



CITY OF CAMBRIDGE  
 MASSACHUSETTS  
 BOARD OF ZONING APPEAL  
 831 MASSACHUSETTS AVENUE  
 CAMBRIDGE, MA 02139  
 617 349-6100

BZA APPLICATION FORM

Plan No: BZA-014122-2017

GENERAL INFORMATION

The undersigned hereby petitions the Board of Zoning Appeal for the following :

Special Permit :   v   Variance :        Appeal :       

PETITIONER : Massachusetts Institute of Technology - C/O Kelley Brown

PETITIONER'S ADDRESS : 77 Massachusetts Avenue, NW23-100 Cambridge, MA 02139

LOCATION OF PROPERTY : 32 Vassar St Cambridge, MA 02142

TYPE OF OCCUPANCY : 4.33 b. 1 ZONING DISTRICT : Residence C-3B Zone

REASON FOR PETITION :

Parking

DESCRIPTION OF PETITIONER'S PROPOSAL :

MIT is removing 524 parking spaces near the Stata Garage (32 Vassar). MIT plans to use Attendant Assisted (valet) parking to regain 136 of these lost parking spaces in the Stata Garage. Sec. 6.43.5 (a) allows the BZA to grant a special permit to modify the layout provisions of Sec. 6.43.2, "where there is a valet parking arrangement for an off street parking facility.

SECTIONS OF ZONING ORDINANCE CITED :

Article 6.000 Section 6.43.5 (A) (Tandem Parking).

Original Signature(s) : *Kelley Brown*  
 (Petitioner(s) / Owner)

Kelley Brown  
 (Print Name)

Address : MIT, 77 Mass Ave., NW23-100  
Cambridge, MA 02139

Tel. No. : 617-452-2410

E-Mail Address : kbrown@mit.edu

Date : \_\_\_\_\_

**BZA APPLICATION FORM - OWNERSHIP INFORMATION**

**To be completed by OWNER, signed before a notary and returned to The Secretary of the Board of Zoning Appeals.**

I/We Massachusetts Institute of Technology  
(OWNER)

Address: 77 Massachusetts Ave., Cambridge, MA 02139

State that I/We own the property located at 32 Vassar Street, which is the subject of this zoning application.

The record title of this property is in the name of Massachusetts Institute of Technology

\*Pursuant to a deed of duly recorded in the date March 22, 1912, Middlesex South County Registry of Deeds at Book 3678, Page 190-363; or

Middlesex Registry District of Land Court, Certificate No. \_\_\_\_\_

Book \_\_\_\_\_ Page \_\_\_\_\_.

  
\_\_\_\_\_  
SIGNATURE BY LAND OWNER OR  
AUTHORIZED TRUSTEE, OFFICER OR AGENT\*

*\*Written evidence of Agent's standing to represent petitioner may be requested.*

-----  
Commonwealth of Massachusetts, County of Middlesex

The above-name Richard L. Amster, Jr. personally appeared before me, , this third day of August, 2017 and made oath that the above statement is true.

  
\_\_\_\_\_  
Notary

My commission expires Dec. 16, 2022 (Notary Seal).

- If ownership is not shown in recorded deed, e.g. if by court order, recent deed, or inheritance, please include documentation.

MEMORANDUM FOR THE RECORD

DATE: 10/15/55

TO: SAC, NEW YORK

FROM: SA [Name], NEW YORK

SUBJECT: [Subject]

1. [Text]

2. [Text]

3. [Text]

4. [Text]

5. [Text]

6. [Text]

7. [Text]

8. [Text]

9. [Text]

10. [Text]



[Handwritten signature and initials]

11. [Text]

12. [Text]

13. [Text]

## BZA APPLICATION FORM

### SUPPORTING STATEMENT FOR A SPECIAL PERMIT

Please describe in complete detail how you meet each of the following criteria referring to the property and proposed changes or uses which are requested in your application. Attach sheets with additional information for special permits which have additional criteria, e.g.; fast food permits, comprehensive permits, etc., which must be met.

Granting the Special Permit requested for 32 Vassar St Cambridge, MA 02142 (location) would not be a detriment to the public interest because:

A) Requirements of the Ordinance can or will be met for the following reasons:

The parking requirements of the ordinance are satisfied through a campus-wide inventory of parking spaces established per Section 6.22.1 (a) (3), which provides parking according to the minimum standards the Ordinance sets for each building on campus. A complete parking inventory and a report demonstrating the satisfaction of the parking requirements of the Ordinance are provided annually.

B) Traffic generated or patterns of access or egress would not cause congestion hazard, or substantial change in established neighborhood character for the following reasons:

The traffic generated by the proposed addition of 136 parking spaces at the Stata Garage will not cause congestion, hazard or substantial change. MIT is removing 524 parking spaces in the vicinity of the Stata Garage through the demolition of the West Garage and the construction of the new Central Utility Plant on existing surface parking lots. MIT is planning to use an attendant assisted (valet) parking system to recover 136 spaces (Exb. A), for a net reduction of 388 parking spaces in the neighborhood (Exb. B). The Traffic Impact Study for the nearby MIT Kendall project, with nearly 1,100 net new parking spaces and 5,800+ new vehicle trips, demonstrated that the Level of Service for the Vassar and Main intersection would be unchanged (at Level C) for vehicles and pedestrians in both the morning and the afternoon. Vehicle traffic volumes on Vassar Street follows regional economic trends that overwhelm the impact of any minor change in parking counts on Vassar Street itself (Exb. C). Even without the removal of so many other parking spaces from the neighborhood, the addition of 136 parking spaces at Stata would have a negligible impact.

C) The continued operation of or the development of adjacent uses as permitted in the Zoning Ordinance would not be adversely affected by the nature of the proposed use for the following reasons:

The operation or development of adjacent existing commercial and institutional uses in the Res C-3B and Industry B districts will not be adversely affected by this minor addition of parked vehicles. There will be no visible change to the property.

D) Nuisance or hazard would not be created to the detriment of the health, safety and/or welfare of the occupant of the proposed use or the citizens of the City for the following reasons:

The Stata Garage has operated since 2004 without creating a nuisance or hazard that is a detriment to the health, safety and/or welfare of members of the MIT or larger Cambridge community. The addition of 136 parking spaces should not change this successful operation. The level of entries and exits at the Stata Garage is considerably flatter in its am and pm peak hours than the peaks seen at nearby commercial office and laboratory buildings (Exb. D). In addition, the peak hour morning entries at the Stata Garage is between 9:00 and 10:00 am, later than the 8:00-9:00 am peak hour that is typical around MIT and Kendall Square. The additional spaces provided via the attendant assisted system will not come into use until midday, if and when the garage reaches peak occupancy and the daytime Vassar Street traffic volume hits its hourly low point.

