



# **Bespoke Parking Management for Healthcare:**

## **Forth Valley Royal Hospital, Larbert**

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Smarter Travel Workplaces

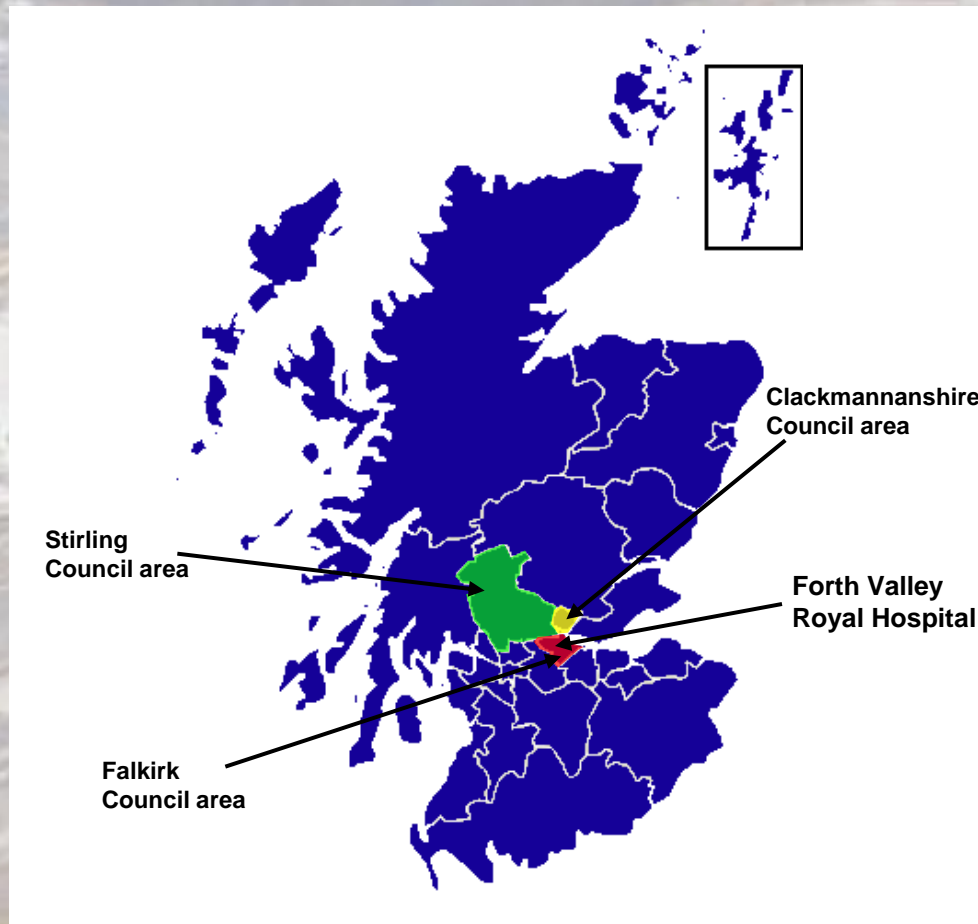
# Background

An aerial photograph of a large, modern hospital complex. The main building is a large, multi-story structure with a complex, interconnected layout. It is surrounded by extensive parking areas and landscaped grounds. In the background, there are rolling hills and some residential buildings. The overall scene is a mix of urban infrastructure and natural landscape.

- £300m acute hospital
- Patient catchment includes urban centres and vast rural areas
- 860 beds
- 3,000 staff on completion
- Approximately 2,000 staff onsite in a 24 hour period
- 300,000 annual outpatient appointments
- Circa. 1,500 parking spaces, with planning application for 280 more
- Phased opening

# Patient Catchment

- Circa. 300,000 people (2001 census data)



