

## Parking Services - Parking Directive for Main Campus

<b>Target Group:</b> Cleveland Clinic – Main Campus		<b>Original Date of Issue:</b> Not Set	<b>Version</b> 5
<b>Approved by:</b> William Gillen	<b>Date Last Approved/Reviewed:</b> 01/22/2021	<b>Prepared by:</b> Paul Dexheimer (PROGRAM MANAGER IV)	<b>Effective Date</b> 01/22/2021

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### Purpose

The purpose of the Cleveland Clinic Parking Directive is to provide badged employees and non-employees procedures, protocols and expectations for parking personal vehicles on property.

Parking Services provides safe, reliable, and convenient parking while constantly seeking innovations that enhance quality, service, and customer satisfaction. First priority for parking is for patients and visitors.

Eligibility for a parking assignment is subject to the following terms and conditions. Non-compliance of the Parking Directive is subject to enforcement actions as outlined.

### Definitions

- **Cleveland Clinic - main campus** Includes main campus, and all Family Health Centers, Physician practice sites, Nevada practice sites, Emergency Departments, Express Care Centers, Urgent Care Centers and Ambulatory Surgical Centers reporting to this facility.
- **Parking Advisory Council (PAC)** – Cleveland Clinic executive leadership council represented by offices of Patient Experience, Human Resources, Nursing, and Operations
- **Assignment Criteria** – Consistently applied standards for determining parking assignments as determined by the PAC:
  1. Availability - Assessment of current inventory, usage and projections
  2. Organizational Priority – Weighted scale for job type, title and/or grade level
  3. Seniority – Tenure determined by Human Resources continuous service date
  4. Employee Preference – Requested assignment location
- **Parking Technology** – Equipment used for gates, inventory management and revenue
- **Automatic Vehicle Identification (AVI)** – Parking technology window decal utilized for hands-free access of equipped facilities
- **Status Change** – Any profile change to assigned parker having impact on access location, times and/or payroll deduction

## Directive

### 1. Parking Assignments:

- a. All Cleveland Clinic badged employees and non-employees that either:
  - i. Work and park on main campus, Shaker (CHR), Beachwood Administrative Campus (CCAC), Data Center (CCDC)
  - ii. Or, Work at a regional Ohio location but have occasional business need to park on main campus must register with Parking Services for an assignment regardless of shift, duration or frequency to campus.
- b. Cleveland Clinic badges must be current to register for a parking assignment.
- c. Parking assignments are based on criteria established and periodically reviewed by the Parking Advisory Council consisting of Cleveland Clinic executive leadership. Assignments are made based on evaluation of availability, organizational priority, seniority and employee preference.
- d. Registered parkers are required to park in their assigned area during scheduled (and 1<sup>st</sup> shift on-call Mon-Fri) work hours and are not permitted to park in patient parking areas unless on campus for personal appointments. Note that vehicles with hand-free (AVI) window tags may not be able to access facilities they are not assigned to during business hours (Mon-Fri, 5am – 6pm). Parking fees subject to posted rates when done for personal appointments.
- e. Employees, badged non-employees (e.g contractors) and students (including CCLCM and CWRU) are not permitted to purchase or redeem Cleveland Clinic discount parking (validations, coupons, multi-day passes) and are subject to enforcement (see Section 10) if found doing so.
- f. All main campus registered parkers have “default” access to garages during the following:
  - i. Weekday entry after 6:00pm and before 5:00am the following day. Exit after 8:00pm and before 10:30am the following day (Mon-Fri)
  - ii. Weekend entry after 6:00pm Friday and before 5:00am Monday. Exit after 8:00pm Friday and before 10:30am Monday
  - iii. Cleveland Clinic recognized holidays as published by Human Resources (New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day). Entry after 6:00pm the day before the holiday and before 5:00am the day following the holiday. Exit after 8:00pm the day before the holiday and before 10:30am the day following the holiday.