E) For other reasons the proposed use would not impair the integrity of the district or adjoining district or otherwise derogate from the intent or purpose of this ordinance for the following reasons:

The minor addition of parking spaces on this non-residential street, amidst an overall reduction of parking spaces in the Res C-3B district and the adjacent Special District 6 (SD-6), will not impair the integrity of the Res C-3B district or the adjoining Industry B (IB), Res C-3, Mixed Use Development (MXD), SD-6, Res C-3B Mixed User Overlay (MXR) and Business B districts or otherwise derogate from the intent and purpose of the Ordinance. These nearby districts are comprised of commercial, major multi-family and insitutional buildings that are also served by large-scale parking facilities.

**BZA APPLICATION FORM**  
**DIMENSIONAL INFORMATION**

APPLICANT : MIT PRESENT USE/OCCUPANCY : Institutional Education  
 LOCATION : 32 Vassar St Cambridge, MA 02142 ZONE : Residence C-3B Zone  
 PHONE : \_\_\_\_\_ REQUESTED USE/OCCUPANCY : Institutional Education

	<u>EXISTING CONDITIONS</u>	<u>REQUESTED CONDITIONS</u>	<u>ORDINANCE REQUIREMENTS</u> <sup>1</sup>	
<u>TOTAL GROSS FLOOR AREA:</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	(max.)
<u>LOT AREA:</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
<u>RATIO OF GROSS FLOOR AREA TO LOT AREA:<sup>2</sup></u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	(max.)
<u>LOT AREA FOR EACH DWELLING UNIT:</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
<u>SIZE OF LOT:</u>				
WIDTH	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
DEPTH	<u>NA</u>	<u>NA</u>	<u>NA</u>	
<u>SETBACKS IN FEET:</u>				
FRONT	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
REAR	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
LEFT SIDE	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
RIGHT SIDE	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
<u>SIZE OF BLDG.:</u>				
HEIGHT	<u>NA</u>	<u>NA</u>	<u>NA</u>	(max.)
LENGTH	<u>NA</u>	<u>NA</u>	<u>NA</u>	
WIDTH	<u>NA</u>	<u>NA</u>	<u>NA</u>	
<u>RATIO OF USABLE OPEN SPACE TO LOT AREA:</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
<u>NO. OF DWELLING UNITS:</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	(max.)
<u>NO. OF PARKING SPACES:</u>	<u>686</u>	<u>822</u>	<u>NA</u>	(min./max)
<u>NO. OF LOADING AREAS:</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)
<u>DISTANCE TO NEAREST BLDG. ON SAME LOT:</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	(min.)

Describe where applicable, other occupancies on same lot, the size of adjacent buildings on same lot, and type of construction proposed, e.g.; wood frame, concrete, brick, steel, etc.  
No construction proposed. Brick, metal panel, steel and glass institutional buildings surround the Stata Center

- SEE CAMBRIDGE ZONING ORDINANCE ARTICLE 5.000, SECTION 5.30 (DISTRICT OF DIMENSIONAL REGULATIONS).
- TOTAL GROSS FLOOR AREA (INCLUDING BASEMENT 7'-0" IN HEIGHT AND ATTIC AREAS GREATER THAN 5') DIVIDED BY LOT AREA.
- OPEN SPACE SHALL NOT INCLUDE PARKING AREAS, WALKWAYS OR DRIVEWAYS AND SHALL HAVE A MINIMUM DIMENSION OF 15'.



CITY OF CAMBRIDGE  
 MASSACHUSETTS  
 BOARD OF ZONING APPEAL  
 831 MASSACHUSETTS AVENUE  
 CAMBRIDGE, MA 02139  
 617 349-6100

2017 AUG 16 PM 1:32

BZA APPLICATION FORM

OFFICE OF THE CITY CLERK  
 CAMBRIDGE, MASSACHUSETTS  
 Plan No: BZA-014122-2017

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SECTIONS OF ZONING ORDINANCE CITED :

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Original Signature(s) : *Kelley Brown*  
 (Petitioner(s) / Owner)

Kelley Brown  
 (Print Name)

Address : MIT, 77 Mass. Ave.  
NW23-100, Cambridge MA

Tel. No. : 617-452-2410 02139

E-Mail Address : kbrown@mit.edu

Date : 8/16/17

32 Vassar St.



52A-19-21-22-31-32 /48-129 /53-54-60 /56-4  
57-131-169-170-171/ 58-74-161-162/ 274-1E  
MASSACHUSETTS INSTITUTE OF TECHNOLOGY C/O  
OFFICE OF THE TREASURER  
238 MAIN ST. SUITE 200  
CAMBRIDGE, MA 02142

DEPARTMENT OF CONSERVATION &  
RECREATION  
251 CAUSEWAY STREET – SUITE 600  
BOSTON, MA 02114-2119

43-63  
WHITEHEAD INSTITUTE FOR BIOMEDICAL  
RESEARCH  
9 CAMBRIDGE CENTER  
CAMBRIDGE, MA 02142

43A-29  
CAMBRIDGE REDEVELOPMENT AUTHORITY  
4 CAMBRIDGE CENTER 2ND FLOOR  
CAMBRIDGE, MA 02142

32 Vassar St. Petitioner  
Massachusetts Institute of Technology  
C/o Kelley Brown  
77 Mass Avenue – NW23-100  
Cambridge, MA 02139



# CAMBRIDGE HISTORICAL COMMISSION

831 Massachusetts Avenue, 2<sup>nd</sup> Floor, Cambridge, Massachusetts 02139  
Telephone: 617 349 4683 TTY: 617 349 6112  
E-mail: histcomm@cambridgema.gov URL: http://www.cambridgema.gov/Historic



Bruce A. Irving, *Chair*; Susannah Barton Tobin, *Vice Chair*; Charles M. Sullivan, *Executive Director*  
William G. Barry, Jr., Robert G. Crocker, Joseph V. Ferrara, Chandra Harrington, Jo M. Solet, *Members*  
Kyle Sheffield, *Alternate*

## Jurisdiction Advice

To the Owner of Property at 32 Vassar Street

The above-referenced property is subject to the jurisdiction of the Cambridge Historical Commission (CHC) by reason of the status referenced below:

- Old Cambridge Historic District
  - Fort Washington Historic District  
(M.G.L. Ch. 40C, City Code §2.78.050)
  - Avon Hill Neighborhood Conservation District
  - Half Crown – Marsh Neighborhood Conservation District
  - Harvard Square Conservation District
  - Mid Cambridge Neighborhood Conservation District
  - Designated Landmark
  - Property is being studied for designation: \_\_\_\_\_  
(City Code, Ch. 2.78., Article III, and various City Council Orders)
  - Preservation Restriction or Easement (as recorded)
  - Structure is fifty years or more old and therefore subject to CHC review of any application for a demolition permit, if one is required by ISD. (City Code, Ch. 2.78, Article II). See the back of this page for definition of demolition.
  - No jurisdiction: not a designated historic property and the structure is less than fifty years old. **Stata Center built in 1999.**
  - No local jurisdiction, but the property is listed on the National Register of Historic Places; CHC staff is available for consultation, upon request.
- Staff comments: \_\_\_\_\_

The Board of Zoning Appeal advises applicants to complete Historical Commission or Neighborhood Conservation District Commission reviews before appearing before the Board.

