

## APPENDIX 4H

### PARKING SERVICES

#### 1. INTERPRETATION

In this Appendix, in addition to the definitions set out in Schedule 1 of this Agreement:

**“Car Parking Areas”** means all parking lots, parkades and all other areas, including the Parking Structure, designated for parking at the Site including on road parking;

**“Car Parking Users”** means users of those parking areas listed in Section 2.2 of this Appendix;

**“Parking Revenue”** means all revenue, without deduction, generated from all Car Parking Areas, including all parking fees and fines; and

**“Parking Services”** means the parking services to be provided by Project Co pursuant to this Appendix.

#### 2. PARKING SERVICES

##### 2.1 General Requirements

In addition to the standards and specifications set out in Schedule 4, Project Co will:

- (a) deliver the Parking Services:
  - (1) 24 hours per day, 365(6) days per year;
  - (2) in a manner which:
    - (A) is integrated and co-ordinated with the delivery of all other services by Project Co and the use and operation of the Facility by the Authority for Authority Activities;; and
    - (B) promotes the free flow of traffic on the Site;
- (b) provide secure and safe Car Parking Areas for Facility Users, their vehicles and their property.

##### 2.2 Car Parking Areas

Project Co will provide Car Parking Areas which are clearly signed and separately designated for each of the following categories:

- (a) patient parking;
- (b) staff parking;
- (c) medical staff parking;

- (d) visitor parking;
- (e) persons with disabilities car parking;
- (f) drop off zones;
- (g) taxi parking/queuing;
- (h) patient transport parking;
- (i) priority staff parking;
- (j) bicycle and motorcycle parking; and
- (k) ambulance parking.

### **2.3 Parking Services**

Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.2 of Schedule 4 and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system relative to the Parking Services which will include the following obligations of Project Co:

- (a) provide, maintain, operate, and replace when necessary, all parking access and egress equipment, mechanical or otherwise, to ensure Car Parking Areas are used only by the appropriately designated Car Parking Users as described in Section 2.2 of this Appendix;
- (b) use appropriate control measures and equipment so as to minimize congestion, including periods of peak traffic flow;
- (c) ensure that the entry to any staff or medical staff Car Parking Area is restricted to authorized persons;
- (d) provide, maintain, operate and replace when necessary, Parking Revenue collection equipment, mechanical or otherwise, including:
  - (1) collection of cash and credit card information;
  - (2) replenishment of consumables such as tickets; and
- (e) ensure all parking equipment and machinery is commissioned, operated and maintained in good safe working order and in accordance with manufacturer's instructions and requirements;
- (f) provide administration and management services for the Car Parking Areas including the provisions of a comprehensive parking permit system which includes:

- (1) all equipment and systems necessary to maintain a permit administration database, a record of all permits issued and all parking related transactions;
  - (2) the issuance and reclamation of hangers and programmable access cards in accordance with the Authority's parking policies;
  - (3) the issuance and cancellation of parking permits within 24 hours of receipt of any notice from the Authority in respect thereof; and
  - (4) all related records.
- (g) provide appropriate mechanisms to indicate when Car Parking Areas are full or experiencing capacity problems (i.e., overflow access, perpetual stall counter system , etc.);
- (h) provide to the exclusive use of the police a reserved and appropriately signed parking stall or spot within close proximity to the main entrance of the Facility in a location to be approved by the Authority;
- (i) regular inspection, maintenance and repair of Car Parking Areas including the repair and maintenance of:
- (1) all parking related equipment, including payment equipment and access and egress equipment;
  - (2) parking and road surfaces;
  - (3) curbing and footpaths;
  - (4) overhanging or obtrusive vegetation;
  - (5) street and or car park lighting;
  - (6) road or space definition markings; and
  - (7) signage;
- (j) keeping all entrances, exits and internal roadways within the Site clear from vehicular and other obstructions to maintain free flow of traffic at all times, including:
- (1) enforced removal of such obstructions; and
  - (2) administration of parking fines and penalties;
- (k) address concerns advanced by Car Parking Users' in a courteous and polite manner;

- (l) promote initiatives that encourage the use of sustainable transportation modes including the development and management of a simple car pool scheme that includes the following:
  - (1) bulletin board notices to facilitate car pool opportunities; and
  - (2) provision of information regarding public transportation; and
- (m) respond to all Demand Requisitions related to the Car Parking Areas and Parking Services.

## 2.4 Parking Revenue

Project Co will:

- (a) implement and collect all:
  - (1) parking fees (including hourly, daily, monthly and annual rates) set by the Authority from time to time; and
  - (2) fines and penalties as determined for each Car Parking Area set by the Authority on an annual basis;
- (b) pay to the Authority within 15 days of the end of each Payment Period all Parking Revenue for the immediately preceding Payment Period;
- (c) ensure all parking rates and regulations, including the policy for lost tickets, are displayed at every entrance to the Car Parking Areas and at each payment station;
- (d) provide to the Authority with each Performance Monitoring Report an auditable report summarizing all Parking Revenue;
- (e) be responsible for all collection of Parking Revenue and cash management; and
- (f) ensure all Car Parking Users comply with the payment system and enforce the parking regulations established for each Car Parking Area.

## 3. PERFORMANCE INDICATORS

	Parameter	Service Failure Level	Response Time	Rectification Period	Recording Freq.	Monitoring Method
	<b><i>Provision of Parking</i></b>					
3.1	All parking equipment and machinery are operated and maintained in good safe working order at all times and are in accordance with manufacturer's instructions and requirements.	Low	15 minutes	1 hour	Monthly	Performance Monitoring Report

	<b>Parameter</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Freq.</b>	<b>Monitoring Method</b>
3.2	All entrances, exits and internal roadways within the Facility are free from vehicular and other obstructions at all times.	Medium	5 minutes	30 minutes	Per Occurrence	Performance Monitoring Report
	<b><i>Parking Administration &amp; Management</i></b>					
3.3	All reports related to ticket sales, permits and crime incident reports are provided to the Authority in accordance with this Appendix	Medium	N/A	N/A		
3.4	Project Co implementing and adhering to all other elements of the Annual Service Plan related to Parking Services and not otherwise addressed in this Section 3	Low	N/A	N/A	Per occurrence	