### 2. Employment Status Change Notification:

- a. Registered parkers are responsible for notifying Parking Services of any employment status changes within 90-days of effective date.
- b. Status change examples include:
  - i. Full/part time status change as defined by Cleveland Clinic HR “Employee Status Policy”
  - ii. Shift change (e.g. third shift to first shift)
  - iii. Day change (e.g. weekend to weekday)
  - iv. Location change (e.g. relocating from main campus to a regional Ohio location or a transfer TO the main campus from regional )

- c. Status Change does not include “Work From Home”. If designated as such, it is recommended the Caregiver evaluate if it is more economical to incur the monthly fee based on HR status (FT/PT) or by paying per-day in a visitor garage.
  - d. Leave status – registered parkers on approved leave (e.g. medical, maternity) may notify Parking Services to suspend fee and hold parking assignment.
  - e. Failure to notify Parking Services may impact parking assignment and/or fee.
3. Parking Fee Reimbursement
- a. Parking Services is not responsible for fees incurred from failure by registered parker to notify Parking Services of a status change within 90-days of effective change date
  - b. Submit reimbursement requests to [PARKING@ccf.org](mailto:PARKING@ccf.org). Additional supporting documentation (e.g. physician letter, manager/HR confirmation) may be requested.
  - c. Maximum reimbursement is up to 90-days (3-months) and per IRS compliance is considered taxable income if granted for prior calendar year reimbursement (e.g. receiving reimbursement in 2021 for a 2020 status change)
4. Parker and Vehicle Registration:
- a. New registration is online: <http://survey.clevelandclinic.org/parkingregistration>
  - b. Registration must include current vehicle information; make, model, color and license plate (number and state).
  - c. Registration with Parking Services is required for the following locations. Assignments and Parking Directive varies by location and managed by the location Security Department:
    - i. Main Campus
    - ii. Hospitals: Akron, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, South Pointe, Children’s Rehab (Shaker)
    - iii. FHCs: Beachwood, Brunswick
    - iv. Administrative Centers: CCAC, CCDC, Lyndhurst
  - d. Proof of vehicle information required by either:
    - i. Email scan/photo of registration or license plate (instructions provided when completing the online form)
    - ii. Hardcopy or visual on portable device (phone, tablet, et) when completing process at the Parking Services office (JJNb-230 or CCAC2)
  - e. Temporary vehicle notification/registration is required for registered parkers in facilities that do not have technology (gates) to avoid enforcement. Contact Parking Services (216-444-2255 or [PARKING@ccf.org](mailto:PARKING@ccf.org)) and include badge number, temporary vehicle information and timeline of use. A temporary tag may be issued depending on assignment location and length of time.
  - f. Vehicle replacements must be reported immediately online at <http://survey.clevelandclinic.org/vehicleupdate> and requires the same validation of registration as primary vehicle. Failure to complete could result in denied access or enforcement.
5. Parking Fees:
- a. Every main campus parking garage and surface lot has a monthly fee table published on the Parking Services intranet website and available on request.
  - b. Fee payments:
    - i. Cleveland Clinic employees: payroll deducted each pay cycle

- ii. Badged Non-Employees: Check or credit card pre-payment required by 5<sup>th</sup> working day of month. Failure will result in assignment and access termination. Multi-month pre-payment is optional
- iii. Construction Workers: Check or credit card-prepayment only.
- iv. Group Accounts: charged to Lawson accounting unit monthly, only available for regional departments with occasional main campus parking

6. Registered Parker Types:

- a. Cleveland Clinic Employee: Badged full-time, part-time, PRN, third shift or weekend status employee as determined by Human Resources. This group is badged with a white background.
- b. Cleveland Clinic Staff: Badged physician, researcher or executive leader as defined by the Office of Professional Staff Affairs or Executive Administration.
- c. Cleveland Clinic Retired Contract and/or Emeritus Contract Staff : Badged retired staff/emeritus approved by the Board of Governors to retire from Cleveland Clinic, and return to main campus as compensated contract staff as defined by the Office of Professional Staff Affairs (OPSA).
- d. Non-employee: These groups are badged with non-white backgrounds (e.g. blue, light green, pink) Badging types include:
  - i. Contract employees and paid students/interns: Parking assignment process is identical to “employee” including criteria evaluation if information is available and validated.
  - ii. Unpaid students and volunteers: Parking assignment is pre-determined by Parking Services based on inventory availability.
  - iii. Construction Worker, Short Term: Badged construction worker on campus less than one year assignment for various small project/s. Registered parker receives “Construction Parking Credential” (CPC) and pre-determined location from Parking Services and may vary depending on the project/s location.
  - iv. Construction Worker, Long Term: Badged construction worker on campus more than a year and/or on large project (e.g. new building). Parking assignment is managed by construction company and/or Cleveland Clinic Buildings and Properties.
  - v. Retired and Emeritus Staff: Badged unpaid retired staff/emeritus approved by the Board of Governors to retire from Cleveland Clinic and are not contracted for compensation.
  - vi. Retired Caregiver Having 25+ Years of Service: Technology free identification card issued by Human Resources for retired Cleveland Clinic caregivers no-cost valet services