# Phasing and Parking

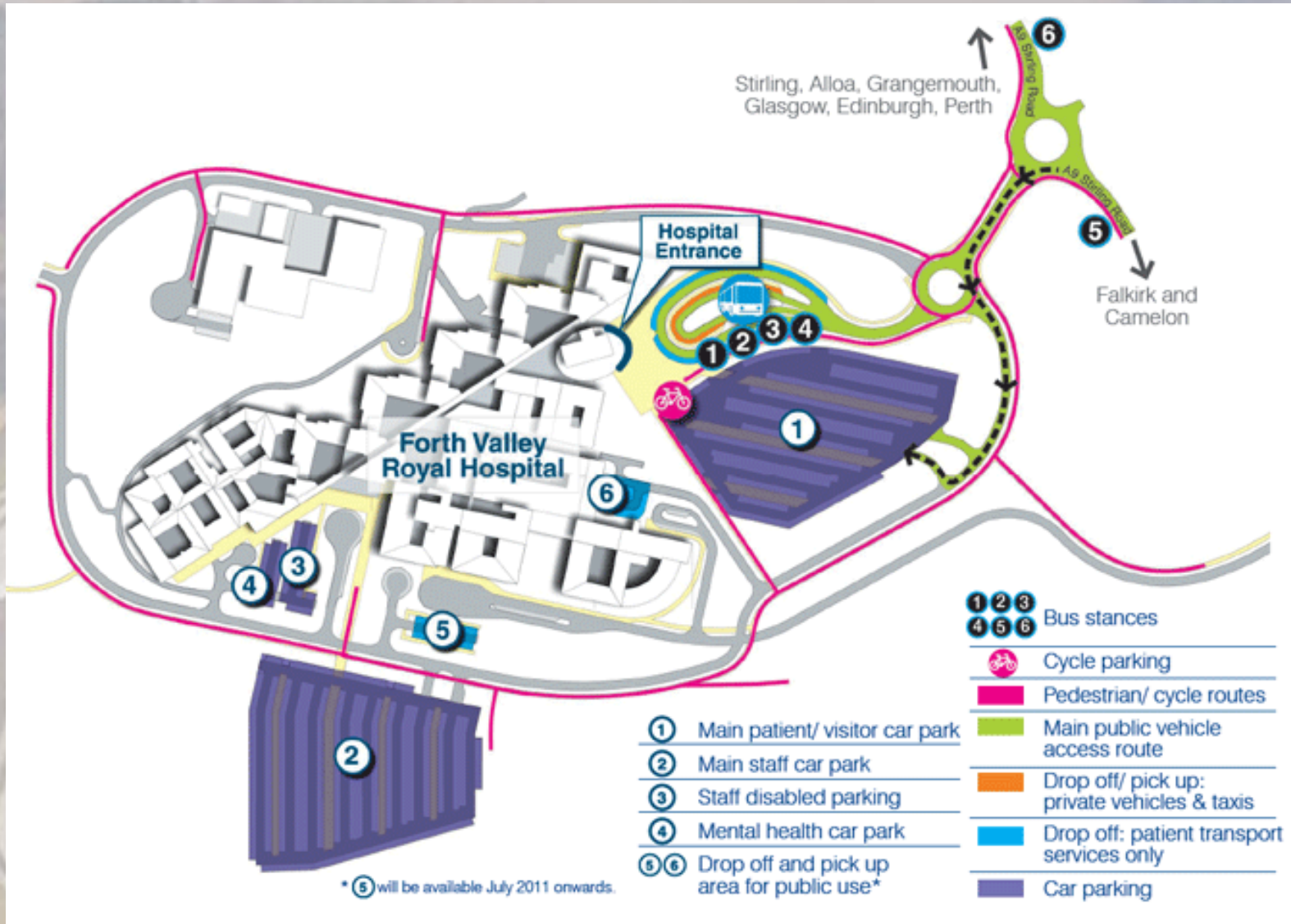
An aerial photograph of a large campus, likely a university or government facility. The image shows several large, multi-story buildings with light-colored facades and dark roofs. There are extensive parking lots with many cars, and some green spaces with trees. The campus is surrounded by a road network and some residential or commercial buildings in the background.

- Phases 1 & 2: September 2010
  - Circa. 1,100 parking spaces
- Completion: July 2011
  - Circa. 1,500 (1,780) parking spaces

# Parking Control

- All parking controlled between 0600 and 1600 Monday to Friday
- (1) Shared main front car park:
  - Patient/visitor 4 hour maximum stay, parking attendant control
  - Barrier controlled staff parking
- (2) Staff rear car park:
  - Barrier controlled parking
- (3) Staff disabled car park:
  - Barrier Controlled

# Parking Provision



# Parking Management – why?

- No charging for parking
- Different user groups with different demands
- Committed to promoting sustainable travel behaviour
- Fundamental component of Travel Plan

# Parking management - requirements

- Equitable and transparent
- Meet with hospital operational needs
- Manage parking demand at key times
- Link with parking control



