

LAZ HEALTHCARE SERVICES

LAZ Healthcare Services is passionate about providing every patient with an exceptional experience. LAZ has the knowledge, expertise and experience to offer a variety of services to support our partners.

LAZ Parking's commitment to personal, caring service will help to alleviate the stress your patients and visitors may be feeling when they arrive.



PARTNERS IN CARING

OUR COMMITMENT

Patient Experience

With compassionate service and a team of great people, LAZ aspires to enhance the overall patient and guest experience.

Strategic Innovations

With data-driven analytics, productivity measures and proprietary technologies, LAZ ensures an innovative and efficient operation.

Cost Reductions

Through streamlined services, LAZ offers cost-effective and consistent programs while reducing patient hand-offs. LAZ also brings significant experience in optimizing technology to reduce cost.

Passionate Leadership

The LAZ family is a passionate group of leaders with a culture that revolves around caring and compliments the mission of healthcare organizations.

healthcare.lazparking.com

PRODUCTS AND SERVICES

+ Valet Parking

Enhance the arrival experience with valet service.



+ Ambassadors and Greeters

Provide assistance with directions, wheelchairs and parking technology.



+ Shuttle Services

Transport patients and employees with comfort and efficiency.



+ Patient Car Services

Offer private and comfortable transportation options for patients while integrating admission information (in-car video).

+ Patient Mobility Center

LAZ will provide and maintain electric scooters, walkers, wheelchairs and strollers.



+ Parking Facility Management/Maintenance

LAZ manages parking facilities to the highest standards of cleanliness and efficiency.

+ Parking Inventory Management

LAZ has programs designed to help hospitals prioritize many customers. From patients, visitors, physicians, residents, employees, volunteers, vendors, etc. LAZ will help!

+ Consultation Services

Parking security assessments, master planning, construction projects, garage renovations and technology RFP support.

+ Concierge Services

Offer patients assistance with reservations, transportation, flowers, local attractions, dry cleaning and more!

TRAINING

Class 1 - Just CARE: The "CARE" (Compassionate, Attentive, Resourceful, Efficient) behaviors outline detailed expectations (verbal and non-verbal) to ensure that LAZ employees are truly compassionate caregivers who understand the importance they have on the overall patient experience.

Class 2 - Healthcare Regulation Awareness: This course is designed to give our Healthcare Services employees a general overview of the regulatory agencies and acts that are critically important to healthcare organizations. The employees will learn the basic standards and what they need to comply with and be aware of.

Classes 3 and 4 - Supporting Hospital Safety: The third and fourth courses ensure that all LAZ Healthcare Services employees know the LAZ Safety Principles and how they can support overall safety and security throughout the healthcare organization.

Optional Red Cross Training: Includes CPR training, AED Training and Emergency Preparedness courses.

PROFESSIONALISM

Sustainability: As a founding member of the Green Parking Council, LAZ aspires to reduce emissions and promote alternative commuting.

Wellness: We are about our employees, so we provide resources to help our LAZ family live happy and healthy lives.

Charity: LAZ Parking Charitable Foundation aims to make a positive difference in people's lives. We support dozen of charity organizations including Special Olympics and St. Jude Children's Research Hospital.

Diversity: LAZ is a diverse employer (>75% minority employees) and we are dedicated to building business partnerships with disadvantaged businesses like SBE, MBE and VBE.

Health Center

LAZ HEALTHCARE SERVICES



PARTNERS IN CARING

- + Saint Joseph's
- + Beth Israel Deaconess Medical Center
- + Emory Healthcare
- + Hartford Healthcare
- + Jefferson University Hospitals
- + Kaiser Permanente
- + Main Line Health
- + Massachusetts Eye and Ear
- + Saint Vincent Hospital
- + San Francisco General Hospital
- + Scripps
- + The Brooklyn Hospital Center
- + Tufts Medical Center
- + UConn Health
- + UC San Diego Health System
- + Others

For a full listing please contact Stephanie Barnes at sbarnes@lazparking.com.

