Stanford Medicine Transportation Services Code

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Chapter 1: Scope of Services

For the purposes of this document, Stanford Medicine includes Stanford Health Care (SHC), Lucile Salter Packard Children's Hospital at Stanford (Lucile Packard Children's Hospital, Stanford Medicine Children's Health, LPCH, or SMCH), Stanford University School of Medicine (SoM), Stanford Blood Center, LLC (SBC), University HealthCare Alliance (Stanford Medicine Partners, SMP, or UHA), Packard Children's Health Alliance (PCHA, also captured under Stanford Medicine Children's Health or SMCH brand), Stanford Health Care Tri-Valley (SHC-TV), Stanford University Medical Network Risk Authority (The Risk Authority), Stanford Health Care Advantage (SHCA), Affinity Medical Group, and Care Council, LLC.

I. **Parking**: Stanford Medicine Transportation Services completely or partially manages parking in the following areas. See Section 2.1: Staff Parking Maps and Resources for a map of Stanford Medicine Palo Alto Hospital Campus parking areas by ownership.
   a. Pasteur Visitor Garage (PVG) – 200 Pasteur Drive, Palo Alto, CA
   b. Pasteur Staff Garage (PSG) – 1189 Welch Road, Palo Alto, CA
   c. Marc & Laura Andreesen Adult and Trauma Emergency Department Surface Lot – 1199 Welch Road, Palo Alto, CA
   d. Marc & Laura Andreesen Pediatric Emergency Department Surface Lot – 900 Quarry Road Extension, Palo Alto, CA
   e. J Lot – 903 Quarry Road Extension, Palo Alto, CA
   f. Blake Wilbur Surface Lot – 900 Blake Wilbur Drive, Palo Alto, CA
   g. Blake Wilbur Overflow Lot – 1059 Welch Road, Palo Alto, CA
   h. Hoover Pavilion Garage (HPG) – 217 Quarry Road, Palo Alto, CA
   i. Neurosciences Health Center Surface Lot – 213 Quarry Road, Palo Alto, CA
   j. Lucile Packard Children's Hospital Main Garage (LPCH Main) – 725 Welch Road, Palo Alto, CA
   k. Lucile Packard Children's Hospital West Garage (LPCH West) – 725 Welch Road, Palo Alto, CA
   l. Pasteur Drive, including the "Bucky Ball" Driveway at 500 Pasteur Drive, Palo Alto, CA
   m. Blake Wilbur Drive loop, Palo Alto, CA
   n. Stanford Shopping Center Garage Rooftop – 450 Stanford Shopping Center, Palo Alto, CA
   o. Stanford Health Care Loading Dock – entrance on Quarry Road, Palo Alto, CA
   p. Lucile Packard Children's Hospital Loading Dock – entrance on Quarry Road, Palo Alto, CA
   q. Stanford Barn – 700 Welch Road, Palo Alto, CA
   r. 730/732 Welch Road, Palo Alto, CA
   s. 750 Welch Road, Palo Alto, CA
   t. 770 Welch Road, Palo Alto, CA
   u. 777 Welch Road, Palo Alto, CA
   v. 900 Welch Road, Palo Alto, CA
   w. 1000 Welch Road, Palo Alto, CA
   x. 1100 Welch Road, Palo Alto, CA
   y. Facilities Construction Headquarters, 1190 Welch Road, Palo Alto, CA
   z. Byers Eye Institute and Stanford Ear Institute Parking Lot – 2452 Watson Court, Palo Alto, CA
   aa. Santa Clara Park & Ride Lot – 2945 Tasman Drive, Santa Clara, CA
   bb. Campbell Park & Ride Lot – 600 E Hamilton Ave, Campbell, CA
   cc. Stanford Medicine Children's Health – Bohannon – 4100 Bohannon Drive, Menlo Park, CA
   dd. Stanford Medicine Children's Specialty Services – Sunnyvale – 1195 W. Fremont Avenue, Sunnyvale, CA
   ee. Stanford Health Care – Emeryville Garage – 5800 Hollis Street, Emeryville, CA
   ff. Emeryville Staff Garage 2 – 5885 Hollis Street, Emeryville, CA

gg. Emeryville Staff Garage 3 – 5858 Horton Street, Emeryville, CA
hh. Stanford Medicine Outpatient Center in Redwood City Surface Lot – 420-450 Broadway, Redwood City, CA
ii. Stanford Medicine Outpatient Center in Redwood City Exterior Garage – 460 Broadway, Redwood City, CA
jj. Stanford Medicine Outpatient Center in Redwood City Underground Garage – 420-450 Broadway, Redwood City, CA
kk. Stanford Health Care Tri-Valley Hospital Campus – 5555-5575 West Las Positas Blvd, Pleasanton, CA
ll. Stanford Health Care Tri-Valley Cancer Center – 5725 West Las Positas Blvd, Pleasanton, CA, with additional parking garages located at 5273 West Las Positas Blvd, Pleasanton, CA
mm. Pleasanton Altamont Commuter Express lot – 4950 Pleasanton Avenue, Pleasanton, CA
nn. Alameda Fairground Park & Ride lot – 2100 Valley Ave, Pleasanton, CA

II. **Shuttles and Transportation:** Stanford Medicine Transportation Services completely or partially manages the following Shuttle routes and transportation options
a. Hospital Direct (HD) Line (partnership with Stanford University Marguerite)
b. Medical Center (MC) Line (partnership with Stanford University Marguerite)
c. Patient and Visitor Transportation Golf Cart Service at Stanford Medicine
d. Ronald McDonald House Shuttle
e. Evening Parking Shuttle (EPS)
f. Campbell Park & Ride Shuttle
g. Santa Clara Park & Ride Shuttle
h. Pleasanton Park & Ride Shuttle
i. East Bay Express
j. BART & Tri-Valley Shuttle
k. VA to Blake Wilbur Cancer Center Transportation (Lyft Concierge service for patients only)

III. **Transportation Demand Management Programs:** Stanford Medicine Transportation Services completely or partially manages all Transportation Benefits offered to SHC and SMCH staff. Programs are available to staff who meet the eligibility requirements, and include:
a. Pasteur Staff Garage Carpool
b. Hoover Pavilion Garage Carpool
c. Lyft for Business
d. Bicycle Amenities
e. Vanpool
f. Clipper Card Benefits
g. Caltrain GoPass
h. VTA Smart Pass
i. AC Transit Easy Pass
j. BART Subsidy for Tri-Valley Site
k. Campbell Park & Ride Lot
l. Santa Clara Park & Ride Lot
m. Pleasanton Park & Ride Lots
n. Pre-Tax Commuter Benefits
o. Pre-Tax Parking Benefits
p. Last mile Lyft programs for select sites
q. Tri-Valley 5-mile Lyft Pass
r. Guaranteed Ride Home

IV. **Fleet**: Stanford Medicine Transportation Services manages the lease/purchase, maintenance, and use of hospital vehicles. The department also manages driver approval, state regulatory compliance, incident management, and 24/7 tracking of all vehicles.

V. **Staffing**: Stanford Medicine Transportation Services works with external vendors (e.g. Douglas Parking) to support additional staffing needs. These vendors are managed by Transportation Services.

Chapter 2: Staff Parking

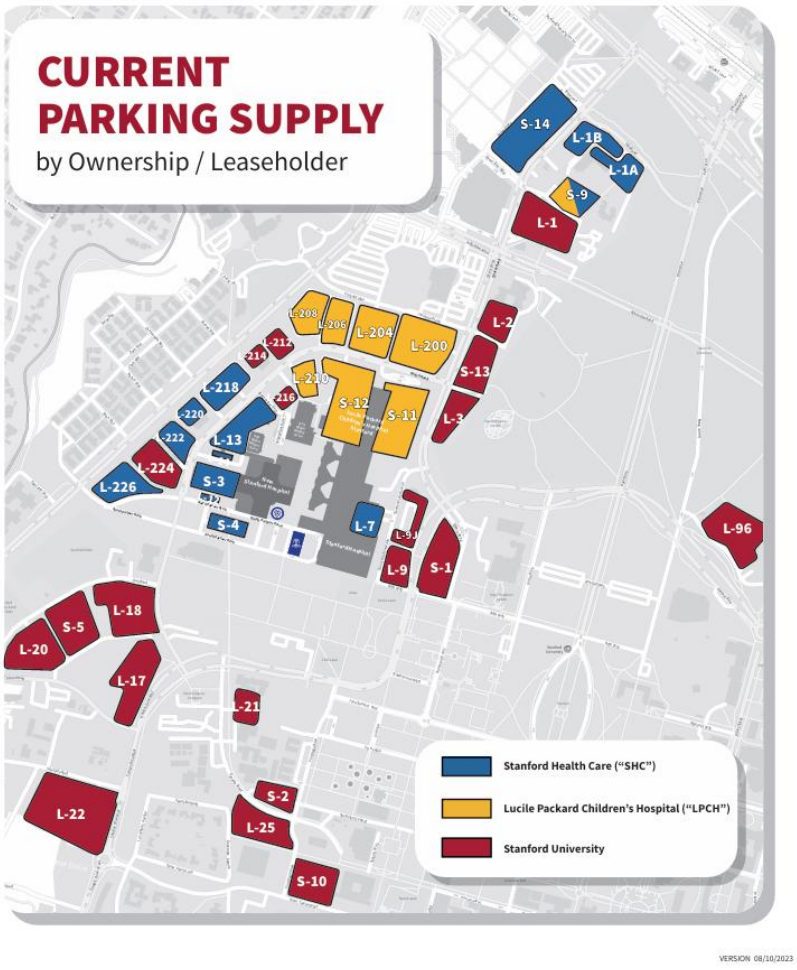
For the most updated parking maps and resources, visit
https://stanfordmedicinetransportation.org/mapsandresources/ and
https://stanfordmedicinetransportation.org/Parking