**If a line indicating possible jurisdiction is checked, the owner needs to consult with the staff of the Historical Commission to determine whether a hearing will be required.**

CHC staff initials SLB

Date August 16, 2017

Received by Uploaded to Energov

Date August 16, 2017

Relationship to project BZA 14122-2017

cc: Applicant  
Inspectional Services Commissioner

## Demolition Delay Ordinance and Application Information

The Demolition Delay Ordinance (Chapter 2.78, Article II of the Cambridge Municipal Code) was adopted by the City Council in 1979 to afford public review of demolition permit applications for potentially significant buildings. When the Historical Commission determines that a building is significant and should be preserved, demolition will be delayed for up to six months so that solutions can be sought to preserve the building indefinitely. The Ordinance covers all buildings over 50 years old, city-wide. The Historical Commission archives provide dates of construction for all properties in the City.

Demolition is defined in the ordinance as "the act of pulling down, destroying, removing or razing a building or commencing the work of total or substantial destruction with the intent of completing the same." The Inspectional Services Commissioner has provided further guidelines to outline what actions require a demolition permit. **In addition to complete demolition of a building, the following actions may require a demolition permit,**

- **removal of a roof,**
- **removal of one side of a building,**
- **gutting of a building's interior to the point where exterior features (windows, etc.) are impacted, and**
- **removal of more than 25% of a structure.**

Please contact the building inspector or a staff member of the Historical Commission if you have questions about whether a demolition permit is required for a particular project.

Demolition permit applications can be obtained from the Inspectional Services Department. The completed application should be submitted to the Historical Commission, where the staff will review the application. If the Executive Director of the Historical Commission makes an initial determination that the building is significant, a public hearing will be scheduled with Historical Commission. If the staff makes an initial determination that the building is not significant, the application is released for further review by the Building Commissioner.

More information about the demolition permit application procedures is available on the Historical Commission's web site or by calling or dropping by the Historical Commission office.

July 2003

Cambridge Historical Commission  
831 Massachusetts Ave., 2<sup>nd</sup> Fl.  
Cambridge, MA 02139  
Ph: 617/349-4683 or TTY: 617/349-6112  
<http://www.cambridgema.gov/Historic>

## Exhibit F – Exterior and Interior Photos of Stata Garage









August 8, 2017

Constantine Alexander, Chair  
c/o Ranjit Singanayagam  
City of Cambridge Board of Zoning Appeal  
831 Massachusetts Avenue  
Cambridge, MA 02139

**RE: Attendant Assisted Parking at Stata Garage (Building 32), 32 Vassar Street**

Dear Chairman Alexander,



The Massachusetts Institute of Technology is filing its application for a special permit under Section 6.43.5 (a) to allow a change in parking management at the MIT Stata Garage. No construction will take place; MIT is only planning a change in how vehicles are parked and the number of available parking spaces.

As noted in the 2016-2017 MIT Parking Inventory, the underground garage has 687 total parking spaces, including 21 on Level 0 (the loading area) and 10 which have been used for storage. The garage opened in 2004 and it has always operated under the layout standard prescribed by Section 6.43.2, which requires that “the layout of parking spaces shall permit entering and exiting without moving any other vehicles parked in other spaces.”

MIT will be removing 524 parking spaces near the Stata Garage by demolishing the West Garage on Vassar Street and building a new Central Utility Plant on surface parking lots on Albany Street. MIT plans to use attendant assisted (valet) parking to regain 136 of these lost parking spaces. (See Exhibits A & B.) Section 6.43.5 (a) allows the Board of Zoning Appeal to grant a special permit to modify the layout provisions of Section 6.43.2 “where there is a valet parking arrangement for an off street parking facility.”

The valet parking arrangement that MIT is calling the “attendant assist system” will allow 136 additional parking spaces on Levels 00 and 000. Once the regular parking spaces on these two levels in Stata are all full (665 parking spaces), parkers — with assistance from a customer service representative and parking attendants — will be directed to park in aisle spaces and will leave their keys with the attendants. Keys will be stored in a locked box at each aisle, and attendants will move cars as needed to assist parkers moving in and out of spaces. An on-site supervisor will be oversee the entire program. Please see the enclosed draft of the Stata Garage Attendant Assist Operation Plan (Exhibit E) for more details.

The essential concerns of the Zoning Ordinance regarding traffic congestion, safety or other kinds of nuisance are satisfied by the following, which is drawn from the Supporting Statement for the special permit:

- a. The loss of so many parking spaces in the immediate neighborhood of the Stata Garage will serve to reduce traffic congestion by much more than the proposed additional 136 spaces will contribute to it;

**Office of Campus Planning**

- b. The City-certified Traffic Impact Study prepared for MIT Kendall Square development determined that the closest intersection to Stata at Main Street and Vassar Street would not be significantly impacted by the entire Kendall build-out. An addition of 136 parking spaces at this location will not materially change the operation of the intersection; and,
- c. The peak level of entries and exits at the Stata Garage is considerably flatter than the peaks seen at nearby commercial laboratory and office buildings. (See Exhibit D).

As we have stated in previous applications, our counsel has instructed us to provide this statement reserving our rights under the Dover Amendment. As a nonprofit educational corporation, MIT has certain protections granted by the so-called Dover Amendment, M.G.L. c.40A, §3. There is some question as to the enforceability of the special permit requirements with respect to this project in light of the Dover Amendment protections. The strict application of the standard parking layout provisions of Section 6.43.2, without respect to the granting of a special permit under Section 6.43.5 (a), would have the practical effect of nullifying the use exemption afforded educational institutions. Compliance with these requirements would substantially diminish the usefulness of the Building 32 parking garage by causing an under-supply of parking spaces for the institution without appreciably advancing the City's legitimate concerns.

