



MALCOLM X COLLEGE AND SCHOOL OF HEALTH SCIENCES

POLICIES & PROCEDURES MANUAL

FOR

PARKING FACILITIES OPERATIONS

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I. PARKING FACILITIES – GENERAL INFORMATION

a. Parking Policy – Overview and Purpose

Malcolm X College and School of Health Sciences (MXC), one of seven campuses of City Colleges of Chicago (CCC), owns and operates the parking facility located at 1820 W. Jackson Blvd., Chicago, IL 60619. This parking facility will serve as parking for students, faculty, staff, and MXC visitors. The parking facility will also be used for transient, CCC/MXC permit, and MXC event parking. The facility provides a combined total of approximately 1250 parking spaces on six floors. The parking facility is conveniently located adjacent to the new MXC, which will provide safe and easy accessibility for students, faculty, staff and MXC visitors to the campus. CCC's Safety and Security Department along with a Parking Lot Manager will manage the daily operations and secure the grounds of the parking facility.

b. Surface Lot – Location and Parking Operation

The parking facility contains a surface parking area allotted specifically for CCC's management of vendors and specialty visitors to the MXC campus. The surface lot area is reserved and will not be accessible to students, faculty, staff and visitors for standard parking.

c. Parking Facility Map - Parking lot area (Parking Facility Map Attached). The boundaries of the parking garage are Adams St. south to Jackson Blvd. and Wolcott Ave. east to Wood St.

II. PARKING – OPERATIONS

a. Hours of Operation – To accommodate the scheduling needs of MXC students, faculty, staff and visitors, CCC will ensure the parking facility's operations are available from 7:00am - 11:00pm Monday-Friday and 7:00am-6:00pm Saturday and Sunday when school is in session. This allows for students to remain at MXC until the close of the campus; whether in class, utilizing library time, visiting with professor, etc. It also gives faculty and staff time to finish their daily tasks on campus without parking concerns.

b. Access to the Garage – Students, faculty and staff will get access rights added to their valid MXC identification cards to be used to enter and exit the garage. Proximity card readers will be installed at each lane. Visitors will be able to pull

out a ticket when entering the garage, which will need to be validated in order to exit.

- c. System Malfunctions – In the event there is a system malfunction with the parking facility’s ticket dispenser, patrons will be able to report the incident to CCC/MXC Security Department, by pressing the help button for intercom assistance. Someone will be available to assist in any malfunctions. Below are some examples of a system malfunction:
 1. Ticket Jam
 2. Ticket won’t dispense
 3. No Ticket
 4. Device malfunction
 5. Unable to read ticket
 6. Lost ticket

- d. No Identification Card – In the event that a student, faculty member or staff does not have a MXC Identification Card/Permit to access the parking facility, a ticket will need to be pulled and validated. In the event that a student, faculty member or staff enters the parking facility with a MXC Identification Card/Permit but cannot locate it upon exit, the security officer will allow the student, faculty member or staff exits the lot.

- e. Special Event Parking – In the instance of a special event occurring at MXC tickets will be validated to patrons. Certain areas of the garage can be designated for special events and can be designated as “No Parking.”

- f. Handicap Accessible Parking – 24 ADA parking spaces will be available in the parking facility:
 - Level 1 has one ADA parking space next to the security room.
 - Levels 2 thru 5 have 5 designated ADA spaces each; 3 spaces at west elevator and 2 spaces at east elevator.
 - Level 6 has 3 ADA spaces, 2 at the west elevator and 1 at the east elevator

The ADA spaces are for use by students, faculty, staff, and visitors with handicapped license plates or placards from a government agency.

- g. Bicycle Parking – 250 bicycle parking spaces are available at the MCX parking facility. This program is offered on a first-come, first-served basis. Cyclists are advised to invest in a high quality lock and cable for maximum security.
- h. Snow Removal Policy – Certain garage floors or portions thereof can be designated as “No Parking” to accommodate snow removal after two inches of snowfall. When enforced, parking is prohibited. The snow removal plan is in effect from Dec. 15 through March 30.
- i. Full lots – We do not guarantee space availability. On Campus parking is in particularly high demand during the week (Monday – Thursday).
- j. Allowable Ticket Validations – Besides students, faculty and staff, MXC Visitors, contractors and other service providers will get their tickets validated:
 - 1. Official Business
 - 2. Contractors (Campus)
 - 3. Service Providers
 - 4. Registration/Admissions
 - 5. One-Day Visitors

III. PARKING ENFORCEMENT

- a. Parking Violations – The vehicle owner or driver is responsible for any violations associated with vehicle. When violations of parking regulations are observed, the vehicle in violation of the regulation may be given a City of Chicago parking ticket. Violations of this parking policy are not limited to the examples below:
 - 1. Parked in an ADA parking space without a state-issued handicap decal displayed.
 - 2. Parked in a way that hinders the operation of emergency equipment/vehicles.
 - 3. Parked in a fire lane or blocking a fire hydrant
 - 4. Parked in a reserved space.
 - 5. Parked in a manner that creates safety hazard

6. Abandoned or stored vehicles.
7. Blocking vehicles or pedestrian traffic ways.
8. Parking in no-parking areas.
9. Parking that impedes progress of necessary maintenance projects (snow removal, paving, etc.).

