

**Facilities Management Department  
Standard Operating Procedure #2**

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**Authorized Service Vehicle Parking Areas and Off-Limit Areas**

1. **Purpose:** The purpose of this Standard Operating Procedure (SOP) is to prescribe authorized parking spaces for service vehicles and to establish a standard procedure for the safe use of service vehicles on the UNC Charlotte campus.
  - A. Authorized service vehicle parking spaces are established to ensure that visually impaired students, staff, and faculty have unobstructed accessible routes throughout campus at all times.
  - B. Employees and contractors who receive tickets for parking in handicap parking spaces or other unauthorized areas are solely responsible for payment of the fine.
  - C. Paved and bricked authorized spaces are provided for service vehicles to prevent damage to landscape areas.
  - D. Service vehicles shall not access certain areas as prescribed in University Policy 604.3, Service Vehicles on Campus (<https://legal.charlotte.edu/policies/up-604.3>)
  
2. **Scope:** This SOP applies to all internal UNC Charlotte service vehicles and to all external contractor vehicles.
  - A. Employees are expected to follow the General Procedures.
  - B. Supervisors and project managers that hire contractors are expected to enforce the General Procedures.
  
3. **General Procedures:**
  - A. Service vehicles shall only be parked in authorized parking areas as designated in paragraph 4 below.
  - B. Contractors shall use approved parking spaces only. Project managers are responsible for informing contractors where to park on campus.
  - C. Service vehicles shall not park on walkways or the edges of walkways unless the area is designated as an authorized service vehicle parking space.
  - D. Service vehicles, excluding grounds vehicles, shall not park on grass or landscaped areas.
  - E. Service vehicles will be backed into the authorized parking areas (see Attachment 1).
  - F. Employees may temporarily stop their service vehicle at doors or loading docks for loading and unloading of supplies (15-minute limit). Pedestrian access to walks and buildings shall not be blocked.
  - G. A copy of Attachment 1; Service Vehicle Parking Spaces and the Campus Service Vehicles Restriction map ([https://facilities.charlotte.edu/sites/facilities.charlotte.edu/files/media/Maps/Service\\_Cart\\_Route\\_Map.pdf](https://facilities.charlotte.edu/sites/facilities.charlotte.edu/files/media/Maps/Service_Cart_Route_Map.pdf)) will be permanently posted in all internal UNC Charlotte service vehicles.

**4. Specific Procedures:**

**A. Authorized Service Vehicle Parking Spaces**

- i. **Parking Space Markings:** Authorized service vehicle parking spaces are designated in two ways; with a gray outlined box on concrete or in brick paver pads off walkways (see Attachment 1).
- ii. **Parking Space Locations:** See Campus Service Vehicles Restriction map showing authorized service vehicle parking spaces.
- iii. **Off-Limit Areas:** See Campus Service Vehicles Restriction map showing off-limit areas.

**5. Enforcement Responsibilities:**

**A.** Each FM Unit shall be responsible for disseminating this SOP, training all operators of service vehicles, and ensuring that appropriate corrective actions are taken when violations of this SOP are observed or reported. Violations are considered job performance issues and disciplinary action may be taken.

**B.** Consequences for violation by FM employees:

- i. First offense, verbal counseling for unacceptable job performance and a retraining session including a thorough review of University Policy 604.3, Service Vehicles Restriction map and submission of a training form to the Facilities Business Office documenting the training session.
- ii. Second offense, written counseling for unacceptable job performance accompanied by a formal written performance management improvement plan.
- iii. Third offense, written warning for unacceptable job performance.
- iv. Fourth offense, second written warning or recommendation for suspension for unacceptable job performance.
- v. Fifth offense, recommendation for termination for unacceptable job performance.

**C.** Consequences for violation by external contractors:

- i. Contractors who receive tickets for parking in handicap parking spaces or other unauthorized areas are solely responsible for payment of the fine.

Philip Jones  
Associate Vice Chancellor  
Facilities Management

Attachment:

Attachment 1: Service Vehicle Parking Spaces

**Revision History:**

Initially approved February 22, 2011  
Revised August 19, 2015  
Revised December 15, 2015

**Attachment 1 to SOP #2: Service Vehicle Parking Spaces**

**Parking Space Markings:** Authorized service vehicle parking spaces are designated in two ways.

- a. Gray painted markings on concrete pavement: These areas are designated using small “L” shaped grey painted markings at each corner of the parking location.



- b. Brick paved rectangular parking areas: These areas are defined by distinct brick paved rectangles or as specifically designated within larger brick areas.

