

Valet Parking Management Plan

Emergency Department

Expansion Lot

Application 2550

1 Bay Ave
Montclair, NJ 07042

Background

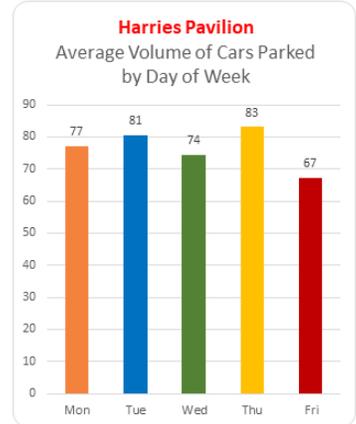
HealthPark Valet is a Nashville based company, hired in early 2017 by Mountainside Medical Center. The company services 80 hospitals nationwide, 10 of which are in New Jersey.

Valet parking is currently free of charge for patients utilizing Mountainside’s outpatient services. Valet parking is available for a \$8 daily fee at Harries Pavilion and Main Lobby for visitors.

Harries Pavilion:

Valet services hours of operation are Monday through Friday from 6:00 a.m. – 8:00 p.m. Valet utilizes a parking lot with 44 spaces located on Sherman Street in Montclair.

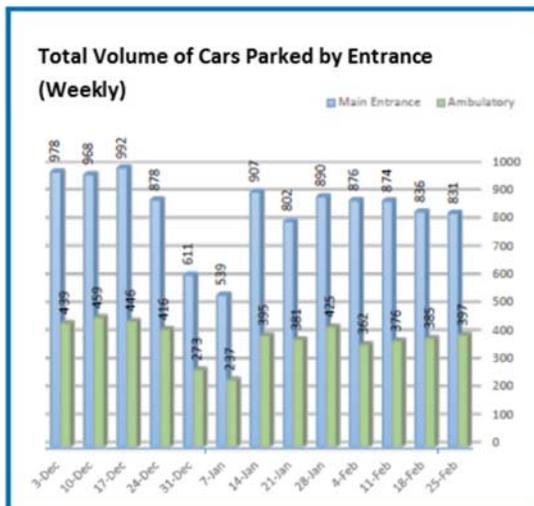
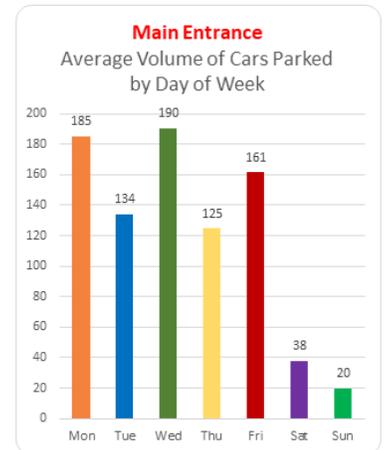
- Monday – Friday, averages approximately 340 per week, or 77 cars per day.
- Peak time demand: 8:00 a.m. – 2:00 p.m. (25 spaces/hour)



Main Entrance:

Valet services hours of operation are Monday through Friday from 6:00 a.m. – 9:00 p.m., Saturday from 6:00 a.m. – 4:00 p.m. and Sunday from 9:00 a.m. – 4:00 p.m. Valet utilizes the School of Nursing parking lot, with 93 spaces (to be replaced with 121 in the new parking lot on Walnut Crescent).

- Monday-Friday, averages approximately 890 per week or 159 per day
- Saturday-Sunday, averages approximately 30 per day
- Peak time demand: 9:00 a.m. – 2:00 p.m. (50 spaces/hour)



Satisfaction Survey:

All patients and visitors utilizing valet services receive an automated text survey asking about their level of satisfaction with the valet service on a scale of 1 to 5, with 5 being the most satisfied.

From October 1, 2017 to February 1, 2018:

