

MMC Parking Management Plan

This parking management plan highlights the management of parking and associated traffic around the Bramhall Campus of Maine Medical Center. Descriptions of parking allocations use patterns, and strategies to manage parking resources are included.

Parking Facility	Notes	# of Spaces
Gilman Parking Garage	Primary staff parking facility	1274
Forest St. Garage	Secondary staff parking facility	200
995 Congress Lot	Offsite lot, used primarily by nursing students	100
St. John Street Lot	Offsite lot, employee parking	280
South Lot (Chadwick St.)	Used by patients and guests	328
New Patient and Guest Parking Garage	Opened in July 2008 for Guests and visitors. Currently contractors also use the bottom levels of the garage	480
Dana Center Lot	Fast drop offs, Radiation Therapy patients, some handicap parking for employees.	13
Behind Engineering Building	Supports support services vehicles for MMC departments.	6
Contractor spaces near Central Utility Plant	Contractor parking	7
Total inventory		2688

This plan will make several “before and after” references to parking in light of the new addition of a Patient and Guest Parking Garage which has recently been opened for business.

Parking Allocations

South Lot (surface lot at the corner of Bramhall and Chadwick Streets)

Prior to the addition of the new garage this lot was the main parking area for patients and visitors. Demand exceeded supply and a line formed every weekday morning as the lot became full. This created missed appointments for patients in our outpatient services as well as frustration over the traffic in the neighborhood.

With the opening of the new garage our South Lot no longer experiences this problem. At peak times we are seeing at least a dozen empty spaces and no longer have lines to enter the lot. A parking attendant works at the entry booth during peak hours to ensure that our spaces are protected for those who they are intended for.

Main Entrance

The new Main Entrance at the Bramhall Campus is equipped with a patient pick-up and drop off zone and a turn-a-bout for easy access to the nearby garage. There are also several handicap spaces and two spaces dedicated to patients in active labor or discharge of mothers with newborn babies. The entire curb line at the front of the hospital is monitored by security and parking staff to ensure there are no unattended vehicles.

Emergency Department and Surgery Entrance

A limited number of parking spaces near the ED will be kept clear for ambulances and police vehicles.

A drop off area will be maintained for Emergency Department and Surgery patients. Patient and guest parking is located in the adjacent patient and guest parking garage. Parking Attendants working in the area will offer valet service for those needing assistance.

Patient and Guest Garage

To ensure ease of access we have dedicated the upper half of the patient garage (immediately adjacent to the Emergency Department) to emergency department patients and guests as well as Surgery patients and Valet. This creates very convenient parking accessible at the Crescent Street entrance of the garage.

The lower half of the garage is accessible from the Congress Street Entrance and any patient or guest may park there.

Currently we allow our contractors to park in the lower two levels of the garage.

Security devices throughout the garage include CCTV at all entrances and all elevator lobbies, emergency call phones on every level and staffing in both parking booths during peak times.

Loading Dock Deliveries

The main loading dock area is accessible from Gilman Street and deliveries may be arranged with the Department of Materials Management. Loading Bays are not to be used as parking spaces and there are no parking spaces in the area for vehicles not involved in active delivery.

A few parking spaces across the lane next to the Central Utility Plant are reserved for Contractors at MMC with permission granted from the Director of Engineering.

Engineering Building Loading Dock

This loading dock supports linen deliveries, carpentry supply deliveries, and morgue releases. There are five nearby parking spaces that currently support vehicles used by departments in the hospital.

Dana Center Lot

This small gated lot supports some fast pick up/drop off activity as well as Radiation Therapy parking.

Deliveries

Small deliveries such as flowers or lab specimens are directed to the Dana Center Lot as much as possible. Larger deliveries are directed to the rear loading docks accessible via Gilman Street. Our goal is to keep the main entrance clear of operational business in order to maintain clear and easy access to our patients and guests.

MMC Access Road

The MMC access road that runs from Crescent Street to Gilman Street is a private, closed to through traffic access way. No Parking signs are posted along both sides at all areas where parking spaces are not clearly marked. MMC Security and Parking staff monitor the area. We plan to reduce incidental neighborhood traffic through this access way this year by installing a manual gate to be located between the Bean Building and the Gilman Parking Garage

Traffic Congestion and Overflow Issues

Security and Parking staff monitor the lots and garages during peak times to ensure they do not become full. If an area were to approach full capacity a parking attendant will redirect customers to a nearby location.

Contractors working at MMC are discouraged to park on neighborhood streets and are educated at preconstruction meetings on where to park in available MMC parking areas. Currently the new Patient and Guest Garage is their assignment. We are ordering new contractor parking permits that will be in place by September first to be issued to current companies providing service at MMC.

Anecdotal we have heard that MMC related vehicles were using much of the neighborhood street parking. The new garage has initially shown to reduce stress in the system; specifically the metered spaces on Chadwick Street that used to be always full are now only forty to fifty percent full at peak times.

The new building that is close to completion will affect the parking and traffic environment and we will continue to monitor this area closely.

Large events held in the Dana Center or other educational areas must coordinate with the MMC Parking Office to make arrangements for parking and transportation for the event.

We have been very successful working with the City of Portland event staff to work out partnerships for sharing facilities during events. With the addition of the new garage it will be much easier to accommodate many of our events.

Shuttle pick up and drop off Areas

The South Entrance will be the pick up and drop off location for our employee shuttle system. In the event of traffic congestion at the main entrance, the shuttle driver will divert to the Metro stop on Bramhall Street.

Address Spillover Problems in Adjacent Neighborhoods

Prior to the opening of the new garage we were experiencing a full guest parking lot with lines forming in front of our neighbors' homes creating an undesirable situation. Our staff was using street parking in the neighborhood quite heavily since parking resources were tight in our whole system. The new garage created an immediate improvement in regards to both lines and street parking.

Handicap Parking and Ease of Access

With the addition of the new parking garage and main entrance, handicap spaces are more plentiful than before the project. Each parking area includes adequate if not more than adequate supply of handicap spaces per ADA requirements.

Given the type of customers that we serve we offer assistance in the form of valet parking to anyone who needs it at our Emergency entrance.

Encourage Alternative Modes of Commuting

MMC recently developed a TDM plan and introduced our "Get on Board" program to all our staff, physicians and volunteers. This program includes incentives and resources to reduce the use of single occupancy vehicles.

Details of the program include:

- More bike parking on campus
- Shower facilities for bikers and walkers
- Premium parking for people who rideshare
- Financial incentives to participate
- Subsidized bus passes

Quality Indicators

Concern: Traffic jams in the neighborhood due to full parking lots.

Indicator: There should no longer be lines forming on Chadwick and Bramhall Streets. MMC to monitor and correct traffic flow issues that may arise.

Timeline and Monitoring: Monitoring began on opening day of the new parking garage in July 2008. A record of fill events will be kept by the Parking supervisor in the event that this problem re-occurs.

Concern: Lines and unnecessary traffic at the entrance of the Gilman staff garage.

Indicator: MMC to develop overflow plan for staff utilizing new garage.

Timeline and Monitoring: MMC to assess traffic at the Gilman garage in September which is the start of peak parking season at MMC. Adopt strategies to minimize lines and unnecessary driving to open parking areas.

Concern: A high number of MMC-related vehicles driving and/or parking on neighborhood streets.

Indicator: MMC Parking Department will initiate an educational campaign utilizing "Get on Board" information.

Timeline and Monitoring: House-wide roll out of Get on Board program began in June. In the month of August we will introduce materials to be handed out to all new staff attending new employee orientation to encourage them to sign up at the time of hire.