

Facilities: Car Parking
Proactive Release: 28 March 2019

22nd February 2019

[REDACTED]
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[REDACTED]

E-mail: [REDACTED]

Dear [REDACTED]

Official Information Act (1982) Request

I write in response to your Official Information Act request dated 31st January 2019. You requested the following information:

For each of the 2015/16, 2016/17, and 2017/18 financial years:

1. The total revenue from patients and visitors paying to park their vehicles in any DHB parking space.
2. Are any parking spaces provided to employees? If so, what is the total economic value of the parks?
3. The total revenue collected from employee parking spaces.
4. The total number of DHB parking spaces.
5. The total revenue generated from fines and infringement fees as a result of staff, patients, and visitors parking their vehicles improperly.
6. The total number of fines and infringement notices issued. Please also disclose the number of fines and infringement notices that were waived.
7. The total cost of the DHBs parking enforcement system. Please ensure to include any payments or wages made to contractors or staff to patrol the DHB parking spaces.
8. The current hourly charge for a user to park a vehicle in any DHB parking space. If parking is charged at a time interval other than hourly, please disclose the relevant interval(s) and charge(s).
9. A list of any parking concession charges or exemptions available to patients or visitors.

Our responses for Counties Manukau District Health Board (CMDHB) are below.

For context, the CM Health Services provide healthcare to over 520,000 people, who reside in the Counties Manukau region, and has a workforce of more than 7,000 staff. In addition to the local population, we also provide the National Burns Centre, supra-regional acute and rehabilitation Spinal Services, and specialist plastics and orthopaedic care at our facilities.

Our Middlemore Hospital sees in excess of 118,000 people presenting at Emergency Care per annum, and our Manukau SuperClinic Ambulatory and Outpatient services see more than 25,000 appointments per month.

1. Patient / visitor parking revenue

A Concession agreement between Counties Manukau DHB and Accident Compensation Corporation (ACC) means that the DHB does not receive revenue (directly or indirectly) from car-parking operations at the Middlemore Hospital site. The revenue is the property of ACC, as the current concession holder.

- The agreement states *“Ownership of, and unencumbered legal title in, the Carpark Assets or any part of these is vested in, and shall remain with, the Hospital”*. It is a grant of concession where *“The hospital grants the Company the right to: a) operate; b) impose fees on users of; and c) maintain and repair the parking facilities until the end of the concession period”*.

Establishing the concession agreement enabled CMDHB to gain use of extended and improved car park capacity on the Middlemore Hospital campus. This concession reflects a long term arrangement that ends in 2037. The parking rates were originally negotiated on a five-yearly pre-determined step pricing arrangement, applicable over the whole lease term.

2. Staff parking

Staff parking is provided at all sites. At Middlemore Hospital, staff members pay for use of parking with charges payable to Secure Parking. A number of Middlemore Hospital car-parks are designated as “free” to users, which the DHB pays ACC directly for each month. These involve designated spaces for Senior Medical Officer (SMO), spaces for on-site facility contractors, and space for DHB ‘fleet’ cars.

3. Staff parking revenue collected

CM Health does not receive any revenue (directly or indirectly) from the collection of parking levies, as negotiated in the original contract terms.

Staff members currently have the option to pay \$10.20 per week/seven days, or \$4.10 per day/per 24 hours for on-site parking. Some staff chose to pay for a reserved space for their sole use.

4. Total number of parks

The exact number of car park spaces is constantly changing, due to other requirements on the campus, particularly at Middlemore hospital, with activity such as construction work and grounds redesign work. In the last two years, there have been a number of changes to car-parking services, locations and facilities, due in part to new construction on the sites, and relocation of some designated spaces.

There are currently a total of 2,300 car parks on the Middlemore Hospital campus (staff and visitor parking). Of these, at the end of 2017, at Middlemore Hospital site there were 609 public car-parks – with 42 are designated Mobility Permit accessible car-parks. There are 531 car-parks at Manukau SuperClinic/ Health Park, with 22 designated for Mobility Permit accessible car-parks.

There is also car-park spaces (free) available for patient/ visitors and staff at DHB community facilities, including at Pukekohe, Waiuku, Botany, Papakura, Otara and Manukau.

5. Revenue from fines & infringements

CM Health does not receive any revenue (directly or indirectly) from the collection of fines or infringements, as negotiated in the original contract terms.

6. Number of fines and infringement notices, and any waived

At the Middlemore Hospital campus, Secure Parking NZ Ltd staff members actively monitor all car-park compliance issues. The terms and conditions of access to our car-parks do provide for a vehicle to be infringement notices, and potentially for vehicles to be towed, particularly if there are safety risks created by its location, but this is an extremely rare event. Our current practice is to issue a warning-notice letter when a car is park in a manner that causes access obstruction, park in unauthorised areas, or don't display correct permits.

We estimate that on average more than 1,000 warning notices are issued per year by parking staff. In the first instance, we would attempt to contact the owner, and request the vehicle is moved. We are mindful that individual health circumstances of people coming to our facilities can result in greater demand for car-parks.

7. Total cost of parking enforcements

Any costs related to the maintenance, upkeep, and safe operation/ enforcement of the car-parks are the responsibility of the concession holder, and currently managed by Secure Parking on behalf of ACC. CMDHB does not incur costs related to this.

As a part of their wider responsibility, our DHB Security Services do move around the campus, including in carparks, to ensure staff and visitor safety. They do not deal with car park enforcement.

8. Current hourly charge for a user

Current patient / visitor parking charges as at 20 February 2019

- 0 - 15 minutes (No charge)
- 15 minutes to 1 hour (\$4.50)
- 1 hour to 2 hours (\$9.00)
- 2 hours to 3 hours (\$14.00)
- 3 hours to 4 hours (\$18.50)
- 4 hours to 24 hours (\$23.00)
- Lost ticket (\$46.00)

Between 2pm and 8pm (visiting hours), visitor can park for 30 minutes with no charge.

9. Parking concessions

There are designated "Mobility Parking" spaces located near most of the entrances around the hospital; these require the display an authorised mobility parking pass at all times.

Counties Manukau Health has procedures in place, in conjunction with ACC as Car Park owners, to identify close family and whaanau who may be eligible to get subsidised parking. Close family and whaanau of long term or seriously unwell patients, or patient "partners in care" who require daily

access to Middlemore Hospital for a week or more to support a patient, may qualify for compassionate parking, based on hardship. The discounted cost is \$50 per week, and the ticket is for one vehicle only.

The KidzFirst Hospital services, and Birthing Unit and the Adult Rehabilitation also have small, dedicated free-parking area for their services. These are allocated for parents needing to stay overnight with their children, women who are birthing, and patients attending outpatient appointments.

The National Travel Assistance (NTA) scheme is available to support the cost of travel and accommodation incurred for patients and family needing to travel to specialist services outside their local area. More information is on the Ministry of Health website.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,



Fepulea'i Margie Apa
Chief Executive