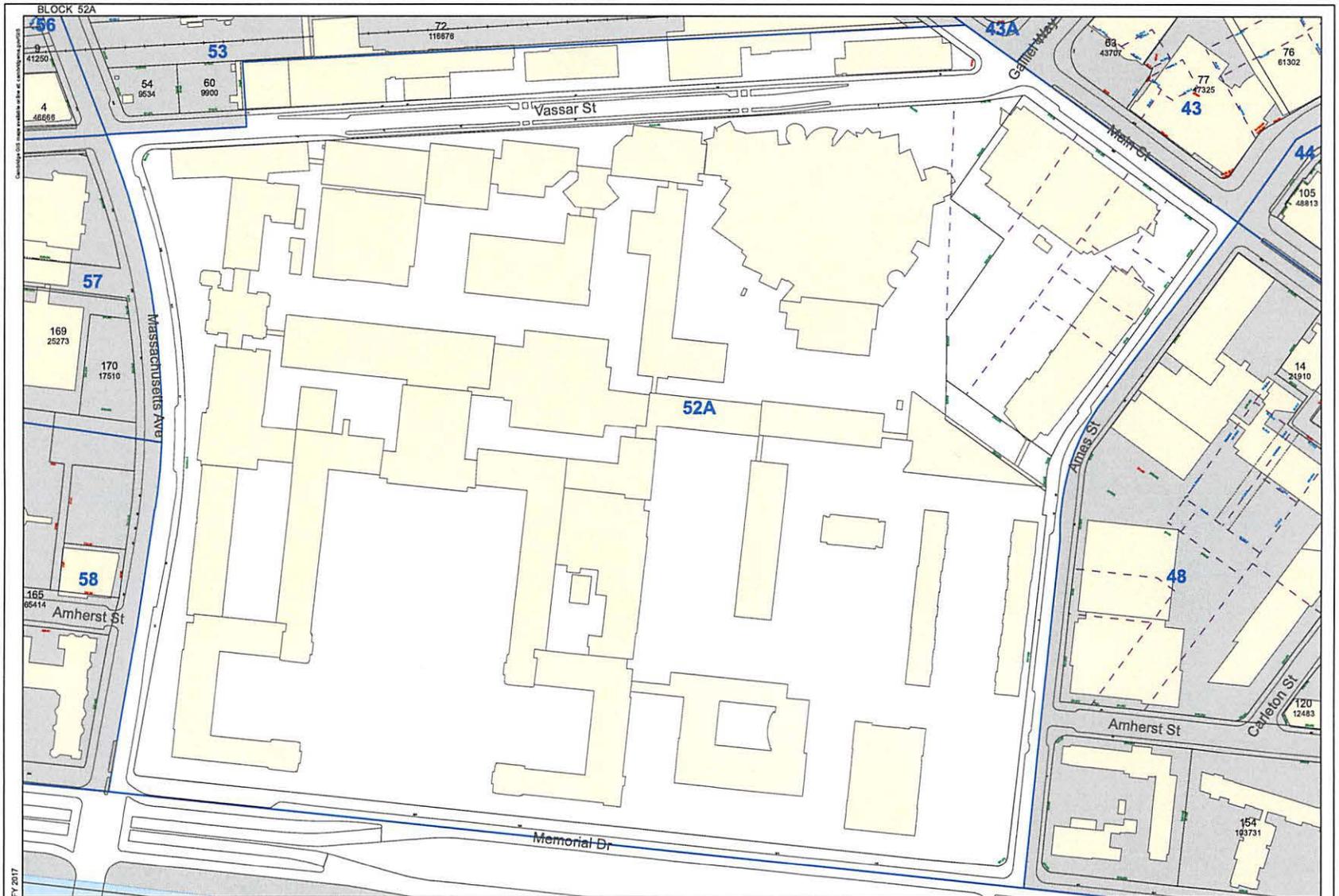
MIT is submitting this application in an effort to satisfy the City's policy objectives under the zoning ordinance as a whole. However, in doing so, MIT must reserve the right to assert that some or all of the requirements of certain zoning provisions do not apply to MIT's proposed project under the Dover Amendment.

Please contact me ([kbrown@mit.edu](mailto:kbrown@mit.edu), 617-452-2410) if you need any further information or documentation concerning this matter.

With regards,



Kelley Brown  
Senior Campus Planner



11/2017



**City of Cambridge  
Assessing Department**  
755 Massachusetts Ave.  
Cambridge, MA 02139

- Buildings
- Water
- Lot Line
- Sub-Parcel Line
- Block Line
- Easement
- City Boundary
- Railway

10 Lot Number      100 Parcel size in Sq. Ft.  
**52A** Block Number    **44.0**LC Land Court Dimension  
 10 Street Number    **65.0** Survey Dimensions  
 (125.0) Deed Dimension

DISCLAIMER:  
 All Parcel information shown on this map was compiled from records maintained by the State of Massachusetts and the City of Cambridge. The City of Cambridge is not responsible for any errors or omissions in this information. The City of Cambridge is not responsible for any errors or omissions in this information. The City of Cambridge is not responsible for any errors or omissions in this information. The City of Cambridge is not responsible for any errors or omissions in this information.

