the right to verify any permit-holder information.

Upon audit permit holders may be required to provide any of the following:

- Proof of Illinois residency (Valid State of Illinois Drivers License, current utility bill, etc.)
- Vehicle registration confirming the permit-holder's primary residential address
- License plate number or Vehicle Identification Number (VIN) for the permit
- Proof of Need (10-Ride or monthly Metra pass, pay stub, business card)

This verification information will be required prior to issuance or renewal of a permit.

The city reserves the right to have the permit-holder provide this information in person in the Finance Department. Any failure to provide or verify requested information might risk loss of permit. Loss of permit may also occur if the city identifies any instance of misuse of a permit. This includes but is not limited to a permit being used by an individual other than the city accepted permit-holder, city



accepted car pooler, city accepted rideshare, or other city accepted commuter for that permit. The city is not required to provide the permit-holder notice for failures.

**E. Change of Information**

Any time contact information is changed by a permit-holder or wait list applicant, it is the permit holder or wait list applicant’s responsibility to notify the Finance Department. A signed Commuter Parking Account Update form, available on the city’s web site, is required for changes in:

- Name, Address, Phone Number
- License plate number
- Rideshare information

The Finance Department may request proof of the change of information at any time.

Failure to provide notification of a change in information to the city’s Finance Department may result in the loss of commuter parking permit, or removal from the commuter parking waiting list. If your commuter parking permit is forfeited, or your name is removed from the waiting list, you may re-apply and pay the appropriate administrative fees to be placed back on the end of the waiting list.

**F. Replacement of Permit/Renewal Sticker**

Replacement of permits and/or renewal stickers due to non-receipt, damage, or loss must be made in person in the Finance Department by the permit-holder, or spouse, providing the proper identification. A permit-holder whose permit has been lost will complete a lost affidavit and pay one-half of the appropriate quarterly fees for the respective commuter lot to receive a replacement permit for the same commuter lot.

A permit-holder, whose renewal sticker has been lost or is not received, will complete a lost affidavit for a replacement sticker for the same quarterly period. The permit holder must provide the permit in person for staff to attach the replacement sticker, and pay a replacement fee. The replacement fee schedule for a lost permit sticker will be as follows:

<b>Permit Sticker Replaced</b>	<b>Replacement Fee</b>
First Replacement Sticker	\$5.00
Second Replacement Sticker	\$10.00
Third Replacement Sticker	\$25.00

No permit-holder will be issued more than three (3) replacement stickers in a 24 month period. All permit-holders are subject to a permit audit. The city reserves the right to require any permit-holder to provide the proper information in person



at the Finance Department in order for the permit-holder to receive a renewal sticker.

**G. Reverse Commuter Parking Permit**

A reverse commuter parking permit will be available to persons who use the Metra train to commute to the Naperville area. The reverse commuter permit will be valid in the regular permit parking areas of the Burlington Lot at the Downtown Naperville Station and the Naperville Route 59 Lot between the weekday hours of 3:00 p.m. and 8:00 a.m. Vehicles not removed by 8:00 a.m. on a weekday will be ticketed. With the exception of the time restrictions, all other parking rules and regulations applied to regular permit holders also apply to reverse commuter permit holders.

The quarterly rate schedule found in Exhibit B will be applied to reverse commuter permits. The quarterly rate may be waived if the reverse commuter parking permit is being issued for use as a part of the Pace Metra Feeder Van Pool program. Refer to Section VII for information about the van pool program. The city reserves the right to maintain a waiting list and control the number of reverse commuter permits issued.

**H. Cancelling a Permit**

If a permit holder is no longer in need of a commuter parking permit, the permit holder should submit a signed Commuter Parking Account Update form, available on the city's web site, or city accepted letter to the Finance Department requesting the cancellation of their permit. The permit holder must surrender the permit with the current permit sticker to the Finance Department. The permit must be surrendered prior to the start of the new quarter to ensure a full refund.

If the permit is not surrendered prior to the start of the new quarter, the Finance Department will deduct a \$20.00 administrative fee from all refunds requested prior to issuance. Refunds will be prorated in whole dollars for the value of the unused whole months remaining upon surrender of a permit to the Finance Department by the registered permit-holder.



