

Phoenix Sky Harbor Airport Employee Parking Program Frequently Asked Questions (FAQs)

Effective April 28, 2026

(Updated April 3, 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.

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

A: Beginning **March 1, 2026**, Blackout dates were established during peak parking demands. Discounts do not apply during blackout dates. Starting midnight on the morning of Tuesday, **April 28, 2026**, two additional key changes will take effect:

- Discounts will be fully automated by using assigned parking access card or reservation QR code. No manual discounts will be provided at the exit plaza.
 - Enrolled monthly employee parkers will present their assigned parking card to the parking equipment at the entry and exit.
- Non-PHX-based employees must enroll in the online Airline Corporate Parking Program to receive discounts through the online reservation system.

Q: Why are these changes being implemented?

A: The Aviation Department are 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: When will these changes take effect?

A: Blackout dates will take effect **March 1, 2026**. Daily Employee Discount rate adjustment will take effect **April 28, 2026**.

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 April 28, 2026

Q: What is the new discount percentage on April 28, 2026?

A: The discount will change to the following.

- Enrolled monthly employee parkers will be eligible for **40%** 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 dedicated link provided by your air carrier to receive the discount. Once reservation is completed with the link the participant will receive a QR code to enter and exit the reserved parking facility.

Q: Can you give me an example of what I'll pay?

A: Using terminal garage parking as an example: if the public rate is \$33 per day, under the new program employees will pay approximately \$20 (40% discount). For additional information on the discounted daily rates, refer to the flyer posted on skyharbor.com – [link](#)

Q: Do I need to do anything different to receive the discount?

A: Yes. Parkers can no longer pull a parking ticket for the daily employee discount.

- Enrolled monthly employees must use their PHX-issued parking card when entering and exiting to receive the 40% discount. You'll pay the remaining balance with a card upon exit.
- Non-PHX based employees must register and reserve parking in the Airline Corporate Program. With every parking reservation the non-based employee will receive the discount via QR code. Non-PHX based employees will present the reservation QR code at the entry and exit plaza.

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 40% 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: Can I use my ID Badge for the existing discount rate discount through April 27th

A: Yes, ID Badges may be used for the current discount rate until midnight April 27th.

Q: If I enter a public parking facility on or before April 27th, but exit on April 28th or afterwards, can I still use my ID at a cashier booth to exit? And what rate will I receive?

A: No, exit transactions utilizing the discount, effective April 28th, will require a parking access card, posted public parking rates will apply.

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. 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 blackout dates?

A: Blackout dates are designated periods during peak travel times when the parking facilities are experiencing high occupancy levels. Daily employee discounts will not be available in public parking facilities and posted parking rates will be applied. **No** discounts will be provided.

Q: Which holidays will have blackout dates?

A: Blackout dates will typically include major holidays such as Thanksgiving, Christmas, New Year's, Spring Break periods, and other peak travel times when parking areas are generally near capacity with travelers. Specific dates will be communicated in advance. For additional information on blackout dates, refer to the flyer posted on skyharbor.com – [link](#)

Q: What are the 2026 blackout dates?

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

Q: How much advance notice will I receive about blackout dates?

A: The Employee Parking Office will provide advance notification through multiple channels including email, the [Phoenix Sky Harbor Employees webpage](#) , the quarterly newsletter, and on-site signage.

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 full-posted parking rates if 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.

Q: Do blackout dates affect Terminal 4 rooftop parkers?

A: No impacts on this program. All T4 rooftop parkers access will be maintained.

Q: Do blackout dates affect Global Manager Cards?

A: The change has no impacts on this program. All Global Manager parkers access will be maintained.

Q: If an employee's entrance and exit dates are entirely outside a blackout period, will they receive a daily employee discount?

A: Yes, the employee will receive the daily employee discount rate.

Q: If an employee's entrance and exit dates are entirely within a blackout period.

A: The employee will not receive a discount and will be required to pay the full posted public parking rate.

Q: If an employee enters a public parking facility before a blackout period and leaves during a blackout period, will they receive a daily employee discount?

A: The employee will receive the daily employee discount rate for the entire transaction, given the entrance date was prior to the blackout period.

Q: If an employee enters a public parking facility during a blackout period and leaves after the blackout period concludes, will they receive a daily employee discount?

A: The employee **will not** receive the daily employee discount rate, given the entrance date was during a blackout period. The employee will pay the full posted public parking rate for the entire transaction.

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: I'm a non-PHX-based employee. What do I need to do?

A: You must enroll in the Airline Corporate Parking Program to be eligible for the 15% discount and to reserve parking at designated public facilities.

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: Why should I use employee-only facilities instead of public parking?

A: Employee-only facilities offer several advantages:

- Cost-effective monthly rates
- Guaranteed parking availability
- Designed specifically for employee needs
- Help preserve public parking for travelers

Q: Are the employee facilities currently full?

A: No. Current occupancy in employee-only facilities averages 75%, meaning there is available capacity for employees.

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: Is the 44th Street Employee Parking Lot always busy?

A: Yes. The 44th Street facility has more than 7,500 employee parkers assigned to this location, with employees coming during 24-hour operations.

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:

- o iOS - <https://apps.apple.com/us/app/see-say-airport/id1355030397>
- o Android - https://play.google.com/store/apps/details?id=com.elerts.ssa&pcampaignid=web_share
- o 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: How long do I need to wait for the Sky Train?

A: Average waiting times for the PHX Sky Train[®] range from 3½ to 7 minutes depending on the time of day. During overnight maintenance hours, wait times can be 15 minutes or more. To mitigate this, wait time during maintenance periods and to ensure employees have options in addition to the PHX Sky Train[®], The Aviation Department implemented an airport bus route from the 44th Street Station to Terminal 4 and Terminal 3.

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/>

Q: What if I want to change my parking assignment due to safety concerns?

A: If you desire a different parking assignment, contact your dedicated Parking Representative to discuss available options.

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 monthly 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: I work irregular hours or overnight shifts. How will this affect me?

A: The daily discount adjustment and blackout dates apply regardless of employee work shift. To ensure parking availability, please consider using dedicated employee facilities if you're a PHX-based employee or enrolling in the Airline Corporate Parking Program if you're non-PHX-based employee.

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.

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