# Parking Management – the process

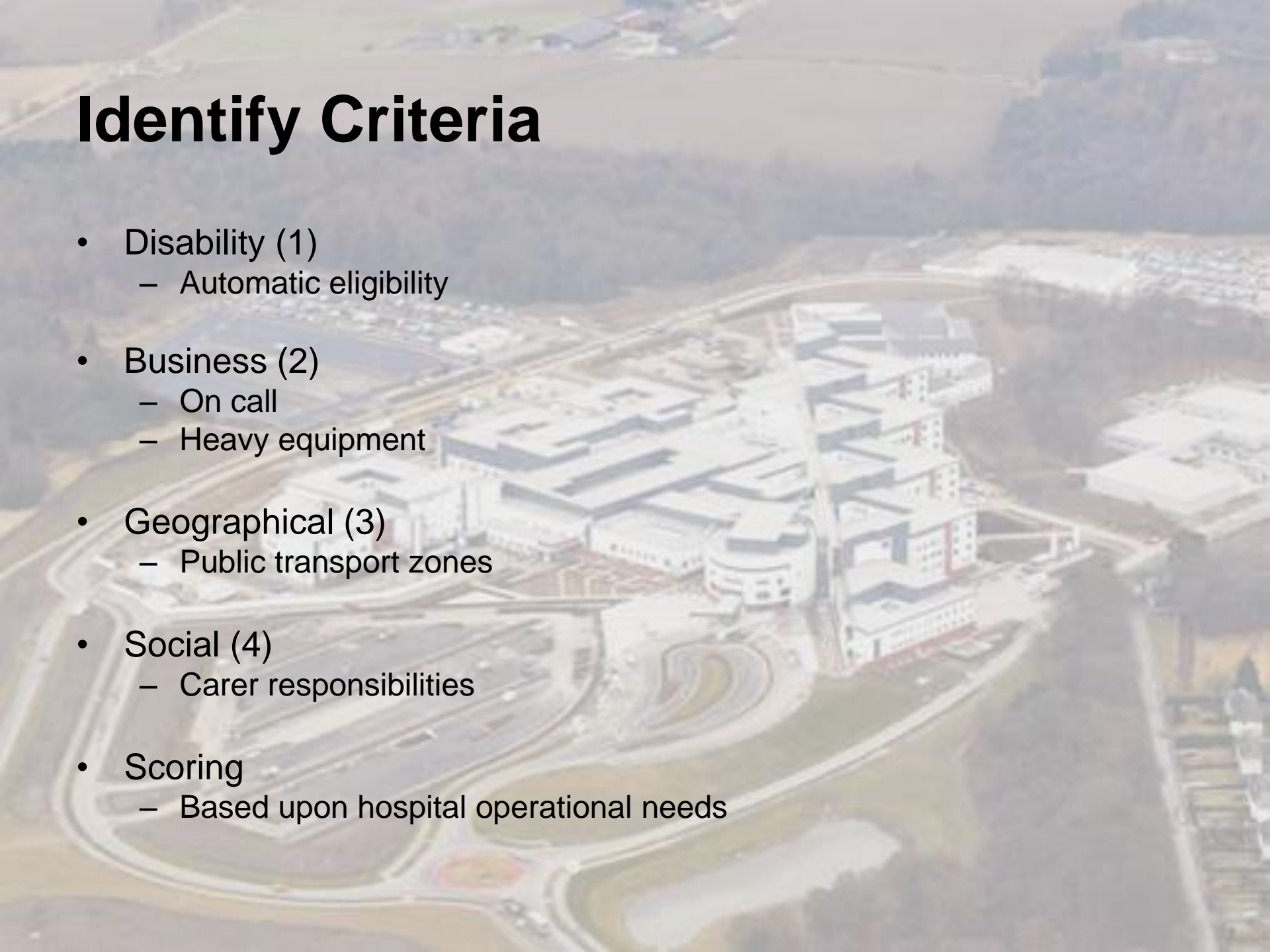
- Establish parking steering group
- Establish management method – **Needs based permit allocation**
- Identify permit award criteria
- Estimate parking demand
- Facilitate with parking management software
- Internal approvals process
- Go live with permit allocation
- Appeals

# Parking Steering Group

An aerial photograph of a large university campus. The image shows several large, multi-story academic buildings with light-colored facades and dark roofs. There are extensive parking lots, some with cars, and a network of roads and walkways. The campus is surrounded by greenery and trees, with a hilly area visible in the background.