Section 2.1: Staff Parking Maps and Resources

I. Stanford Medicine Palo Alto Hospital Campus Parking Map by Ownership

Stanford MEDICINE | Transportation Services

	#	Garage/Lot Name	Type	Address
	L-1A	Hoover Pavilion North Surface Lot	Lot	211 Quarry Rd
	L-1B	Neuro Surface Lot	Lot	213 Quarry Rd
	S-3	Pasteur Staff Garage (PSG)	Garage	1189 Welch Rd
	S-4	Pasteur Visitor Garage (PVG)	Garage	200 Pasteur Dr
	L-7	300 Pasteur ED Surface Lot	Lot	900 Quarry Rd Extension
	L-12	500 Pasteur ED Surface Lot	Lot	1199 Welch Rd
	L-13	Blake Wilbur Surface Lot	Lot	900 Blake Wilbur Dr
	L-14	Blake Wilbur Overflow Lot	Lot	1059 Welch Rd
	S-14	Stanford Shopping Center	Garage	450 Stanford Shopping Center
	L-218	900 Welch Rd	Lot	900 Welch Rd
	L-220	1000 Welch Rd	Lot	1000 Welch Rd
	L-222	1100 Welch Rd	Lot	1100 Welch Rd
	L-226	1190 Welch Rd	Lot	1190 Welch Rd
	S-9	Hoover Pavilion Garage	Garage	217 Quarry Road
	S-11	LPCH Main Garage	Garage	725 Welch Road
	S-12	LPCH West Garage	Garage	725 Welch Road
	L-200	Stanford Barn	Lot	700 Welch Rd
	L-204	730/732 Welch Rd	Lot	730/732 Welch Rd
	L-206	750 Welch Rd	Lot	750 Welch Rd
	L-208	770 Welch Rd	Lot	770 Welch Rd
	L-210	777 Welch Rd	Lot	777 Welch Rd
Stanford University	L-1	Hoover Pavilion South Surface Lot	Lot	365 Quarry Rd
	S-1	Roth Way Garage	Garage	355 Roth Way
	L-2	Quarry Psychiatry Lot	Lot	401 Quarry Rd
	S-2	Via Ortega Garage	Garage	285 Via Ortega Dr
	L-3	Lot 3	Lot	455 Quarry Rd
	S-5	Stock Farm Garage	Garage	360 Oak Rd
	L-9	Dean's Lawn	Lot	Roth Way at Campus Dr
	L-9J	Steam Plant Lot (J-Lot)	Lot	903 Quarry Rd Extension
	S-10	Roble Field Garage	Garage	519 Via Ortega Dr
	S-13	Center for Academic Medicine (CAM)	Garage	453 Quarry Rd
	L-17	Stock Farm South Lot	Lot	199 Stock Farm Rd
	L-18	Stock Farm North Lot	Lot	Oak Rd at Welch Rd
	L-20	Bus Farm	Lot	Oak Rd at Stock Farm Rd
	L-21	Lot 21	Lot	Panama St & Campus Dr
	L-22	Searsville Lot	Lot	190 Searsville Rd
	L-25	Panama Lot	Lot	Via Ortega Dr & Panama St
	L-96	Galvez Lot	Lot	250 Galvez St.
	L-212	780 Welch Rd	Lot	780 Welch Rd
	L-214	800 Welch Rd	Lot	800 Welch Rd
	L-216	801 Welch Rd	Lot	801 Welch Rd
	L-224	1180 Welch Rd	Lot	1180 Welch Rd



II. Stanford Medicine Palo Alto Hospital Campus Parking Map by Permit Type

Stanford MEDICINE
Transportation Services

	#	Garage/Lot Name	Type	Address
Stanford Health Care ("SHC") / Lucile Packard Children's Hospital ("LPCH")	L-1A	Hoover Pavilion North Lot	Lot	211 Quarry Rd
	L-1B	Neuro Surface Lot	Lot	213 Quarry Rd
	S-3	Pasteur Staff Garage (PSG)	Garage	1189 Welch Rd
	S-4	Pasteur Visitor Garage (PVG)	Garage	200 Pasteur Dr
	L-7	300 Pasteur ED Surface Lot	Lot	900 Quarry Rd Extension
	S-9	Hoover Pavilion Garage	Garage	217 Quarry Rd
	S-11	LPCH Main Garage	Garage	725 Welch Rd
	L-12	500 Pasteur ED Surface Lot	Lot	1199 Welch Rd
	S-12	LPCH West Garage	Garage	725 Welch Rd
	L-13	Blake Wilbur Surface Lot	Lot	900 Blake Wilbur Dr
	L-14	Blake Wilbur Overflow Lot	Lot	1059 Welch Rd
	S-14	Stanford Shopping Center	Garage	450 Stanford Shopping Center
	L-200	Stanford Barn	Lot	700 Welch Rd
	L-204	730/732 Welch Rd	Lot	730/732 Welch Rd
	L-206	750 Welch Rd	Lot	750 Welch Rd
	L-208	770 Welch Rd	Lot	770 Welch Rd
	L-210	777 Welch Rd	Lot	777 Welch Rd
	L-218	900 Welch Rd	Lot	900 Welch Rd
	L-220	1000 Welch Rd	Lot	1000 Welch Rd
	L-222	1100 Welch Rd	Lot	1100 Welch Rd
	L-226	1190 Welch Rd	Lot	1190 Welch Rd
Stanford University	L-1	Hoover Pavilion South Lot	Lot	365 Quarry Rd
	S-1	Roth Way Garage	Garage	355 Roth Way
	L-2	Quarry Psychiatry Lot	Lot	401 Quarry Rd
	S-2	Via Ortega Garage	Garage	285 Via Ortega Dr
	L-3	Quarry South Lot	Lot	455 Quarry Rd
	S-5	Stock Farm Garage	Garage	360 Oak Rd
	L-9	Dean's Lawn	Lot	Roth Way at Campus Dr
	L-9J	Steam Plant Lot (J-Lot)	Lot	903 Quarry Rd Extension
	S-10	Roble Field Garage	Garage	519 Via Ortega Dr
	S-13	Center for Academic Medicine (CAM)	Garage	453 Quarry Rd
	L-17	Stock Farm South Lot	Lot	199 Stock Farm Rd
	L-18	Stock Farm North Lot	Lot	Oak Rd at Welch Rd
	L-20	Stock Farm West Lot	Lot	Oak Rd at Stock Farm Rd
	L-21	Jordan Quad Lot	Lot	Panama St & Campus Dr
	L-22	Searsville Lot	Lot	190 Searsville Rd
	L-25	Panama Lot	Lot	Via Ortega Dr & Panama St
	L-96	Galvez Lot	Lot	250 Galvez St.
	L-212	780 Welch Rd	Lot	780 Welch Rd
	L-214	800 Welch Rd	Lot	800 Welch Rd
	L-216	801 Welch Rd	Lot	801 Welch Rd
	L-224	1180 Welch Rd	Lot	1180 Welch Rd



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Section 2.2: SHC Staff Parking on Stanford Medicine Palo Alto Hospital Campus

SHC staff parking at the Palo Alto Hospital campus must purchase a parking permit and park in a designated staff parking area unless they fall under one of the exceptions listed in Section 2.4: Stanford Medicine Palo Alto Hospital Campus Staff Parking Exceptions.

SHC Staff Parking options:

I. **500P - Pasteur Staff Garage (PSG) – 1189 Welch Road**
   a. A permit is required between 6:00 AM – 4:00 PM, Monday – Friday. Badge access is required outside of those hours.
      i. Staff with after-hours parking access have a grace period of 1 hour to exit, allowing exit until 7:00 AM Monday – Friday.
      ii. Staff who do not exit the garage by 7:00 AM are subject to parking fees.
   b. Parking Permits for 500P - Pasteur Staff Garage may be purchased via the Stanford Medicine Parking app.
   c. Staff can qualify for discounted or free parking at 500P – Pasteur Staff Garage by participating in the carpool program.
      i. Vehicles with 2 occupants: 50% discount
      ii. Vehicles with 3 or more occupants: Free
      iii. Staff can sign up to participate in the carpool program through the carpool sign-up form.
      iv. For more information about the carpool program, please view the flyer here: https://www.stanfordmedicinetransportation.org/PSG_Carpool_Program_Flyer
   d. For information about parking a motorcycle at 500P - Pasteur Staff Garage, please see Section 2.4: Stanford Medicine Palo Alto Hospital Campus Staff Parking Exceptions.
   e. For additional information about parking at the 500P - Pasteur Staff Garage, please see Section 2.5: Staff Parking Details by Location.

II. **Hoover Pavilion Garage – 217 Quarry Road**
   a. A permit is required between 6:00 AM – 4:00 PM, Monday – Friday. Badge access is required outside of those hours.
      i. Staff with after-hours parking access have a grace period of 1 hour to exit, allowing exit until 7:00 AM Monday – Friday.
      ii. Staff who do not exit the garage by 7:00 AM are subject to parking fees.
   b. Parking Permits for Hoover Pavilion Garage may be purchased via the Stanford Medicine Parking app.
   c. Staff can qualify for discounted or free parking at Hoover Pavilion Garage by participating in the carpool program.
      i. Vehicles with 2 occupants: 50% discount
      ii. Vehicles with 3 or more occupants: Free
      iii. Staff can sign up to participate in the carpool program through the carpool sign-up form.
      iv. For more information about the carpool program, please view the flyer here: https://www.stanfordmedicinetransportation.org/Hoover_Carpool_Program_Flyer
   d. For information about parking a motorcycle at Hoover Pavilion Garage, please see Section 2.4: Stanford Medicine Palo Alto Hospital Campus Staff Parking Exceptions.
   e. For additional information about parking at the Hoover Pavilion Garage, please see Section 2.5: Staff Parking Details by Location.

III. Stanford University Parking Permits

a. Stanford University offers several types of parking permits for the University-managed lots and garages around campus. To view a parking map showing where these permits are valid, see Section 2.1: Staff Parking Maps and Resources. The following permit types are available for purchase to qualifying hospital staff members:

   i. **'A' permit**:
      1. All Stanford Medicine employees may purchase a daily or monthly 'A' permit from Stanford University.
      2. 'A' permit holders may park in any 'A' permit space, as well as any 'C' permit spaces.

   ii. **'C' permit**:
      1. Stanford Medicine employees hired **before** January 1, 2023 may purchase a daily or monthly 'C' permit from Stanford University.
      2. 'C' permit holders may only park in 'C' permit spaces

   iii. **'Motorcycle' (MC) permit**:
      1. All SHC staff members who drive a motorcycle are eligible to purchase a motorcycle permit
      2. 'Motorcycle' permits are valid in 'Motorcycle' (MC) spaces

b. Enforcement Hours
   i. Unless posted otherwise, Stanford University 'A' and 'C' permit parking is enforced Monday – Friday, 6:00 AM – 4:00 PM

c. Purchasing a Stanford University Permit
   i. Stanford University permits may be purchased online at https://transportation.stanford.edu/order

IV. SHC Staff Parking Rates:

Permit Type	Eligibility	Parking Location	Cost	How to Purchase	Enforcement Hours
500P - Pasteur Staff Garage Daily Permit	All SHC staff	500P - Pasteur Staff Garage (PSG) 1189 Welch Road	Daily permit: $16/day	Stanford Medicine Parking App	Permit required M-F 6:00 AM – 4:00 PM Badge access required all other times
500P - Pasteur Staff Garage Daily Permit	Off-Site SHC	500P - Pasteur Staff Garage (PSG) 1189 Welch Road	First 2 hours free Hours 2-5: $3/hour 5+ hours: $18 daily maximum	Stanford Medicine Parking App	Permit required M-F 6:00 AM – 4:00 PM Badge access required all other times
Hoover Pavilion Garage Permit	All Contractors. SHC and SMCH hired after 1/1/2023	217 Quarry Road	$8.25 per day $46 per month	Stanford Medicine Parking App	Permit required M-F 6:00 AM – 4:00 PM Badge access required all other times

'A' Permit	All SHC staff and Contractors	All Stanford University 'A' permit spaces, and all Stanford University 'C' permit spaces	$22.25 per day $156 per month	https://transportation.stanford.edu/order	M-F 6:00 AM – 4:00 PM
'C' Permit	SHC/SMCH employees hired before 1/1/2023	All Stanford University 'C' spaces	$8.25 per day $46 per month	https://transportation.stanford.edu/order	M-F 6:00 AM – 4:00 PM
Welch Rd Hospital Administrative Buildings	Staff approved by department leader for onsite parking	900 or 1000 Welch Rd	$16 per day* $146 per month	Contact Dept leader for authorization	M-F 6:00 AM – 4:00 PM
Motorcycle Permit	All Stanford Medicine Staff	All Stanford University 'Motorcycle' spaces	$3.75 per day $18 per month	https://transportation.stanford.edu/order	M-F 6:00 AM – 4:00 PM

* Unauthorized users parking at 900 Welch Road will be charged a $24 flat rate.

