Special Needs Parking Do’s and Don’ts

DO:

• DO register your state issued placard or plates with Parking Services.
• Clearly display your permit on the rearview mirror of vehicle.
• Notify us if you drive more than one car.
• Obtain a new Special Needs permit from Parking Services if you change vehicles unexpectedly.
• Park only in lots designated by the permit issued by Parking Services.
• Contact your physician to make sure the necessary paperwork has been completed.

DON’T:

• Don’t let anyone borrow your Special Needs permit for any reason. Fraudulent use of Special Needs permit can result in citations, fines, towing, and/or revocation of the permit.
• Don’t park in any of the following Reserved spaces for any reason:
  - 15 Minute Loading Zones
  - Vendor Spaces
  - Reserved Handicapped Spaces
  - Tow Zones
Special Cases

STATE-ISSUED HANDICAPPED PLACARDS/LICENSE PLATES
To better serve our customers with disabilities, Parking Services requires customers with state-issued handicapped placards or license plates to register their cars with our office and provide proof of state placard or plate ownership. Anyone in the UMass community with a state-issued handicapped license plate or placard may receive a yearly UMass Handicapped parking permit at no charge. We ask that these customers complete a general application form.

CUSTOMERS WITH PERMANENT DISABILITIES OR MEDICAL CONDITIONS
Anyone in the UMass community with a permanent disability recognized under the ADA or with a permanent medical condition who would like Special Needs parking through Parking Services must first register with Disability Services, Room 231 Whitmore Administration Building (413) 545-0892. Disability Services will review each case and make its recommendation to Parking Services. Parking Services will then determine the most appropriate parking assignment and contact the customer.

CUSTOMERS WITH ASTHMA
Customers with asthma requesting Special Needs parking must complete a Special Needs application at Parking Services. This process requires the customer’s physician’s name and complete address. Parking Services will send a form to the customer’s physician to complete. It is the customer’s responsibility to call or write to the physician’s office to expedite the return of the form to Parking Services. Once the Special Needs form has been returned to Parking Services a decision will be rendered and the customer contacted.

CUSTOMERS WITH TEMPORARY CONDITIONS
Customers with temporary conditions may use the enhanced Campus shuttle system at no charge for access to the center areas of campus. Shuttle schedules/maps are available at Parking Services or Transit Services. Anyone in the UMass community with a special need may inquire about the Special Van Service by calling “SpecTrans” at (413) 545-2086. Check out transit@admin.umass.edu for more information.

Parking Services Handicapped and Special Needs Policy
Parking Services makes every effort to accommodate all Special Needs parking requests. Parking Services complies with the ADA (Americans with Disabilities Act) regulations.

All University of Massachusetts parking lots can be Handicapped accessible.