- Early creation
- Representatives
- Decision makers
- Criteria identified and agreed

# Identify Criteria

An aerial photograph of a large hospital complex. The image shows several large, multi-story buildings with flat roofs, interconnected by walkways and roads. There are extensive parking lots with many cars. The hospital is surrounded by greenery and some smaller buildings in the distance. The overall scene is a detailed view of a modern healthcare facility.

- Disability (1)
  - Automatic eligibility
- Business (2)
  - On call
  - Heavy equipment
- Geographical (3)
  - Public transport zones
- Social (4)
  - Carer responsibilities
- Scoring
  - Based upon hospital operational needs

# Estimate Parking Demand

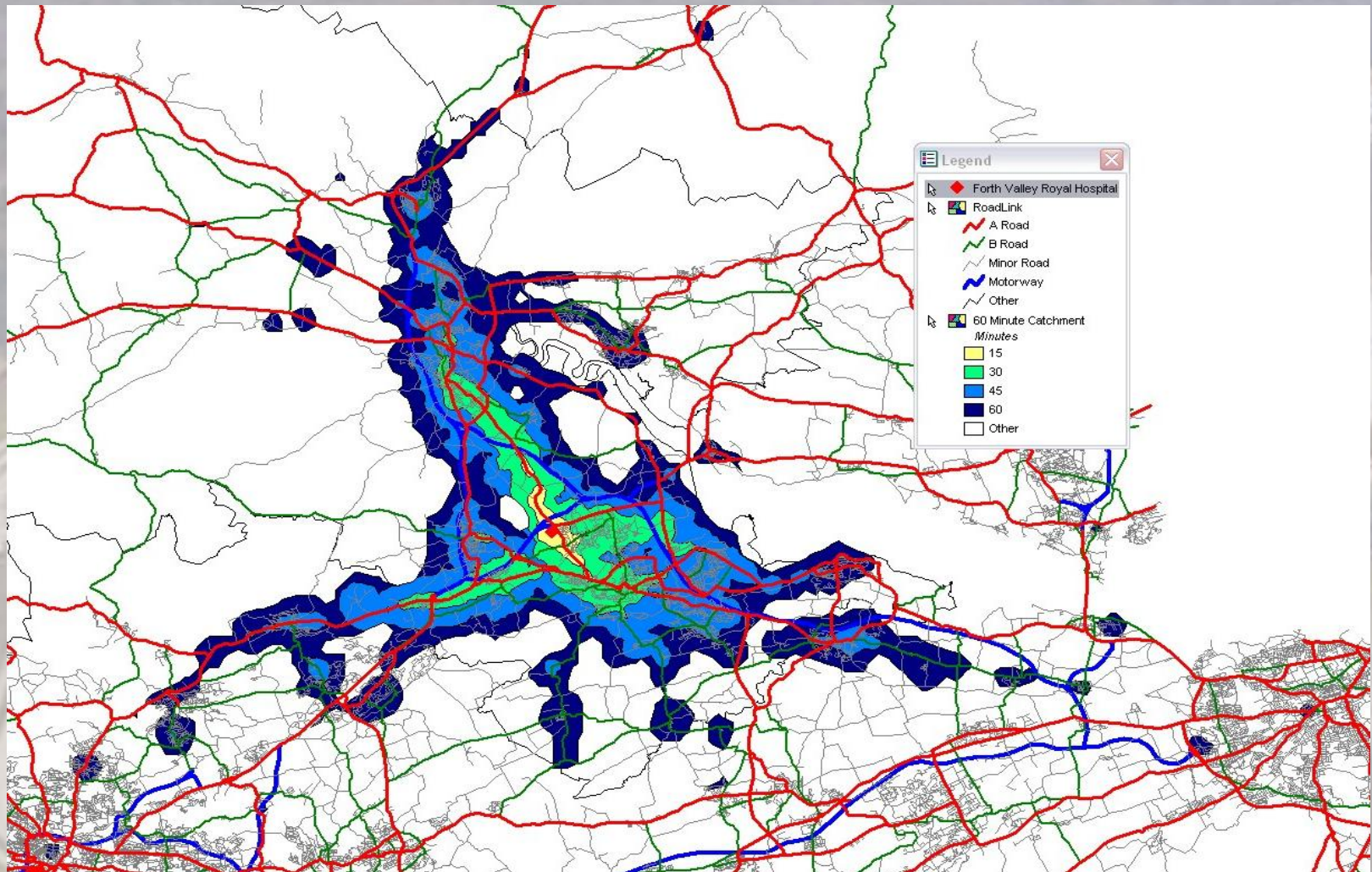
An aerial photograph of a large hospital complex. The image shows several multi-story buildings, a large parking lot with many cars, and surrounding greenery. The text is overlaid on the top left of the image.

