

Capitol Complex Security Frequently Asked Questions

Q Which entrances can I use to enter the State House parking garage?

A You can enter the State House parking garage from the Pendleton Street and Senate Street (tunnel) entrances, both of which open each weekday at 6:30 a.m.

Q How do I enter the State House parking garage in my vehicle?

A Hang the parking placard from your rearview mirror, with the state seal facing the windshield, and approach the entrance gate at a speed of **10 mph or less**. The automated placard reader, located at the gate, will detect your placard and raise the arm to grant you access to the garage. In the event your placard is not successfully read, you may use your Proximity Reader ID card to enter the garage by scanning it at the card reader at the entrance gate. Between the hours of 7:45 a.m. and 9:15 a.m., the gates will be open and Bureau of Protective Services personnel will manually screen all cars.

Q What if I exceed the posted 10 mph speed limit?

A Adhering to the posted speed limit is critical, as the automated placard reader will only detect vehicle placards when approaching at a speed of **10 mph or less**. Should the reader not detect the placard, you will have to stop and manually display your Proximity Reader ID card at the entrance gate to access the garage.



Q Do I have to hang my parking placard from the rearview mirror?

A Yes, parking placards must be hung from the rearview mirror in order to assist Bureau of Protective Services officers with visual identification and to also ensure your vehicle is properly recognized by the automated reader. Placards positioned in other locations (dashboard, console, etc.) will not be recognized by the automated reader.

Q Can I proceed through the entrance gate if the gate arm is still in an upright position from the previous car?

A No, you will need to wait for the gate arm to fully descend before approaching the gate. Once the gate arm is fully descended, you can approach the gate at a speed of **10 mph or less**. Attempting to proceed through the entrance gate while the arm is still in an upright position from the previous car could result in damage to your vehicle. Between the hours of 7:45 a.m. and 9:15 a.m., the gates will be open and Bureau of Protective Services personnel will manually screen all cars.

Q Do I need to bring my parking placard and Proximity Reader ID card every day?

A You will need to have either your parking placard or Proximity Reader ID card to enter the State House parking garage. In addition, your Proximity Reader ID card is required to access the garage facility from the buildings located at the Capitol Complex.

Q What do I do if I have forgotten my parking placard or Proximity Reader ID card?

A If you have forgotten your Proximity Reader ID card and placard, you will not be able to access the garage. In such cases, contact Parking Services, located at 925 Main Street, to arrange for temporary parking at the Assembly Street Parking Deck for that day.

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Q What do I do if I lose or damage my parking placard or Proximity Reader ID card?

A Contact your agency parking coordinator to schedule a time to go to Parking Services, located at 925 Main Street, to obtain a new Proximity Reader ID card or parking placard. There is a \$40 charge for replacement parking placards, and a \$25 charge for a new Proximity Reader ID card.

Q Can I still use my old RFID card?

A No, your previously issued RFID card will no longer allow you to enter the parking garage or to access the garage facility from the buildings located at the Capitol Complex. Any previously issued RFID cards still in your possession should be turned in to your parking coordinator.

Q How do I access the buildings at the State House Complex?

A You will need to have your Proximity Reader ID card to access the garage facility from the buildings located at the Capitol Complex. Your Proximity Reader ID card will also allow you to freely move between buildings via the parking garage, as well as access the State House from the entrance located in the garage. If you do not have your Proximity Reader ID card you will not have access to the garage from any of the buildings.



Q Can I use the stairwells inside the garage as a means of accessing Capitol Complex buildings?

A Yes, once access to the State House parking facility has been granted, you may use the stairwells inside the garage to access the buildings located in the Capitol Complex.

Q What are the hours the parking garage is open?

A The garage is open from 6:30 a.m. until 9:00 p.m. each weekday. Hours are extended beyond 9 p.m. in the event the General Assembly is in session during the evening. Between the hours of 7:45 a.m. and 9:15 a.m., the gates will be open and Bureau of Public Safety personnel will manually screen all cars.

Q What hours are the Capitol Complex buildings accessible from the parking garage?

A The Dennis, Brown, Calhoun, and Wade Hampton Buildings can be accessed from the parking garage at any time you are in the garage. The Blatt and Gressette Buildings can only be accessed from the garage during normal business hours or while the General Assembly is in session.

Q How can I enter or exit the parking garage after-hours, on weekends, or on holidays?

A The parking garage can be accessed by contacting the Bureau of Protective Services security desk at (803) 734-2422, or by using the intercom located at the Pendleton Street entrance to call the security desk to request access. If access is granted, the Pendleton Street garage door will be raised to allow you to enter. This same number should also be used to exit the garage after the doors have been closed.

Q What do I do if I am locked in a building, the parking garage, or if I need immediate assistance in the parking garage?

A There are 46 emergency call boxes located throughout the parking garage and at the entrances to the garage from the buildings. If you require assistance, simply press the button on the call box to speak with the Bureau of Protective Services dispatch desk located at the State House.

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Q Who do I call if I have a question about access to the Capitol Complex buildings, parking garage, or if I require assistance or would like to report a problem?

A You should contact Parking Services by calling (803) 734-1638.