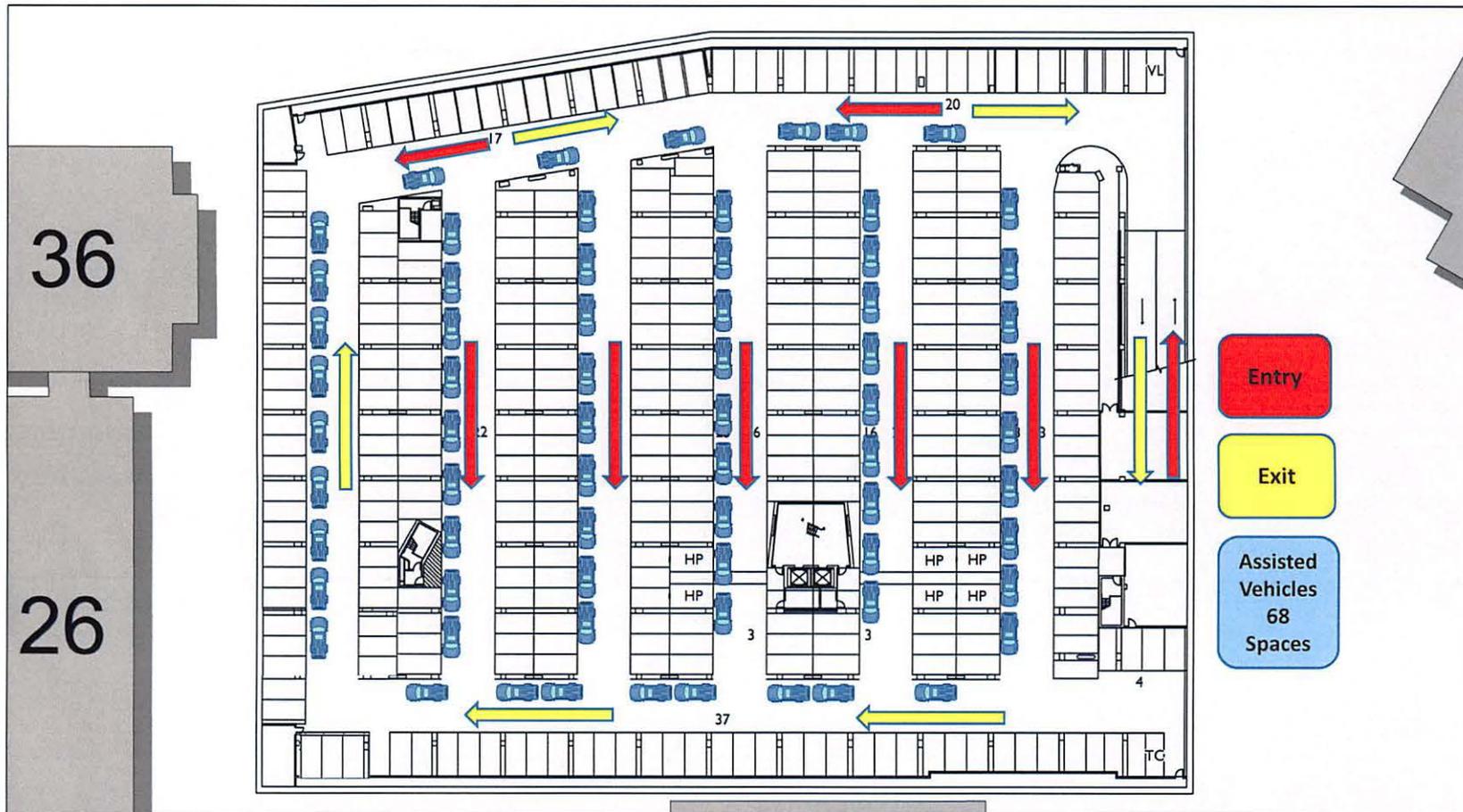
0 40 80 160 Feet  
 1 inch = 170 feet



Parcel Block Map  
**52A**

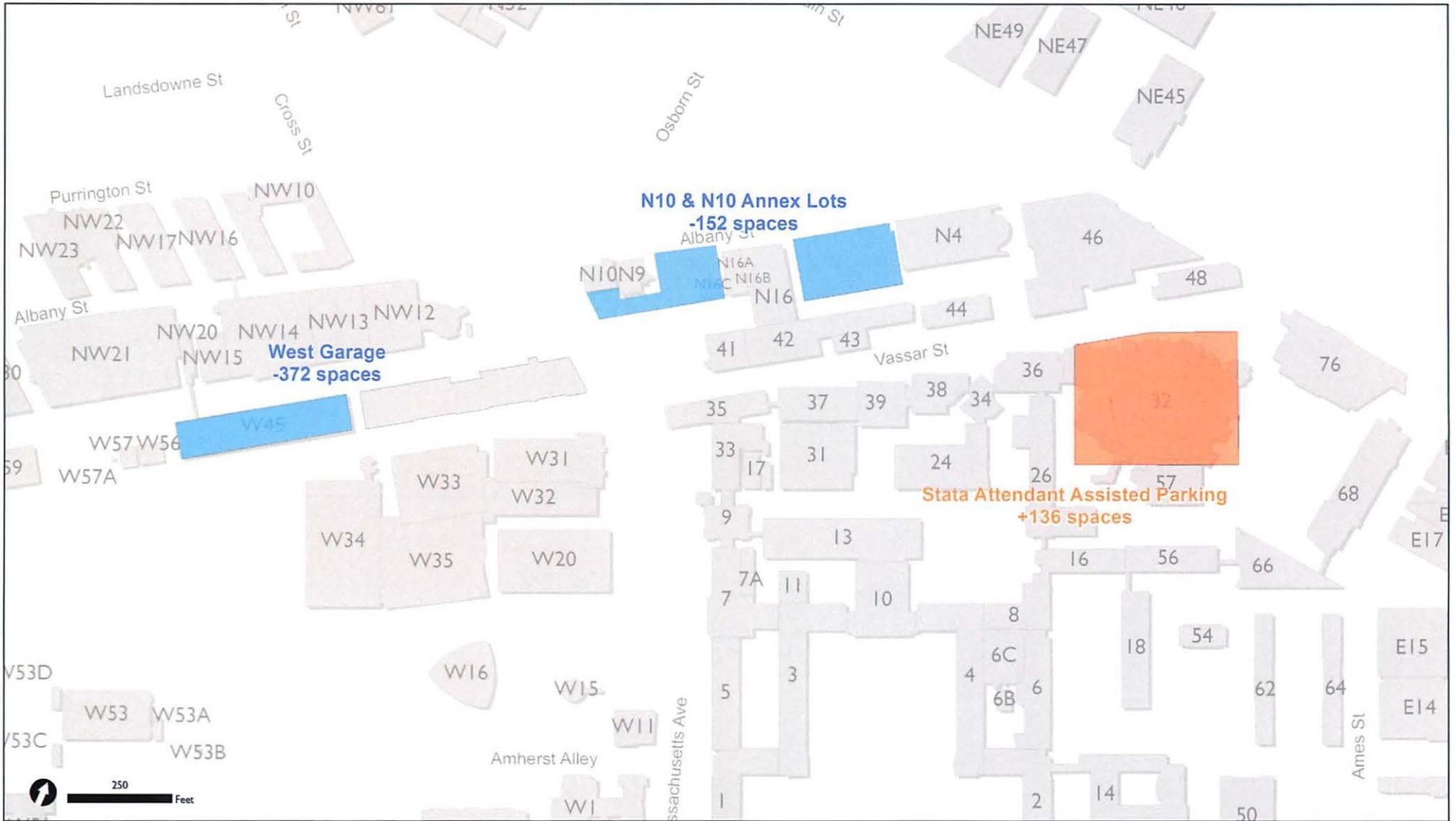
**Exhibit A – Stata Garage Attendant Assisted Parking**





**Stata Garage Attendant Assist Parking - Level 000**  
**Existing Spaces: 337 | Additional Attendant Assist Spaces: 68**