Section 2.3: SMCH Staff Parking on Stanford Medicine Palo Alto Hospital Campus

SMCH staff parking at the Palo Alto Hospital campus must purchase a parking permit and park in a designated staff parking area unless they fall under one of the exceptions listed in Section 2.4: Stanford Medicine Palo Alto Hospital Campus Staff Parking Exceptions.

SMCH Staff Parking options:

I. **Stanford University Parking Permits**
   a. Stanford University offers several types of parking permits for the University-managed lots and garages around campus. The following permit types are available for purchase to qualifying hospital staff members:
      i. **'A' permit**:
         1. All SMCH staff may purchase a daily or monthly 'A' permit from Stanford University.
         2. 'A' permit holders may park in any 'A' permit space, as well as any 'C' permit spaces
      ii. **'C' permit**:
         1. SMCH staff hired **before** January 1, 2023 may purchase a daily or monthly 'C' permit from Stanford University.
         2. 'C' permit holders may only park in 'C' permit spaces
      iii. **'Motorcycle' (MC) permit**:
         1. All SMCH staff members who drive a motorcycle are eligible to purchase a motorcycle permit
         2. 'Motorcycle' permits are valid in 'Motorcycle' (MC) spaces
   b. Enforcement Hours

i. Unless posted otherwise, Stanford University 'A' and 'C' permit parking is enforced Monday – Friday, 6:00 AM – 4:00 PM

c. Purchasing a Stanford University Permit
   i. Stanford University permits may be purchased online at https://transportation.stanford.edu/order

II. SMCH Staff Parking Rates:

Permit Type	Eligibility	Parking Location	Cost	How to Purchase	Enforcement Hours
Hoover Pavilion Garage Permit	All Contractors. SHC and SMCH hired after 1/1/2023	217 Quarry Road	$8.25 per day $46 per month	Stanford Medicine Parking App	Permit required M-F 6:00 AM – 4:00 PM Badge access required all other times
'A' Permit	All SMCH employees and Contractors	All Stanford University 'A' permit spaces, and all Stanford University 'C' permit spaces	$22.25 per day $156 per month	https://transportation.stanford.edu/order	M-F 6:00 AM – 4:00 PM
'C' Permit	SHC/SMCH employees hired before 1/1/2023	All Stanford University 'C' spaces	$8.25 per day $46 per month	https://transportation.stanford.edu/order	M-F 6:00 AM – 4:00 PM
Welch Rd Hospital Administrative Buildings	Staff approved by department leader for onsite parking	700, 730, 732, 750, 770 or 777 Welch Rd	$16 per day $146 per month	Contact Dept leader for authorization	24 hours
Motorcycle Permit	All Stanford Medicine Staff	All Stanford University 'Motorcycle' spaces	$3.75 per day $18 per month	https://transportation.stanford.edu/order	M-F 6:00 AM – 4:00 PM

Electric Vehicle Charging Summary - Staff				
Category	**Location / Permit**	**Number of Charging Ports**	**Permit Type**	**EV Charging Rate (As of 9/1/25)**
Staff (Hospital Operated)	500P – Pasteur Staff Garage	21	Hourly	$0.52/kWh, first 3 hours $0.52/kWh + $5.00/hour, after 3 hours
	730 Welch Rd	8		
	750 Welch Rd	14		

	900 Welch Rd	6		*in addition to parking fees
	Redwood City Outpatient Center	20		
	Hoover Pavilion Garage*	9		
	Bohannon Campus, Menlo Park	2		
	Pasteur Visitor Garage**	16		
	LPCH – Main Garage***	22		

**Eligible swing and night shift staff can access these ports after 1:00 PM and 4:00 PM, respectively

***Eligible swing shift staff can access these ports if garage is entered between 1:00 PM – 4:00 PM

a. In addition to the above, staff Electric Vehicle (EV) charging stations are also available in some Stanford University parking lots and garages near the Stanford Medicine Palo Alto Hospital campus.
b. For a map with more information, please see the flyer here: http://stanfordmedicinetransportation.org/Staff-EV
c. A ChargePoint account is required to pay for parking and charging in these spaces
d. Vehicles parked in EV charging stalls must be plugged in and actively charging and comply with all posted signage and required parking permits or fees.

Section 2.4: Stanford Medicine Palo Alto Hospital Campus Staff Parking Exceptions

I. **SHC Swing Shift Staff**
   a. SHC employees and SHC contractors who are listed in the SHC Workday system as "evening" with a work shift start time after 1:00 PM are eligible for complimentary Swing Shift badge access in the Hoover Pavilion Garage.
      i. Swing Shift Badge Access to Hoover Pavilion Garage allows staff to enter the garage between 12:15 PM – 4:00 AM. Swing shift access will not permit entry outside of those hours
      ii. Staff members who are granted access to Hoover Pavilion Garage may not park in any space that is marked as "Reserved Parking for Patients & Visitors Only"
   b. For details about SHC Swing Shift Parking and instructions on how to apply, please view the flyer here: http://stanfordmedicinetransportation.org/SHC-Swing-Shift
   c. Contractors/ Travelers, please apply via the link here: Parking Badge Access Form Public - AskSHC
   d. Swing Shift staff must follow the badge access process to park. Badge access must be used both at the garage entry and exit. If a parking ticket is pulled at the entry, the staff member is responsible for paying the cost of that parking ticket.
   e. SHC Residents, House Staff and Faculty who require swing shift access for shifts starting after 1:00 PM are eligible for complimentary Swing Shift badge access in the Hoover Pavilion Garage.
      i. Swing Shift Badge Access to Hoover Pavilion Garage allows staff to enter the garage between 12:45 PM – 4:00 AM. Swing shift access will not permit entry outside of those hours
      ii. Residents/House Staff can apply for swing shift parking here: Service Catalog Item - AskSHC

II. **SMCH Swing Shift Staff**
   a. SMCH Staff who are listed as Evening shift in Workday with a work shift start time after 1:00 PM are eligible for complimentary badge access in the Hoover Pavilion Garage
      i. Swing Shift Badge Access to Hoover Pavilion Garage allows staff to enter the garage between 12:15 PM – 4:00 AM. Swing shift access will not permit entry outside of those hours
      ii. Staff members who are granted access to Hoover Pavilion Garage may not park in any space that is marked as "Reserved Parking for Patients & Visitors Only"
   b. For details about SMCH Swing Shift parking and instructions on how to apply, please view the flyer here: http://stanfordmedicinetransportation.org/SMCH-Swing-Shift
   c. Contractors/ Travelers, please apply via the link here: Parking Badge Access Form Public - AskSHC

III. **SHC Night Shift Staff**
   a. SHC staff who arrive at the Palo Alto Hospital campus after 4:00 PM are eligible for complimentary badge access to park in the Pasteur Visitor Garage or the Hoover Pavilion Garage underground
   b. Night Shift Badge Access allows staff to enter the garage between 3:50 PM – 4:00 AM Monday – Friday, or anytime on weekends. Night shift access will not permit entry outside of those hours

c. Night Shift staff must follow the badge access process to park at the Pasteur Visitor Garage. Badge access must be used both at the garage entry and exit. If a parking ticket is pulled at the entry, the staff member is responsible for paying the cost of that parking ticket.
d. To apply for night shift badge access, please fill out the form here: https://stanfordhc.service-now.com/esc?id=sc_cat_item&sys_id=d53212c11bb05610fa4a8595624bcb75
e. For details about SHC Night Shift parking and instructions on how to apply, please view the flyer here: SHC-Night-Shift-Flyer
f. Contractors/ Travelers, please apply via the link here: Parking Badge Access Form Public - AskSHC

IV. SMCH Night Shift Staff

a. SMCH staff who arrive at the Palo Alto Hospital campus after 4:00 PM are eligible for complimentary badge access to park in the LPCH West Garage or the Hoover Pavilion Garage underground
    i. Night Shift Badge Access to LPCH West Garage allows staff to enter the garage between 3:50 PM – 4:00 AM Monday – Friday, or anytime on weekends. Night shift access will not permit entry outside of those hours.
    ii. Night Shift Badge Access to Hoover Pavilion Garage allows staff to enter the garage between 4:00 PM – 4:00 AM. Night shift access will not permit entry outside of those hours.
b. Night Shift staff must follow the badge access process to park at the Lucile Packard Children's Hospital West Garage. Badge access must be used both at the garage entry and exit. If a parking ticket is pulled at the entry, the staff member is responsible for paying the cost of that parking ticket.
c. Night shift staff may also park at 730 Welch Road if the staff member exits the lot prior to 8:00 AM Monday – Friday
    i. 700, 750, 770, and 777 Welch Road require a valid permit for parking 24/7. Night shift staff parking is not allowed in these locations.
d. For details about SMCH Night Shift parking and instructions on how to apply, please view the flyer here: SMCH-Night-Shift-Flyer
e. Contractors/ Travelers, please apply via the link here: Parking Badge Access Form Public - AskSHC

V. SHC Independent Contractors

a. SHC contingent workers, including temporary workers, independent contractors who work on an as-needed basis, project consultants, managed services staff, and affiliate company staff have three parking options depending on preference and onboarding status:
    i. 500P - Pasteur Staff Garage daily permits
    ii. Hoover daily/monthly permit
    iii. 900/1000 Welch Road daily permit

VI. SMCH Independent Contractors

a. SMCH contingent workers, including temporary workers, independent contractors who work on an as-needed basis, project consultants, managed services staff, and affiliate company staff may purchase a Hoover daily/monthly permit.

