



Valet Patient Parking Service

Service begins Tuesday, Jan. 17, 2012

Using Valet Parking



- ▶ Signage at vehicle entrances will direct patients to the Building 2 main entrance, Parking Lot #4 (gated lot in front of Building 2)
- ▶ Hours of Operation
 - **6:30 am – 6:00 pm**
 - **Monday – Friday, excluding federal holidays**
- ▶ To use the service, Veterans drive up to the valet parking gate where they will be greeted by a uniformed valet attendant.

Valet/Self Park Lot



- ▶ The attendant will verify eligibility for the free service by checking the patient ID, appointment card, etc.
- ▶ If the Veteran chooses to self park and there are open spaces in Lot#4, they will be directed into the lot.
- ▶ If the Veteran chooses to use the Valet Service, they will give their vehicle keys to the attendant, receive a claim ticket and can then proceed directly into the medical center.

Retrieving Vehicles



- ▶ When the patient is ready to leave, they will return to the Valet Station to turn in their claim ticket to a uniformed attendant.
 - The Valet Station will be located in front of Parking Lot #4. For now, patients will be required to turn in claim tickets outside.
- ▶ A valet attendant will have the vehicle brought to the circle in front of Parking Lot #4

Misplaced tickets/after-hours



- ▶ If a Veteran misplaces the claim ticket the VA Police will respond and verify ownership before the Valet Service can release the vehicle.
- ▶ Vehicle keys not claimed during valet parking hours (6:30am to 6pm) will be available for owner pick-up at the Triage Desk (Building 2, 1st floor, through the glass doors adjacent to the main lobby).

Frequently Asked Questions

▶ **How will patients know this service is available?**

- The vendor will provide signage directing patients to this free service. There will also be notices posted to our Internet and Facebook pages. Notices will also go on the internal electronic bulletin boards so patients can consider using the service on future visits.

▶ **Who can use the valet service?**

- This service is designed for patients reporting to the West Haven campus for scheduled appointments, blood draw, emergencies and pharmacy pick-up.

▶ **Where will the valet service park vehicles?**

- 110 spaces in Parking Lots 9-12 (main lot) will be reserved by the valet service to park patient vehicles. The service will stack vehicles which should increase the capacity of the 110 spaces. Seventy-six spaces in Parking Lot #4 will also be reserved for valet parking.

▶ **Who will monitor vehicles parked by the valet service?**

- The vendor will monitor the patient vehicles parked in Lots 9-12. Police Service will work with the vendor to ensure staff, vendors and visitors comply with the parking restrictions for the reserved spaces.

Frequently Asked Questions

- ▶ **How long will it take the valet service to retrieve cars?**
 - Per the contract, the valet service should return vehicles to patients within 10-minutes of receiving the claim ticket.
- ▶ **Will traffic on campus be impacted by the valet service?**
 - Initially, we may experience congestion as staff and patients get accustomed to this new service.
- ▶ **Will users have to tip the valet service?**
 - Tipping is not permitted.
- ▶ **Who is responsible in the event of damages to vehicles parked by the service?**
 - The vendor is responsible to carry insurance to cover potential damage to vehicles.