

UAMS[®]
U·PARK



Information Toolkit

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U-Park

Introduction

The goal of the parking technology upgrade is to better serve our customers with reliable access, convenience and assure parking space availability. The purpose of the toolkit is to aid UAMS team members in assisting our patients and guests with parking information. Parking impacts everyone who comes to our campus and your assistance is greatly appreciated by our patients and guests.

Please visit Parking Operations [website](#) for the latest information.

Automated Equipment

The current manual parking system that includes staffed cashier booths will be replaced by automated equipment that will provide improved efficiency, convenience and security. Some of the new equipment that will be used on campus are pay stations, ticket dispensers, and exit verifiers.

Pay Station



The pay station is designed for user friendly payment applications. The screen directs the guest through their transaction. The pay station is ADA compliant with 5 language options available. It accepts credit, debit or cash payment, and provides a receipt. Patients and guests can purchase discounted weekly passes at the pay station. Weekly passes are offered as a cost savings for our patients and are not intended for use by employees, students, or vendors unless they are purchasing as a patient/guest.

24 hour Remote customer assistance can be accessed by pressing the help button on the pay station.

Ticket Dispensers and Exit Verifiers



Ticket Dispensers are located at entrances of each of the patient/guest parking areas.

Exit Verifiers are located in the exit lanes. Exit verifiers process paid and validated tickets.

24 hour Remote customer assistance can be accessed by pressing the help button on the equipment.

U-Park Validation

U-Park is an advanced technology that replaces archaic manual validation process. U-Park is a secure, web-based electronic application which allows UAMS to validate patient / guest parking tickets using any computer with internet connectivity.

Each UAMS area that validates either already has or will identify team members that will process validations. Those that have been identified as department validators will receive information on training that will be conducted online via training tracker. For more detailed information [U-Park Validation](#)

How does U-Park Work

A UAMS team member will access U-Park via the website at <http://www.uams.edu/parking/upark/>

Ticket Validation is done in 4 Easy Steps:

1. Log In
2. Enter Ticket Number
3. Select Validation account
4. Validate Ticket

Once the validation is complete the ticket is returned and instructions are given to proceed to the parking deck exit.

Things to Remember Regarding Validations

- Always ask guest if they have a ticket that needs to be validated
- If a guest does not have a ticket they can present for validation, please request that they use the (help button) in the parking deck exit lane for additional assistance.
- Guest with validated tickets can go directly to the parking deck exit lane bypassing the need to stop at the automated pay station

U-Park Validation Trouble Calls

If you have computer-related questions or issues, UAMS IT Tech Support Center should be the first point of contact.

Please contact Parking Operations at parking@uams.edu if you have questions relating to U-Park account access or utilization.

