



Parking E-News

April / May / June — 2024

2024 CITY OBSERVED HOLIDAYS



Cesar Chavez Day [Observed]
Monday, April 1, 2024

Memorial Day
Monday, May 27, 2024

Juneteenth
Wednesday, June 19, 2024

Independence Day
Thursday, July 4, 2024



PARKING SERVICES CONTACT INFORMATION

3420 E. Sky Harbor Blvd.
2nd Fl.
Phoenix, AZ 85034

(602) 683-3615

Email Address:
airportparking@phoenix.gov

OFFICE HOURS

Monday – Friday
8 A.M. – 5 P.M.

Closed Thursdays
2 P.M. – 3 P.M.

Closed Last Business Day of the
Month
Closed at 12 P.M.

OFFICE CLOSURES

The office is closed on
weekends and City Holidays

IMPORTANT AIRPORT PHONE NUMBERS

PHX Sky Harbor Emergency
(602) 273-3311

**PHX Sky Harbor
Communications Center**
(602) 273-3302

PHX Sky Harbor Parking Hotline
(602) 273-4545



**PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT**





STAFF

CONGRATULATIONS ACE PARKING

By @phxskyharbor

An airline partner was very complimentary about a team that works in an airport parking office, and wanted to ensure they received due recognition.

Employees of airport contract ACE Parking were singled out for being very helpful, attentive and responsive.

“Everyone is always happy to assist and answer emails and phone calls in a timely manner,” the airline representative said in praising them. We are grateful to have such caring, attentive employees at America’s Friendliest Airport® and for that they were recognized by our Customer Service On the FLY team (F = Friendly. L = Let me help. Y = You.)



ACE Parking team pictured is (from left): Shandrea Rodriguez; Alexia Holt; Faylynn Namingha; Elizabeth VanGurp; Stevie Celaya; & Delia Estrada.

FAREWELL TO CRAIG DOYLE!



Aviation Superintendent, Craig Doyle, will be retiring in April. We are sad to see him leave, but wish him well.

Craig joined the Aviation Parking Team in Fall of 2016. In his 8+ years with the City of Phoenix, Craig has served as the Parking Superintendent and Management Assistant II in Aviation Parking and Chief of Staff in the City Council Office. He has an extensive military Career where he retired with 30+ years of service.

Craig was born in Ohio, but his military career has taken him all over the world and he is an Iraq War Veteran. Outside of work, Craig devotes his time and passion to the great state of Arizona, serving as Chairman of EMPACT Suicide Prevention Center service Central Arizona and in the Executive Board of La Frontera Arizona serving Southern Arizona; both nonprofits providing services to underserved disadvantaged populations.

Craig has two children; Carter a Nurse Practitioner in a PhD program at Wayne State University in Michigan, and Tatum a Lawyer in Houston, Texas. Craig is looking forward to retirement and plans on returning to his family cattle ranch in the Superstition Mountains and Pinal County to live the “cowboy” life.

Best of Wishes Craig!





REMINDERS & UPDATES

EMPLOYEE VACATIONS

With summer heat just around the corner and schools letting out, America's Friendliest Airport® will continue to see record numbers of passengers this year. We recognize that employee vacations will also be on the rise. Therefore, the Parking Office would like to remind employee parkers of a few rules* regarding their airport parking privilege.

- Employee parking privileges are for conduct of Sky Harbor Airport business purposes only.
- Employees assigned to public parking facilities are required to park in the remote areas of the facilities.
- Employee parking privileges **MAY NOT** be used for the following purposes:
 - ⇒ **Personal Use** - e.g. vacations, sick leave, to pick up family members, etc.
 - ⇒ **Card Sharing or Lending Your Card to Others is prohibited!** Cards are assigned to individuals NOT vehicles. Individuals found sharing parking privileges will be suspended or expelled from the parking program.
 - ⇒ **Storing Vehicles** - e.g. leaving vehicle in lot due to flat tire, dead battery, etc.
 - ⇒ **Non Sky Harbor Airport-related work** - e.g. company sends employee to work at another airport.

WARNING: FAILURE TO ADHERE TO THE ABOVE LISTED RULES WILL RESULT IN SUSPENSION OR REVOCATION OF PARKING PRIVILEGES AND PAYMENT OF PUBLIC PARKING RATES WILL BE IMPOSED.

Additionally, below are a few helpful tips!

- Make parking a breeze and plan ahead. With heavy crowds escaping the Valley for some summer fun, make sure to leave extra time for parking.
- Travel time to work should be increased 10-15 minutes to account for additional boulevard traffic and heavy SkyTrain riders.

