



Here are the answers to the most frequently asked questions regarding parking on the BNMC

Q: How do I apply for parking?

A: Visit our website at bnmc.org, select ways to get here, select sign up for transportation programs and then select sign up under Parking Permit section.

Q: How do I update my payment information?

A: Select Manage Parking Account then login to the online portal, select payment details, change payment.

Q: How do I cancel my parking?

A: Cancellations must be sent via email to parking@bnmc.org. Please include your name, account number & cancellation date

Q: After I apply online where do I pick up my parking tag?

A: Parking tags can be picked up at the 854 Ellicott St. Garage Monday - Friday 7AM-4PM.

Q: Where do I send my tag after I cancel?

A: You can give your tag to an ambassador in the ramp/lot or you can mail it to BNMC Parking 640 Ellicott St Buffalo NY 14204.

Q: If my tag is not working when entering or exiting the ramp what should I do?

A: Please press the call button on the parking stand and explain to the representative the issue.

Q: What if I lost my tag?

A: You can request a replacement tag by calling @ 716-218-7351 or email parking@bnmc.org. There is a \$25 replacement fee.

Q: How long does it take to get my security deposit for the tag?

A: It takes about 2 weeks for security deposit checks to be issued.

Q: Who do I contact if I'm in an accident or my car has damage from being in the ramp?

A: Please contact a Parking Ambassador, if there is none on duty, please call the corresponding shift supervisor.

Q: I am a Kaleida employee, and I'm being charged via payroll deductions and via credit/debit card, who do I contact?

A: You must contact Kaleida Payroll @ 716-859-8530

Q: I signed up for payroll deductions through my employer but I never received my tag.

A: You must complete a BNMC application and pay the \$25 activation fee in order to receive the tag. For additional questions, please email parking@bnmc.org.