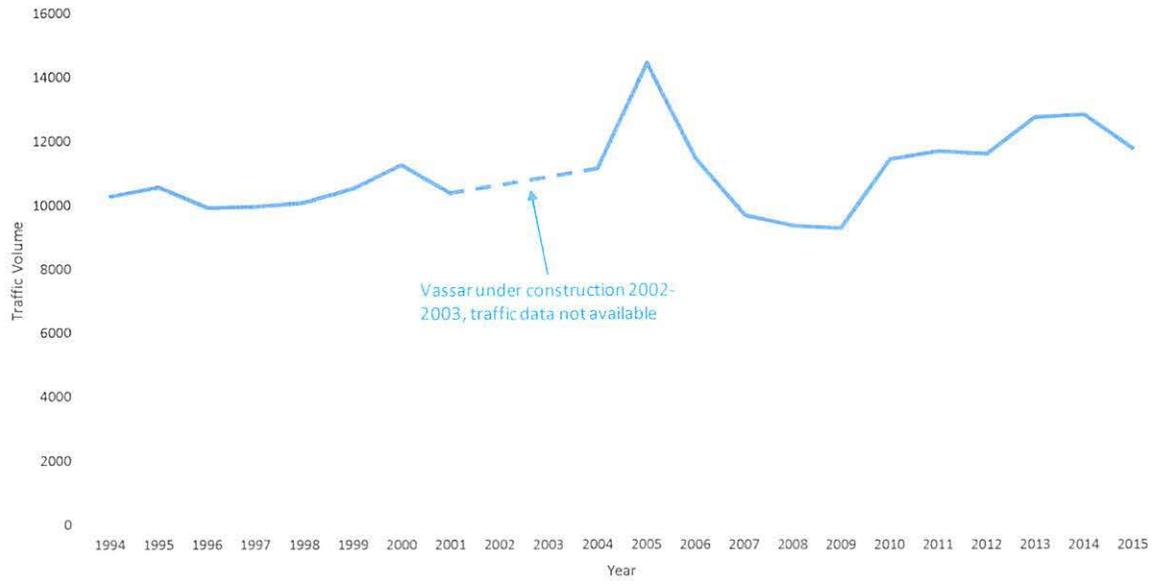
**Exhibit B – Campus Parking Changes**



## Exhibit C – Traffic Volume on Vassar Street

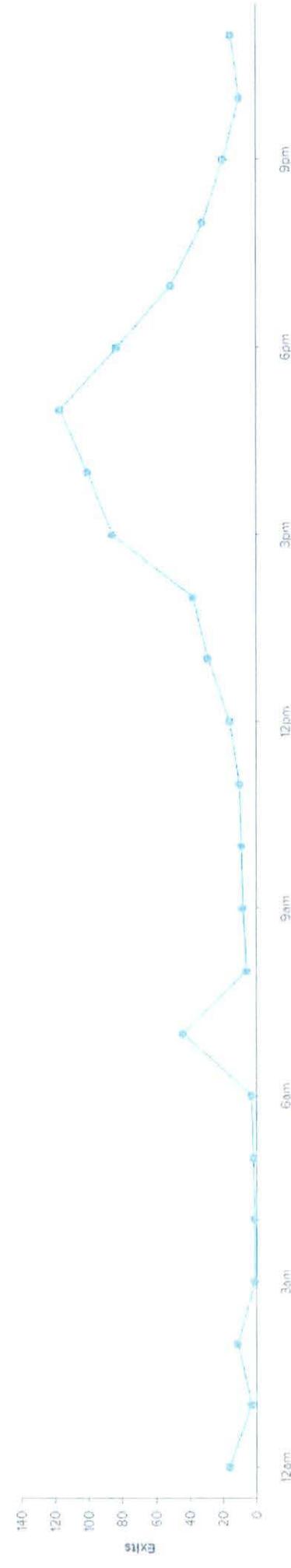
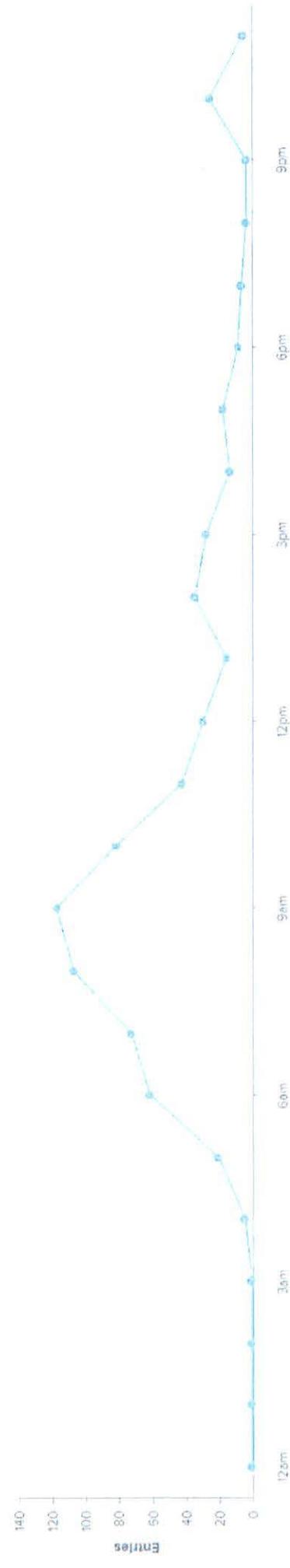
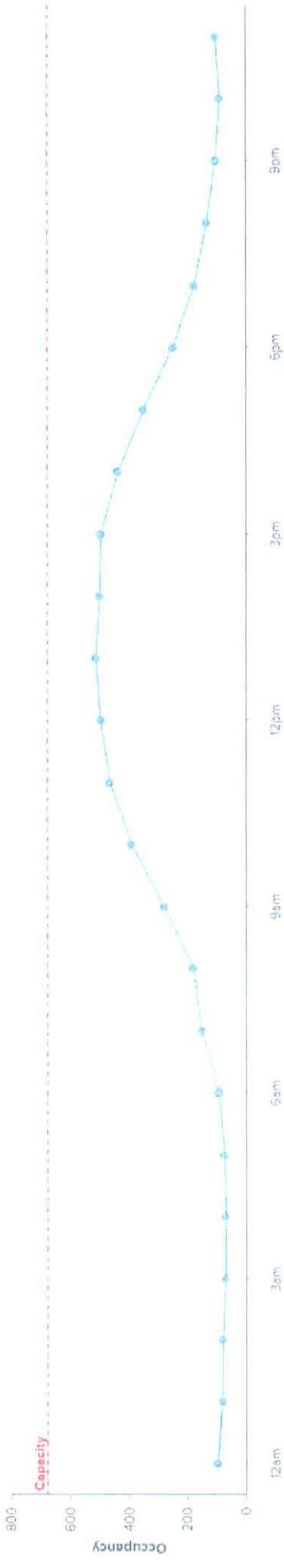
Sum of traffic volume

### Average Annual Weeday Traffic Volume Vassar Street - West of Main Street



year ▼

## Exhibit D - Stata Entries, Exits, and Occupancy



## Exhibit E – Draft Stata Attendant Assist Operations



## Attendant Assist Operations Plan Stata Garage

Schedule	AM	PM
CSR	7am-3:30pm	3pm-11:30pm
Attendant 1	7am-3:30pm	2pm-9pm
Attendant 2	7am-2pm	2pm-7pm
Attendant 3	7am-11am	2pm-7pm
Attendant 4	7am-11am	2pm-7pm
Supervisor	7am-3:30pm	3pm-9pm

*All staff will be issued Radios*

### 7am-11am

The Customer Service Representative (CSR) will check with Campus Police to see if they're holding on to any Attendant tickets and keys from the previous day. They will sign for and collect any remaining and store in the locked Row cabinet where the vehicle is parked at the Stata garage.

The CSR will be stationed at the arrival area to greet Parkers and assist with directions, questions and concerns. He will direct them down the ramp for self-parking.

The Attendants will be stationed at the first and second levels where they'll direct the parkers into the lined spaces. Once the Row is fully occupied, one attendant will remain in the second level and direct the Parkers to the first level where the remaining Attendants will direct them into the lined spaces.

