

PARKING FACILITY SELF-ASSESSMENT

ENTRY/EXIT EXPERIENCE

This assessment is intended to help you identify strengths and weaknesses in your entry/exit experience. We recommend conducting this self-assessment at regular intervals.

Overall	YES	NO	UNSURE
1. Do our entry/exit points portray an environment of care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do I feel safe and positive during the entry/exit experience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Were all aspects of the entry/exit experience accessible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Did I know where to go for help at all stages of my journey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking Facility			
5. Is the parking facility easy to access and navigate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Is the parking facility well maintained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Would I struggle to maneuver this space with an impairment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Is a parking attendant or wayfinding ambassador nearby?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shuttle			
9. Are there clear, easy-to-read signs for shuttle stops?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Do I know when the shuttle will arrive?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Is the shuttle clean and well maintained:			
a) Externally?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Internally?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Can I find:			
a) Face masks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Hand sanitizer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Is the shuttle attendant friendly, welcoming, and presentable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Is the shuttle easy to enter and exit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Would I struggle to maneuver the shuttle with an impairment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Valet			
16. Are patrons greeted immediately upon their arrival?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Are the valet attendants friendly, welcoming, and presentable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Are there clear, easy-to-read signs for valet stations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Is the valet station clean and well maintained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Can I find hand sanitizer at the valet station?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Is the valet process clearly explained:
- | | | | |
|--------------|--------------------------|--------------------------|--------------------------|
| a) Verbally? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Visually? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Building Entrance

22. Is there a wayfinding ambassador waiting at the entrance?
23. Is the wayfinding ambassador friendly, welcoming, and presentable?
24. Do I know how to get to my destination within seven seconds?
25. Is the entrance clean and well maintained?
26. Can I find hand sanitizer at the building entrance?
27. Is the wayfinding process clearly explained:
- | | | | |
|--------------|--------------------------|--------------------------|--------------------------|
| a) Verbally? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Visually? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

RESULTS

1–3 “No” or “Unsure” answers

You’re doing an excellent job at making a great first impression. Be sure to conduct this self-assessment at regular intervals to maintain this first-rate benchmark.

4–6 “No” or “Unsure” answers

There's room for improvement in your facility's entry/exit experience. Consider organizing a consultation with Impark HEALTH to formulate an action plan.

6+ “No” or “Unsure” answers

Your facility may be inadvertently making a bad first impression. In order to increase your HCAHPS and patient satisfaction scores, we strongly recommend contacting Impark HEALTH to discuss how to improve your entry experience.

WHAT'S NEXT?

If you need to improve your entry/exit experience, we can help. Email hello@impark.com or call **1.855.714.4325** to speak to an Impark HEALTH specialist today.

Learn more about our healthcare parking solutions at impark.com/health.