

CASE STUDY

Covenant Health
Edmonton, Alberta



1-888-783-PARK (7275) PreciseParkLink.com



“We are pleased with the partnership we have developed with Precise ParkLink, and do not hesitate to recommend them as a parking provider.”

- Stephen A.F. Slater
Program Manager,
Protective Services & Parking at
Covenant Health





“We’ve seen a significant increase in meter uptime and eliminated the productivity loss that was a result of having our maintenance staff deal with the parking equipment.”

- Stephen A.F. Slater
Program Manager,
Protective Services & Parking at Covenant Health

The Client

Covenant Health is one of Canada’s largest Catholic healthcare providers, providing Albertans with quality compassionate care and work for more than 150 years. Its specialty services reach the unmet needs of 12 surrounding communities. Covenant Health helps deliver key health services to Alberta Health Services and the Government of Alberta in achieving their goals, as well – making it an integral part of the province’s healthcare services.

The Challenges

Parking Equipment Maintenance and Support

The parking facilities at Grey Nuns Community Hospital and Misericordia Community Hospital—both a part of Covenant Health—were originally managed by Pay-and-Display parking meters. However, the meters were not

under contract by the supplier, Precise ParkLink, for ongoing maintenance and support. This meant that Covenant Health was responsible for the timely maintenance of their parking equipment, which led to longer than expected downtimes while the parking meters were being serviced.

The Solutions

When it came time to renew Covenant Health’s parking access and control contract, both parties reassessed the difficulty of having the hospital maintain their parking equipment in-house, as well as other goals for the parking operation. Covenant Health’s bottom lines were simple: to provide easy patient and visitor parking experiences using reliable and regularly maintained automated parking meters, and be able to capture its parking revenue goals.

Covenant Health chose to extend and expand their partnership with Precise ParkLink—Canada’s number one

healthcare parking solutions provider.

Parking Equipment Maintenance

Being able to rely on Precise ParkLink for the regular and timely maintenance and support of the parking meters drastically improved the parking system at Covenant Health. It made the day-to-day for the hospital’s parking management team effortless. Parking meter downtime for service was no longer an issue, freeing up the time of the hospital staff whose job it previously was to maintain the meters. This also resulted in a 20% increase in compliance revenue.

Increased Parking Revenue

Covenant Health also decided to upgrade to Strada Pay-by-Plate meters, and enhance its meter operation by integrating a mobile parking payment app. These decisions were made in order to make patient and visitor parking experience easy and stress-free, and to ensure the parking system was



“The changes have resulted in a 20% increase in parking revenues generated at our locations and has eliminated our cost associated with providing these services.”

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a revenue generator that could support Covenant Health’s bottom line: quality and compassionate patient care.

On the user side, the new parking technology meant that visitors no longer needed to display receipts on vehicle dashboards. It also enabled users to pay for and/or extend their parking on the go, without having to interact with the parking meters whatsoever.

On the administration side, the new parking technology allowed for a solution that captured all of Covenant Health’s patients and visitors.

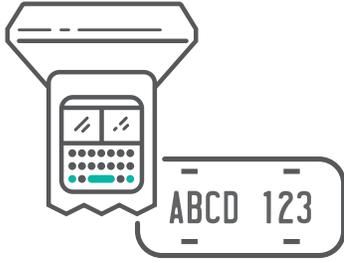
In addition to the technology upgrades, parking enforcement services were also deployed on contract, resulting in an additional 20% increase in parking revenue. The cost for administering in-house parking enforcement services was eliminated.

Final Words

“We are pleased with the partnership we have developed with Precise ParkLink, and do not hesitate to recommend them as a parking management or parking equipment supplier to any business or institution looking to implement or further enhance their parking program.”

- Stephen A.F. Slater
Program Manager,
Protective Services & Parking
at Covenant Health

Summary of Parking Services



DG7 Pay-by-Plate Meters



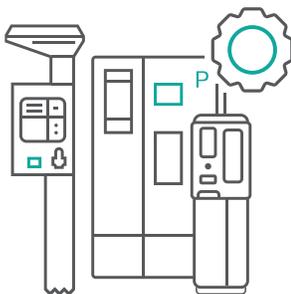
Dispute Resolution



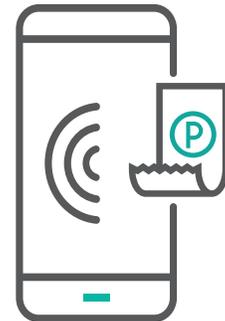
Coin Collection Service



Enforcement



Certified Maintenance Program



Mobile Payment