Upon filling all striped spaces in the garage, the Attendants will switch into **Attendant Assist mode**.

### Attendant Assist Mode

Vehicles entering the garage will be greeted by the CSR; he will inform them that the garage is full and their vehicle will be Attendant Assisted. The CSR will direct the Parker down the ramp to the designated floor where they will meet and be directed into the next available lane space by the Attendant. The Parker will park their own vehicle with only the assistance of the attendant.

The Attendant will fill out a 3 part Attendant ticket, perform a vehicle inspection, mark any damages, and mark the License, make and model of the vehicle. He'll collect keys from the Parker and store in the locked Key Box. Key boxes will be available on each level of the garage.

Part 1 will be kept with the Key in the locked Box –Vehicle location will be marked on the ticket  
Part 2 on the Vehicle Dashboard  
Part 3 with the Parker for vehicle retrieval

The Attendants will continue to direct parkers into the Lane spaces floor by floor.

### **11am-2pm**

The CSR will be stationed at the Front Entrance booth to greet Parkers and assist with questions and concerns. He will confirm with the Attendants that all keys are stored in the locked key boxes with properly filled out Attendant tickets and that all Attendant cars are accounted for.

The Supervisor will be on hand to cover lunch breaks during these transition hours.

Two Attendants will continually tour the garage for vacated lined spaces and backfill with cars that have been Attendant Assisted. They will call those into the CSR who will update the new location on the Attendant ticket.

Attendant Assisted vehicles will only be backfilled into spaces that are within two spaces of the original spot and never moved to another aisle or floor. This is to ensure that when a Parker is retrieving their vehicle after hours they will know where it's parked.

### **2pm-9pm**

The CSR will be stationed at the Front Entrance booth to greet Parkers and assist with questions and concerns. He will be able to monitor the Entrance / Exit lanes and direct Attendant Parkers to the designated floor for vehicle retrieval.

Parkers that have Attendant tickets will proceed directly to the garage level where they parked and meet with the floor Attendant. There they will hand over their Ticket to the Attendant who will collect the Keys from the Key Box and escort the Parker to their vehicle.

The Attendant will complete a quick post inspection of the vehicle with the Parker to confirm if the vehicle sustained damage as a result of the Attendant Assist.

The Attendant will make sure he has collected all 3 parts of the ticket (Windshield, Key Box, and Parker) and turn them into the CSR at the end of the Shift.

Upon collecting the vehicle, the Parker will proceed to the exit.

By 7pm, Attendants will make sure all vehicles parked in designated Attendant spaces are moved into actual striped spaces in the Garage. Attendant tickets will be updated to reflect the change of space. At this point all remaining vehicles will be in striped spaces and available for Parker retrieval.

### **9pm-11:30pm**

At 9pm the CSR will collect any Keys from the Key boxes on each level to assist with any remaining Attendant only Parkers.

The CSR will be stationed at a Podium next to the Garage Elevators and Stairs at the Lobby level of the Stata building.

Attendant Assisted Parkers leaving after 9pm will access the garage via the Stata Lobby and go to the Podium to meet the attendant and retrieve the keys.

As all remaining vehicles will have been moved into striped spaces, the CSR will be able to hand over the key and direct the Parker to their vehicle.

It's suggested that the Parker call the CSR 20 minutes in advance to ensure they are waiting for them at the Podium.

**The number will be:  
XXX-XXX-XXXX**

### **11:30pm-2am**

At close of shift, the CSR will collect any remaining Attendant tickets and Keys from the key boxes. He will confirm that the locations of the vehicles confirm to the ticket, and sign over to the SafeRide Supervisor for the night.

The CSR will place signs in the Stata Lobby. These will direct parkers to Safe Ride Supervisors phone numbers for Vehicle retrieval.

**These numbers will be:  
Donald 617-828-2645  
GiGi 617-828-3932**

It's suggested that the Parker call the Safe Ride Supervisor 20 minutes in advance to ensure they are waiting for them at the Podium.

### **2am-7am**

The Safe Ride Supervisor will sign over any uncollected Attendant tickets and keys to the Campus Police.

The CSR will place signs in the Stata Lobby. These will direct parkers to the Campus Police phone number for Vehicle retrieval.

**The number will be:  
XXX-XXX-XXXX**

It's suggested that the Parker call the Campus Police 20 minutes in advance to ensure they are waiting for them at the Podium.

**Notes:**

**Customer Service Phone numbers**

<b>Sean Riley</b> Senior Manager XXX-XXX-XXXX	<b>Luke Mukononbera</b> Parking Assistant Manager 617-388-9789
<b>TBD</b> Attendant Assist Supervisor XXX-XXX-XXXX	<b>Donald</b> Safe Ride Supervisor 617-828-2645
<b>TBD</b> Customer Service Representative XXX-XXX-XXXX	<b>GiGi</b> Safe Ride Supervisor 617-828-3932
<b>Dean Ray Carthy</b> Parking Manager 617-549-8951	<b>Dispatch</b> MIT Campus Police XXX-XXX-XXXX

**Lost Tickets**

In the event that a Parker has lost their ticket, they will inform the Attendant. The Attendant will call the CSR who will escort the Parker to where they parked. The CSR will check the dashboard ticket and retrieve the keys from the locked key box. The Parker will be asked to show their License and Registration from the vehicle so the CSR can confirm ownership before they can leave.

*This measure is intended only to insure the safety and security of the Parkers and their vehicles.*

**Auto Damage**

In the event there is damage to the Parkers vehicle as a result of the Attendants actions, the following steps will be observed:

- Upon notification of damage to the vehicle the Supervisor will confirm whether the damage was identified and logged by the Attendant that received the vehicle.
- If the damage was marked then no further action will be taken and it will be the responsibility of the Parker to attend to pre-existing damage.
- If the damage was not marked then it will be assumed that it was a result of the Attendants actions.
- The Supervisor will fill out an Incident Report and file with the insurance company who will process the claim. Damage costs as a result of the Attendant will not be the responsibility of the Parker.

Damage needs to be reported by the Parker before they leave the property. If damage is reported after the vehicle has left then the claim will be denied as there will be no proof that it was a result of the Attendant.

Should the Attendant report damage to the Supervisor on duty, they will take the plate number, confirm ownership of the vehicle and make every attempt to contact the Parker to inform them of the incident. If the Parker cannot be reached the incident will be noted on the ticket and reported to the Parker upon retrieval.

Understanding that there is always the chance of damage, the Attendant Assist Staff have been trained to report any damage as a result of their actions. Discipline will result if damage is found and the Attendant did not report it.

### **Missing Keys**

In the event that a Parkers keys are misplaced as a result of the Attendants actions, the following steps will be observed:

- All attempts will be made to locate the keys. If not found then the Parker will be notified.
- They will be given an Emergency Ride Home or Cab voucher for their commute home and back to work the following day.
- Any missing Keys will be replaced immediately with the cost of replacement being absorbed by the Program.

