

## Standard Operating Policy & Procedure

# A-013

# Jackson Parking Validations

**Scope:** Medical Campus

**Effective Date:** 10/2019

**Supersedes Policy:** Jackson Daily Parking Tickets

**Review/ Revision Date(s):** 11/18/2004, 08/15/2011, 04/10/2013, 10/08/2019

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### Purpose

To provide guidelines for the use and distribution of JMH Parking Cash Cards and daily parking tickets known as VIP tickets that are accepted at Jackson Memorial Hospital parking garages on the Medical Campus.

### Policy

As of October 17, 2019 Jackson Memorial Hospital has changed from daily parking ticket validations to an electronic Cash Card Program. The University of Miami Medical Campus Public Safety Department will register eligible employees, students, and University Community Members such as affiliates, volunteers, visiting faculty, visiting students, scholars, and contractors in the JMH Parking Cash Card Program. Once registered, individuals must utilize the electronic Cash Card Program. Thereafter, daily parking tickets known as VIP tickets may only be purchased when the electronic Cash Card Program system is non-operational.

UM will purchase a limited quantity of VIP tickets from the Public Health Trust (PHT) for resale to registered individuals to use when the JMH Cash Card Program system is non-operational. These VIP tickets may be purchased by eligible individuals at the Public Safety Office when the electronic Cash Card Program system is non-operational. Tickets may be purchased by departments wishing to distribute tickets to select guests/visitors, when the Online SWEB Validate Portal is non-operational, at the Public Safety Office. The Online SWEB Validate Portal is governed under Public Safety Department policy A-054.

### Procedures

- 1.0 JMH Cash Cards will be used instead of validated daily parking tickets known as VIP tickets. Just like VIP tickets, JMH Cash Cards will be used in place of cash or credit card payments at any JMH garage allowing the individual to pay a discounted parking fee.
- 2.0 The following individuals are eligible for the JMH Parking Cash Card Program: employees, students, and University Community Members such as affiliates, volunteers, visiting faculty, visiting students, scholars, and contractors that have an active University

of Miami ID badge AND do not have an active UM Medical Campus monthly parking permit.

- 3.0 Eligible individuals may register for the JMH Cash Card Program with the UM Medical Campus Department of Public Safety.
- 4.0 The Department of Public Safety will register individuals by issuing a no cost permit, reporting the access card number to Jackson Memorial Hospital to be used as the JMH Cash Card, and providing customers instructions on how to load and reload their JMH Cash Card.
- 5.0 Registered customers are responsible for loading and reloading validation credits onto their JMH Cash Card at any JMH parking pay station. JMH pay stations accept credit card or cash payments. Validation credits are currently \$5.07 each. Prices are subject to change. You must load the JMH Cash Card before parking at the JMH garage to receive the validated rate.
- 6.0 Jackson Memorial Hospital allows JMH Cash Cards to have a maximum of ten (10) validation credits at any time AND has limited customers to one (1) reload event per calendar month.
- 7.0 To pay the validated parking rate, use a JMH Cash Card loaded with at least one (1) validation credit to enter a JMH garage. Be sure to use the JMH Cash Card to enter the garage. Do not pull a ticket. JMH will not refund parking fees paid via cash or credit card should you fail to use the JMH Cash Card to enter and exit the parking facility.
- 8.0 Lost or broken access cards must be reported to the Department of Public Safety. The customer must go to the Department of Public Safety's office to be issued a replacement access card that will serve as their replacement JMH Cash Card. The Department of Public Safety will report the replacement card numbers to Jackson Memorial Hospital. Jackson Memorial Hospital will transfer any validation credits from the lost/broken card to the replacement card by the following business day.
- 9.0 The Department of Public Safety will purchase a limited quantity of VIP tickets from the PHT. These tickets may be purchased from the Public Safety Administration Office by individuals registered in the JMH Parking Cash Card Program only when the JMH Cash Card Program system is non-operational. A maximum of two (2) tickets may be purchased on a day that the JMH Cash Card Program system is non-operational. VIP tickets are the same price as JMH Cash Card validation credits.
- 10.0 Departments who wish to issue validated parking to eligible individuals (volunteers, indigent patients, research study participants, frequent therapy patients, employment applicants, etc.) must enroll in the JMH Online SWEB Validate Program. See Public Safety Department policy A-054.
- 11.0 JMH Cash Cards and VIP tickets may not be shared or resold for any reason. JMH Cash Card validation credit do not expire. VIP tickets are valid for one year from the date stamped on the back of the ticket.
- 12.0 JMH Cash Card validation credits may not be given free of charge or sold to University of Miami Employees by any UM Department. VIP tickets may not be given free of charge to

University of Miami Employees and may only be sold to University of Miami Employees by the Department of Public Safety when the JMH Cash Card system is non-operational.