- Work patterns
- Outpatient appointments
- Main visiting times
- Establish occupancy profiles

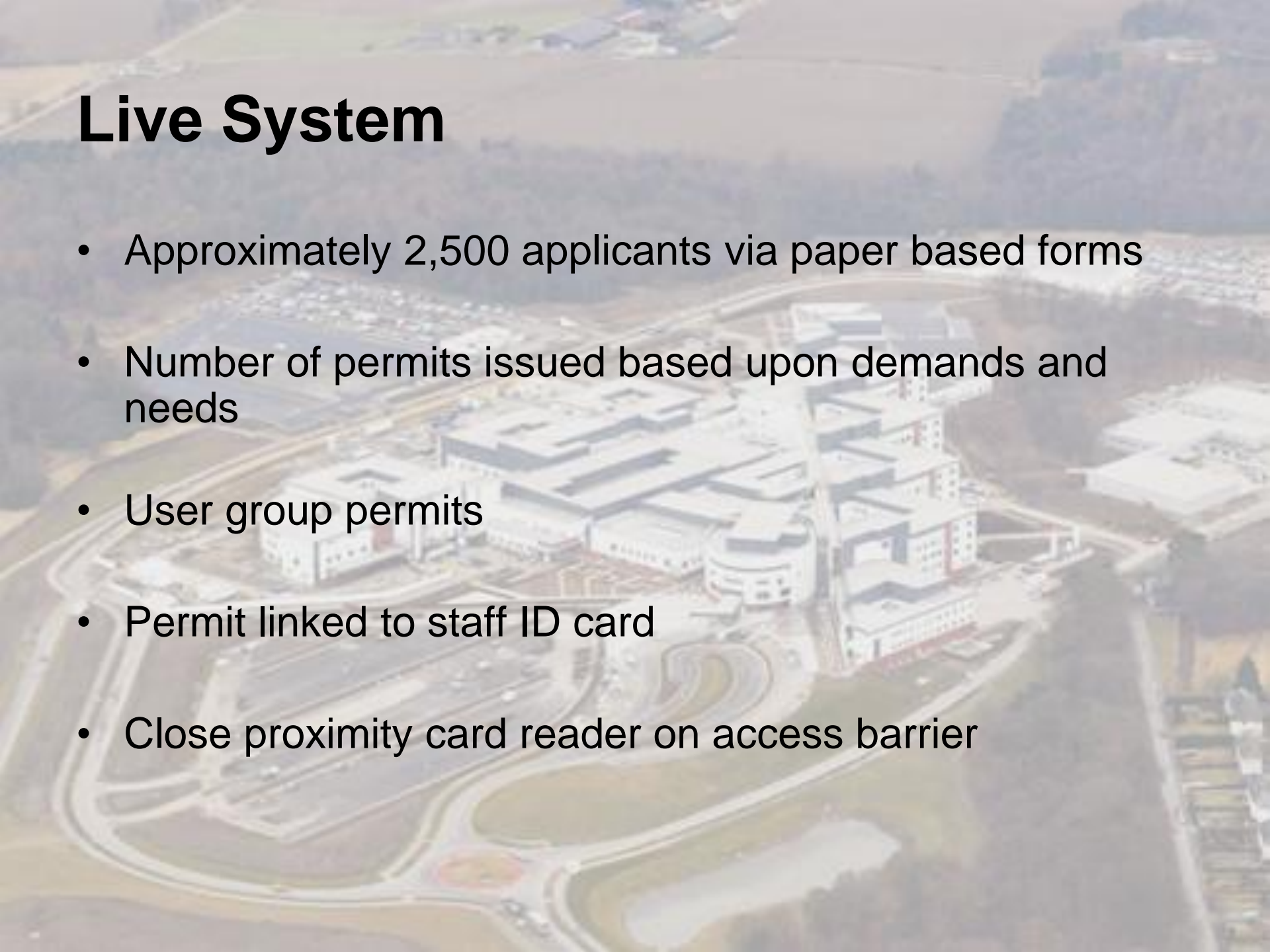
# Parking Management Software - ParkIT

- Bespoke
- Paper based applications
- Allocation of permits based upon score
- Linked to accessibility software: **Accession**
- Long term effectiveness

