

Yale-New Haven Hospital

Revenues increase 100 percent and expenses decrease 50 percent through an outsourced parking relationship with Propark America.

Yale-New Haven Hospital, the primary teaching hospital for Yale University School of Medicine, is a 944-bed tertiary referral center, which includes the 201-bed Yale-New Haven Children's Hospital and the 76-bed Yale-New Haven Psychiatric Hospital.

Yale-New Haven regularly ranks among the best hospitals in the U.S. and was accredited by the Joint Commission on the Accreditation of Healthcare Organizations in 1999. Relying on the skills of approximately 2,200 university and community physicians, Yale-New Haven, the Children's Hospital and the Psychiatric Hospital provide services for more than 397,000 outpatient and emergency visits and 39,000 discharges each year.

The Hospital Parking System consists of six parking lots, one multi-use garage and two separate point-of-entry valet zones, equaling more than 1,200 total parking spaces. The hospital also administers monthly parking for over 5,000 Hospital employees in the New Haven Parking Authority's Air Rights Garage.

Awarded the hospital parking management contract in 1995, Propark immediately improved service, reduced vehicle retrieval cycle time and increased parking capacity. Propark then streamlined the internal parking billing process.

Hospital employees interact exclusively with Propark's office staff and monthly parking payments are deducted directly from their paychecks.

Propark instituted an upgraded cash and revenue control software package in the hospital facilities to track relevant parking variables including cash shortage control, daily ticket accounting, valet transactions reconciliation and monthly parking payments. An upgraded reporting package was customized for Hospital auditing purposes.

Propark designed and implemented a new valet system at the Hospital. Utilizing a stack parking procedure, Propark relocated valet cars to a satellite lot to increase capacity without impacting vital close-in spaces used by Hospital patients.

The design of surrounding one-way streets, created a one-mile valet loop from the stack lot to the main entrance valet zone. Propark implemented, and still utilizes, state-of-the-art communication and retrieval systems to efficiently valet park more than 130,000 cars per year at this location. Collectively, these successful programs have doubled the number of cars parked at the hospital since their inception.

For more than eleven years, Yale-New Haven Hospital has relied upon Propark America for full-service parking solutions.