



VALLEY PRESBYTERIAN



CHALLENGE

Valley Presbyterian Hospital is a full-service, acute-care hospital that was founded in 1958 and is located in the San Fernando Valley in Van Nuys, California. The Hospital serves over **100,000 patients annually**. The Emergency Services Department provides care to over 60,000 patients each year - delivering vital services to the community.

This Hospital, as with most, had specific parking requirements to satisfy in order to provide a **stress-free parking experience** for their diverse customer base.

Their old, non-PCI-compliant system was very outdated, lacking even the simple capability of accepting credit card payments.

Considering the number of patients and visitors served, they needed a **PCI-compliant** and **technologically advanced parking** solution that provided quick and efficient ingress and egress, easy-to-use validation programs, and a system that delivered both exemplary customer service and advanced reporting capabilities.

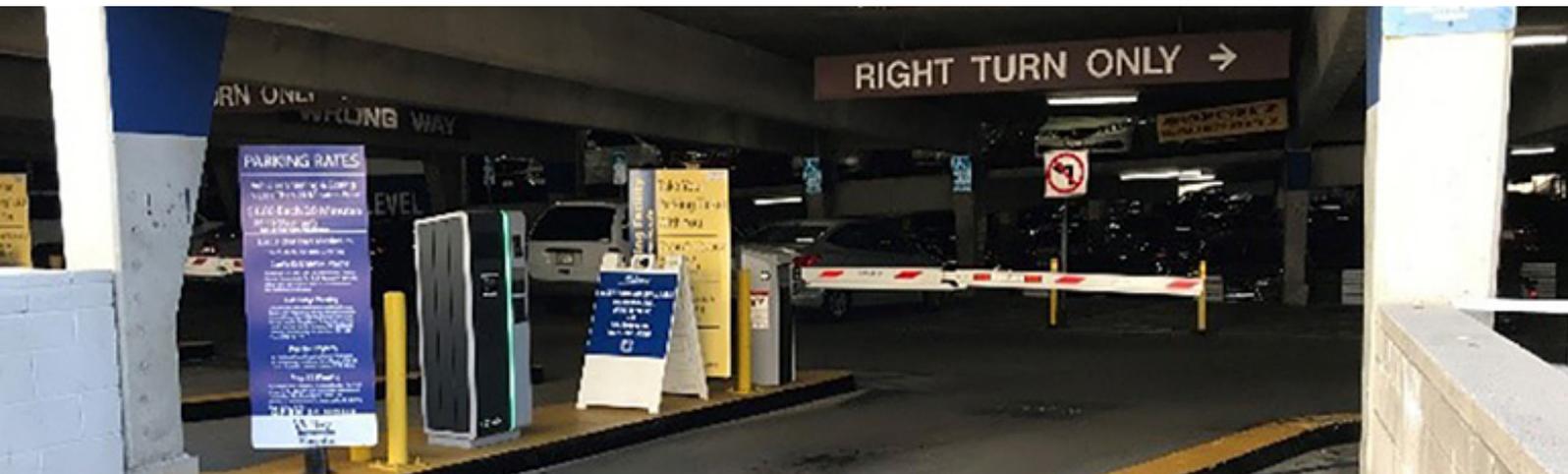
BACKGROUND

At a time when many hospitals have merged with large corporate entities or closed, Valley Presbyterian Hospital has remained one of the **largest and most prestigious** healthcare centers in the central San Fernando Valley.

Having grown from 63 beds at its inception in 1958 to 350 beds currently, its services have grown as well as the **parking needs for the hospital campus**.

From critical cardiac care, stroke specialties, maternity, and pediatrics to emergency care, kidney dialysis, and hip and knee replacement delivery recognized for its high quality, Valley Presbyterian Hospital has been **voted "Best Hospital"** by the readers of the Los Angeles Daily News for 13 years in a row.

It is no surprise that the hospital draws a very diverse visitor and user base - each with **specific parking habits and requirements**. There are four parking facilities serving various areas of the campus with 1,621 total parking spaces.



CLIENT REQUIREMENTS



- Automated parking system able to accept credit cards
- PCI-compliant system
- **Advanced reporting capabilities** for hospital staff to monitor the parking status and make informed decisions
- Pleasing aesthetics to blend in with the building and campus
- Wireless network backbone
- VoIP Intercom for timely customer assistance
- Access control system for employees and vendors
- Validation solutions



RESULTS



HUB Parking Technology installed a parking software solution that is intuitive, and user-friendly allowing the Hospital parking management staff to **easily manage their four busy parking facilities**. Digitally wise, wireless links connect the system to all four locations which saved the Hospital significant cost, sped up installation and minimized disruption to their operation.

A total of 16 peripherals were installed at the Hospital, including **5 entries, 6 exits, validation unit** and four cash/credit pay stations, one strategically located at each lot/garage. Although **credit card payments** are accepted at the exit stations, prepayment at the automated pay stations speeds egress at peak exit times.

Any future growth of the hospital will be easily accommodated by HUB's highly scalable, fully automated and **PCI-compliant parking system**, now accepting credit cards in the lane and pay stations. The flexible configuration of the system also provides **cost savings** to the hospital by reducing employee count, increasing overall efficiency and improving its security.

The **HUB web validation** system has allowed the Hospital to **minimize operational costs** and close gaps in their ability to collect parking revenue by simply scanning their customers' parking ticket and applying the appropriate validation.

HUB's Parking Management System offers robust **reporting on revenue and occupancy** with complete and detailed status of all parking facilities and peripherals, providing immediate and clear, real-time occupancy data.

Valley Presbyterian Hospital can be confident in the **reliable performance** of the HUB parking solution with our local, factory-trained technical team providing timely preventive maintenance visits and service.

The design, features and functionalities of the HUB system met the specific needs of the hospital, has **streamlined parking operations, optimized revenue**, and made their drivers' parking experience **simple and stress-free**.