# Accession output

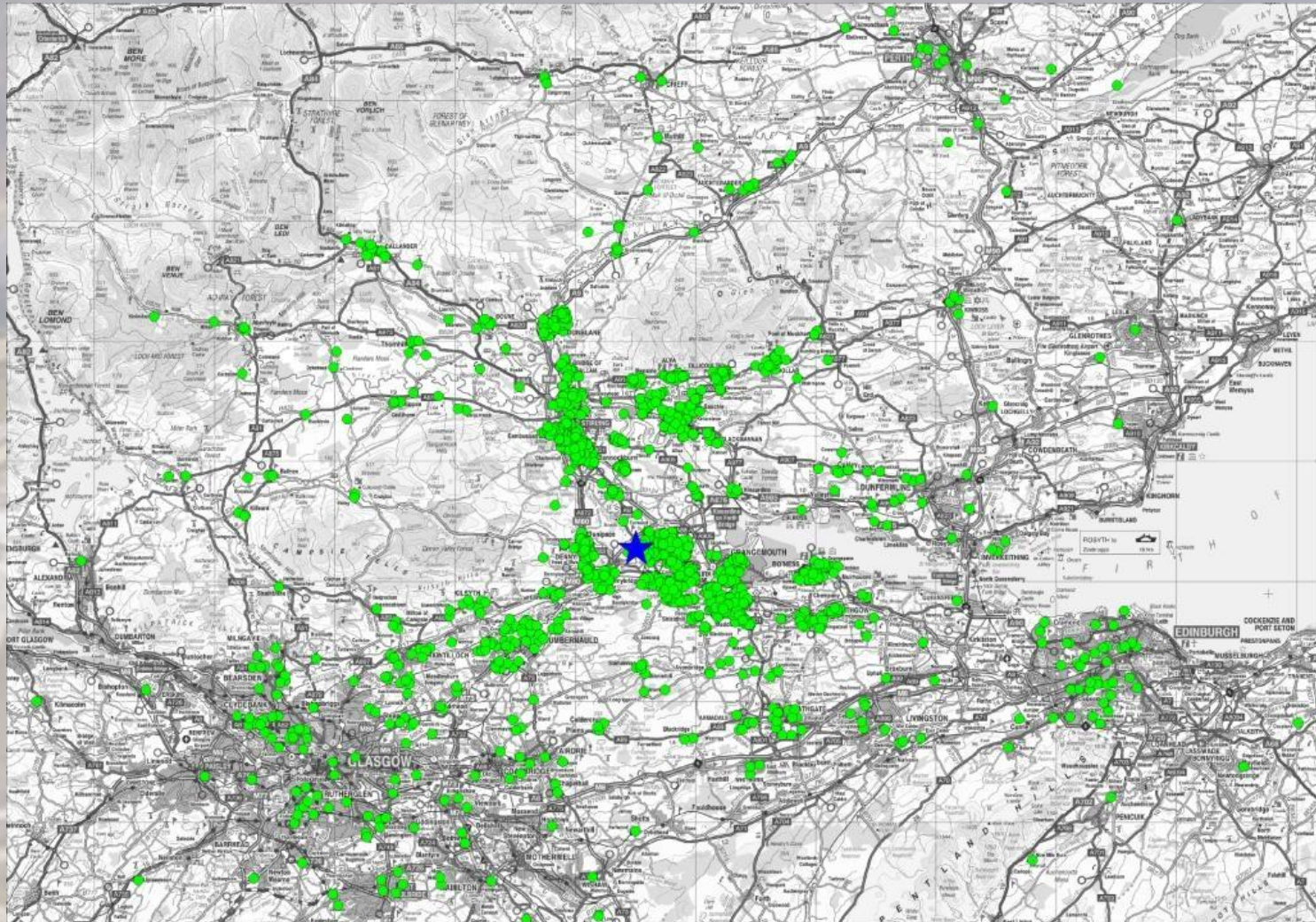


# Live System

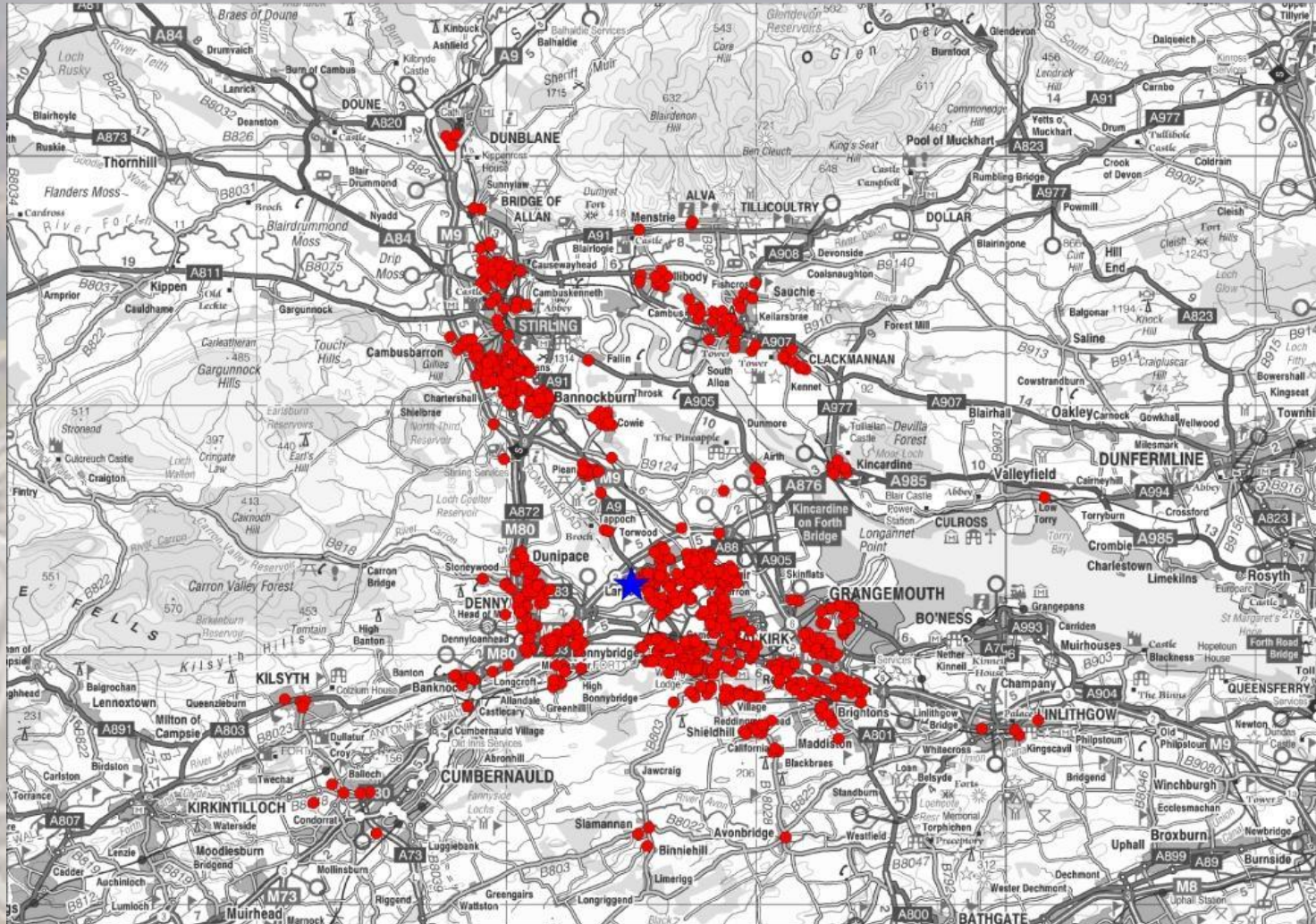
An aerial photograph of a large, modern hospital complex. The main building is a large, multi-story structure with a central courtyard. There are several other buildings and parking lots surrounding the main building. The image is slightly faded and serves as a background for the text.

