



## More convenient for staff, easier for visitors

VINCI Park UK has made a long-term commitment to improving standards and service for staff and visitors with a high-tech upgrade of the car parks at the University Hospital of Wales, in Cardiff.

The investment included complete refurbishment of the car parks, to include improved facilities and new payment schemes, designed to make life easier for staff and less stressful for visitors.

### Major investment

Before VINCI Park's involvement the hospital's car parks were dated and typified the low expectations historically associated with institutions. With an investment of around £9 million, VINCI Park demonstrated serious commitment to the service it will provide for the duration of its 15-year contract.

### Complex issues to resolve

With 23 car parks and over 3000 spaces, open 24-hours a day, 365 days of the year, the hospital has a staff of more than 5000 who often have to move between different sites. The need to facilitate staff mobility, as well to take account of their irregular hours, had to be considered. As with all hospitals, VINCI Park took into account the fact that visitors are often under stress, so need particular help to make their visit as easy as possible. VINCI Park has also introduced solar powered pay and display terminals in the surface car parks. VINCI Park is also responsible for permit administration and routine cleaning and maintenance.

### Making things better

As well as upgrading the facilities with new décor and clear signage, to make the parking areas more accessible and welcoming, VINCI Park introduced a range of practical measures. These included a state-of-the-art 'SMART' card scheme for staff. This incorporates a number plate recognition system and is designed to make parking quicker (by reducing queues), easier (by removing the need to handle cash) and to provide more flexibility (by the introduction of variable tariffs according to designated use and the time of day).

VINCI Park staff are specially trained to deal sensitively with visitors: for example, keeping an eye on vehicles with windows accidentally left open, lending umbrellas or helping to start failed batteries.

All parking records are brought together in a detailed data analysis system to provide comprehensive financial and statistical information that can be used to further improve performance.

### University Hospital of Wales, Cardiff

Contract: 15 years

Investment: £9 million

Spaces: 3002

Multi-storey: 1

1-deck: 1

Surface: 21

Services: SMART card for convenience, number plate recognition for faster service, trained hosts to help visitors