VII. Emergent Response Staff

a. Emergent Response Staff with a response time of 30 minutes or less may park in the reserved Emergent Response Staff parking spaces in the Pasteur Staff Garage or the 300 Pasteur

Emergency Department Surface lot with an Emergent Response Permit. Badge Access is also required to park in the Pasteur Staff Garage

b. For additional information and instructions on how to apply for a Response Permit, please see the flyer here: https://stanfordmedicinetransportation.org/Emergent-On-Call-Parking

VIII. On-Call Trauma Doctors

a. Trauma doctors who are on-call and reporting to 500 Pasteur may qualify for a Yellow Permit, with the approval of the Stanford Medicine Transportation Services department
b. Yellow permits can be used to park in the "Yellow Permit Only" parking space on Blake Wilbur Drive, or in Pasteur Staff Garage if the "Yellow Permit Only" space is unavailable. Badge access is required to park in the Pasteur Staff Garage
c. Permit must be displayed on rear view mirror or vehicle dashboard while parked. If parking in Pasteur Staff Garage, permit must be presented upon entry.

IX. SMCH After-Hours & Weekends On-Call Staff

a. SMCH staff who are arriving on-site between 4:00 PM – 7:00 AM Monday – Friday, or anytime on weekends, may apply for badge access to park at the LPCH West Garage. Staff will be required to badge in and badge out when using the garage.
b. To apply for access, fill out the form here: https://stanfordhc.service-now.com/esc?id=sc_cat_item&sys_id=d53212c11bb05610fa4a8595624bcb75
c. Contractors/ Travelers, please apply via the link here: Parking Badge Access Form Public - AskSHC

X. Medical or Health-Related Parking Accommodations

a. Employees with certain medical or health-related conditions may apply for parking accommodations as an exception to standard parking procedures. Parking accommodations are considered on a case-by-case basis. Employees who are granted a parking accommodation will still be required to purchase a parking permit.
b. When a medical or health-related parking accommodation is approved, the staff member will be provided with information about purchasing their permit and where they are permitted to park
c. For more information about applying for a parking accommodation, please talk to your manager, or see the relevant Human Resources Contact information below
    i. SHC staff: email HRAM@stanfordhealthcare.org
    ii. SMCH staff: https://stanfordchildrensaskhr.org

XI. SHC Board Members

a. SHC Board Members are provided complimentary badge access for parking at the Palo Alto Hospital campus during official board business.
b. Board members may use their badge access to park at the 500P - Pasteur Staff Garage (PSG).

XII. Off-Site Clinical Faculty

a. Clinical faculty of SHC and SMCH who have their clinical practice and academic office off site and visit the hospital for clinical services may apply for complimentary parking
    i. **SHC Off-Site Clinical Faculty** may park in 500P - Pasteur Staff Garage (PSG) with badge access. For details visit https://www.stanfordmedicinetransportation.org/other-parking-option/pasteur-staff-garage
    ii. **SMCH Off-Site Clinical Faculty** may park in LPCH Main Garage with badge access. For details visit https://www.stanfordmedicinetransportation.org/other-parking-option/lcph-main-garage

XIII. Community Physicians

a. Community Physicians who are not employed or contracted with the Stanford University School of Medicine and are infrequent visitors to the Stanford Medicine Palo Alto Hospital campus may

apply for complimentary badge access to park. With approved access, Community Physicians visiting SHC may park in the Pasteur Visitor Garage, and Community Physicians visiting LPCH may park in the Community Physicians Lot at LPCH Main Garage.

b. SHC, please apply here: Parking Badge Access Form Public - AskSHC
c. SMCH, please apply here: Parking Badge Access Form Public - AskSHC

XIV. 30+ Year Parking

a. Regular employees of SHC or SMCH with 30 or more years of service working at the Palo Alto hospital campus may be eligible to receive complimentary 'A' or 'C' parking permits
b. Regular employees of SHC or SMCH with 30 or more years of service working at certain Welch Road locations may contact SpacePlanning@stanfordchildrens.org or TransportationServices@stanfordhealthcare.org to request a complimentary Stanford Medicine Parking app permit at their designated work location
c. For more instructions on how to apply for this program, please see the flyer here: http://stanfordmedicinetransportation.org/30-Year-Permit
d. Please refer to HR Recognition's policy for specific details on eligibility for this program: https://stanfordhealthcare.policytech.com/dotNet/documents/?docid=21659&app=pt&source=browse

XV. Chaplains

a. Spiritual Care Chaplains should follow the applicable parking options based on their work schedule
    i. Chaplains working day shifts should purchase and use the appropriate staff parking permit available to them
    ii. Chaplains working swing shifts should follow the applicable Swing Shift Parking procedures and eligibility requirements. http://stanfordmedicinetransportation.org/SHC-Swing-Shift
    iii. Chaplains working night shifts should follow the applicable Night Shift Parking procedures and eligibility requirements. https://stanfordmedicinetransportation.org/Night Shift

XVI. Unpaid Interns/Externs and Students

a. Departments hosting unpaid interns, externs, or students for a short-term assignment may request complimentary badge access to the Hoover Pavilion Garage, located at 211 Quarry Road.
    i. Badge access requests must be submitted through the the link here: **Parking Badge Access Form_Public - AskSHC**
    ii. When submitting the request, select "Parking Badge Access" as the Inquiry Type

XVII. Volunteer Parking

a. SHC and SMCH volunteers may apply for complimentary badge access to park at the hospitals when they are volunteering
    i. SHC volunteers with approved badge access may park in Pasteur Visitor Garage or Hoover Pavilion Garage.
    ii. SMCH volunteers with approved badge access may park in LPCH West Garage.
    iii. Please apply via the link here: Parking Badge Access Form Public - AskSHC
b. For additional information about parking for volunteers, please view the flyer here: https://stanfordmedicinetransportation.org/Volunteer-Parking

XVIII. Hospital Department Service Vehicle Parking

a. Departments who operate Hospital-owned Vehicles may purchase a Service Vehicle Permit from Stanford University. Service vehicle permits are valid in any 'A' or 'C' permit space, as well as

metered spaces, visitor parking areas, residential permit spaces, and special "Service Vehicle" spaces. They are **not** valid in spaces marked "Special Area Permit"
    i. Rates: $45.25 per day, $530 per month, or $6,360 per year
b. For more information and instructions on how to purchase a Service Vehicle Permit, please click here: https://transportation.stanford.edu/parking-stanford/purchase-parking/department-parking/frequently-asked-questions-faqs-department#svoptions
c. Only the following hospital vehicles may park in 500P - Pasteur Staff Garage (PSG) without a permit:
    i. SHC Regional Supply Chain Services
    ii. SHC Mail Services
    iii. SHC Digital Solutions
    iv. Stanford Blood Center
    v. Engineering & Maintenance Lock Van
d. Certain hospital-owned vehicles may be granted an access card that allows access into parking lots or garages for official purposes (ex: Security vehicles)
    i. If a Transportation Services access card is lost or misplaced, the department must notify Transportation Services immediately
    ii. Lost access cards will result in a $25 fee to cover the costs of replacing the card

XIX. Americans with Disabilities Act (ADA) Accessible Parking for Staff

a. SHC staff with a state-issued disability placard may park in accessible parking spaces in the following locations:
    i. Stanford University lots and garages
        1. Accessible parking spaces are available in many Stanford University lots and garages. Individuals with state-issued disability parking placards may park in any marked space in university lots and garages
    ii. Staff parking areas managed by Stanford Medicine
    iii. California Vehicle Code (CVC) regulations for vehicles with accessible placards are valid on public streets and other municipal lots. Stanford Medicine lots and garages are privately owned and are therefore not governed by the CVC codes in section 225115.
    iv. For more information about accessible parking for SHC staff, please view the flyer here: http://Stanfordmedicinetransportation.org/SHC-Accessible
b. SMCH staff with a state-issued disability placard may park in accessible parking spaces in the following locations:
    i. Stanford University lots and garages:
        1. Accessible parking spaces are available in many Stanford University lots and garages. Individuals with state-issued disability parking placards can park in any marked space in university lots and garages
    ii. California vehicle code regulations for vehicles with accessible placards are valid on public streets and other municipal lots. Stanford Medicine lots and garages are privately owned and are therefore not governed by the CVC codes in section 225115.
    iii. For more information about accessible parking for SMCH staff, please view the flyer here: http://stanfordmedicinetransportation.org/SMCH-Accessible

XX. Motorcycle Parking at 500P - Pasteur Staff Garage (PSG)

a. SHC staff motorcycle parking at 500P - Pasteur Staff Garage (PSG) is free. Staff who arrive at 500P - Pasteur Staff Garage (PSG) on a motorcycle and park in the designated motorcycle parking spaces are not required to purchase a permit
b. Motorcycles parking in any other area must abide by all posted rules and fees

c. For more information, please see the flyer here: http://stanfordmedicinetransportation.org/PSG-Motorcycle-Parking

XXI. All other Motorcycle Parking

a. Motorcycles parked at Stanford Medicine locations must abide by all posted rules and fees

XXII. Official Vehicle Access

a. Official vehicles, as approved by the Transportation Services department, may be granted access into parking lots or garages for official business. These vehicles may include:
   i. Transportation Services Shuttle vehicles
   ii. Ambulances and other emergency vehicles

XXIII. Badge Access Exceptions

a. Staff with Badge Access for Official Purposes
   i. Stanford Medicine Transportation Services may grant staff members badge access to parking lots and garages for official business needs. All applications for access must have a qualifying business justification and will be reviewed on a case-by-case basis by the Senior Director of Transportation Services
   ii. Staff who are granted badge access to a parking lot or garage for a business purpose may not use that access for personal or other unapproved purposes
   iii. If access is abused or any other Stanford Medicine Transportation Services rules are violated, the access may be revoked, and the violating staff member's supervisor may be notified

b. Other staff members may qualify for badge access to park for free with a qualifying business justification
   i. This access is considered on a case-by-case basis, and allocated based on availability
   ii. To apply for badge access with a qualifying business justification, please fill out the form here: Stanford Medicine Parking & Transportation Special Access Request Form

Section 2.5: Staff Parking Details by Location

I. **Hoover Pavilion Garage (217 Quarry Road)**
   a. The Hoover Pavilion Garage is 9 levels, 3 below ground and 6 above ground
      i. Levels 2-6 are staff parking only. 'A' and 'C' permits are not valid in the Hoover Pavilion Garage.
      ii. Street level and Lower Level 1 of the garage are visitor parking only.
      iii. Patient/visitor and staff electric vehicle charging is available in Hoover Pavilion Garage.
         1. In addition to parking fees, parkers are also responsible for paying for the cost of charging via a ChargePoint account. Staff members may use the patient/visitor chargers, but are responsible for paying for parking and charging, and must abide by the time restrictions for the charging spaces