- Approximately 2,500 applicants via paper based forms
- Number of permits issued based upon demands and needs
- User group permits
- Permit linked to staff ID card
- Close proximity card reader on access barrier

# Permit Eligibility



# Permit Ineligibility



# Appeals Process

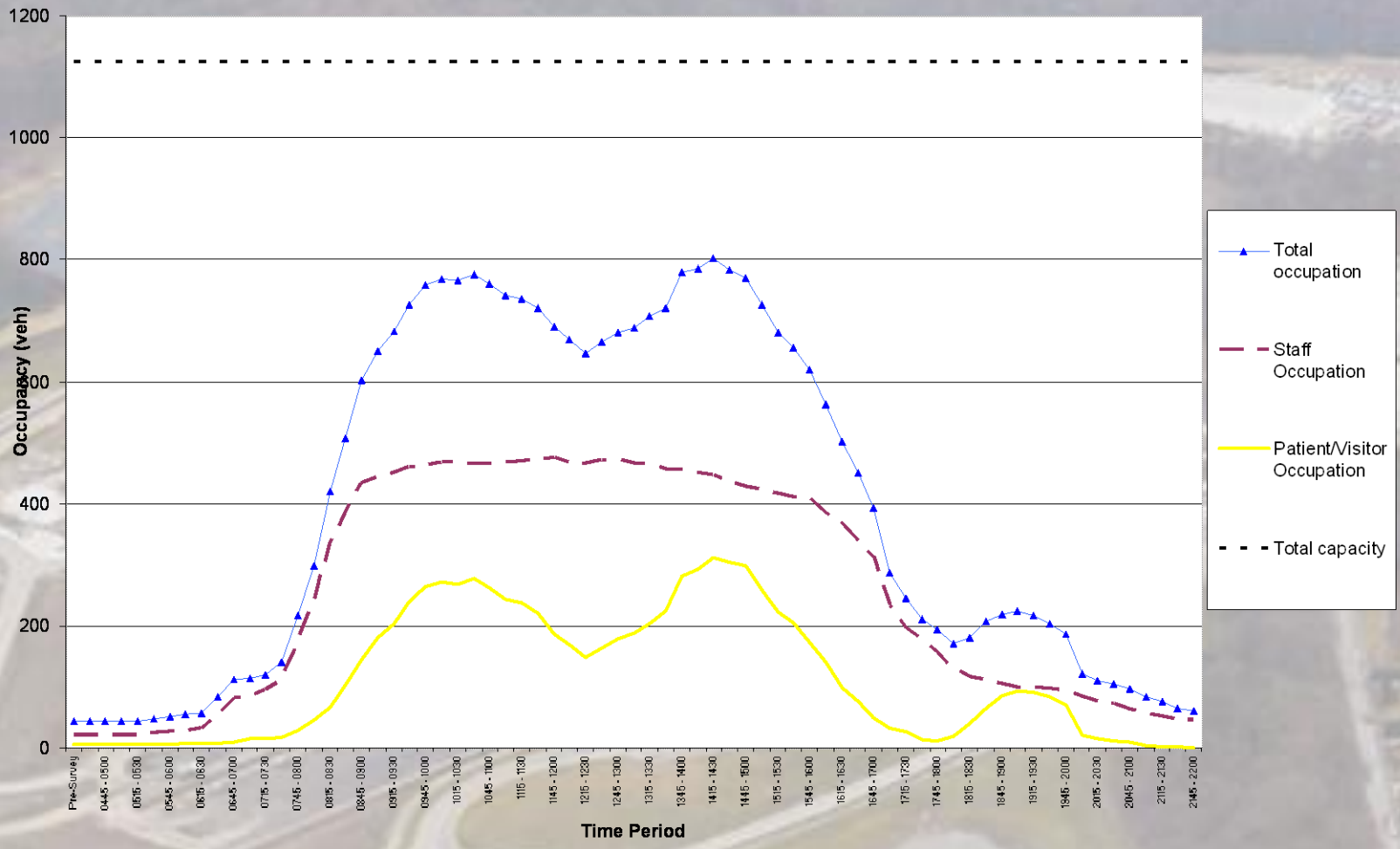
- Linked to specific management style
- Appeals panel
- Carer responsibilities
- Accessibility



# Success to Date?

- A >10% reduction in car driver trips since 2008
- Car park operation
  - Comparable to forecasted occupancy
- Offsite parking
  - No infringements
  - Minimal increase in offsite parking demand
- Next permit allocation review – September 2011

# Phase 1 and 2 car park operation



# It's a learning curve!

- Allow sufficient time for consultation and necessary approvals processes
- Be as transparent as possible
- Take an iterative approach
- Parking management software is effective/efficient
- Ensure a fair appeals process in place
- Continual monitoring is essential

An aerial photograph of a large, modern hospital complex. The main building is a multi-story structure with a central tower and several wings, surrounded by extensive parking lots and a network of roads. The complex is situated in a valley with hills in the background. The word "QUESTIONS" is overlaid in large, bold, black letters across the center of the image.

**QUESTIONS**