

TMC PARKING EQUIPMENT INSTALLATION INFORMATION:

Texas Medical Center is in the process of installing new parking equipment in the garages and on surface lots across campus, including new gates, entry/exit kiosks, and pay stations. The new equipment will enhance operational reliability and will provide a seamless customer experience.

Installation of the new equipment is scheduled to begin in August 2018 and will be completed before the end of 2018. During the installation process, staff will be available to assist customers and answer any questions. Additionally, signage will be placed in each of the facilities to inform customers of ongoing installations and/or important updates.

An installation schedule is included on the second page of this document.

Contract Parkers:

- There will be no change in how monthly contract parkers enter and exit a parking facility. The existing proximity card readers, that are used today, will be integrated into the new equipment.
- Additionally, there is new technology integrated within the lane devices that will provide additional access options. Please check the TMC website (www.tmc.edu) for more information on these enhanced features.

Patients and Visitors:

- Visitors will no longer be issued the small chip coins.
- The new equipment uses interactive touchscreen and barcode technology to issue a paper ticket. The ticket will have the facility name, address, and contact information for TMC Parking Operations.
- Payment options for visitors include:
 1. At a pay station located in the parking facility using a credit/debit card or cash (if available).
 2. At exit station, scan entry ticket and make a payment using a credit/debit card.
 3. Insert credit card at the entry station and swipe the same credit card at the exit station. The customers card is not charged until they exit the facility.

We very much appreciate your patience during the installation process and we believe this new technology will significantly improve the Patient, Visitor, and Staff parking experience.

If you have any additional questions, please email parking@tmc.edu.

PARKING EQUIPMENT INSTALLATION SCHEDULE		
Location	Start Date	End Date
Lot 2450	8/16/18	COMPLETE
Garage 18	8/16/18	COMPLETE
Garage 1	9/4/18	COMPLETE
Garage 2	9/6/18	COMPLETE
Garage 4	9/12/18	COMPLETE
Garage 15	9/14/18	COMPLETE
Garage 6	9/19/18	COMPLETE
Garage 20	9/15/18	COMPLETE
Garage 7	9/22/18	COMPLETE
Garage 8	9/29/18	COMPLETE
Garage 10	9/26/18	COMPLETE
Lot AM	9/21/18	COMPLETE
Lot A	9/20/18	COMPLETE
Lot M	9/20/18	COMPLETE
Lot Meyer South	10/5/18	COMPLETE
Lot Meyer North	10/5/18	COMPLETE
Smith Lands	TBD	PENDING
Lot AU	TBD	COMPLETE
Garage 9	9/29/18	COMPLETE
Garage 11	9/30/18	COMPLETE
Garage 14	10/6/18	COMPLETE
Garage 19	10/3/18	COMPLETE
Garage 17	10/15/18	COMPLETE
Lot LAV	TBD	COMPLETE
Lot SM	9/22/18	COMPLETE
Lot D	10/7/18	COMPLETE
Lot E	10/7/18	COMPLETE
Garage 5	9/28/18	COMPLETE
Lot P3	9/29/18	COMPLETE
TCH Main	11/1/18	PENDING
Garage 21	11/3/18	PENDING
Garage 16	11/3/18	PENDING
Garage 12	11/4/18	PENDING
South Extension Lot	11/9/18	PENDING