

Phoenix Sky Harbor Airport Employee Parking Program Frequently Asked Questions (FAQs) Effective October 1, 2026

GENERAL PROGRAM CHANGES

Q: What changes are being made to the Employee Parking Program?

A: No changes are being made to the Monthly Employee Parking Program, which is paid for employees by their employer. Changes are being implemented to the Employee Daily Discount Program. The changes only affect employees who choose to park outside of their assigned employee parking facility. For additional information on the discount, refer to the flyer posted on skyharbor.com [PHX Employee webpage](#)

Q: What changes are being made to the Employee Daily Discount Program?

A: Starting midnight on the morning of Thursday **October 1, 2026**, the discount will change to the following:

- Enrolled monthly employee parkers will be eligible for **30%** off posted public parking rates by using an assigned parking access card.
- Non-PHX-based airline employees will be eligible for **15%** off posted public parking rates and must use the dedicated link provided by your air carrier to receive the discount. Once the reservation is completed the participant will receive a QR code to enter and exit the reserved parking facility.

Q: Why are these changes being implemented?

A: The Aviation Department is implementing these changes to help preserve public parking for travelers while encouraging employees to use their designated employee parking facilities.

Q: Why is the Aviation Department cutting parking options for employees?

A: The Aviation Department is not cutting parking options, PHX is adjusting the daily employee discount program.

Q: Who approved of these changes?

A: Per Phoenix City Code 4-58 and Airport Rule & Regulation 07-01, the Aviation Director has authority to manage employee parking locations, conditions, and rates.

DISCOUNT RATE CHANGES: Effective October 1, 2026

Q: What if I lose my PHX-issued parking access card?

A: Contact the Employee Parking Office immediately to report the loss and request a replacement card. Without the card, enrolled monthly employee parkers won't be eligible for an employee discount. *This does not apply to non-PHX based airline employees*

Q: Will the discount apply to monthly parking in dedicated employee-only facilities?

A: Monthly parking rates for dedicated employee facilities (44th Street lot and West Economy Garage Level 2) remain available for PHX-based employees. Please contact the Employee Parking Office for current monthly rates.

Q: Are the employee-only facilities' parking rates being increased?

A: No, employee-only facility monthly parking rates are not increasing.

Q: Can I still park overnight or for multiple days?

A: Yes, enrolled monthly airline employees can still park for multiple days for PHX work-related purposes. The 30% discount applies to the daily maximum rate for each full day stay, when you use your access card and pay with a credit card upon exit. Non-PHX based Airline Corporate participants are allowed to reserve multiple days based on their need.

Q: Could the discount be adjusted again in the future?

A: Yes, the discount program rate will be subject to re-evaluation by the Aviation Department through monitoring of public parking facility occupancy levels over a three-month period. The next evaluation period is from October 1, 2026, to December 31, 2026. Following the three-month evaluation period, the Aviation Department will announce the implementation of another 10% reduction to the eligible discount rate should either of the following conditions be met:

- Any public parking facility is required to be closed to the public due to occupancy levels.
- The three-month average occupancy level of any public parking facility exceeds 75%.
- A new three-month evaluation period utilizing the same criteria will commence following each parking discount adjustment.

BLACKOUT DATES

Q: What are the remaining 2026 blackout dates?

Peak Travel Demand	Blackout Dates
2026 Spring Break	3/4/2026 – 3/23/2026
2026 Independence Day	7/1/2026 – 7/6/2026
2026 Fall Break	9/30/2026 - 10/19/2026
2026 Thanksgiving Holiday	11/22/2026 - 11/30/2026
2026 Winter Break	12/20/2026 - 1/4/2027

Q: What are the upcoming 2027 blackout dates?

Peak Travel Demand	Blackout Dates
2027 Spring Break	3/3/2027 - 3/22/2027
2027 Independence Day	7/2/2027 - 7/6/2027
2027 Fall Break	9/29/2027 - 10/25/2027
2027 Thanksgiving Holiday	11/22/2027 - 11/29/2027
2027 Winter Break	12/19/2027 - 1/3/2028

Q: What are my parking options during blackout dates?

A: During blackout dates, you can:

- Park in dedicated employee facilities (44th Street lot or West Economy Garage Level 2) if you're a PHX-based employee enrolled in the monthly parking program.
- Pay the full-posted parking rates when parking in a public parking facility (no discount).

Q: Do blackout dates apply to the dedicated employee parking facilities?

A: No. PHX-based employees can continue using their assigned monthly employee-only facilities (44th Street lot and West Economy Garage Level 2) during blackout dates.

