
UAMS

UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES



Campus Operations Service Level Agreement

Parking Operations
And
UAMS Campus

Parking and Transportation Services

Fiscal Year 2012

PURPOSE

The purpose of this Service Level Agreement (SLA) is to define expectations between UAMS Parking Operations and UAMS Customers and the commitment to provide reliable parking and transportation services.

OBJECTIVE OF SLA

The objective of this agreement is to document the partnership between UAMS Parking Operations and UAMS Customers. This SLA clearly defines the services provided, the responsibilities of all parties in delivering the services, and measurable performance standards.

OPERATIONAL INTENT

Both Parking Operations and UAMS Customers commit to a working relationship founded upon:

- Desire for the success of UAMS' operational units
- Mutual accountability for continuous improvement
- Transparency and Open communication
- Understanding and acknowledgment of independent and shared responsibilities
- Management of interfaces between PO and Customer Units
- Commitment to timely issues resolution through a customer contact process

PERFORMANCE STANDARDS

Key performance standards contained herein define the key quality attributes required in terms of accuracy and timelines and are based upon the unique requirements of UAMS Customers

ISSUES MANAGEMENT

To assure issues are properly prioritized, monitored and closed within performance standards, an issue escalation matrix was developed that lists contacts for issue resolutions. Review of progress and status of issues resolution will be addressed via a number of pathways including:

- Regular contact between Parking Operations and UAMS Customers and
- Periodic Parking Operations relationship meetings between Customer representatives as appropriate.

ISSUES ESCALATION MATRIX

Query Level	Query Level Guidance	Campus Ops Main Campus
General	Day to Day Service Issues	Contact
Initial	<i>For general service query and issues</i>	<i>Parking, 501-526-PARK(7275) Parking@UAMS.edu</i>
Secondary	<i>If the initial contacts are not available</i>	<i>Shelli Garcia, Assist Director of Parking, 526-5200</i>
Final	<i>If the general service query or issue is not resolved to your satisfaction or you would like to raise service performance issues within the service area Key Strategic and/or Operational issues</i>	<i>Karen Jackson, Director of Parking, 686-6430</i>

AGREEMENT PERIOD

This agreement will be effective beginning January 1, 2012 and remain in effect throughout the life span of the services supported.

All parties recognize that this SLA will continue to be reviewed and refined if necessary throughout.

DESCRIPTION OF SERVICES PROVIDED

1. Provide and Manage Parking Availability

- a. Master planning for long range parking needs in collaborative effort with UAMS stakeholders.
- b. Maximize facility utilization to best serve our patients, visitors, employees and contractors. Facility inventory reports are utilized to monitor rates and maintain optimal subscriber levels. Fair and efficient parking assignments are made through collaborative

effort with Parking Assignment Committee. Process applications, sale permits, manage waiting list, control access by activating and deactivating access rights.

- c. Manage parking convenience by offering a wide variety of programs based on the needs of our diverse customers. The programs include permits with tiered pricing; various billing\payment options such as payroll deductions, electronic IDTs, cash and credit cards; patient\visitor hourly rates and weekly passes; special event parking and various validation programs. Through collaborative effort with campus stakeholders assure parking facilities are easy to locate and provide reliable access control.
- d. Provide fair pricing while balancing supply, parking convenience, and cost of operations. Fiscal responsibility and accountability is a must through strong controls, transparency and communication in regards to parking financial resources and obligations.
- e. Provide shuttle service that is outsourced through a service contract. UAMS retains control over major policies and works with the professional operator in managing the shuttle routes, shuttle times and evaluating optimal efficiency.
- f. Enforcement team is responsible for monitoring and enforcing parking regulations, inventory parking spaces, monitor gate equipment, assist in providing smooth traffic flow and provide valued customer service such as directions and assistance to customers.
- g. Coordinate all parking and traffic activities with UAMS Police, Arkansas State Hospital, VA Hospital, Arkansas Department of Health, City of Little Rock, War Memorial Stadium, CAT and other agencies.

2. Provide Clean and Well Maintained Facilities

- a. Manage a comprehensive cleaning program.
- b. Manage facilities and equipment through a defined capital maintenance program. The program should include preventive maintenance to prolong useful life of assets.
- c. Manage all parking facility new construction and renovation. Collaborate on all campus construction projects that may affect parking areas and minimize parking convenience.

3. Provide Safe and Welcoming Parking Facilities

- a. Parking Operations creates a safe parking facility environment through collaborative effort with stakeholders. Importance is placed on communication of safety and security initiatives along with providing reliable lighting, cameras and access control to parking facilities.
- b. Work with the UAMS Police Department in patrolling parking facilities along with trending and reporting crime statistics.
- c. Provide excellent customer service through consistent friendly and well informed team. The cashiers and enforcement agents are front line service providers with direct customer contact.

4. Develop and Promote Alternative Transportation

- a. Parking Operations will create an effective transportation mode mix specific to the UAMS environment. Policy and incentive programs will be developed utilizing transportation trends and industry benchmarks. Data collection and evaluation will be gathered to measure effectiveness. We'll work with public transit and various organizations to enhance alternative transportation modes and routes on and around campus. Communication and education of alternative transportation options will be delivered through website, UAMS Announcements, flyers and benefit's fair.