## **II. Waiting List**

When the demand is greater than the number of permit spaces available, waiting lists are required and shall be maintained by the city's Finance Department. The three (3) waiting lists identified below are maintained for the four (4) commuter parking lots:

- Burlington/Parkview Lots (a combined waiting list)
- Kroehler Lot
- Route 59 Lot

Commuters may place their name on one or all of the waiting lists. Commuters will be issued one permit for the first available lot without preference. To be placed on a waiting list, the applicant must complete and sign the Commuter Parking Permit application and pay the respective fees.

An offer letter from the city will be mailed to the commuter at the top of the wait list when a permit becomes available. At that time the applicant must appear in person, with proper identification, and all required information to obtain a commuter parking permit. Failure to appear in person within the required time frame will forfeit the opportunity to receive a commuter parking permit. Applicants can re-apply and have their name and application placed at the end of the waiting list.

### **A. Application and Deposit**

Commuter parking applications can be obtained from the following locations:

- City of Naperville website
- Finance Department in the Municipal Center, 400 S. Eagle Street

The application can be filled out by a spouse if they can verify the address of the potential permit-holder. Applicants must declare who the permit is for on the application. By declaring the application is being submitted on the behalf of a spouse the permit will belong to the identified person. The name submitted on the application should match the name of the commuter who will be using the permit. Parking permits are non-transferable.

At the time the application is completed, a \$25.00 non-refundable administrative fee must be paid per waiting list (Route 59, Kroehler, and Burlington/Parkview). Payment may be made by check, cash, or city accepted credit card.

Permit rates for each lot are approved by the City Council and shown on the attached exhibits, (Exhibits A and B). The attached rate schedule may be amended by the City Council from time-to-time and the latest adopted fee schedule shall apply to this section whenever enacted.

The application and permit offer letter includes a waiver and release of any and all claims, known or unknown, against the city for any injuries, property damages or



other losses that may, directly or indirectly, result from the use or operation of the commuter facilities.

### **III. Ridesharing**

Ridesharing consists of two or more people who travel together in a vehicle that parks in the city's lot and take the train for the purposes of commuting. A permit shall be issued to one person (primary permit-holder) who has the right to bring others to the train with him or her for commuting. The city requires that the permit holder provide the vehicle owner's name, address, phone number, and license plate number for each vehicle used by the rideshare.

For approval prior to use, the permit-holder is responsible for providing the Finance Department all required information about the commuters and vehicles that may be used for ridesharing. Each rideshare primary permit-holder may only have two registered rideshares. Only the primary permit-holder may make changes and update the rideshare account information.

The permit is not transferable.

Commuters who participate in ridesharing are encouraged to place their name on the waiting lists to be eligible for a parking permit as permits become available.

#### **A. Car Pooling**

Car pool commuters who are identified within the Finance Department's database prior to January 1, 2002, with required information (car pooler name, mailing address, daytime telephone number, and vehicle license plate number) will be eligible for a permit transfer. These eligible participants are identified with an active and current permit-holder and listed in the Finance Department commuter parking database with the primary permit-holder.

A permit-holder with an eligible car pool participant can request a transfer of the permit to the eligible car pool participant. To do so they must provide the Finance Department a letter requesting approval of this transfer. This letter is to be signed and dated by the permit-holder, and must specify the eligible car pool participant for which the permit transfer is being requested.

A car pool participant who qualifies for a permit transfer must provide in person to the Finance Department, the appropriate verification information in order for the transfer to be approved. This information includes a current State of Illinois driver's license with picture identification with the current name and address of the commuter, and vehicle information including license plate.

The city reserves the right to disallow any permit transfer for an eligible car pool participant due to lack of or unacceptable notification and/or verification



information. Additionally, all outstanding city fees must be paid prior to permit issuance.

#### **IV. Van Pooling**

A program to waive commuter parking permit fees has been established for commuters using the Pace Metra Feeder Van Pool Program. The Van Pool program allows for Pace vans to be parked at the Metra Station overnight at no charge. Participants commute to Naperville by Metra train service and then use the Pace van to commute from the station. More information about joining the Pace Metra Feeder Van Pool Program is available at [www.pacebus.com](http://www.pacebus.com). The city reserves the right to maintain a waiting list and control the number of reverse permits issued.

