

PURPOSE

This protocol sets out the operating requirements for car park usage on Bay of Plenty District Health Board (BOPDHB) Hospital Campuses.

To ensure patients / clients of BOPDHB have the best possible access to health and disability services, while ensuring safety and meeting the operational needs of staff and emergency services.

STANDARDS TO BE MET

1. General Conditions of Use

- 1.1 Users are parking on private land and are subject to the requirements set by BOPDHB based upon the 'Code of Practice for Parking Enforcement on Private Land'
- 1.2 People parking on BOPDHB property do so at their own risk
- 1.3 No responsibility or liability is accepted by BOPDHB, for damage to or loss of vehicles, or its contents whilst on BOPDHB Property
- 1.4 All Parking areas will be clearly defined with purpose and enforcement signs clearly stated
- 1.5 No guarantee is given that persons will be able to locate a parking space on the Hospital Campus
- 1.6 BOPDHB reserves the right to temporarily cordon off Campus roads and car parking areas for temporary operational purposes.
- 1.7 Vehicles found to be parked illegally or incorrectly may be towed at the owner's risk and expense.

2. Roles And Responsibilities

- 2.1 GM Facilities & Business Operations (in consultation with the Chief Operating Officer):
 - a) Sets policy for vehicle control and space allocation within BOPDHB properties
 - b) Establishes and implements the parking guidelines for individual sites
 - c) Liaises with and provides advice and direction to user groups
 - d) Provides overall management of enforcement activity but will work with Duty Nurse Managers.
- 2.2 Facilities & Business Operations Facilities Manager, Buildings & Grounds:
 - a) Ensures all parking areas are clearly sign posted
 - b) Reviews and updates the BOPDHB's Parking Policy and Parking Procedure as required
 - c) Ensures all Enforcement signage clearly states, in easy to understand language, the terms and conditions and the circumstances under which enforcement will take place
 - d) Ensures the wording, readability and placement of parking signage and enforcement signage is in line with best practice guidelines provided in the Code of Practice for Parking Enforcement on Private Land
 - e) Assists with parking compliance
 - f) Ensures emergency vehicle access is kept clear
 - g) Monitors that allocated mobility parking is being used by those certified to do so
 - h) Makes the decision to take enforcement action or delegates this role as required
 - i) Maintains a Parking Breach Notice Register

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PARKING PROTOCOL

- j) Ensures that parking information provided to the public is communicated by clear signage onsite
- k) Ensures parking information and maps on the '[Transport, Parking & Maps](#)' page on the BOPDHB website are kept up-to-date.
- l) Ensures that when an emergency access is impeded, security staff remove the vehicle immediately and without notice

2.3 Security Manager:

- a) Ensures all parking areas are regularly patrolled by Security staff
- b) Parking breach notices are issued where a vehicle is parked that breaches BOPDHB parking conditions
- c) Ensures PM Staff are escorted between their workplace and parking areas as required.

2.4 Departmental Managers:

- a) Ensuring staff are familiar with BOPDHB's Parking policy.
- b) Complying with BOPDHB's Parking policy

2.5 Staff:

- a) Familiarise themselves and comply with BOPDHB's Car Parking Policy and Car Parking Procedure
- b) Report inconsiderate or inappropriate parking to Security.

3. Parking Provision

2.1 Focus

- a) The primary focus is to provide parking facilities to both patients and visitors. BOPDHB provides allocated areas for staff parking where practically possible on Campus. All staff are prohibited from using any public parking areas on campus before 1500 hours.

2.2 Speed Limit

- a) There is a 10 km speed limit in place across all BOPDHB properties including the Campuses and externally managed sites.

2.3 Mobility Bays

- a) Motorists using any of the provided Mobility Bays must visibly display on their vehicle dashboard a current Mobility Card. These bays are intended for both public and staff on a first come first served basis.

2.4 Abandoned Vehicles

- a) If a vehicle appears to be abandoned, the FBO Helpdesk or Security should be notified in the first instance. They will take appropriate action, including cordoning off the vehicle if required and notifying the police who will take further action.

4. Signage

There are 4 main types of carpark signage:

- 4.1 Terms and Conditions signs detail the terms of use which the vehicle driver agrees upon when entering, parking and leaving the vehicle in the car park.
- 4.2 Warning or Attention signs summarise the key terms for larger areas, highlighting dangers and or hazards as well as restrictions.
- 4.3 Repeater signs are used for short-reference, for example indicate length of stay, mobility parking, loading zones etc.
- 4.4 Surface Markings are line-marked wording that provide additional information on the ground. For example, directions, length of stay, mobility parking, reserved parking.

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5. Signage Implementation

- 5.1 The purpose of the carpark should be clearly defined for motorists entering the area through the appropriate use of signs. Parking restrictions should be clearly visible through the use of Repeater signage.
- 5.2 The Terms and Conditions should be clearly visible for carpark users. This is to highlight both the responsibilities of BOPDHB and the carpark user.
- 5.3 Sign positions should be:
- Clearly visible at the vehicle entrance and pedestrian exit points to ensure they are conspicuous
 - Additional signs should be placed in additional locations so they can be read clearly without hindrance
 - Signs should be adequately illuminated so that they are visible at night
 - Signs should not be blocked at any time to ensure that they remain visibly clear to both vehicles and pedestrians
 - All signs should be kept clean and maintained regularly.

