

# FAQs

## The New Noah Hillman Garage

### **How Does Gateless Entry Work?**

The new Hillman Garage uses a gateless system to allow faster entry and exit. A ticketless system, based on license plate recognition, will capture your vehicle at entry/on exit for unlimited in/out privileges.

### **Why Gateless?**

Waiting in line to enter and exit the garage takes time. Long queues to exit can snarl traffic inside the garage. With gateless, you simply drive in. No need to stop and get a ticket and wait for the gate to go up. When it is time to exit, don't wait in line to leave. Don't feed a ticket or wait for the gate to go up. Just make your way back out onto the road.

### **How Will I Know If There are Spaces Available?**

On entry to the garage, the number of available parking spaces at that time will be indicated by the space counter sign.

### **Who Operates the Garage?**

Premium Parking (on behalf of AMRP). Contact phone: 410-216-5620; Email: [support@premiumparking.com](mailto:support@premiumparking.com). Pay parking infractions at [www.AnnapolisParking.com](http://www.AnnapolisParking.com).

### **What Kind of Payments Will the New Garage Take?**

After navigating to a parking spot, you will have 15 minutes to pay for your parking, either through the ParkMobile app (Apple or Android), text-to-pay, QR code, or at pay station kiosks (coins or cards). You must know your license plate number to pay at the pay station. If using smartphone options, you can extend time via the app or text.

### **How Does License Plate Recognition Work?**

Upon entry and exit from the garage, License Plate Recognition (LPR) software will scan each vehicle license plate. Parking enforcement will be conducted both by individual parking enforcement agents and through the LPR scanners.

### **When Can I Apply for Monthly Parking?**

Monthly parking in the new Hillman will begin July 1. Premium Parking will accept monthly parking applications beginning May 15, 2023. Allocation will prioritize renewing former Hillman monthly customers, then the general public in order of application. [Visit Premium Parking](#). Monthly parkers may have up to three registered vehicles in the system.

### **What About Motorcycle & Scooter Parking?**

Each vehicle with a license plate entering/exiting the garage must pay for parking.

### **How Will Infractions Be Handled?**

Parking infractions will be handled by Premium Parking's on-site parking enforcement ambassadors, and ticket-by-mail.

### **Where are Disabled Parking Spaces?**

Hillman will reopen without elevators (temporary - supply chain issues). While the elevators are being installed, all disabled spaces will be on the ground level (facing Gorman Street). Once the elevators are operational, disabled access spaces will be available on the first two levels. ADA accessible spaces must pay applicable rates.

### **Where are EV Charging Spaces?**

The new garage has 9 EV chargers on the ground level that use the [ChargePoint app](#). Six are L3 (fast) chargers and three are L2 chargers

### **How Will Premium Handle Busy Times?**

During peak use, monthly parkers will have access because operators have the ability to disable public parking. Signs indicating the number of spaces vacant in the garage will indicate when the garage is full.

### **What About Special Parking Programs?**

The new garage will continue to honor the following programs through a parking code on ParkMobile: Resident 2-Hour Parking ([LINK to application](#)) and Park, Shop & Dine.

### **Will There Be Valet Parking?**

No. Valet parking is available at the Basil Lot.

### **Why Did the City Build a New Garage?**

The old garage was at the end of its service life and needed replacement. The City worked with Annapolis Mobility and Resilience Partners (AMRP), a collaboration of private businesses, to create a public-private partnership (P3) to operate the garage as a funding mechanism for necessary resiliency improvements at City Dock.

### **What are the Features of the New Garage?**

More parking spaces (165 more than the old garage); gateless entry and exit; easier payments through the ParkMobile app, text-to-pay or at payment kiosks; two elevators; two public restrooms; bicycle racks; greater ADA accessibility; increased lighting for public safety; space counter indicators at the entrances; and more.

### **What are the Eco-Friendly Features of the New Garage?**

- **Solar panels:** The 594 panels on the roof will generate 281 kWh (enough for all connected loads for the garage itself) and provide shade for the vehicles parked on the rooftop.

	<ul style="list-style-type: none"><li>● <b>EV charging stations:</b> nine in total, including six Level 3 “fast” chargers and three Level 2’s, all on the bottom level.</li><li>● <b>Stormwater controls:</b> The site captures 125 percent stormwater (the old garage had no stormwater controls, leaving the water to freely flow off right down to Ego Alley/Spa Creek).</li><li>● <b>Plantings:</b> More than 1,200 trees, shrubs, grasses and flowers were planted.</li></ul>
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