PHX-BASED vs. NON-PHX-BASED EMPLOYEES

Q: How do I know if I'm considered a PHX-based employee?

A: You're a PHX-based employee if Phoenix Sky Harbor is your primary work location. This includes pilots, flight attendants, ground crews, and tenant employees who work primarily at PHX.

Q: What is a non-PHX-based employee?

A: Non-PHX-based employees are airline crew members who reside in Arizona who are employed by an airline carrier that operates flights out of Phoenix Sky Harbor, but their primary work location is at another airport.

Q: I'm a PHX-based employee. Do these changes affect me differently?

A: As a PHX-based employee, the changes only affect you if you choose to park outside of your assigned dedicated employee parking facility. You're encouraged to use these facilities rather than public parking, especially during peak periods.

ENROLLMENT REQUIREMENTS (NON-PHX-BASED EMPLOYEES)

Q: How do I enroll in the Airline Corporate Parking Program?

A: Contact your respective airline parking representatives and they can provide you with the link to register.

Q: What if I don't enroll in the Airline Corporate Parking Program as a non-PHX-based employee?

A: Non-enrolled, non-PHX-based employees may still park in public parking facilities but will pay standard public parking rates with no applied discount.

Q: What are the benefits of enrolling in the Airline Corporate Parking Program?

A: Enrolled participants will receive the 15% discount rate and the ability to reserve parking at designated public parking facilities, and you can also earn free parking through the loyalty program.

Q: Is there a fee to enroll in the Airline Corporate Parking Program?

A: There is no fee to enroll in the Airline Corporate Parking Program. A \$2 non-refundable booking fee is charged for each parking reservation purchased.

Q: Can I enroll in the Airline Corporate Parking Program if I'm a PHX-based employee?

A: No, the Airline Corporate Parking Program is specifically designed for non-PHX-based employees. PHX-based employees should continue using the monthly parking program with access to dedicated employee parking facilities.

DEDICATED EMPLOYEE PARKING FACILITIES

Q: Where are the dedicated employee parking facilities?

A: There are two dedicated employee-only facilities:

- 44th Street lot
-

- West Economy Garage Level 2

Q: How do I access the dedicated employee parking facilities?

A: If you're a PHX-based employee, contact your respective airline Parking Representative to enroll in the monthly employee parking program. If you do not know your company's Employee Parking Representative – you can contact the Employee Parking Office via email (airportparking@phoenix.gov) or via phone (602-683-3615).

Q: How far are the employee parking facilities from the terminals?

A: Both facilities offer PHX Sky Train® service to the terminals. Contact the Employee Parking Office for specific details.

PAYMENT AND BILLING

Q: What payment methods are accepted for the employee discount at the public parking facilities?

A: You'll need to pay with a card upon exit from public parking facilities. To receive the discount, present your PHX-issued parking access card at both the entrance and exit plazas to receive the discount rate. Non-PHX-based employees using the Airline Corporate Program pay at time of reservation.

Q: Can I pay with cash?

A: No, the daily employee discount can only be paid with card payment at the exit plaza. Cash, Apple or Google pay are not accepted.

Q: Will I receive a receipt showing the employee discount was applied?

A: Yes, your receipt should reflect the discount applied when you use your PHX-issued access card. If you do not receive a receipt, please contact the Employee Parking Office for assistance.

Q: What if the discount isn't applied when I exit?

A: First, ensure you use your PHX-issued parking access card properly when entering the parking facility. If you believe there was an error, immediately push the call button on the parking equipment for assistance. No refunds will be authorized.

SAFETY AND SECURITY

Q: What security is provided at the 44th Street Employee Parking Facility?

A: The 44th Street Employee Parking Facility features the following safety components:

- 24/7 contracted security guards stationed at the entry and exit plaza
- Additional security officer providing overnight coverage from 7 p.m. to 7 a.m., seven days a week.
- Contracted Security Supervisor conducts vehicle patrols minimum once per shift, 24/7
- City of Phoenix Police and Aviation personnel patrol the facility
- American Airlines security guards also patrol the facility
- Perimeter secured with 6-foot brick fencing with ultra razor barrier or 6-foot wrought iron fencing
- Site lighting throughout the facility

Q: What should I do if I feel unsafe or need assistance in a parking facility?

A: Blue Assistance Call Boxes are located throughout all airport parking facilities and all PHX Sky Train® stations, including dedicated employee parking facilities. These call boxes feature:

- **Red emergency button** - to report suspicious activity or behavior
- **Black button** - to request an escort to your vehicle

You can also contact Airport Emergency Services at **602-273-3311**.