II. **500P - Pasteur Staff Garage (PSG) (1189 Welch Road)**
   a. The Pasteur Staff Garage is 5 levels, 2 below ground and 3 above ground
   b. A permit is required for all vehicles parked in 500P - Pasteur Staff Garage (PSG) between 6:00 AM – 4:00 PM Monday – Friday
   c. Electric vehicle charging is available in 500P – Pasteur Staff Garage. Staff must purchase a daily permit to use the chargers during enforcement hours, in addition to being responsible for the cost of charging. Staff must have a ChargePoint account to pay for charging.
   c. Badge access is required to enter the 500P – Pasteur Staff Garage at all other times. Staff parked overnight must exit before 7:00 AM, Monday – Friday. After hours and weekend badge access may be requested by filling out the form located here: https://stanfordhc.service-now.com/esc?id=sc_cat_item&sys_id=d53212c11bb05610fa4a8595624bcb75
   d. Any staff parked in 500P - Pasteur Staff Garage (PSG) overnight must leave the garage by 7:00 AM, or purchase a permit for the following day
   e. For more information about parking at 500P - Pasteur Staff Garage (PSG), please visit https://www.stanfordmedicinetransportation.org/staff-parking/pasteur-staff-garage

III. **Pasteur Visitor Garage (200 Pasteur Drive)**
   a. The Pasteur Visitor Garage is for hospital patients and visitors. Any staff members who are granted access to the Pasteur Visitor Garage should park only on Level 4, in order to preserve the closest parking for patients and visitors

IV. **LPCH Main Garage (725 Welch Road)**
   a. This garage is for hospital patients and visitors.

V. **J Lot (903 Quarry Road Extension)**
   a. Commuter parking access is no longer provided at J Lot
   b. Staff with a business need to access the lot may be granted badge access with Transportation Services leadership approval

VI. **Welch Road properties**
   a. 730, 732 and 1100 Welch Road are reserved for patients/visitors only
   b. 700, 750, 770, 777, 900, and 1000 Welch Rd: Authorized staff working at these locations:
      i. Authorized staff should use the Stanford Medicine Parking App to purchase a Welch Road parking permit
      ii. SHC & SMCH employees with 30+ years of service may qualify for a free permit. To confirm qualifying eligibility, SHC employees should email: transportationservices@stanfordhealthcare.org and SMCH employees should email spaceplanning@stanfordchildrens.org
   c. Electric vehicle charging is available at 750 Welch and 900 Welch Road

   i. Staff must have a valid 700, 750, 770, 777 and 900 Welch Road permit to use the chargers 24/7, in addition to being responsible for the cost of charging. Staff must have a ChargePoint account to pay for charging.

d. 1190 Welch Road –Construction Trailers
   i. Authorized staff should use the Stanford Medicine Parking App to reserve a monthly permit. Parking will be available on first-come, first served basis.
   ii. For more information about parking, please see flyer here: 1190-Welch-Monthly-Parking-Permit-Flyer
e. Stanford Medicine Transportation Services manages a limited amount of parking on the Stanford Shopping Center Garage Rooftop, which is used for construction worker parking, as well as Douglas Parking Staff Parking
f. A valid Stanford Mall Rooftop Parking Permit is required to park in this area
g. Permits are distributed by quarter, based on project date

Section 2.6: Staff Parking at Ambulatory & Administrative Locations

Staff should abide by all posted and communicated rules in their designated staff parking area. Staff may not park in any spaces or areas reserved for patients and visitors. Certain Ambulatory & Administrative staff parking areas, listed below, have additional procedures staff should be aware of.

I. **Stanford Medicine Outpatient Center in Redwood City**
   a. Staff parking at the Stanford Medicine Outpatient Center in Redwood City should not park in any parking areas that are reserved for patients and visitors. Staff may park in one of the following designated staff parking areas:
      i. **Exterior Parking Garage**
         1. The Exterior Garage, located at 460 Broadway, has 4 levels, 3 above ground and 1 below ground.
         2. Staff may park in the below ground level, or on levels 2 or 3
         3. Level 1 (street level) is reserved for patients and visitors only
         4. Staff Electric Vehicle charging is available on Level 2 of the Exterior Garage. Staff members must have a ChargePoint account to pay for Electric Vehicle Charging, and must abide by all posted rules and limitations
      ii. **Underground Garage**
         1. The underground garage, located below the Stanford Medicine Outpatient Center, is only available to authorized staff with badge access
         2. Badge access is available to physicians, residents, fellows, managers, and approved staff. Access is granted based upon seniority and availability. Staff may not park in the surface lots, which are reserved for patients and visitors
      iii. **575 Broadway & 585 Broadway Bay Lots**
         1. Construction parking in the Broadway and Bay lots uses virtual permits in the Stanford Medicine Parking App.
            a. New staff hired on or after September 1, 2026 should contact their department parking lead to be added to the approved user list before reserving a permit
   b. For additional information about staff parking at the Stanford Medicine Outpatient Center in Redwood City, please view the flyer here: http://stanfordmedicinetransportation.org/RedwoodCity-Staff-Parking

II. **Stanford Health Care – Emeryville**
   a. The garage located at 5800 Hollis is reserved for patients and visitors only
   b. Staff at Stanford Health Care – Emeryville may be assigned to one of the following garages:
      i. Garage 2 – 5885 Hollis
      ii. Garage 3 – 5858 Horton
      iii. Garage 4 – 5855 Horton
      iv. Garage 5 – 6100 Horton
   c. Staff must apply for access to a staff parking garage. Stanford Medicine Transportation Services will review all applications and reach out to the staff member with their assigned parking area and further instructions.
   d. A hangtag permit, transponder, and Wareham card is required to park in the assigned garage and may be requested through the Stanford Medicine Parking App under settings, “products”
   e. Stanford Medicine Transportation Services may require a refundable deposit when distributing these items

i. In the event that parking access is no longer needed, such as when leaving employment at Stanford Health Care – Emeryville, a staff member should return any transponders, permits, or access cards to Transportation Services, and may reach out to TransportationServices@stanfordhealthcare.org to request a refund of the deposit.
ii. For more information, view the flyer: https://files.stanfordmedicinetransportation.org/production/StanfordMedPark-App-OPL

f. To apply for parking access, please fill out the form here:
i. Long term assignment: https://files.stanfordmedicinetransportation.org/production/Maps-Resources/Emeryville-Staff-Parking
ii. Visiting staff: https://files.stanfordmedicinetransportation.org/production/Emeryville-Visiting-Staff-Parking

III. Byers Eye & Stanford Ear Institute at Watson Court

a. Staff parking at 2452 Watson Court is managed through the Stanford Medicine Parking App monthly permit program. Eligible staff include SHC, SMCH, and School of Medicine staff, faculty, temporary workers, and contractors working at 2452 Watson Court.
b. A valid monthly parking permit is required to park in the 2452 Watson Court Main Parking Lot during enforcement hours.
i. Parking permits are enforced using license plate reader technology between 9:00 AM and 3:00 PM daily. Vehicles parked without a valid permit may be subject to invoicing.
ii. Monthly permits are issued through a rotation program consisting of Faculty, Priority Staff, and General Staff to provide equitable access to Main Lot parking.
c. Staff who do not receive a Main Lot permit may park in one of the following overflow parking locations
i. Two overflow lots are available for staff working at this location: 2479 E. Bayshore Rd (Overflow Lot 1) and 2600 E. Bayshore Rd (Overflow Lot 2)
d. School of Medicine staff may also have access to parking at 2370 Watson Court (Spencer Building). These parking spaces are managed by Stanford University
e. For additional information about staff parking, please view the flyer here: http://stanfordmedicinetransportation.org/WatsonCourt-Staff-Parking

IV. Stanford Health Care Tri-Valley at 5555 West Las Positas Hospital Campus

a. The parking lots surrounding 5555, 5565, and 5575 West Las Positas provide parking for patients/visitors, staff, physicians/APPs, emergent response staff, and construction parking
b. Staff parking in the "Physician Lot" needs to request for a physical permit to be displayed at all times
i. Staff may apply for a Physician/APP parking permit using the designated request form: Tri-Valley Parking Permit Application
ii. For the campus for Parking Badge Access, select Tri-Valley Campus
1. Access Type: Faculty
iii. Employees who elect to pick up their permit in person may retrieve their permit from a Parking Manager at Lot F between 8:00 AM and 4:00 PM.
c. Signs are located throughout the lots indicating parking designations

V. Stanford Health Care Tri-Valley at 5275 West Las Positas Campus

a. The parking lot located at 5275 West Las Positas provides parking for patients/visitors, staff, and has time-restricted shared parking with the neighboring apartment complex

b. Overflow parking is available at the neighboring apartment complex located at 5723 West Las Positas

Chapter 3: Patient and Visitor Parking

For the most updated patient and visitor parking information, visit
https://stanfordmedicinetransportation.org/SHCPatientVisitor (SHC) or
https://stanfordmedicinetransportation.org/SMCHPatientVisitor (SMCH)

Section 3.1: Patient and Visitor Parking on Stanford Medicine Palo Alto Hospital Campus

Patients and Visitors to the Stanford Medicine Palo Alto Hospital campus should park in designated Stanford Medicine patient and visitor parking areas (listed below) and must follow the rules for parking in those areas.

I. Patient Parking Rate Overview

Location	Address	Hourly Parking Rate (As of 9/1/25)	Maximum Daily Rate	Longer Stay Option
Pasteur Visitor Garage	200 Pasteur Drive	First 2 hours free Hours 2-3: $3 Hours 3+: $1/hour	$18 after 7 hours	7-Day Parking Pass ($42) available for purchase at the Information desk or 500P Pop-Up
Blake Wilbur Lot	900 Blake Wilbur Drive	First hour $3 Hours 1+: $2/hour	$18 after 7 hours	Short term parking only
Hoover Pavilion Garage	217 Quarry Road	First hour free Hours 1-2: $2 Hours 2+: $1/hour	$18 after 12 hours	7-Day Parking Pass ($42) available for purchase at the Information desk or 500P Pop-Up
LPCH Main Garage & LPCH West Garage	725 Welch Rd	First 2 hours free Hours 2-3: $3 Hours 3+: $1/hour	$18 after 7 hours	Parking validation at the Welcome Desk
Neuroscience Health Center Lot	213 Quarry Road	$1/hour (or fraction thereof)	$4 after 4 hours	Short term parking only
900/1000 Welch Road	900/1000 Welch Road	N/a	$24 flat rate	Authorized parkers only; clinics will distribute details

Electric Vehicle Charging Summary - Patients				
Category	**Location / Permit**	**Number of Charging Ports**	**Permit Type**	**EV Charging Rate (As of 9/1/25)**
Patient/Visitors	Pasteur Visitor Garage	16	Hourly	$0.52/kWh, first 3 hours $0.52/kWh + $5.00/hour, after 3 hours
	Hoover Pavilion Garage	6		

	Redwood City Outpatient Center	20		*in addition to parking fees
	LPCH – Main Garage	22		
	Bohannon Campus, Menlo Park	2		

e. For a map with more information and to purchase, please see the flyer here: https://files.stanfordmedicinetransportation.org/Patient-EV-Charging-Station-Flyer

II. Pasteur Visitor Garage (200 Pasteur Drive)

a. The Pasteur Visitor Garage is an ideal parking option for patients and visitors to 300 Pasteur Drive, 500 Pasteur Drive, 875 Blake Wilbur Drive, and 900 Blake Wilbur Drive. The garage is gated, and all patients and visitors must take a parking ticket and ensure that their ticket fee is paid or validated before exiting the garage

b. Payment Information:
   i. Patients and Visitors are encouraged to bring their parking ticket with them and pay immediately before returning to their vehicle
   ii. Payment machines are available on street level above the garage, as well as the lobby of each level inside the garage
      1. Payment machines accept card payments only
      2. A machine to convert cash to card is available on the street level of the garage to assist with cash payments
   iii. Credit card payments are also accepted at the machines at the garage exit gates. No cash is accepted at the garage exit

c. Special Parking Types:
   i. Accessible Parking (state-issued disability placard or license plate required) is available on levels 1, 2, and 3
   ii. Limited Mobility Parking is available on level 1
   iii. 2 Hour Parking is available on level 1
   iv. Oversized Vehicle Parking is available on level 1
   v. Electric Vehicle Charging is available for patients and visitors. Staff are not permitted to use Electric Vehicle charging in Pasteur Visitor Garage during day shift hours.