6. Parking Control Measures

- 6.1 The BOPDHB preferred parking approach is prevention before enforcement action. This takes the form of Parking Breach Notices being issued to vehicles in breach of the Terms and Conditions.
- 6.2 Parking Breach Notices are issued as a warning to vehicle users who breach the Terms & Conditions of the parking area. Facilities & Business Operations will record the details from the Breach Notice into a spreadsheet register.
- 6.3 See clause 8. Towing for exceptions

7. Breach Notices

- 7.1 This is the primary enforcement tool option as it does not deprive the motorist of their vehicle as detailed in 'Code of Practice for Parking Enforcement on Private Land'. In the event of unauthorised parking a Parking Breach Notice will be issued to advise vehicle owners of how they have breached parking conditions. When a Parking Breach Notice has been issued the vehicle and location details will be recorded by the FBO Helpdesk. If 2 consecutive Parking Breach Notices have been issued for the same vehicle over a period of 6 months then it will be deemed to be a repeat offender.

8. Towing

- 8.1 Unauthorised vehicles will be towed without notice when the vehicle is:
- Causing a major obstruction to traffic or access to parking
 - A danger to pedestrians or other road users
 - Parked incorrectly or in a reserved space
 - A repeat offender and has already been issued 2 Breach Notices within the last 6 months
 - Causing an obstruction to emergency services access.
 - Vehicles that obstruct a building fire exit or a fire hydrant will be towed immediately without warning at the owner's expense
- 8.2 In all other circumstances a Parking Breach Notice should be issued instead.
- 8.3 Any vehicle towed from site is at the vehicle owner's expense and BOPDHB accepts no responsibility for any damage caused to the vehicle by its being removed from site.

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8.4 Authority to Tow

- a) Only a Facilities & Business Operations Facilities Manager has the authority to have a vehicle towed. Their decision to tow a vehicle has the operational support from the organisation as an enforcement action.
- b) The Facilities Manager must notify Security that a vehicle is going to be towed from Campus prior to it being removed. Security need to know the vehicle make, model, licence plate, location and reason the vehicle is being towed.
- c) The Facilities Manager or an appointed representative needs to be available to sign the towing companies' towing authorisation form.

9. Allocated Parking

All allocated parking is intended for the sole use of the specific department or group of users. There are 2 main forms of allocated parking, either 'Reserved' parking bays or barrier controlled parking areas. The Departmental Manager is responsible for allocating the use of these facilities to best meet their departmental needs.

9.1 Staff Attending in Emergencies

- a) Provisions will be made for dedicated parking areas for staff attending in emergencies.
- b) These areas will be clearly marked and strictly policed.
- c) Where staff are parked in allocated emergency parking and it is ascertained that they are not attending an emergency their vehicle may be towed.

9.2 Mobility Parking

- a) BOPDHB will provide dedicated mobility parking spaces, giving users unimpeded access to BOPDHB facilities.

9.3 PM Shift Parking

- a) Limited designated parking will be made available for staff working an afternoon shift (1400 to 2215 hours). This parking is on a first come basis.
- b) Security staff will escort staff between their workplace and parking areas as required. Whilst the escorts will be immediate on some occasions a staff member may have to wait for an officer to be available.

9.4 Senior Medical Staff Parking

- a) Where contractual obligations require the provision of dedicated on-site parking, those individuals are issued with swipe card access to designated parking.

9.5 Departmental Patient / Client Parking

- a) Where specific departments have allocated parking for patients, these parks must be clearly marked and publicised.
- b) On-call and Mobility parking will be given first priority for parking
- c) Patients, especially mobility compromised, will be given priority after the above.

9.6 Fleet Vehicles

- a) Where operational requirements are that hospital vehicles must be parked within hospital grounds, specific parking will be set aside and clearly marked for that purpose.
- b) When not required, hospital vehicles should be placed in allocated secure parking if available.

9.7 General Staff Parking for Both Sites

Staff are not permitted to park in the main public carpark areas.

- a) *Tauranga:*
 - i. Staff not entitled to allocated parking must utilise parking areas adjacent to hospital grounds e.g. 17th Avenue carpark.

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 <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p>	<p>PARKING - STANDARDS</p>	<p>Policy 5.5.2 Protocol 1</p>
<p>PARKING PROTOCOL</p>		

- ii. Hospital Clarke Street carpark is available for staff to use after 1600 hours on weekdays, and all day on weekends and public holidays. There is designated parking marked for RMOs working long shifts.
 - b) *Whakatane*:
 - i. At the rear of the site.
- 9.8 Closed Circuit Television (CCTV)
- a) The Bay of Plenty District Health Board may use CCTV to monitor parking areas (refer policy [5.5.1 Security](#)).

ASSOCIATED DOCUMENTS

- [Bay of Plenty District Health Board policy 5.5.2 Parking](#)

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Appendix 1: Parking Management Flowchart

