

PARKING BOXX PAY PARKING FAQ

QUESTIONS	CLARIFICATIONS														
<p>1. What is the purpose of the Parking Boxx system?</p>	<ul style="list-style-type: none"> • Ensure all vehicles pay upon exit • Track parking lot usage and available spaces • Generate revenue for parking lot maintenance 														
<p>2. How does the parking system work?</p>	<p>Entering the lot</p> <ul style="list-style-type: none"> • The barrier gate opens automatically as vehicles approach. • No ticket is required upon entry. <p>Exiting the lot Before exiting, users must:</p> <ul style="list-style-type: none"> • Pay at the Parking Boxx kiosk in the CHC waiting room or at the exit pedestal; or • Use a validation ticket. <p>Once payment or validation is completed, the gate will open.</p>														
<p>3. Where can validation tickets be purchased?</p>	<p>Validation tickets are available:</p> <ul style="list-style-type: none"> • At the waiting room Parking Boxx kiosk • At 21 Angeline St N Reception (Monthly and Yearly passes only) 														
<p>4. What are the parking fees?</p>	<ul style="list-style-type: none"> • Standard parking fee: \$3.00 flat rate per visit <p>Monthly and Yearly Validation Passes</p> <table border="1" data-bbox="506 1255 863 1474"> <thead> <tr> <th>Pass Type</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>Monthly Pass</td> <td>\$10</td> </tr> <tr> <td>Yearly Pass</td> <td>\$60</td> </tr> </tbody> </table> <p>Pro-Rated Yearly Pass Rates</p> <table border="1" data-bbox="506 1541 1091 1831"> <thead> <tr> <th>Purchase Period</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>After July 1 – Before October 1</td> <td>\$45</td> </tr> <tr> <td>After October 1 – Before January 1</td> <td>\$30</td> </tr> <tr> <td>After January 1 – Before April 1</td> <td>\$15</td> </tr> </tbody> </table>	Pass Type	Cost	Monthly Pass	\$10	Yearly Pass	\$60	Purchase Period	Cost	After July 1 – Before October 1	\$45	After October 1 – Before January 1	\$30	After January 1 – Before April 1	\$15
Pass Type	Cost														
Monthly Pass	\$10														
Yearly Pass	\$60														
Purchase Period	Cost														
After July 1 – Before October 1	\$45														
After October 1 – Before January 1	\$30														
After January 1 – Before April 1	\$15														

PARKING BOXX PAY PARKING FAQ

<p>5. Do Staff need to pay for parking?</p>	<ul style="list-style-type: none"> • Staff with parking/access cards may exit without payment. • All Managers have access cards for gate entry and exit.
<p>6. What payment methods are accepted?</p>	<p>Debit/Credit Payments The CHC waiting room kiosk accepts:</p> <ul style="list-style-type: none"> • VISA Debit • Credit cards <p>Cash Payments</p> <ul style="list-style-type: none"> • The kiosk accepts exact cash payments. <p>A change machine is located beside the kiosk.</p>
<p>7. Can Free parking be provided?</p>	<p>Yes. Free validation tickets may be provided when financial, medical, social, or accessibility-related barriers would otherwise limit access to services.</p> <p>Examples may include:</p> <ul style="list-style-type: none"> • ODSP or OW recipients • Financial hardship • Homelessness or unstable housing • Mental health or addiction-related barriers • Transportation barriers • Frequent medical appointments • Seniors on fixed income • Emergency situations <p>Providers and Allied Health professionals determine eligibility. Staff should use discretion and maintain a low-barrier, client-centered approach.</p>
<p>8. What options are available for visitors and volunteers?</p>	<p>Options may include:</p> <ul style="list-style-type: none"> • Providing a validation ticket • Opening the gate remotely through the intercom • Waiving payment at staff discretion • Leaving gates open during specific events <p>Examples of visitors include:</p> <ul style="list-style-type: none"> • Board members • Community partners

PARKING BOXX PAY PARKING FAQ

	<ul style="list-style-type: none"> • Staff from other offices • Volunteers
9. How does the intercom system work?	<ul style="list-style-type: none"> • The intercom connects users to the 21 Angeline St N Receptionist for assistance. • Gate may also be opened remotely using a remote-control device.
10. What are the gate operating hours?	<p>During the day</p> <ul style="list-style-type: none"> • The receptionist operates the intercom and gate system. <p>After hours</p> <ul style="list-style-type: none"> • Gates remain open after 4:30 PM. • Gates reopen each morning between 8:00 AM and 8:30 AM.
11. What safety features does the system include?	<p>Barrier gate lights</p> <ul style="list-style-type: none"> • Red lights indicate the gate is closed or closing. <p>Vehicle detection sensors</p> <p>Sensors:</p> <ul style="list-style-type: none"> • Detect approaching and exiting vehicles • Detect objects blocking the gate • Help prevent tailgating <p>If the gate arm touches an object while closing, it automatically lifts.</p> <p>Breakaway gate arm</p> <p>The gate arm is designed to reduce damage if struck by a vehicle.</p>
12. Are there special procedures for events or scheduled program pick up?	<p>Good Food Box pickup days</p> <ul style="list-style-type: none"> • Gates remain open on the third Tuesday of each month. <p>Special events</p> <p>Gates remain open during events such as:</p> <ul style="list-style-type: none"> • Community health fairs • Vaccination clinics • Workshops • Staff/Volunteer appreciation events • Fundraising events
13. What should staff do if the system malfunctions?	<p>Contact:</p> <ul style="list-style-type: none"> • 21 Angeline St N Receptionist • Director of Clinical Services • IT Department