



# CASE STUDY

## Mackenzie Health



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“Precise ParkLink has proven its expertise in the hospital parking industry by providing efficient response times, reliable parking technology and experienced resources—all of which have had a positive impact on improving the patient and visitor experience at Mackenzie Health. Its turnkey parking solution integrates multiple health care sites, resulting in an efficient, smart and timeless parking solution that Mackenzie Health can rely on for years to come. Precise ParkLink’s management team is always quick to respond and deploy solutions with fast turn-around time, whether it be for signage, technical support or facility maintenance needs.”

**Yvonne Geverink** - Manager, Business Services Mackenzie Health

### The Client

Mackenzie Health is a dynamic regional health care provider that serves a population of more than half a million people across York Region and beyond. Nationally recognized for its commitment to safety and quality patient care, Mackenzie Health comprises Mackenzie Richmond Hill Hospital, the future Cortellucci Vaughan Hospital, as well as a comprehensive network of community-based services in Richmond Hill, Vaughan, and surrounding areas.

### The Challenges

Since day one, Mackenzie Health’s vision has been to create a world-class health care experience. Everything the provider does is focused on its patients and community—and this includes its parking program. When Mackenzie Health went to tender for parking equipment and management services, it sought an access and revenue control system that was both user-friendly and reliable. Its goals were simple: to generate some of the revenue required to maintain its facilities, enhance the

experience of patients and their families and manage the use of parking at its sites.

### The Solutions

Mackenzie Health selected Precise ParkLink as its managed parking services provider more than a decade ago. Since then, Mackenzie Health has experienced the benefits of a health care-focused parking solution. All aspects of day-to-day parking operations have been successfully managed with a strategic combination of people, hardware, and software. This includes multi-space parking meters; gated technology with hardware upgrades, such as EMV-certified banking solutions; support from our centralized services team, including live central monitoring; on-site staffing, permit management and administration; signage; construction, and facility maintenance.

Mackenzie Health is as confident today as it was more than 10 years ago in choosing Precise ParkLink as its managed parking services provider, as we have helped it

exceed its visitor and patient parking goals. And our partnership continues to evolve. Mackenzie Health recently selected Precise ParkLink via tender to be the managed parking services and technology provider for the new Cortellucci Vaughan Hospital.

### The Result

Our partnership has allowed Mackenzie Health to implement an efficient and effective full-service parking solution.

- Gated parking system
- EMV-certified payment solutions
- IPARC™ Live central monitoring
- DG4 Pay-and-Display parking meters
- IPASS™ monthly permits
- HPASS™ visitor permits
- Parking management services
- Signage and wayfinding
- Onsite staffing
- Construction services
- Facility maintenance services