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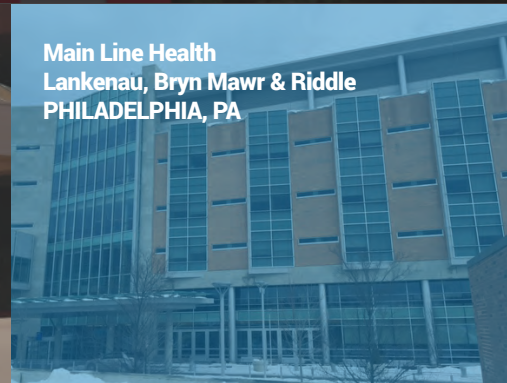
**UC San Diego Hospital
Thornton, Cancer & M.C.
SAN DIEGO, CA**

Valet Parking
Operating Since 2005



**Scripps Memorial
Encinitas & La Jolla Campus
SAN DIEGO, CA**

Valet Parking
Operating Since 2005



**Main Line Health
Lankenau, Bryn Mawr & Riddle
PHILADELPHIA, PA**

Garages (10), Surface Lots (8) & Valet (7)
Operating Since 2005



**Beth Israel Deaconess M.C.
BOSTON, MA**

Self / Valet Parking
Operating Since 2007



**Kaiser Permanente Hospital
SAN DIEGO, CA**

Valet, Stacking & Golf Cart Shuttle
Operating Since 2011



**UConn Medical Center
FARMINGTON, CT**

Garages (2) & Valet (2)
Operating Since 2012



CASE STUDIES



CONTRACT DETAILS

+ Scripps Memorial Encinitas, CA

Encinitas
La Jolla Campus

+ Valet Parking

+ Operating Since 2005

SCRIPPS MEMORIAL HOSPITAL ENCINITAS

Loss of Parking Spaces: A construction project halved the on-campus parking at Scripps Memorial Hospital Encinitas, displacing 175 employee vehicles for 14 months. With no other on-campus parking solutions available, the only option was to secure off-site parking. Scripps administration was faced with the challenging task of securing employee transportation to and from the off-site parking areas, located miles from campus, while being mindful of safety, comfort and various work shifts.

A Shuttle Bus Solution: The LAZ team was brought in to assist with a solution and developed a shuttle bus program consisting of three 25-passenger shuttle buses to transport Scripps' 150+ staff members between the hours of 6am and midnight.

Quality Service, Rapid Deployment: As a true Partner in Caring, LAZ was able to design and implement a quality program in just three weeks including route planning and shuttle bus procurement and licensing as well as hiring and training drivers. LAZ was also able to provide the Scripps' executive team with weekly statistics to help monitor quality of service and drive financial efficiency.

Spirit of Partnership: LAZ Parking's long-term partnership approach transformed the shuttle bus service solution into a simple and turnkey component of the construction project for Scripps.

Accident Free 100%

On-Budget 100%

Satisfaction Ratings 93%

On-Time 98%

Shuttle Service Performance Ratio

BRYN MAWR HOSPITAL PHILADELPHIA

Loss of Parking Spaces: After a decade of partnership, Main Line Health's Bryn Mawr Hospital announced a campus expansion plan including the design and construction of a new parking facility. Although the expansion would ultimately enhance the overall patient (and parking) experience, the interim would significantly impact operations of 2,400 spaces, two parking garages, four surface lots and two valet operations and displace 500 employee vehicles for 18 months.

A Valet-Assist Solution: The LAZ team was brought in and developed a valet-assist solution. The program included the design and implementation of a 135-space, temporary lot. To maximize utilization, LAZ redesigned the current parking operation and located several off-site facilities within suitable range of the hospital.

Spirit of Partnership: The LAZ team constantly worked alongside Bryn Mawr Hospital leadership in all stages of the project, from the planning and execution of

construction, to the reassignment plans and communication strategy.

Bottom-Line Results: Through creative problem solving, LAZ avoided shuttle and temporary off-site parking costs, saving the hospital \$200,000. LAZ was also able to maintain available spaces for patrons through careful design and a relocation plan for 500 employee vehicles, keeping utilization under 95%.



Main Line Health

CONTRACT DETAILS

+ Main Line Health Philadelphia, PA

Lankenau
Bryn Mawr
Riddle

+ Garages (10)
Surface Lots (8)
Valet (7)

+ Operating Since 2005