III. Blake Wilbur Surface Lot (900 Blake Wilbur Drive)

a. The Blake Wilbur Surface Lot is a parking option for patients and visitors to 875 Blake Wilbur Drive and 900 Blake Wilbur Drive. The lot is staffed by a parking attendant, and all patients and visitors must pay for their parking when exiting.

b. Payment Information:
   i. The Blake Wilbur Surface Lot is Credit Card Only. For cash payments, please use a cash to card machine, located at 875 Blake Wilbur
   ii. Payment for parking is accepted by the payment machine at the lot exit

c. Special Parking Types:
   i. Accessible Parking (state-issued disability placard or license plate required) is available near the entrance of the Blake Wilbur Surface Lot

IV. Blake Wilbur Overflow Lot (1059 Welch Road)

a. The Blake Wilbur Overflow Lot is used only when the Blake Wilbur Surface Lot is at capacity. A staff member will assist any patients or visitors who need to park in the Blake Wilbur Overflow Lot

V. Blake Wilbur Clinics Overflow Parking at 900 Welch Road

a. Radiation Oncology patients visiting 875 and 900 Blake Wilbur clinics may receive a parking validation from their clinic, distributed either electronically or by mail.
b. Patients holding this Radiation Oncology parking validation pass may park in one of 10 reserved parking spaces at 900 Welch Road by showing their valid parking validation pass to the parking attendant at the entrance to the 900 Welch Road lot

VI. Hoover Pavilion Garage (217 Quarry Road)

a. The Hoover Pavilion Garage is an ideal parking option for patients and visitors to Hoover Pavilion or the Neuroscience Health Center. The garage is gated, and all patients and visitors must take a parking ticket and ensure that their ticket fee is paid or validated before exiting the garage. The lower levels (level 1, and lower levels 1, 2, and 3) are available for patient and visitor parking
b. Payment Information:
    i. Patients and Visitors are encouraged to bring their parking ticket with them and pay immediately before returning to their vehicle
    ii. Payment machines are available on street level of the garage
        1. Payment machines accept card payments only
        2. A machine to convert cash to card is available on the street level of the garage to assist with cash payments
    iii. Credit card payments are also accepted at the machines at the garage exit gates. No cash is accepted at the garage exit
c. Special Parking Types:
    i. Accessible Parking (state-issued disability placard or license plate required) is available on level 1
    ii. Clean Air Vehicle Parking is available on all patient and visitor parking levels.
    iii. Electric Vehicle Charging is available for patients, visitors, and staff. Staff are permitted to use patient/visitor side chargers but must pay all parking fees and abide by hour restrictions.

VII. Neuroscience Health Center Lot (213 Quarry Road)

a. The Neuroscience Health Center Lot is a parking option for patients of the Neuroscience Health Center. Parking in this lot is limited to 4 hours maximum. For longer stays, please park in the Hoover Pavilion Garage. Each space in the Neuroscience Health Center Lot is equipped with a parking meter
b. Hours of Enforcement:
    i. 8:00 AM – 4:00 PM
    ii. Monday – Friday
    iii. Pre-payment is available 2 hours before enforcement begins
c. Payment is by credit card only. No cash accepted.

VIII. LPCH Main Garage (725 Welch Road)

a. The LPCH Main Garage is an ideal parking option for patients and visitors to the LPCH Main lobby. The garage is gated, and all patients and visitors must take a parking ticket and ensure that their ticket fee is paid or validated before exiting the garage
b. Payment Information:

i. Patients and Visitors are encouraged to bring their parking ticket with them and pay immediately before returning to their vehicle
ii. Payment machines are available on both levels of the garage
    1. Credit card payments are accepted at the payment machine
    2. A machine to convert cash to card is available to assist with cash payments
iii. Credit card payments are also accepted at the machines at the garage exit gates. No cash is accepted at the garage exit

c. Special Parking Types:
    i. Accessible Parking (state-issued disability placard or license plate required) available on P1 and P2
    ii. Electric Vehicle Charging is available for patients and visitors on P1 and P2. A ChargePoint account is required to use the Electric Vehicle charging stations. Staff are not permitted to use Electric Vehicle charging in LPCH Main Garage
d. Golf Cart Transportation
    i. Complimentary golf cart transportation is available between the LPCH Main Entrance and LPCH West Garage 24 hours a day, 7 days a week. Transportation assistance can be arranged through the parking attendant.
    ii. Please see the flyer here

IX. LPCH West Garage (725 Welch Road)

a. The LPCH West Garage is an ideal parking option for patients and visitors to LPCH West. The garage is gated, and all patients and visitors must take a parking ticket and ensure that their ticket fee is paid or validated before exiting the garage
b. Payment Information:
    i. Patients and Visitors are encouraged to bring their parking ticket with them and pay immediately before returning to their vehicle
    ii. A payment machine is available in the upper level of the garage, near the building entrance
        1. Credit card payments are accepted at the payment machine
        2. A machine to convert cash to card is available to assist with cash payments
    iii. Credit card payments are also accepted at the machines at the garage exit gates. No cash is accepted at the garage exit
c. Special Parking Types:
    i. Accessible Parking (state-issued disability placard or license plate required) is available on the upper and lower level
    ii. Active Labor Parking is available on the upper level, near the building entrance
    iii. Motorcycle Parking is available on the lower level
d. Golf Cart Transportation
    i. Complimentary golf cart transportation is available between the LPCH West Garage and LPCH Main Entrance 24 hours a day, 7 days a week. Individuals requiring mobility assistance may use the golf cart call box located at the garage stop to request pickup.
    ii. Please see flyer here

X. 500 Pasteur Adult and Trauma Emergency Department (1199 Welch Road)

a. The 500 Pasteur Emergency Department Parking Lot is reserved for Emergency Patients only. All patients parking in this lot must see a parking staff member for instructions
b. If the Emergency Department Surface Lot is at capacity, patients may be directed to park inside of 500P - Pasteur Staff Garage (PSG)

XI. 300 Pasteur Pediatric Emergency Department (900 Quarry Road Extension)

a. The 300 Pasteur Emergency Department Parking Lot is reserved for Emergency Patients only. All patients parking in this lot must see a parking staff member for instructions.

XII. Hours of Enforcement

a. Unless otherwise stated or posted, patient and visitor parking areas are enforced 24/7

XIII. Parking Validation

a. Parking validation is available for patients and visitors in certain situations, as deemed appropriate by Stanford Medicine Transportation Services
b. The following types of validations are accepted:
    i. Validation Machine:
        1. Validation machines are specifically programmed to validate tickets from specific parking lots or garages, for a designated number of hours
        2. Parking tickets can only be validated one time
        3. Validation machines are provided and operated with the approval of Stanford Medicine Transportation Services, and are only to be used for the specified business purpose
        4. Staff may not use validation machines to validate their own parking tickets
    ii. Validation Vouchers:
        1. 1 Day Self-Parking Validation Voucher
            a. LPCH 1 Day Self-Parking Validation Vouchers are valid at LPCH Main Garage and LPCH West Garage
            b. These vouchers will validate up to 24 hours ($18) of parking
    iii. Online Validations:
        1. Approved clinics may be granted a handheld scanning device and access to the online parking validation portal to validate a patient or visitor's parking
c. The following are possible situations that may warrant a parking validation:
    i. SMCH patients may be granted parking validation or a seven-day parking pass, depending on length of stay. These validations, when granted, are valid only at the LPCH Main and West Garages
    ii. Patients with an appointment at the Blake Wilbur Cancer Center may be granted a validation for the Pasteur Visitor Garage
    iii. Patients with an appointment at the Radiation Therapy Clinic in the Blake Wilbur Cancer Center may be granted a validation for the Blake Wilbur Surface Lot
    iv. Visitors with a meeting at the Executive Suites may be granted a validation for the Pasteur Visitor Garage
    v. Other validations may be granted as deemed appropriate by the Transportation Services department

XIV. 7 Day Passes

a. 7 Day parking passes are available for patients & visitors to purchase at a discounted rate
b. Pass will expire 7 days after first use
c. 7 Day passes allow users to enter and exit the specified parking garages with a single ticket for seven consecutive days. Instead of taking (or inserting) a parking ticket, the user should scan the QR code on the Seven-Day parking pass at the garage exit/entrance, retrieve it, scan again at the entrance/exit each time they visit.
d. Passes for use at the Pasteur Visitor Garage or Hoover Pavilion Garage can be purchased at either:
    i. 500 Pasteur Transportation Information desk, located to the left inside the main hospital entrance

ii. Transportation "pop up" space, located next to the 500 Pasteur Shuttle Stop on N Pasteur Drive

e. Patients who are admitted to the Stanford Medicine Children's Hospital (SMCH) for more than 24 hours may inquire about parking validation (valid at the LPCH Main and LPCH West Garages) at SMCH Welcome Desk.

XV. Americans with Disabilities Act (ADA) Accessible Parking

a. Accessible parking spaces for patients and visitors with a state-issued Disability placard are available in many on-campus lots and garages. All accessible spaces in university-owned lots and garages are free with a valid state-issued placard or license plate. Accessible spaces in hospital-managed lots and garages are subject to the standard parking cost in that parking area.

b. California Vehicle Code (CVC) regulations for vehicles with accessible placards are valid on public streets and other municipal lots. Stanford Medicine lots and garages are privately owned and are therefore not governed by the CVC codes in section 225115.

c. For more information about accessible parking for Stanford Medicine patients and visitors, please view the flyer here: http://stanfordmedicinetransportation.org/Accessible-Parking

XVI. **Limited Mobility Parking**

a. Limited Mobility parking spaces for patients and visitors are available in Pasteur Visitor Garage on the Palo Alto Hospital campus and in the parking garage at the Stanford Medicine Outpatient Center in Redwood City.

b. These spaces do not require a state-issued Disability placard, but are intended to be used by patients and visitors who are experiencing any condition that impedes their mobility, including, but not limited to, injuries, pregnancy, or illness.