*Vehicle storage is not allowed. Any vehicle parked for more than 24 hours will be subject to towing at the owner's expense and transient parking rates will apply.

- b. Cancellation of Parking Rights – Anyone found repeatedly in violation of the policies outlined on this document may have their parking rights revoked.

IV. PARKING GARAGE SECURITY

- a. MXC Security Detail

MXC Safety and Security shall provide sufficient security personnel for the MXC parking facility as directed, to protect the security of the facility and well-being of all parkers. MXC Safety and Security will staff the parking facility security office while the parking facility is open and operational.

- b. MXC Security Parking Garage Post Orders

PARKING GARAGE GOLF CART PATROL ORDERS:

AREA OF PATROL

- Parking Garage.

GENERAL RESPONSIBILITIES

Officer will operate the MX Security golf cart patrolling all floors of the parking garage and provide safety escorts upon request. Respond to "help buttons" and "emergency call box" activations.

WATCH RESPONSIBILITIES:

FIRST WATCH- 12:00am-6:00am

- Mobile patrols will be conducted of the entire campus, there are no fixed posts.

SECOND WATCH- 6:00am-12:00pm

- Complete incident reports, gather witness statements, and conduct preliminary interviews as needed.
- Transport City Colleges of Chicago administrators or security personnel. Transportation for students and citizens is available, if needed.
- Other duties assigned per Director or Assistant Director, Safety & Security or District Office.

GAP WATCH- 12:00pm-6:00pm

- Complete incident reports, gather witness statements, and conduct preliminary interviews as needed.
- Transport City Colleges of Chicago administrators or security personnel. Transportation for students and citizens is available, if needed.
- Other duties assigned per Director or Assistant Director, Safety & Security or District Office.

THIRD WATCH- 6:00pm- 12:00am

- Complete incident reports, gather witness statements, and conduct preliminary interviews as needed.
- Transport City Colleges of Chicago administrators or security personnel. Transportation for students and citizens is available, if needed.
- Other duties assigned per Director or Assistant Director, Safety & Security or District Office.

PARKING GARAGE OFFICE POST ORDERS:

AREA OF PATROL

City Colleges of Chicago property.

GENERAL RESPONSIBILITIES

Security Officers assigned to monitor CCTV cameras on campus, answer phone calls, assist other staff as needed, director visitors or CCC community members to other departments, and controls access for unauthorized persons. Respond to “help buttons” and “emergency call box” activations.

WATCH RESPONSIBILITIES:

FIRST WATCH- 12:00am-6:00am

- Mobile patrols will be conducted of the entire campus, there are no fixed posts.

SECOND WATCH- 6:00am-12:00pm

- Complete incident reports, gather witness statements, and conduct preliminary interviews as needed.
- Unlock overhead door at 6am.
- Maintain department paperwork.
- Other duties assigned per Director or Assistant Director, Safety & Security or District Office.

GAP WATCH- 12:00pm-6:00pm

- Complete incident reports, gather witness statements, and conduct preliminary interviews as needed.
- Maintain department paperwork.
- Other duties assigned per Director or Assistant Director, Safety & Security or District Office.

THIRD WATCH- 6:00pm-12:00am

- Complete incident reports, gather witness statements, and conduct preliminary interviews as needed.
- Lock overhead door at 11pm.
- Maintain department paperwork.
- Other duties assigned per Director or Assistant Director, Safety & Security or District Office.

c. Traffic Control – Special Event

CCC shall provide sufficient staff to assist the MXC Safety & Security with providing effective traffic control during a special event. All event traffic control plans are subject to approval by the MXC Safety & Security Director and/or his designee.

d. Traffic Control – United Center Event

The United Center Security will provide assistance with traffic control along with sufficient security personnel. United Center security officers will assist CCC security officers with clearing and securing the garage after an event.

V. EMERGENCY PROCEDURES

a. General Emergency Guidelines

1. In an emergency:
 - Dial 911—Chicago Police or Fire Department for life-threatening situations.
 - Dial 312- 243-8937 - Security Office at MXC parking facility
2. Emergency Call Boxes and fire extinguishers are located throughout the parking facility.

b. Elevator Malfunction

1. In the event of an elevator malfunction with entrapment, occupants should activate the elevator alarm. This alarm will display in the parking facility security office.
2. The on-duty security officer will respond and take appropriate action such as contacting the Chicago Fire Department and/or MXC Building Engineer.
3. The on-duty security officer will remain on the scene of the entrapment until the situation has been resolved.

c. Parking Lot Safety Guidelines

Maintaining safety and security in the parking lot is very important and can only be achieved with the help of the entire MXC campus community to keep students, employees, and vehicles safe. Please abide by the following:

- Always lock your vehicle, both when driving and once you've park.
- Don't leave valuables in the vehicle, unless they are secured in the trunk.
- Keep your cell phone in a pocket, or somewhere easily accessible.
- Don't exit your vehicle if you see anything suspicious. Call 312-243-8937 to report your observations and wait for a security officer to arrive.
- When returning to your vehicle, be observant of anyone or anything suspicious. If you see someone suspicious, go to a safe area and call 312-243-8937

- If you are alone when returning to your vehicle at night, call the 312-243-8937 to request an escort.
- If you see someone tamper or damage someone else's vehicle, call 312-243-8937 to report.