Thank you for your cooperation in helping us provide excellent customer service for the traveling public, and demonstrating that Sky Harbor is indeed America's Friendliest Airport.

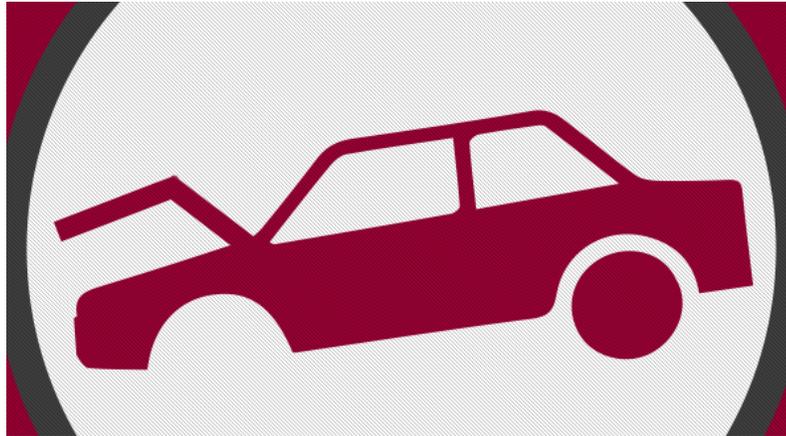
* The rules listed on this newsletter are not all-inclusive. See Employee Parking Terms and Conditions for a complete listing.





REMINDERS & UPDATES

ABANDONED VEHICLES



Vehicles parked for over **30** days are considered abandoned and are subject to sale at public auction. If parking in excess of **30** days is necessary, arrangements must be made prior to the stay by dialing (602) 683-3615.

PAYMENTS

The Parking Office is seeing an increase in payments sent to the wrong P.O. Box. Please be advised that sending payments to the wrong PO Box will cause a delay in the process of your payments. Additionally, sending payments to the wrong P.O. Box can result in additional late fees and/or deactivation of all parking access cards/permits. Please ensure your parking payments are sent to the following address:

**CITY OF PHOENIX
P.O. Box 29111
PHOENIX, AZ 85038-9111**



Alternatively, payments can also be made using the Employee Payment Portal, which accepts business eCheck payments (ACH Debit) and credit cards. The Employee Payment Portal uses the secure site of Chase Bank's Pay Connexion to process all payments.

Customers can make payments 24/7. In addition, customers are able to view and pay invoices, as well as communicate any billing questions with parking staff.

To register to the Payments Parking Program or for inquiries about this Program, please contact the Parking Office at: airportparking@phoenix.gov.





REMINDERS & UPDATES

DISPLAYING SIDA BADGES



As a reminder, employees are required to display their SIDA Badge when entering the PHX Sky Train® Stations at 44th St., 24th St., and at Terminal 3. Contracted Security Guards posted at each location are checking for employee SIDA Badges and will stop the employee and request the employee to display the badge if necessary. Asking to display SIDA badges is just another security measure to mitigate personnel gaining access to the airport that do not have airport business.

The picture on the right is a sample of the signage posted at all three locations .

SLEEPING IN CARS

Please remind staff that **Camping or sleeping within an Airport parking facility is prohibited**. Failure to abide by this regulation will result in suspension or revocation of parking privileges and payment of public parking rates will be imposed.

Employees who are experiencing homelessness can be directed to the **PHX C.A.R.E.S.** program at **(602) 262-6251**. PHX C.A.R.E.S. is a coordinated response for neighborhoods and individuals experiencing homelessness—offering education, resources, and encampment cleanups.





SAFETY FAIR

Aviation Safety Fair

April 17, 2024

1-4 p.m.

Prepare for final approach into summer with the City of Phoenix Aviation Department and our partners at the Aviation Safety Fair!

Stop by and hear tips from the National Weather Service and the City of Phoenix about ways you can prepare for summer!

See displays from the Phoenix Fire and Police Departments and much more!

Located at the
44th St. PHX Sky
Train Station® on
level 1



Questions about the event?
avn.safety@phoenix.gov

Questions about press/media?
skyharborpio@phoenix.gov

PHX DVT GYR

CITY OF PHOENIX AVIATION DEPARTMENT





CONSTRUCTION UPDATES

CONSTRUCTION HOTLINE

If you have questions regarding construction, you can call the **Aviation Construction Hotline** directly at **(602) 553-0005**, or Parking Services at **(602) 683-3615**.

Did you know you can receive construction related e-mail updates directly from the airport?

If you'd like to be added to receive e-mail updates, visit: www.improvingphx.com

