

## **FAQ's / Parking Permit Purchases.**

### **Why is it so important that the license plate be entered correctly?**

License Plate Recognition (LPR) technology is now being used to enforce the parking lots. Instead of walking parking lots looking for permits, officers now drive the lots checking that license plates are valid to park.

### **What is License Plate Recognition technology?**

Special cameras are used to take pictures of each license plate and obtain the characters that make up the plate. The license plate is then checked against a database of valid vehicles to determine if the vehicle is allowed to park in that lot.

### **I have access to multiple vehicles; can I only use one?**

The number of vehicle license plates that you can register with a single parking permit varies by permit type. You can register as many vehicles as the permit you are purchasing allows. Please see the order form for more details, but this number is typically two vehicles. If you have more vehicles than are allowed for the permit you are buying you may only park with the vehicles you registered with your permit.

### **I have two vehicles registered to my parking permit; can I park both vehicles in the lot at the same time?**

No. Checks are performed when checking the license plates to make sure only one vehicle is used per parking permit at a time.

### **Why do I have a permit if you are using license plates?**

If you still receive a parking permit that means that your institution is in a transition phase. Eventually you will no longer receive a permit and only your license plate will be used to park. In the meantime, make sure that your license plates are entered correctly and that your permit is displayed on the vehicle that is on campus.

### **What if get a new vehicle or need to correct my license plate information?**

If you get a new vehicle, rental vehicle, or just need to correct the license plate associated with your parking permit you can e-mail [customerservice@phxgis.com](mailto:customerservice@phxgis.com) after your order has been placed. You will receive an e-mail confirmation once the information has been added/corrected.