

# Mobility 'First'.

Innovative value-added services in the hospital parking environment.

## Innovation

### Mobility Scooters at Ninewells Hospital, Dundee

- Contract duration 2003-2029
- VINCI Park investment to date £4.9 million
- Improvements include: dedicated staffed parking offices, entry systems, attendants, signage, lining and a free courtesy bus service



“Working with VINCI Park, we not only successfully solved the problem of disabled parking abuse, but gained the hospital a free mobility service”

Brian Main, Head of Support Services, Ninewells Hospital and Medical Centre.

## Disability challenge

Ninewells had a problem. How to stop the abuse of disabled parking in the hospital, while also making it easier for long-term outpatients to use the facilities. An independent review group, including VINCI Park representatives, came up with a bold plan.

## An innovative solution

Parking charges for disabled patients were introduced to protect reserved disabled parking bays from regular abuse by non-disabled patients. At the same time, 2,800 free parking permits a month were made available to outpatients making frequent visits for long-term treatment, such as for dialysis or chemotherapy.

## Added value

VINCI Park went one step further and used the surplus parking fees raised to make available, free of charge to the mobility-impaired, a fleet of electric scooters and wheelchairs – available from a specially built and staffed Hospital Mobility Office.

## A rewarding result

The results have been an outstanding success, with several hundred users signed up to the service – a positive example of partnership between parking contractor and hospital, working together for the benefit of the patient, who is able to enjoy greater independence and less stress when visiting the hospital.



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