

Reserved Parking Space Customer Rights, Privileges, and Management Process

The Department of Parking and Transportation Services (PATS) recognized the unique needs of reserved space customers and provides services tailored to meet those needs. The services listed below are standard services provided to each reserved space customer.

Hours of Reserved Space Enforcement

PATS provides service to reserved space holders during regular hours of enforcement

- Monday – Thursday 7:00 a.m. to 8:00 p.m.,
- Friday 7:00 a.m. to 6:00 p.m.
- Saturday 8:00 a.m. to 5:00 p.m.

Summer enforcement hours may vary. Please check the Parking and Transportation website, <https://pats.unm.edu/>, for current summer enforcement hours.

Submitting a Reserved Space Complaint

- Before 5:00 p.m., email patsenforcement@unm.edu or call (505) 277-1938
- After 5:00 p.m. and on weekends, email patsenforcement@unm.edu

Information is required when submitting a reserved complaint

- Vehicle license plate number and state
- Vehicle make, model and color
- Reserved space number

If a vehicle is parked in your reserved space

you may seek alternate parking in the following locations after PATS has been notified of the violator.

- Parking & Transportation Reserved space (located in various locations around campus)
- Regular zone parking space
- If these spaces are unavailable, call UNM PATS, (505) 277-1938. You will be instructed on an alternate parking arrangement.

Please be aware that due to the time that it takes for a tow truck to be dispatched from our vendor, the vehicle **will not** be towed out of the space unless it is eligible to be towed due to prior history.

Gold Star Reserved program

PATS would like to invite you to participate in our Gold Star reserved program which is available to you at **no additional charge**. The Gold Star Reserved program is the highest level of premium parking service available and enables us to better enforce, regulate, and service your reserved parking space.

A “Gold Star” sticker is placed on the reserved sign. This indicates to the parking enforcement officers that any vehicle parked in the reserved space is **required to display the reserved permit** for that space. If the vehicle in the space is not displaying the required permit, it will be **proactively issued a citation**.

Gold Star Reserved customers may continue to utilize the alternate parking arrangements listed above when a vehicle is illegally parked in the reserved space.

Reserved Permits and the 3:45 p.m. Rule

- After **3:45 p.m.**, Monday through Friday, and all-day **Saturday and Sunday**, your reserved permit allows parking in regular spaces within most commuter and proximity zones.
- Refer to www.pats.unm.edu for detailed restrictions.

Construction Relocation

If construction affects your reserved space, PATS will provide alternate parking arrangements for the duration of the project.