DESCRIPTION OF CUSTOMER RESPONSIBILITIES

- Communicate anticipated growth, parking demand and any other change in use so that parking management can be proactive in assuring best practices and parking availability
- Complete special event parking process to assure minimal to no disruption in patient parking and to assure event parking availability

- Where applicable pay for parking services on a timely basis i.e. departmental parking, employee parking, validation accounts, etc. Departments should review and audit charges regularly. Parking tickets will be available for departmental review.
- Observe parking processes and regulations throughout campus. Encourage departmental awareness of policies and procedures.
- Collaborate on communication and education of parking services
- Communicate requests/issues utilizing escalation matrix

KEY PERFORMANCE STANDARDS

Description of Service/Standard	Planned SLA Standard
Manage Parking Availability	
<i>Master Planning</i>	Meet to discuss customer's long range needs and parking operations long term plans. If the Customer or Parking Operations becomes aware of change in parking demand or use, meetings will be requested to determine collaborated solutions.
<i>Maximize Utilization</i>	Monitor occupancy rates and maintain optimal subscriber levels. It is an industry best practice to overbook parking areas to maximize facilities. There will be occasional overfills. Our current goal for average occupancy is 85%
<i>Fair and Efficient Parking Assignments</i>	Work in collaborative effort with Customers and Parking Assignment Committee to prioritize parking needs that best serve the campus. For current prioritization policy, please see UAMS Administrative Guide number 11.3.02. Departments with special request to bypass the general waiting list should submit request to the Parking Office. Parking Operations will forward the request to the Parking Assignment Committee no less than quarterly. Waiting list for on campus parking is posted on the website and updated monthly.

<p><i>Shuttle System</i></p>	<p>Maintain ridership reports and trend to assure optimal efficiency i.e. Average Riders per Day, Number of Times Capacity Attained, Average Travel Time per Route with a current goal of 15 minutes.</p> <p>Perform shuttle inspection no less than once per month. Inspection scope and service standards are attached. Inspection score should consistently be above 80%.</p>
<p><i>Parking Compliance</i></p>	<p>Each parking area is monitored for compliance no less than twice per day. The goal is to ensure the facility intended use and maximize utilization.</p> <p>Enforcement agents will be in uniform and provide valued customer services such as campus directions and smooth traffic flow.</p> <p>Fair enforcement is assured by offering an appeals process. Please see UAMS Administrative Guide Number 11.3.03</p>
<p><i>Coordinate Parking and Traffic Activities with Surrounding Agencies</i></p>	<p>Communicate parking and traffic activities that affect our customers through Parking's website, UAMS e-mailed announcements, flyers on shuttles, parking deck elevators and shuttle stops.</p>
<p>Provide Clean and Well Maintained Facilities</p>	
<p><i>Comprehensive Cleaning Program</i></p>	<p>Cleaning scope and service standards are attached. Perform inspections and trend with an inspection score goal of 80%.</p>
<p><i>Routine and Capital Maintenance Programs</i></p>	<p>Routine equipment and facility maintenance programs have been implemented. Perform inspections and trend with an inspection score goal of 80%. Scope of inspections and service standards are attached.</p> <p>A deferred maintenance list has been created and prioritized based on safety, critical need, and cost. Deferred maintenance items are being addressed as funds become available.</p>
<p>Provide Safe and Welcoming Facilities</p>	
<p><i>Safe and Secure Parking Facilities</i></p>	<p>Provide reliable lighting, cameras, and access controls. There are several inspections that are performed</p> <p>Inspections are also performed by Occupational Health & Safety, Police Department and Enforcement Agents.</p>

<i>Police Patrols</i>	Collaborate with the Police Department in communicating safety and security initiatives. The PD patrols parking facilities along with trending and reporting crime statistics. Police have agreed to patrol each parking facility a minimum of 5 patrols per officer per shift (2 shifts with typically 2 outside officers).
<i>Welcoming Facilities</i>	Provide excellent customer service through consistent friendly and well informed team. The Department will train and develop solid customer service skills with specific accountability measures.
<i>Develop and Promote Alternative Transportation</i>	
<i>Promote Alternative Transportation</i>	Promote quarterly – July, October, January, April. Market through Intranet, posters, flyers, UAMS e-mail announcements and Benefits fair. Statistics are also gathered to trend utilization.

INCLEMENT WEATHER PROCEDURES

The Director of Parking will work with UAMS Department of Communications, Bus Company, Outside Hospitality Contractor, Police Department and Parking Team in declaring and approving inclement weather processes. The Director will work closely with the Department of Communications in posting announcements regarding the shuttle status throughout the inclement weather event.

If shuttle services are suspended signs are posted at War Memorial and the gates are raised on all three parking decks. If shuttle services are disrupted during the day, an announcement will be made no less than 30 minutes prior to the bus discontinuing its route. This will allow time for customers to get back to their vehicle and move to the deck. We ask that managers allow as many employees as possible to move their vehicles at that time. Those who have not been able to move their vehicles can call the police department (686-7777) for a ride to War Memorial after the busses stop running.

FUNDING / COST OF SERVICES

Parking is self-sustaining and must establish sufficient parking rates to cover associated costs. The objective of revenue generated is to offset cost only and not to make a profit for the institution. Cost recovery is generated through permit sales to employees, visitor hourly rates and parking passes. All revenue generated is invested back into parking facility maintenance, operations and debt service. Parking does not provide free parking or fund validations. There are mechanisms and processes in place for each Department to fund and validate patient/visitor/staff parking.

APPROVAL

Customer

Approver Name	Date	Title

Parking Operations

Approver Name	Date	Title
<i>Karen Jackson</i>	10/30/2011	Director Parking Operations