

AW0300 - PARKING

1.0 PURPOSE

To provide a framework for the administration of the Interior Health (IH) Parking Program.

2.0 DEFINITIONS

TERM	DEFINITION
Regulations	Includes all IH parking rules and stipulations and all applicable municipal parking by-laws as they relate to parking.

3.0 POLICY

- IH is committed to providing safe and accessible parking facilities designed to support the provision of quality health care services within the communities it serves. IH shall ensure that, to the greatest extent possible, health care budgets will be dedicated to the provision of health care services and not used to maintain parking facilities.
- Parking Services (PS) will develop and administer a parking program ([see Appendix A](#)) in an equitable and consistent manner across IH.
- Parking rates and regulations will apply to all facility users including staff, physicians, students, contractors, patients, clients and visitors.
- The parking program will maximize parking program revenues to offset healthcare costs.

3.1 Exemptions

Only the following groups are exempt from paid parking requirements at IH sites:

- Registered volunteers or members of the hospital auxiliary who donate their time in support of the provision of health care services;
- Staff members whose Collective Agreement contains specific language relating to parking and the use of their personal vehicles during the performance of their duties;
- Patients, clients and visitors with identified extenuating circumstances based on medical or financial hardship that have been reviewed on a case by case basis; and
- Sites exempted by municipal legislation or property management directives.

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3.2 Determination of Parking Rates

Parking rates will be determined in consideration of Various factors relative to the site in question will help determine parking rates including, but not limited to:

- Achieving cost recovery of operational and capital investment as they relate to parking at the specific site;
- Local market rates within the community in question or like facilities;
- Specific Collective Agreement language relating to parking; and
- Staff and physicians will generally pay a reduced, preferred rate, from regular facility users.

3.3 Annual Parking Rate Increases

- PS will review parking rates on an annual basis to ensure continued alignment with community rates and IH objectives.
- IH will implement annual rate increases as required in order to maintain parity with inflation.
- The annual “All Items” Consumer Price Index for British Columbia will be the reference. Local market rates will be considered.

4.0 PROCEDURES

None

5.0 REFERENCES

None

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APPENDIX A

INTERIOR HEALTH PARKING PROGRAM

1. Responsibility for the Interior Health parking program including daily parking operations, parking management and the management of contracted parking services will rest with the Manager, PS.
2. PS will establish a program and be responsible for:
 - a. Ensuring staff, physician, volunteer and patient/visitor access is granted, subject to availability;
 - b. Designing and maintaining a parking program that supports an environment of patient/client care that recognizes the various user groups with appropriate customer service;
 - c. Providing parking facilities that consider the safety and security of all its users and incorporating reasonable security design principals, practices and equipment to promote safe and secure parking environments;
 - d. Maintaining operational controls, financial reporting and fiscal procedures in accordance with Interior Health's policies and standards;
 - e. Promoting new business development and enhanced customer services through parking facility creation, maximizing existing resources and expansion where required;
 - f. Operationally supporting functions not specified with parking service contracts and liaising with facility leadership on specific or unique circumstances;
 - g. Supporting transportation demand initiatives; and
 - h. Managing all parking related contracts and related service outcomes.
3. Where feasible, Interior Health will engage the services of a professional parking services provider to provide routine parking services in support of parking operations at sites where paid parking programs are in effect. The professional parking service provider will be responsible for:
 - a. Active patrol, enforcement, pay station revenue collection and related equipment maintenance;
 - b. Ensuring accurate, detailed and timely financial and key performance indicator reporting in accordance with Interior Health's requirements;
 - c. Business continuity planning and emergency services aimed at reducing downtime or equipment or service interruptions; and
 - d. Maintaining high quality customer service infrastructure in the areas of violation disputes and technical support.

Interior Health's PS staff will maintain operational control of parking operations in order to achieve program consistency and allow for the necessary flexibility required to address the unique and sensitive parking requirements of our various user groups accessing and providing health care services.

4. PS will manage all parking regulations and allocations for staff, physicians, volunteers and patients/visitors.
5. Staff, physicians and volunteers will not park in areas designated to patients/visitors and/or otherwise posted as public parking.
6. Permanent staff (PFT/PPT) will have the option of paying for parking, in-full or daily via a daily staff parking rate (where available). All persons eligible to obtain an Interior Health parking pass who do not hold a permanent position or are not on Interior Health's payroll are required to pay for parking

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passes up front (i.e. casuals, physicians). PS will manage the processes and documentation required to facilitate staff parking payments and physician annual payments.

7. At sites where staff parking demand exceeds the available resources, a waiting list may be established. PS will create and maintain a master parking waiting list for each site where required. The list will be maintained in chronological order (first in, first out) from the date the waiting list request is received in writing by PS.
8. In circumstances where an employee suspends their parking passes due to an approved leave of absence such as; medical or maternity leaves, but not including voluntary unpaid leaves of absence, at sites where waiting lists are in effect; the employee will have his/her pass reinstated upon return to work, if they so choose.
9. A regional multi-site parking pass allowing access to other Interior Health paid parking sites without further payment is available to authorized staff with multi-site or regional responsibilities, upon written verification of their department/program Director. The request will be reviewed to ensure it meets multi-site criteria. The rate will be determined by the employee's home site.

Criteria for obtaining a multi-site parking pass shall be:

- a. Retains a regular position with functional responsibility for more than one site with Interior Health requiring off site travel at least three times per week;
 - b. Subscribes to Interior Health's paid parking program; and
 - c. Receives Director verification (signed multi-site pass application form) acknowledging the above conditions apply.
 - d. Applicants subject to waitlist if home site is at capacity.
10. All parking pass holders are responsible for the loss or damage of their parking pass, their vehicle and their vehicle contents.
 11. Passes may not be used by another person.
 12. Parking passes remain the property of Interior Health and must be returned upon request. Pass holders acknowledge that being issued a parking pass does not guarantee reserved parking or that a parking space will always be available. A fee will be charged to the pass holder for lost or damaged passes. The replacement fee will be waived in the event of theft upon the provision of a police file number and a broken pass will be replaced free of charge if the damaged pass is surrendered.
 13. Unpaid accounts will be charged retroactively from the date of pass issuance or change in parking privileges.
 14. Parking passes must be clearly displayed and pass holders are required to comply with all site parking regulations.
 15. The pass holder is responsible to notify PS of any and all changes that would/could affect their parking account (change in employment status, home worksite, extended leaves etc.).

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16. Annual parking rate increases will be adjusted automatically at all Interior Health paid parking sites based on inflation, giving consideration to local market rates. The annual Consumer Price Index for British Columbia, All Items, will be used as the basis for the increases.
17. Any anomalies to #16 above will be reviewed as required by PS and recommendations for rate adjustments will be made to the Senior Executive Team for consideration.
18. Failure to comply with parking regulations is not acceptable and may result in parking fines, vehicle impoundment and removal of parking privileges and/or disciplinary action up to and including termination. The Manager, PS is responsible for ensuring compliance with parking regulations.

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