

Parking Permit Q&A

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Beginning on December 1, 2023, Ski Trails will begin the process of eliminating paper parking permits.

In their place, we will deploy a year-round solution from Pavemint Parking Systems that has been customized to meet our specific needs. Enforcement will be provided by the uniformed officers of Northstar Public Safety.

For complete “How to” guides and more information on using Pavemint, visit SkiTrailsHOA.com and click on “Parking Guides” in the recent posts area on the right side of every page.

Who is Pavemint

Pavemint is a parking lot management technology company based in Los Angeles, CA. Its customers include the Hollywood Bowl, the Austin Football Club of Major League Soccer (MLS) and the Austin Independent School District encompassing 125 schools and 75,000 students.

How do I access Pavemint

Pavemint will be available to our owners and their rental agencies on the internet.

When your account is created, you will receive an email with login instructions which are basically a link to a website where you can create your password.

What can I do through Pavemint?

Ski Trails owners can:

- Create digital parking permits for the guests and renters.
- Assign permit creation rights to their rental agencies

In addition, Northstar Public Safety will use Pavemint's mobile phone based license plate scanners to check for digit permits and issue citations for unauthorized vehicles. They will also arrange towing for repeat offenders and vehicles interfering with snow removal or blocking our private roads.

Can I use up my old paper permits?

If you are a rental agency, then the answer is no.

As an owner, however, we'd rather you didn't but yes, for a limited time, you can. Blue permits can still be used until January 1, 2024. We have also approved a limited run of new, fire-engine red permits.

Are there different kinds of permits?

Yes! There are four different types of permits.

Owner permits.

Each owner can create 2 owner permits on Pavemint. Owner permits have no expiration date.

Guest Permits.

Owners (or their rental agencies) can create additional Guest permits.

- Each guest permit can be active for a maximum of two weeks.
- A maximum of 2 Guest permits can be **active** at any time.
- Guest permits are consider **Active** from 4pm on check-in day until 11am on check-out day.
 - To accommodate early arrivals and late departures, no citation will be issued on check-in/check-out days.

Long Term Renter (LTR) Permits.

Owners can also create LTR permits which are Guest permits with extended date ranges, up to a maximum of 1 year.

- Each LTR permit counts against the 2 maximum Guest permit limit.

Service Vehicle permits

Service Vehicle permits are only available to rental agencies and CAMCO for use with housekeeping and maintenance vehicles.

- These permits have no expiration date and are limited to 4 per agency.

How will this affect my rental agency?

All rental Agencies must use Pavemint for their parking permits effective December 1 2023.

- Each agency will have an Admin account and one or more agent accounts.

- The Agency Admin can create Agent accounts and Service Vehicle permits for their housekeeping and maintenance vehicles.
- Agent accounts can create Guest and LTR permits.
- Agency created permits count against the maximum number of Guest/LTR permits (two) that can be active against your condo at any time.
 - If you have one active Guest or LTR permit outstanding, your agency can only create 1 more.

How will the rental agent create permits for my specific condo?

As the condo owner, it is up to you to establish a contractual relationship with your rental agency.

- Once that relationship has been established, login to Pavemint as an owner and select your agency from the list under the “Trust Agency” option.
- If your agency is not on the list, contact parking@SkiTrailsHOA.com and provide:
 - Agency name
 - Agency Website
 - Contact Name
 - Contact Number
 - Contact email

You will be notified once your agency has been setup in Pavemint and trained.

What if my guest has a rental car and won’t know their license plate number in advance?

When you or your agency create a permit, an email is sent to the renter giving them access to a website where they will be required to enter their vehicle license plate number(s).

- Guests can complete this process at any time prior to their arrival.

What if my renter/guest loses the text or email?

The guest should contact the rental agency. The agency has access to a “Resend” option.

What if I have 2 guests leaving and 2 more arriving on the same day?

Your departing guest's permit expires at 11am. Your arriving Guest permits begins at 4pm.

For guests who want to arrive early or stay late, citations will not be issued on their arrival or departure dates.

What if I have a renter or a guest who plans to stay for more than 2 weeks?

Rather than create a standard Guest permit, select the Long Term Renter permit type. You can then enter an extended end date.

What if I rent my own condo and employ a cleaning service?

Every vehicle in the Ski Trails lot MUST have a permit. Because a single cleaning service may take care of multiple condo, we have chosen to centralize permit creation for individual owners.

Send a note to parking@skitrailshoa.com with the following information:

- Business or person name
- email address
- license plate number(s)

Permits will be created with an expiration date of December 1 of the following year. A confirmation email will be sent to the email address you provide.

What if I need support from a service provider that is not registered in Pavemint?

You are welcome to create a Guest permit with their license number or, if you have already used your 2 guest permits, contact CAMCO with the relevant license number, and they can have a Service Vehicle permit invitation sent to you so that you can complete the registration process.

Can I use my permits for my buddies in Truckee?

Sure! As an owner, you have access to two guest permits to use for any non-commercial purpose that you want.

What you cannot do is sell your permits. You also may not provide permits to Vail/Northstar employees. Violation of this policy will result in your Pavemint account being suspended.

How do I create my initial Pavemint account?

You will receive an automatic email from Pavemint with a link to a “reset my password” page. Follow the link and create your password.

- For future access to Pavemint, enter SkiTrails.pavemint.com in your browser and login with your new password.

What kind of support can I expect

Expect regular invitations to Zoom round tables where your question will be answered and requests logged. Pavemint will be enhanced and improved throughout the year with your requests taking priority.

You can also reach out to Parking@skitrailshoa.com with questions or comments.