Q: Are escort services available at the 44th Street Employee Parking Facility?

A: Yes. At 44th Street Employee Parking Lot, escort services to and from the parking lot are available upon request during overnight hours (7 p.m. to 7 a.m.). An additional security officer is assigned specifically for this purpose seven days a week.

Q: What if I see something that needs attention?

A: For non-emergency issues, we recommend using the See Say Airport app for quick and easy reporting. Download instructions for the app are listed below:

- iOS - <https://apps.apple.com/us/app/see-say-airport/id1355030397>
- Android - https://play.google.com/store/apps/details?id=com.elerts.ssa&pcampaignid=web_share
- For additional information related to the See Say Airport App please visit [See Say Airport App | Phoenix Sky Harbor International Airport](#)

Q: Are there shuttles available at the 44th Street Employee Parking Lot?

A: Yes. The Aviation Department's contracted parking operator, ACE Parking, operates a dedicated shuttle that circulates through the 44th Street Employee Lot to and from the 44th ST. PHX Sky Train® station with designated bus stops for drop-off and pick up within the parking lot. This shuttle service is available 24/7, and during peak times an additional shuttle is added to the route.

Q: Can I request the shuttle to drop me off at my vehicle in the 44th Street Employee Parking Lot?

A: Yes. During the overnight hours of 11 p.m. to 5 a.m., upon request to the shuttle driver, the shuttle will accommodate employee's request to be dropped off at their vehicle.

Q: Where can I find the PHX Sky Train® schedule and maintenance information?

A: You can always find current PHX Sky Train® information on the Phoenix Sky Harbor website at: <https://www.skyharbor.com/ground-transportation/phx-sky-train/>

ALTERNATIVE TRANSPORTATION

Q: Are there alternatives to driving and parking at the airport?

A: Yes, consider:

- Public transportation options
- Rideshare services
- Carpooling with coworkers
- Bicycle parking (where available)

Q: Does the airport offer any commuter incentive programs?

A: No, the Aviation Department does not offer commuter incentive programs. Please contact your employer to learn about any available commuter benefit programs or alternative transportation incentives.

COMMUNICATION AND SUPPORT

Q: Where can I get more information about these changes?

A: Information is available through:

- Phoenix Sky Harbor Employees Webpage (<https://www.skyharbor.com/employees>)
- Quarterly Employee Parking Newsletter
- Information is distributed to Airport Employee Parking Representatives during meetings
- Information is distributed to airline leadership via the monthly Airline Station Managers meetings
- On-site signage at parking facilities
- Informational flyers will be handed out by ACE Parking

Q: Who can I contact if I have questions?

A: Contact the Employee Parking Office directly. Specific contact information is available on the PHX Employees Webpage and in communications sent to employees.

Q: I work for an airline/tenant. Will my employer also communicate these changes?

A: The Aviation Department is working with airline station managers and tenant representatives to ensure all employees are informed. However, you should monitor Aviation Department communications directly to stay updated.

Q: What if I disagree with these changes?

A: The changes are authorized under existing airport regulations, but employee feedback is valuable. You may share concerns through your employer's parking representative or through the feedback mechanisms provided by the Aviation Department.

SPECIAL CIRCUMSTANCES

Q: I have a state-issued disability parking permit. How do these changes affect me?

A: All parking facilities are ADA compliant according to ADA accessibility guidelines. ADA parking stalls are charged according to the posted standard parking rates. ADA parking is based on a first come first served basis. The discount structure and blackout dates apply regardless of whether it is an ADA or standard stall.

Q: My work schedule is unpredictable. Is monthly parking or daily parking better for me?

A: This depends on your frequency of parking. Generally, if you park more than 5 days per month, monthly parking in dedicated employee facilities is more economical. Contact the Employee Parking Office to discuss your specific situation.

Q: Can I share my parking access card with coworkers?

A: No. Parking access cards are issued to individual employees and should not be shared. Misuse of access cards may result in loss of parking privileges.

Q: Can I use the daily employee discount for personal travel?

A: No. The daily employee discount can only be used for official business and cannot be used for personal travel. This has always been an airport policy for the employee parking program.

For additional questions or concerns, please contact Airport Employee Parking Office at 602-683-3615 or airportparking@phoenix.gov.

Visit the [PHX Employee webpage](#) for the most current information.

Last Updated: August 5, 2026