Although this is a highly infrequent occurrence, it can happen. As a suggestion the Parker may want to keep a single spare key only for use with the Attendant Assist. This ensures that if the key does go missing, the Parker has a spare and no other personal keys are affected.

### **Facility Vehicles**

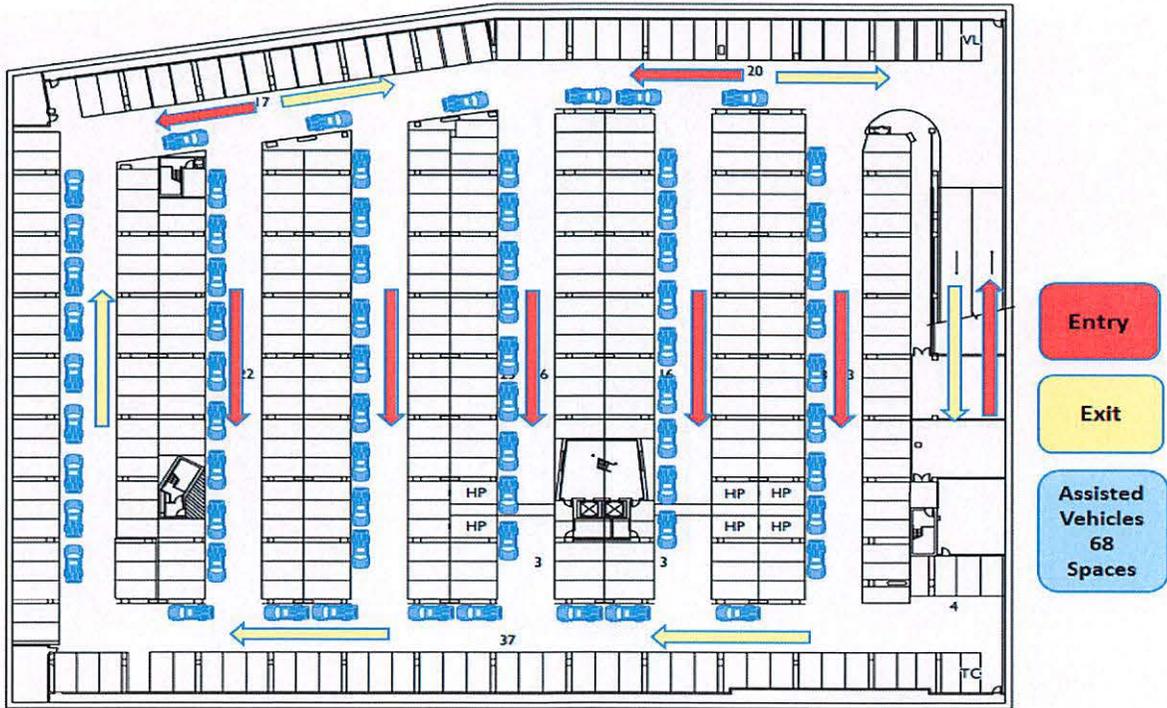
As the garage will be at capacity with Permitted Parkers, Facility vehicles will not be able to use the garage and will need to utilize alternative locations for their work. Facility Vehicles using the garage will be ticketed by the Enforcement Officer and reported to the department. This measure is in effect to ensure that our Faculty has adequate availability to park in this prime location

### **Map and Directional notes**

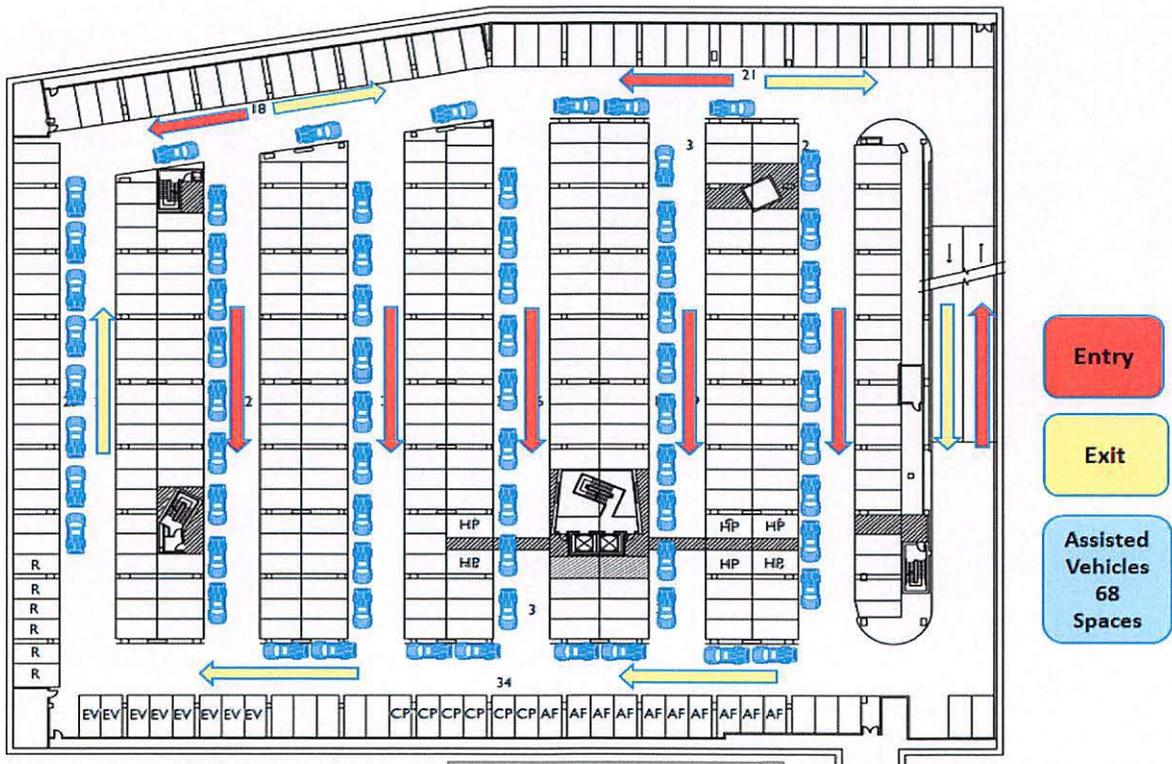
The Maps on the following page indicates the placement of the Attendant Assisted vehicles on each of the two levels when the garage is at capacity.

In order to maintain a safe driving experience:

Please use the Yellow Arrow indicators when leaving the garage. The will ensure that there is no interference with Attended Assisted vehicles being parked.



**Stata Garage Attendant Assist Parking - Level 000**  
**Existing Spaces: 337 | Additional Attendant Assist Spaces: 68**



**Stata Garage Attendant Assist Parking - Level 00**  
**Existing Spaces: 328 Spaces | Additional Attendant Assist Spaces: 68**