7. Registered Parker Identification:

- a. Registered parkers in areas without technology (gates) must display credentials issued by Parking Services. Examples include:
  - i. Lot-specific colored shape decals affixed to lower left of windshield
  - ii. Hangtag or dashboard placard for Construction Workers with visible and valid expiration date
- b. Registered Staff (e.g. physicians, PhD researchers, executive leadership, retired contract staff and emeritus contract staff) must display “M-Sticker” decal affixed to lower left of windshield
- c. Wireless access (aka AVI or RFID):

- i. Available as supply allows for use in gated parking garages and lots
    - ii. \$15 fee for each AVI. Additional AVI for secondary vehicle may be purchased when supply allows.
    - iii. Lost or stolen AVI replaced at the Parking Services offices JJNb-230 and CCAC2 (AC2-1-163)
    - iv. Must be affixed to lower left of windshield
  - d. Registered parkers may not sell or transfer parking decal, hangtag, placard or AVI to any other individuals. Such transactions are prohibited, and will result in enforcement actions.
8. Parking Reassignment Request Program (RRP):
- a. Registered parkers may request a parking reassignment online:  
<http://survey.clevelandclinic.org/parkingrrp>
  - b. Parking reassignments are based on criteria established and periodically reviewed by the Parking Advisory Council consisting of Cleveland Clinic executive leadership. Assignments are made based on evaluation of availability, organizational priority, tenure/seniority
  - c. Length of time on the RRP list does not impact position. Selection is based on criteria listed previously.
  - d. New parking reassignment requests replace previous requests. Only one request is allowed at a time.
  - e. Notification of requested reassignment is sent via email. ***The registered parker has approximately 10-days to respond with an ACCEPT/DENY. Failure to respond removes requestor from RRP.***
9. Involuntary Reassignments:
- a. Parking Services reserves the right to reassign registered parkers to adjust inventories
  - b. Permanent Reassignment: Inventory adjustment generally associated with long term construction projects (e.g. new buildings)
  - c. Temporary Reassignment: Inventory adjustment generally associated with short term construction projects or campus special event (e.g. Ideas for Tomorrow)
  - d. All efforts will be made to consider preferences of the monthly parker during any reassignment.
  - e. Displaced parkers may submit an online [Request for Reassignment](#)
10. Special Parking Accommodations:
- a. Short-term, long-term and permanent requests are submitted using the “Parking Services Special Request Form” located on the Parking Services intranet page under the category “Resources”
    - i. Handicap (ADA) assignment or reassignment: registered parkers requiring permanent location proximate to primary work area. Request includes submission of copy of current ADA state issued certificate and copy of hangtag or picture of ADA license plate.
    - ii. Temporary medical condition: registered parkers requiring short-term location proximate to work area. Request includes submission of physician attestation.
    - iii. Temporary work or schedule change: Request includes submission of Department Manager/Administrator attestation

- iv. Victim Assistance Program – Individualized, efficient and effective support, education and resources to cope with the aftermath of a criminal offense, such as domestic violence, sexual assault, workplace violence, harassment, homicide survivors, assault, child or elder abuse, human trafficking and/or robbery is available through the Cleveland Clinic Police Department. Call (216-444-2250) for information

#### 11. Parking Enforcement

- a. Per “Parking Services – Parking Enforcement Standard Operating Procedure” (4/11/2017).
- b. Purpose of the standard is to clearly outline the criteria for parking enforcement at any Cleveland Clinic facility, while ensuring compliance of parking standards related to the local city ordinance and Cleveland Clinic.
- c. All parking violations are subject to corrective action. In addition, those locations that charge a fee to park, may assess that fee to individuals who park at a location without authorization. The fee will be consistent with the type of services received (e.g., Parking in a patient reserved location would result in the following fees at the listed sites: Main Campus \$10/day and Fairview Hospital \$8/day).
- d. Payment of violations:
  - i. City violations: Must be paid to the City of Cleveland (or to the appropriate local municipality).
  - ii. Cleveland Clinic fees shall be paid by check, money order, or credit card at the Parking Services office in the JJN Basement or by calling Parking Services at 216-444-2255 within fifteen calendar days from the date of the ticket. Cash payments cannot be accepted.
  - iii. If a CC employee does not pay fee associated with a violation within 15-days, the supervisor and department administrator will be notified for department chargeback.

e. Fees and Fines:

Parking in handicap (ADA) or fire lane	As determined by Local City Ordinance
Unsafe Action: <ul style="list-style-type: none"> <li>• Speeding in a parking facility</li> <li>• Tailgating a vehicle in or out of a parking facility (e.g. “piggy backing”)</li> </ul>	Corrective action
Unauthorized Parking: <ul style="list-style-type: none"> <li>• Parking in lot or garage to which you are not assigned</li> <li>• Parking in an area designated for Patient Parking</li> <li>• Parking window permit not displayed (in ungated lots)</li> <li>• Early access to evening and weekend parking privileges by pulling a ticket or entering the garage without using an employee’s ID card or AVI sticker. (i.e., entering the garage before 6pm Mon to Friday)</li> <li>• Unauthorized parking in an area within a parking facility for which you are not authorized: Handicap Space; Staff/Physician Area; Valet Space, Expectant Mother Space; Patient designated &amp; signed area; spaces expressly signed for a particular department; etc.</li> <li>• Parking on the lawn, grass or landscaped area</li> <li>• Parking in an area not a designated or striped parking space</li> <li>• Parking to impede traffic or cause hazard</li> <li>• Parking a non-compact car in a compact car designated space</li> <li>• Parking in more than one space</li> <li>• Blocking Driveway</li> <li>• Blocking Crosswalk</li> <li>• Parking a Motorcycle inside a facility in a non-motorcycle designated area.</li> <li>• Abandoned vehicle</li> <li>• Blocking/impeding another vehicle</li> <li>• Parking in an Electric Charging space with a non-electric vehicle</li> <li>• Sharing parking permit or RFID pass with another vehicle</li> <li>• Other (details printed under Remark 1 and Remark 2 on citation)</li> </ul>	\$10 (per day) and/or tire immobilization (aka “boot”) with \$50 removal fee; and when applicable, corrective action
Parking to Impede Safety: <ul style="list-style-type: none"> <li>• Blocking a driveway or aisle way</li> <li>• Parked in a striped or hashed out area (loading dock, no parking zone)</li> </ul>	Towing or other costs
Abuse of Carpool Privileges	Removal of discount for the period observed
Property Damage	Responsible party will reimburse Cleveland Clinic the cost of the equipment damaged

- f. Violation Appeal:
  - i. City violations: Appeals will follow city guidelines.
  - ii. Cleveland Clinic violations: Must be made within ten calendar days of the violation date. Information regarding violation appeal is located on the Parking Services Intranet homepage, Quick Links.
  - iii. Appeals will be responded to within 10 days of receipt by Parking Services Office.
  - iv. If the appeal is granted, the violation will be waived and no further action will be required by the parker who initiated the appeal. If the appeal is not granted, the violator must pay the fine.
- 12. Extended Stay Parking, Abandoned vehicles and Towing Notification:
  - a. Long-term overnight parking in a Cleveland Clinic garage or surface lot for non-business related reasons is not permitted
  - b. If a vehicle will be parked long-term (more than 3-consecutive days) on Cleveland Clinic property, contact Parking Services (216-444-2255 or [PARKING@ccf.org](mailto:PARKING@ccf.org))
  - c. If a registered parker arranges for towing services, please contact Parking Services to ensure access and Police notification. Vehicle owner must be present at time of tow.
  - d. Abandoned vehicles will be reported to Cleveland Clinic Police Department and removed at owner's expense
- 13. Motorcycle Parking:
  - a. For the safety of riders, motorcycles are not permitted to park past gate arms in garages or lots with technology (gates).
  - b. Designated motorcycle parking spaces are provided at all main campus garages before the gates or on the exterior of facility.
  - c. Contact Parking Services (216-444-2365 or [PARKING@ccf.org](mailto:PARKING@ccf.org)) for current motorcycle parking locations
- 14. Liability:
  - a. Cleveland Clinic Parking Services assumes no responsibility for the loss, theft, or damage to vehicles.
  - b. Parkers are responsible for the willful or careless destruction of Cleveland Clinic property; including, but not limited to gates, fences, lawns, landscaping, etc.



## **Oversight and Responsibility**

The Senior Director and Program Managers of Parking Services are responsible to review, revise, update and operationalize this directive annually.

The Parking Advisory Council is responsible to review, revise and update organization priority criteria and implementation.

Registered parkers are strongly advised to review this directive annually.

## **Other Background Information**

Resources:

- Cleveland Clinic Policy and Procedure Manager:
  - <http://portals.ccf.org/today/Policies/tabid/9369/Default.aspx>
  - Cleveland Clinic Human Resources Employee Status Policy
  - Cleveland Clinic Parking Services - Parking Enforcement Standard Operating Procedure
- Parking Services Intranet Portal:
  - <http://portals.ccf.org/protectiveservices/ProtectiveServicesHome/ParkingServices/tabid/3707/Default.aspx>