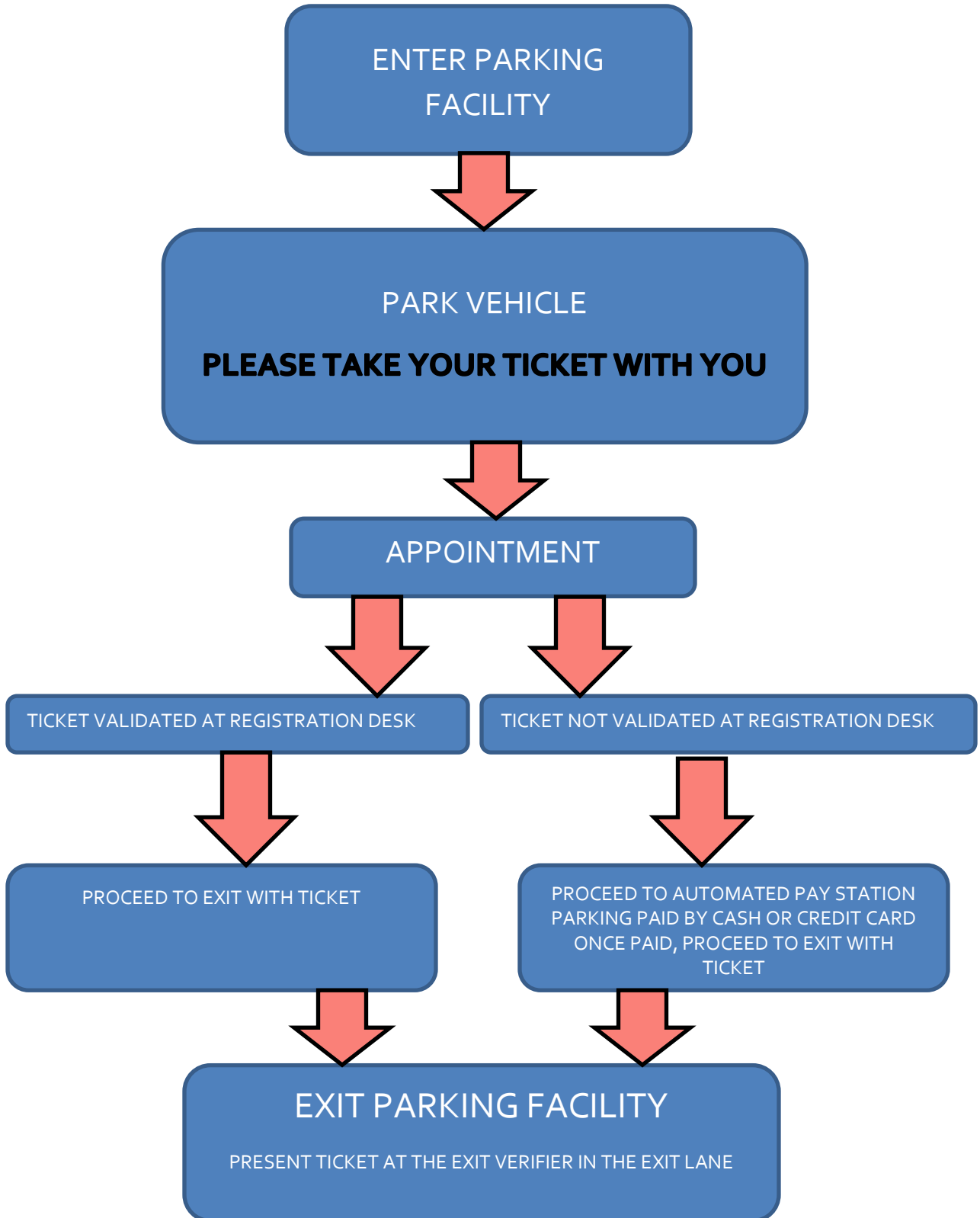
Parking Ambassadors

Parking Ambassadors will be zoned throughout the facilities. Their primary responsibility will be to provide customer service by assisting with parking equipment, campus way finding and traffic flow. Remote customer assistance will also be available by pressing the help button on any parking equipment.

Parking Ambassadors will be easily identifiable by their bright green uniforms.



The Patient Journey



Sample Tickets

The U-Park system will include new tickets that are color coordinated with each parking deck. Below are a list of samples for Parking 1, 2, and 3:



Parking 1



Parking 2



Parking 3



Ticket Numbers can be found in the pink box on the front side of tickets.

Valet Validations

Valet Parking is not part of the new electronic system and cannot be processed within U-Park Validation system.



Valet tickets must be validated with approved/authorized stamp.

For information on how to acquire an authorized stamp contact Parking Operations parking@uams.edu.

Wayfinding

Patients and guests who do not have a validated parking ticket can pay for parking at an automated pay station shown below.

The first pay station will be installed on Parking 2 this summer followed by Parking 3 in the fall and Parking 1 in winter. The machines will accept cash as well as debit/credit cards.

Parking Ambassadors will be available in each of the decks to help patients and guests use the new system.

