



TRIPLER ARMY MEDICAL CENTER

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For Immediate Release

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January 25, 2008

Tripler Valet Parking's here to stay!!

Tripler Army
Medical Center
initiated a 90-
day Valet
Parking pilot
program Nov. 1,
2007 to offer yet
another parking
option for our
staff, family
members and
beneficiaries.



One of Tripler Army Medical Center's valet parking attendants, Anthony Williams, returns Petty Officer 2nd Class Richard Phelps', master at arms, U.S. Navy, Hawaii, vehicle Jan. 23. Tripler initiated a 90-day Valet Parking pilot program Nov. 1, 2007 to offer yet another parking option for its staff, family members and beneficiaries. During the 90-day trial period, the service averaged 145 cars per day with a 99 percent satisfaction score. Because of the overwhelming success, Tripler will continue providing valet parking services permanently.

The verdict is in

and based on your feedback and use the valet parking services are here to stay.

Customer feedback has been overwhelmingly favorable and the need for continuing

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**VALET
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this service is evident.

“We love the parking service,” said Petty Officer 2nd Class Richard Phelps, master at arms, U.S. Navy, Hawaii. “It’s usually hard to find parking here, but we didn’t have to look for parking today – all we had to do is drop-off the car, go in for our appointment and then leave. It’s a great service,” Phelps said as he and his wife pulled away from the curb service with a smile on their face.

During the 90-day pilot program, Tripler valet service has averaged 145 cars per business day with a 99 percent approval rate.

“I think this is a great service, and a wonderful asset. Thank you for finally implementing it,” was one of several hundred positive comments submitted through the ICE (Interactive Customer Evaluation) comments program for Parking and Parking Lot Security. Another user said “What a good idea! After 20 minutes of trying to find a place to park, this was great!”

Because Tripler wants to ensure every parking option is made available to staff, beneficiaries and family members, Tripler is pursuing a long term valet service contract that we expect to be awarded and in operation sometime in March. There will be no disruption of service until the long term contractor begins operation.

“We anticipate several professional valet services will submit bids for the contract,” said Mr. Don Devaney, the Tripler provost marshal. “One thing of importance to note is during the 90-day trial period, our cost analysis has indicated that based on the numbers of vehicles parked per day, the price would have to increase if we were going

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**VALET
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to do this permanently,” Devaney reported.

Although the cost of valet parking services will be more than it was during the trial period, the cost is the same as Queen’s Medical Center and other Oahu Medical Centers offering valet service.

“We understand the meaning of ‘convenience’ and are aware that everyone’s time is valuable – this is why we intend to provide the highest quality valet parking service available with a minimum wait time. To do this, the cost will increase to five dollars effective Feb. 4, 2008,” Devaney said.

Additionally, Tripler continues to offer door-to-door Tripler Trolley service to all our parking lots providing shuttle service around the Tripler campus to include the Oceanside and Mountainside entrances, D Wing Entrance, Emergency Room Entrance, Fisher House, and the Tripler Lodge. Simply call 433-1200 when you arrive and the Tripler Trolley will be radio dispatched to your area.

For more information, contact the Tripler Public Affairs Office at (808) 433-2809.

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