#### **V. Daily Fee Parking**

Designated daily fee parking spaces are available at both train stations for use by commuters without a valid parking permit on a first come, first serve basis. Daily fee parking spaces are designated with a blue number, on a sign, at the Route 59 and Downtown Naperville Stations.

The daily fee parking spaces are located at:

- Kroehler Lot – North and East sides of the parking lot
- On-Street Parking near the Downtown Naperville Station – Along Spring Avenue, 6<sup>th</sup> Avenue, 5<sup>th</sup> Avenue, 4<sup>th</sup> Avenue, North Avenue, Center Street, and Ellsworth Street
- Route 59 Lot – North side of the parking lot

There are a select number of permit spaces that become daily fee after 9:00 a.m. if unused by permit holders for the Route 59, Burlington, and Kroehler parking lots. The daily fee after 9:00 a.m. spaces are designated with yellow stripes and numbers on the pavement. Please note that permit holders have priority use of these spaces until 9:00 a.m.

Once parked in a daily fee space, commuters pay the daily fee by entering the space number and inserting the appropriate daily fee amount in the pay machines that are located on the station platforms. It is the commuter's responsibility to enter the **correct** parking space number into the pay machines. Failure to do so can result in a parking citation being issued. At the Downtown Naperville Station, the pay machines are located on the east and west sides of the station building. At the Route 59 Station, the City of Naperville pay machines for parking spaces on the north side of the tracks are located on the north platform.

Please note that the Route 59 Station is a shared station with the City of Aurora managing the parking facilities on the south side of the tracks. Commuters parking on the south side of the tracks must use the pay machines on the south platform, and commuters parking on the north side of the tracks must use the pay machines on the north platform.



## **VI. Motorcycle and Scooter Parking**

Free motorcycle parking is provided on the north platform of the Downtown Naperville Station and at the Route 59 Station, and is available on a first come, first serve basis.

Motorcycle permit parking is located at the Downtown Naperville Station (4<sup>th</sup> and Ellsworth) under the canopy on the south platform.

Motorcycle permits shall be issued for the twelve (12) month period effective March 1<sup>st</sup> – February 28<sup>th</sup> of each year. The annual fee for the permit is \$48.00. The fee shall not be prorated nor will any refund be made for unused portions of the year. Permits for the assigned space must be displayed at all times while the vehicle is parked. The permit shall be attached to the vehicle's rear license plate. Failure to display the proper permit will constitute a violation. Motorcycles may be ticketed and/or towed for failure to display a parking permit.

Motorcycles are not allowed to park in automobile spaces unless authorized by the City of Naperville. Motorcycles parked in automobile spaces may be ticketed and/or towed at the owner's expense. All other rules previously outlined for purchase and use of automobile permits also apply to the purchase and use of motorcycle permits.

The city offers commuters with a valid commuter parking permit for the Burlington, Parkview, Kroehler, or Route 59 parking lots the opportunity to register their motorcycle with the city and then park the registered motorcycle in the commuter parking lot as designated on their commuter parking permit.

To be eligible to park a motorcycle in the commuter parking lots, permit holders must register their motorcycles with the City of Naperville prior to parking in the commuter lots. The Motorcycle Parking Registration Form is available on the city's web site and requires that commuters provide:

- Valid commuter parking permit number
- Motorcycle license plate number
- Email address
- Phone number

Once a registration form has been submitted, commuters will be notified by the city that their registration has been accepted. Please be aware of the following regulations related to the program:

- Only one motorcycle may be registered for each permit.
- Motorcycles must be parked in the same lot as designated on the commuter parking permit (i.e. commuters with a Burlington permit must park their motorcycle in the Burlington Lot).
- Commuters may not use their permits to park both a vehicle and a motorcycle in the lot at the same time.



Modifications may be made to the program at any time, and registered users will be notified of those changes based on the contact information provided on the registration form.

## **VII. Bicycle Locker**

The city has bicycle lockers for rent at the Route 59 commuter lot.

Bicycle lockers shall be issued for the twelve (12) month period effective March 1<sup>st</sup> – February 28<sup>th</sup> of each year. To rent a bicycle locker; the applicant must:

- Complete an application
- Pay a \$50.00 non-interest bearing deposit
- Pay a \$24.00 annual fee

The deposit is refundable upon return of the locker key to the Finance Department. The deposit will be forfeited if the lock or locker is damaged, or if the key is lost. The annual fee shall not be prorated nor will a refund of the annual fee be issued. Any malfunction of the lock should be immediately reported to the city for repair.