XVII. Recreational Vehicle (RV) Parking

a. Short Term Recreational Vehicle (RV) Parking is available for patients in the H Permit section of Lot 1, located at 217 Quarry Road. RV parking is available for a maximum of 7 consecutive days including weekends and must be reserved at least 2 business days in advance.

b. Patients parking in the RV parking area must meet all eligibility requirements and display a valid RV parking permit visibly on the vehicle dashboard at all times.

c. Rates:

i. $18 per day

ii. 7-day ($126) maximum

iii. A processing fee will be added to your total

d. RV Parking is restricted to patients only. All RVs and travel trailers must be less than 30 ft in total length and be fully self-contained. (No electrical hookups, no water hookups, no sewer hookups, no dumping, no standalone generators, no open flames). Parking is allowed for a maximum of 7 consecutive days, with no renewals.

e. For more information about RV parking, including instructions to purchase a permit, view the flyer here: http://stanfordmedicinetransportation.org/RV-Parking

XVIII. Vendor Parking

a. Vendors who need to park at the Stanford Medicine Palo Alto Hospital campus should refer to the parking instructions on the flyer here: http://stanfordmedicinetransportation.org/Vendors

b. Approved Medical Couriers (example: Medspeed) Vehicles who need to make a delivery to 500 Pasteur may be allowed to park on G/L1 of Pasteur Staff Garage

XIX. Media Parking

a. All vehicles associated with Media Outlets should park at the Cantor Art Center located at 328 Lomita Drive.

XX. For additional information, please view the flyer here: http://stanfordmedicinetransportation.org/Media

Section 3.2: Patient and Visitor Parking at Ambulatory Locations

I. **Patient and Visitor Parking at Ambulatory Locations**
   a. Patients and visitors parking at any Stanford Medicine Location should abide by all posted rules.
   b. Additional parking and transportation information is available for patients and visitors online here: https://www.stanfordmedicinetransportation.org/patients-and-visitors

II. **Watson Court (2452 Watson Court)**
   a. Free self-parking is available for patients and visitors
   b. Patients and visitors should park only in designated patient parking spaces

III. **Stanford Medicine Outpatient Center in Redwood City**
   a. Free patient and visitor parking is available in designated surface lots and parking garages.
   b. Patients and visitors should follow all posted parking regulations and facility signage.
   c. Golf cart assistance is available between parking areas and clinic entrances. Transportation may be requested by calling or texting 650-736-8000, using a call box, or flagging down a golf cart.
      i. Additional parking and transportation information is available for patients and visitors online here: https://files.stanfordmedicinetransportation.org/-Redwood-City-Campus-Visitor-Parking-Flyer

IV. **Stanford Health Care Tri-Valley Hospital**
   a. Patients and visitors may park free in designated parking areas at Stanford Health Care Tri-Valley locations, including 5555, 5565, 5575, 5275, and 5725 West Las Positas Boulevard.
   b. Overflow parking is available at designated neighboring parking locations where posted.
   c. Accessible parking is available in designated accessible parking spaces throughout the campus.
   d. Patients and visitors should park only in designated patient and visitor parking areas and follow all posted parking regulations and facility signage.
      i. Additional parking and transportation information can be found here: https://www.stanfordmedicinetransportation.org/patients-and-visitors/tri-valley-pleasanton

V. **Stanford Health Care Emeryville**
   a. Patients and visitors may park in the 6121 Hollis Street Lot (Heritage Square) or the 6100 Horton Street Garage and may receive parking validation.
   b. Electric vehicle charging is available in the 6100 Horton Street Garage. Free street parking and the Emery Go-Round shuttle from MacArthur BART Station are also available
   c. Patients and visitors should park in designated patient and visitor parking areas and follow all posted parking regulations.
      i. Additional parking and transportation information can be found here: https://files.stanfordmedicinetransportation.org/production/PDFS/4.25-6121-Hollis-Emeryville

VI. **Stanford Medicine Children's Health Specialty Services - Sunnyvale**
   a. Patients and visitors may park in designated patient and visitor parking areas at 1195 West Fremont Avenue, Sunnyvale, CA
   b. Accessible parking is available in designated accessible parking spaces.
   c. Patients and visitors should follow all posted parking regulations and facility signage.
      i. Additional parking and transportation information can be found here: https://www.stanfordchildrens.org/en/location/specialty-services-sunnyvale

VII. **Stanford Medicine Children's Health Specialty Services – San Francisco**
   a. Patients and visitors may park in designated patient and visitor parking areas at 1100 Van Ness Avenue, 7th Floor, San Francisco, CA.

b. Accessible parking is available in designated accessible parking spaces.
c. Patients and visitors should follow all posted parking regulations and facility signage.
d. Additional clinic information can be found here: https://www.stanfordchildrens.org/en/location/specialty-services-sf

Chapter 4: Parking Rules and Enforcement

Section 4.1: Parking Rules

All vehicles parking in areas managed by Stanford Medicine Transportation Services must abide by any posted signs or painted indications defining a parking type, including, but not limited to:

I. **Parking Permits and Parking Accounts**
   a. Parking Permits and parking accounts are assigned to an individual employee and may not be shared, transferred, sold, or used by another person
   b. Hourly parking permits are valid for a single entry only, and staff may not purchase more than one hourly permit per day. Staff who need to stay longer or exit and re-enter a garage or lot must purchase a daily permit.
   c. Carpool and Vanpool may have additional allowances for group permits
   d. Misuse of a parking permit or parking account may result in permit revocation, loss of parking privileges, invoicing, or other enforcement actions
   e. Employees with three (3) or more unpaid parking invoices may be ineligible to purchase additional parking permits until outstanding parking invoices have been resolved.

II. **Parking Permit Cancellation/Return Policy**
   a. Daily parking reservations may be cancelled by 7AM the day of the reservation
      i. Cancellation must be initiated by the employee directly through the Stanford Medicine parking app.
         1. Employees will not receive a monetary refund when canceling a parking permit. Any eligible refund amount will be issued as a parking credit and applied to the employee's parking account for use toward future parking purchases. The available credit balance can be viewed in the "My Wallet" section of the Stanford Medicine Parking App.
         2. Parking credits may be used for permit purchases at any Stanford Medicine parking location, regardless of where the original credit was generated.
      ii. Parking reservations should be purchased as needed and cancelled before the next day
      iii. After hours and weekend entry is badge access only. Request entry to a garage or lot after 4:00 PM and anytime on weekends, please submit badge access request through here: Service Catalog Item - AskSHC
      iv. Staff parked overnight must exit by 7AM the next following day unless otherwise specified.
         1. Staff are not permitted to store vehicles for an extended period on the premises

III. **Accessible Parking Spaces**
   a. Any space that is marked as an accessible space may only be used by individuals with a state-issued disability placard or license plate

IV. **Carpool Staff Parking Spaces**
   a. Carpool Parking Spaces should only be used by staff members who carpooled with at least one other person on their commute

V. **Reserved**
   a. Any reserved parking space should not be used without prior approval

VI. **Electric Vehicle (EV) Charging**
   a. Electric Vehicle Charging for patients and visitors is available at the following locations:
      i. Pasteur Visitor Garage

ii. Hoover Pavilion Garage
iii. Redwood City Outpatient Center
iv. LPCH – Main Garage
v. Bohannon Campus, Menlo Park

**Eligible swing and night shift staff can access these ports after 1:00 PM and 4:00 PM, respectively

***Eligible swing shift staff can access these ports if garage is entered between 1:00-4:00 PM

f. In addition to the above, staff Electric Vehicle (EV) charging stations are also available in some Stanford University parking lots and garages near the Stanford Medicine Palo Alto Hospital campus.
g. For a map with more information, please see the flyer here: http://stanfordmedicinetransportation.org/Staff-EV
h. A ChargePoint account is required to pay for parking and charging in these spaces
i. Vehicles parked in EV charging stalls must be plugged in and actively charging and comply with all posted signage and required parking permits or fees. For parking rates please see Chapter 2 and 3

VII. Clean Air Vehicle

a. Clean Air Vehicle spaces should only be used by a qualified hybrid or clean air vehicle, as defined by the California Air Resources Board

VIII. Time Limits

a. Any person parking in a space with a posted time limit must abide by that limit

IX. ZipCar Parking

a. Any parking space that is identified as a ZipCar parking space may only be used by ZipCar vehicles

X. Display of Permit

a. Parkers issued a physical placard or hangtag must display the permit at all times, regardless of whether signage dictates it. The permit must be visible at all times; otherwise, the parker is subject to a warning or citation.
b. Parkers who pay for parking via digital methods (online or app) must ensure the license plate number associated with their permit is accurate; otherwise, they are subject to a warning or citation.

XI. Ambulance Parking spaces

a. Ambulance Parking Spaces are only to be used by ambulances. No personal vehicles are allowed

XII. Loading Areas

a. Any area that is identified as a loading zone, loading dock, or loading bay may only be used for loading and unloading. All posted time limits must be followed, and no long-term parking is allowed

XIII. No Stopping Zones

a. Vehicles may not be stopped or parked in any fire lane or other area that is marked with a “no stopping” sign

XIV. First Come, First Served

a. Parking spaces are not assigned to individual employees and are instead made available on a first-come-first-served basis to those who are permitted to park there.

