

## CASE STUDY

### Baylor College of Medicine Houston, Texas

*BCM and Winpark have partnered to improve, develop and create parking systems geared towards achieving healthcare facility parking perfection since 2005.*

**BCM Facility Center** - BCM enlisted Winpark to help manage the BCM Faculty Center Garage, a BCM leased facility, in May of 2005. The 500 space garage was built in the 1950's and was designed for all valet service. Winpark was consistently rated the top service by BCM customers because of exceptional valet assist service to the visitor and unreserved parkers despite multiple challenges. BCM moved from the property in 2013.

**BCM Clinic Valet** - Winpark began operating the BCM Clinic Valet in 2007. The facility was at a deficit for approximately two years. Winpark generated a profit within the first month and hasn't stopped since. Efficient use of the valet space, timing of arriving and departing guests, seasoned valets and great patient/visitor customer service make it possible to safely and kindly park over a 150 vehicles a day in 85 spaces.

**Jamail Specialty Care Center** - In 2009, Winpark consulted and began operating the BCM Jamail Specialty Care Center. This venture was BCM's first owned facility in Houston that incorporated an **automated parking system**. Upon opening, it consisted of a 218 space visitor lot and a 230 space employee lot. A valet component at the front of the building was added in June of 2011. By 2013 the valet is averaging 700+ vehicles per month.

**BCM Medical Center (Hospital Building)** - November 2013 Winpark added the BCM Medical Center. Start up operations had a 390 space underground garage located under the building and valet service provided at the front of the building. This underground garage is currently being used for visitors, faculty members and valet. Construction build out continues with additional building capacity anticipated coming online in mid 2014. Once fully complete, the **1.4 million square foot** building will be supported with Winpark operating the underground garage, valet and a 1,800 space parking structure.

**The BCM Jamail Specialty Care Center and BCM Medical Center** (self-park & valet) are all operated with the **expandable, centralized automated parking system**. The system currently provides for two Pay-On-Foot stations, one in each building, six exit gate stations that support credit card processing only and remote management access of the system to monitor or address issues quickly.



Winpark implemented and utilizes state-of-the-art communication and retrieval systems to efficiently valet park more than 75,000 cars per year at BCM locations.



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