The city maintains the right to have access to each bicycle locker.

## **VIII. Parking for Persons with Disabilities**

Parking places reserved for persons with disabilities are available in the Burlington, Parkview, and Route 59 commuter parking lots.

Vehicles displaying a registration plate, parking decal or device designating the vehicle as operated by or for a person with disabilities (pursuant to the Illinois Vehicle Code) shall be exempt from commuter permit requirements when parking in commuter parking lot spaces reserved for persons with disabilities.

This parking privilege is strictly limited to the person to whom the special registration plates, special decal or device was issued and to qualified operators acting under their express direction while the person with disabilities is present.

## **IX. Tow-Away Zone and Parking Fine**

The parking lots serving as commuter facilities have been designated by city ordinance as tow-away zones, and will be appropriately posted as such. Violations may result in the towing of vehicles at the expense of the owner.

Violations resulting in parking penalties and/or towing of vehicles include the following:



- Parking in a commuter facility without a properly displayed and valid permit for the facility
- Parking in areas reserved for buses or kiss-n-ride
- Violating time restrictions posted for the designated lot
- Having an unpaid city parking ticket

The city reserves the right to ticket and/or tow, suspend and/or revoke a commuter parking permit for any or all of the above rules. The city reserves the right to remove your name from the waiting list.

## **X. Commuter Responsibility**

The valid and current parking permit for commuter facilities must be displayed in the front window of the vehicle, hung over the rear view mirror with the permit information and quarterly fee sticker facing the front windshield.

A permit-holder parked in the designated daily fee spaces is expected to enter the correct space number and insert the appropriate fee into the pay machines.

Commuters are responsible for notifying the city of any change of information. The city reserves the right to request an appearance in person for any permit-holder to update address information and vehicle information.

While every attempt will be made to properly bill individual permit-holders, the permit-holders are responsible for timely receipt of payment. Non-receipt of a bill does not exempt an individual from these provisions.

Parking permits are not transferable. Any commuter transferring the use of their commuter parking permit will have their permit terminated. If terminated, the permit holder can re-apply, pay all applicable fees and have their name placed at the end of the waiting list.

Commuters are responsible for paying all parking violations issued by the City of Naperville. The city reserves the right to suspend and/or revoke a commuter parking permit for an unpaid city parking ticket. The city reserves the right to remove your name from the waiting list.

Any indication of lubricants or fuel leaking or being spilled onto the parking lot surface may be cause for revocation of the parking permit.

The city reserves the right to amend these regulations without notice. It is the commuter's responsibility to abide by and adhere to all commuter parking rules and regulations as outlined by the city.



## EXHIBIT A

The commuter parking rates were approved by Naperville City Council on May 6, 2008. The rate schedule may be amended by the City Council from time-to-time and the latest adopted fee schedule shall apply to permit holders whenever enacted.

The current approved rates for the commuter parking lots are listed below.

### Commuter Parking Permit Quarterly Fees

<b>Commuter Lot</b>	<b>Resident</b>	<b>Non-Resident</b>
<b>Parkview / Burlington</b>	\$120.00	\$120.00
<b>Kroehler</b>	\$110.00	\$135.00
<b>Route 59</b>	\$120.00	\$145.00

For the purpose of defining residency, residents are considered those who live within the corporate city limits, meaning your current home address is located within the city limits. To verify residency status, visit the city's Your Place web site at <http://gis.naperville.il.us/YourPlace/> to determine if your current home address is located in incorporated or unincorporated Naperville.

For non-permit holders, or if the permit spaces are full, daily fee parking is also available at the rate posted on the pay machines.

## EXHIBIT B

For individuals using Metra services to commute to Naperville, reverse commuter permits are available. The associated fees are listed below.

### Reverse Commuter Parking Permit Quarterly Fees

<b>Commuter Lot</b>	<b>Resident</b>	<b>Non-Resident</b>
<b>Burlington</b>	\$60.00	\$60.00
<b>Route 59</b>	\$60.00	\$65.00