Parking 2, Level A

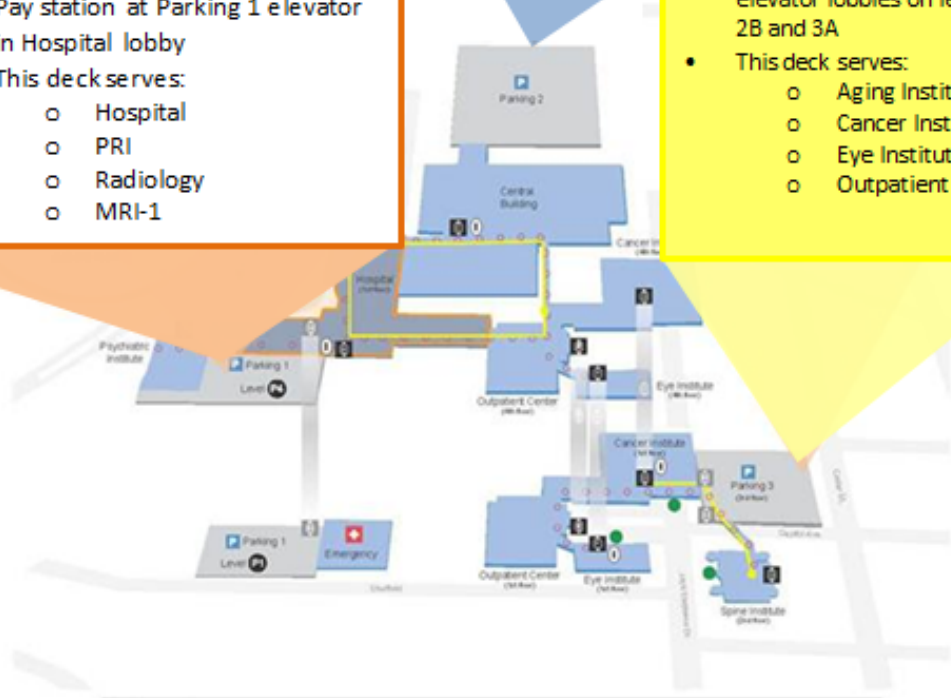
- New System Begins Summer 2014
- Pay station at Parking 2 elevator lobby, Level A
- This deck serves:
 - Administrative Offices
 - COPH
 - Weight Loss Clinic
 - Diagnostic Center
 - Human Resources

Parking 1

- New System Begins Winter 2014
- Pay station at Parking 1 elevator in Hospital lobby
- This deck serves:
 - Hospital
 - PRI
 - Radiology
 - MRI-1

Parking 3

- New Parking System Begins Fall 2014
- Pay station at the Parking 3 elevator lobbies on levels 2B and 3A
- This deck serves:
 - Aging Institute
 - Cancer Institute
 - Eye Institute
 - Outpatient Center



Potential Patient / Guest Questions

1. What are the hours of each parking deck?

Parking is available 24/7 - regular parking rates apply.

2. Why do I need to take my parking ticket with me?

The parking ticket is needed for payment at the pay stations or validation purposes.

3. Where do I get my ticket validated?

Ask about validation at the clinics registration desk; you will need your parking ticket.

4. My parking ticket has been validated do I need to stop at the pay station?

No, if your ticket has been validated you can proceed directly to your vehicle. At the deck exit insert the ticket into the exit verifier. The system will recognize that the ticket has been validated and the gate will go up.

5. What if I am paying cash or credit?

The pay stations accept cash, credit, or debit cards. Insert your parking ticket into the pay station and follow the prompts. Once the payment transaction is complete at the pay station take the same parking ticket that the system now identifies as paid and proceed to your vehicle. At the deck exit insert the paid ticket at the exit verifier and the gate will go up.

6. Where are the pay stations located?

Parking 2 top level of the deck near the Central Building to be installed August 2014

Parking 3 deck elevator lobby areas on Levels 2B near the Cancer Institute and 3A near the bridge to the outpatient clinics to be installed approximately 6-8 weeks later

Parking 1 Hospital Lobby by the parking deck elevators to be installed approximately 6-8 weeks later

7. Are discount passes available for an extended stay?

Yes, discount passes are available for purchase by patients and their guests. The cost is \$10 for 1 week of parking. Passes are available for purchase at any pay station.

8. I forgot to get my ticket validated, what do I do now?

At the parking deck exit, press the call button and a Parking Ambassador can issue an invoice that you can take back to the clinic for validation on your next visit.

9. I don't have cash or a credit card to pay the parking fees?

The parking ambassador can accept a personal check. If that is not an option Parking can issue an invoice that can be paid at a later date

10. How do I get assistance with the parking equipment?

Parking Ambassadors are zoned throughout the deck and are available to assist you with your parking transaction. They are dressed in bright green uniforms. You can also push the help button on the equipment for remote assistance.

11. If I get my ticket validated in one clinic but have additional appointments that day, do I need to get my ticket validated at each appointment?

No, once your ticket has been validated it cannot be validated repeatedly. You can still attend your other appointments and exit the parking deck with your validated ticket at the end of your day.