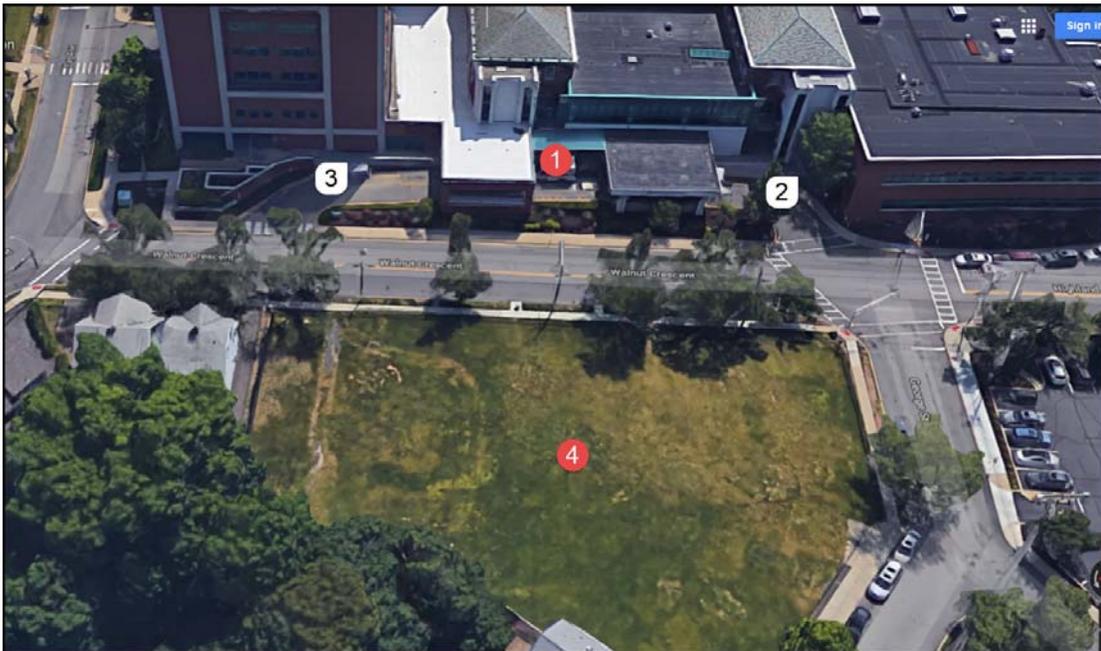
- Main Entrance – 4.96
- Harries Pavilion – 4.94

Emergency Department: (NEW)

6.5 Valet Parking Management Plan

Emergency Department valet parking will be available free to patients utilizing the Mountainside Medical Center Emergency Department. ED valet will be provided only to these patients. Other outpatients and visitors must utilize the Main Entrance or Harries Pavilion valet services. The close proximity of the new valet parking lot will ensure quick parking and retrieval.

A. Plan Elements



Delineated location of valet parking lot:

- As shown below – the lot will be directly across the street from the ED entrance (shown as #4 above. This lot is also be utilized for the main entrance valet).
- 121 valet parking spaces will be available, along with 13 handicap spaces.

Locations of valet stands for vehicle drop-off and pick up:

- Valet Stand will be up next to the entrance of the ED – off the street. Drop off and Pick up will happen off the street in the ED driveway.

Queuing areas for customer valet waiting:

- Waiting vehicles that are queuing for or after valet will be off the street on the ED drive as shown as #2 & #3 above.

Valet Service:

- Hours of Operation: 7 days a week, 7:00 a.m. until 11:00 p.m.
- Estimated daily cars: 130 (23 hour period)
 - Monday – Sunday: 114 cars
- Peak Demand: 10:00 a.m. to 2:00 p.m. (55 spaces/hour)

Valet Staffing Plan

- 5 employees covering 5,840 hours a year of valet parking operations
- During peak times additional labor will be rotated into the operations from the other valet entrances already operating at the hospital

Valet Parking – Scope of Work							
Services	Days of the Week	Number of Days	Start Time	Stop Time	Operating Hours Per Day	Annual Hours of Operation	Estimated Daily Cars
Emergency Department	Mon – Sun	7	7:00 a.m.	11:00 p.m.	16.0	5840	114

B. How Valet Parking Spaces Are To Be Utilized During Non-valet Operation Periods

During the hours when valet parking is in operation, there will be a gate restricting access to the lot, with a parking ticket dispenser machine. After 11:00 p.m., those who valet parked will retrieve their car keys and validation from the security guard in the Emergency Department and can exit the parking lot without payment.

During non-operational hours, the gate will remain closed. After 11:00 p.m., anyone utilizing the valet parking lot will automatically receive a ticket from the machine (ticket retrieval will prompt the gate to open). Those using the Emergency Department will receive validated parking. Those not using the ED will be required to pay a fee for parking.

Valet parking lot shall not be utilized by employees during non-valet operation times.

C. Alternate Configurations of Valet Parking Lot

Since there will be a gate and only valet parked vehicles in this lot, during peak times the valet operators will have the ability to “Double Park” vehicles – temporarily blocking in some cars to maximize the use of the lot. Since the valet team controls all the keys, they can simply move vehicles around to create more parking spots.



D. Parking Lot Striping / Posting of Valet Only Signage

- Lot will be striped as normal – but with the use of movable signage, the valet team will be able to clearly indicate that this Lot is for Valet Parking only.

E. Restrictions Regarding Use of On-street Parking For Valet At Any Time

- At no time will the valet operation be using on-street parking.

F. Long Term Plans for Valet Parking

- Once started, there are no plans to discontinue this valet parking program. Like the other 2 valet parking operations operating at Mountainside Medical Center, the patients, visitors and guest become accustomed to and truly appreciate this service.

