

# 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"/>
<b>Parking Facility</b>			
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"/>
<b>Shuttle</b>			
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"/>
<b>Valet</b>			
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](mailto: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](https://impark.com/health).