Section 4.2: Parking Enforcement

Stanford Medicine Transportation Services will enforce all posted rules in roadways or parking areas that are managed by Stanford Medicine Transportation Services. Violations or rules may result in a warning, citation, invoice, or towing, as appropriate

I. **Manager Comp**
   a. When a customer service issue with a patient or visitor cannot be resolved, Transportation Services managers may fill out a Manager Comp card providing free parking for the patient or visitor

II. **"I Owe You" (IOU) Parking Invoices**
   a. When a patient or visitor does not have funds to pay for their parking fees, a Transportation Services Manager may provide them with an IOU Parking Invoice, allowing the patient or visitor to pay at a later date

III. **Warnings, Citations, and Invoices**
   a. Any printed warning, citation, or invoice distributed by Stanford Medicine Transportation Services will include information about how to pay any owed fees, and/or contact information for questions or concerns
   b. If a parker believes they received an invoice in error, they may submit an appeal. All appeals will be reviewed by Stanford Medicine Transportation Services prior to approval or denial

IV. **Towing**
   a. Unauthorized vehicles parked in tow-away zones may be towed at vehicle owner's risk and expense
   b. When towing is required, Stanford Medicine Transportation Services uses Specialty Towing. For more information about, or to reclaim, a towed vehicle, please contact Specialty Towing at 650-365-1610
      i. At Stanford Health Care Tri-Valley locations, towing is provided by First Steet Tow. For more information about, or to reclaim, a towed vehicle from Stanford Health Care Tri-Valley, please contact First Street Tow at 925-846-1870

Chapter 5: Shuttles

For the most updated list of patient, visitor, and staff shuttles, visit
https://stanfordmedicinetransportation.org/Shuttles/

Section 5.1: Patient/Visitor and Staff Shuttle Lines

I. Line AE-F Shuttle
   a. Managed by: Stanford University Marguerite
   b. Operated by: Hallcon Transportation
   c. Location: Connects East Bay with Palo Alto
   d. Description: This route supplements AC Transit's Line U Transbay Service. In the East Bay, this line serves Fremont BART station, ACE/Amtrak Fremont Station, and Ardenwood Park & Ride lot. In Palo Alto, this line serves Embarcadero Rd at Wildwood Ave, Embarcadero Rd at N. California Ave, Stanford Campus Oval, Roth Way Garage, and the Psychiatry Building on Quarry Road

II. Campbell
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Hallcon Transportation
   c. Used by: Stanford Health Care & Lucile Packard Children's Hospital staff
   d. Locations: Campbell
   e. Description: The Campbell Shuttle provides free staff transportation between the Campbell Park & Ride lot, Lucile Packard Children's Hospital, and 500 Pasteur

III. East Bay Express
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Hallcon Transportation
   c. Location: Connects East Bay with Palo Alto
   d. Description: This route travels between Stanford and the East Bay, including Ardenwood Park & Ride, Union City BART station, and Fremont BART station. In Palo Alto, this line serves the Stanford Campus Oval and the Falk Center

IV. Evening Parking Shuttle
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Douglas Parking
   c. Used by: Stanford Medicine staff
   d. Location: Stanford Campus
   e. Description: This is an on-demand or scheduled service from the Palo Alto Hospital Campus to parking areas. This line picks up at the 500 Pasteur Transportation Lounge, LPCH Main Lobby, and 875 Blake Wilbur and drops off passengers at the Palo Alto Transit Center, Hoover Pavilion Garage, also serving additional stops along Quarry Road and Welch Road on demand.
   f. Stock Farm Garage, and Searsville Lot, on demand. From 9:00 PM – 4:00 AM Monday-Friday, this line runs approximately every 10 minutes from Hoover Pavilion Garage to and 500 Pasteur.

V. Hospital Direct (HD)
   a. Managed by: Stanford University Marguerite and Stanford Medicine Transportation Services
   b. Operated by: First Transit (peak hours) and Douglas Parking (off-peak hours)
   c. Location: Stanford Campus
   d. Description: Connects Stock Farm North Lot and Hoover Pavilion, serving SMCH, Welch Road at Blake Wilbur Drive, and 500 Pasteur Transportation Lounge

VI. Line X
   a. Managed by: Stanford University Marguerite
   b. Operated by: First Transit
   c. Location: Palo Alto
   d. Description: Runs to and from the Palo Alto Transit Center, serving Stanford Shopping Center, Medical Center on Quarry Extension, Town and Country Village, and other stops along the route. An Express route is available in the mornings, providing a direct connection from the Palo Alto Transit Center to the Medical Center on Quarry Extension

VII. Line Y
   a. Managed by: Stanford University Marguerite
   b. Operated by: First Transit
   c. Location: Palo Alto
   d. Description: Runs to and from the Palo Alto Transit Center, serving Medical Center on Roth Way, Galvez Street at El Camino Real, and other stops along the route. And Express route is available in the afternoons, providing a direct connection from the Medical Center on Roth Way to the Palo Alto Transit Center

VIII. Medical Center (MC) Shuttle
   a. Managed by: Stanford University Marguerite and Stanford Medicine Transportation Services
   b. Operated by: First Transit (peak hours) and Douglas Parking (off-peak hours)
   c. Location: Stanford campus
   d. Description: Travels between the Palo Alto Transit Center, 500 Pasteur Transportation Lounge, and LPCH, serving additional stops along Quarry Road and Welch Road

IX. Ronald McDonald House Shuttle
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Douglas Parking
   c. Used by: LPCH patients and visitors
   d. Location: Palo Alto
   e. Description: Connects LPCH with the Ronald McDonald House locations at Arillaga and Taube. Runs scheduled service on weekdays, and on-demand on weekends

X. Santa Clara Shuttle
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Hallcon Transportation
   c. Used by: Stanford Health Care & Stanford Medicine Children's Hospital staff
   d. Locations: Santa Clara and Palo Alto
   e. Description: The Santa Clara Shuttle provides free staff transportation between the Santa Clara Park & Ride lot, Lucile Packard Children's Hospital, and 500 Pasteur

XI. Patient/Visitor Golf Cart – Palo Alto Hospital Campus
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Douglas Parking
   c. Used by: SHC patients and visitors
   d. Location: Stanford Campus
   e. Description: Connects Pasteur Visitor Garage with 300 Pasteur, 500 Pasteur, and 875/900 Blake Wilbur. Golf cart service runs every 10 minutes during operating hours and can be requested via callbox at each stop. Transportation for patients with limited mobility is available on demand

XII. Patient/Visitor Golf Cart – Redwood City Outpatient Center
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Douglas Parking
   c. Used by: SHC patients and visitors
   d. Location: Stanford Medicine Outpatient Center in Redwood City
   e. Description: Connects Parking Garage with Pavilions A/B and Pavilions C/D. Available on-demand via callbox or by calling 650.736.8000 during operation hours

XIII. Patient/Visitor Golf Cart – Hoover Campus
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Douglas Parking
   c. Used by: SHC patients and visitors
   d. Location: Hoover Pavilion
   e. Description: Connects Hoover Pavilion Parking Garage with Hoover Pavilion and Neuroscience Health Center. Available on-demand via callbox or by calling 650.736.8000 during operation hours

XIV. Patient/Visitor and Staff Golf Cart – Watson Court
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Douglas Parking
   c. Used by: SHC patient/visitor and staff
   d. Location: 2452 Watson Court, 2479 E Bayshore Rd, and 2600 E Bayshore Rd
   e. Description: Connects 2452 Watson Court with the designated overflow parking lots at 2479 E. Bayshore Road and 2600 E. Bayshore Road. Transportation assistance is available by contacting on-site parking attendants or by following posted instructions located throughout the overflow parking areas. Golf cart service is available during operating hours.

XV. Pleasanton BART & Tri-Valley Shuttle
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Hallcon Transportation
   c. Location: Tri-Valley Campus
   d. Description: The Pleasanton BART & Tri-Valley Shuttle provides free transportation between the Dublin/Pleasanton BART Station and Stanford Health Care Tri-Valley work locations. The shuttle serves as a last-mile connection for employees commuting by BART to and from 5555 and 5725 W. Las Positas Blvd.

XVI. Pleasanton Commuter Bus Shuttle
   a. Managed by: Stanford Medicine Transportation Services
   b. Operated by: Hallcon Transportation
   c. Used by: Stanford Health Care & Lucile Packard Children's Hospital staff
   d. Locations: Pleasanton and Palo Alto
   e. Description: The Pleasanton Commuter Bus Shuttle provides free staff transportation between the Pleasanton Altamont Commuter Express lot, Alameda Fairground Park & Ride lot, Lucile Packard Children’s Hospital, and 500 Pasteur

Section 5.2: Shuttle Rules

All passengers on shuttles managed by Stanford Medicine Transportation Services and operated by Douglas Parking must follow the following rules while riding the shuttle. Any passengers who do not follow these rules, any posted rules, or are otherwise acting in an unsafe manner may be asked to leave the shuttle.

I. **No Smoking or Vaping**
   a. No smoking is allowed on Stanford Medicine property, including Stanford Medicine shuttle vehicles
   b. Santa Clara, San Mateo, and Alameda County all also prohibit smoking at transit stops. Please refer to the applicable county ordinance for more information

II. **No Standees**
   a. All passengers must be seated while the shuttle is in motion
   b. Please note that this rule does not apply on many Marguerite shuttles. For Marguerite rules please refer to Stanford University Transportation

III. **No Pets**
   a. Service animals are the only animals permitted on shuttle vehicles
   b. Please note that emotional support, therapy, comfort, or companion animals are not considered service animals under the Americans with Disabilities Act (ADA) and are therefore not permitted on shuttle vehicles

IV. **No Eating Meals**
   a. No eating meals on shuttle out of respect for fellow riders.
   b. Small snacks and drinks allowed. Riders responsible for removing their own bottles, cans, cups, wrappers and trash.

V. **Be Mindful of Fellow Shuttle Riders**
   a. No Loud Phone Conversations
      i. If you must speak on the phone, please keep your voice down and do NOT use speaker phone for the consideration of your fellow riders
   b. Make Room for Riders
      i. When the shuttle is crowded, please keep your belongings on your lap or in the overhead bin to allow additional seating for fellow riders

VI. For information about rules on Stanford University Marguerite Shuttles, please contact marguerite@stanford.edu

Chapter 6: Alternative Transportation Options for Staff

For the latest information about Transportation Demand Management Programs, visit https://stanfordmedicinetransportation.org/Alternatives/

Section 6.1: Lyft for Business

I. What is a "Lyft Business / corporate account?" It's a transportation program designed to provide an efficient and stress-free commute from business to business or business to business meeting location. This guidance extends to all Stanford Medicine employees who are eligible to participate in the Lyft Corporate program upon approval by their direct supervisor/manager.

   i. Please be advised; the Lyft corporate account is for business-related trips only and cannot be used for commute trips between place of residence & place of business.

   ii. All rides taken under the Lyft Corporate Program must be business related and should not be submitted as a reimbursement through the SHC Concur Travel and Expense (T&E) system.

   iii. The Lyft corporate account is strictly for business use only. Which means anticipated travel from office / professional work-site locations to other professional business locations. This program' intended use is not for traveling from a place of residence to the work environment or from the business location back to a designated place of residence /or home.

VIII. **SHC Lyft Procedure**

a. Access Request to the SHC Lyft Corporate Program
   i. SHC Employees must request access to the SHC Lyft Corporate Program through the SHC ServiceNow portal under Access Request
      1. Click on "Request Services"
      2. In the Categories box, select "Access"
      3. Select "Other Access" and write "Lyft for Business" in the Notes/Comments section
      4. Enter your business justification and submit the form

b. Approval for access to the SHC Lyft Corporate Program
   i. Upon submission of the access request in the SHC ServiceNow portal, SHC supervisors/managers will receive an email notification to review and approve the Lyft Corporate Program requests from their direct reports/employees
   ii. Once an employee is approved to access the SHC Lyft Corporate Program, all rides taken by the employee will be automatically paid for by SHC without any additional approvals

c. Activating the SHC Lyft Corporate Program:
   i. SHC Employees must activate the SHC Lyft Corporate Program by following the activation steps below:
      1. Once an employee's manager approved an employee's access request to the SHC Lyft Corporate Program, it will take 48 hours for Lyft to process the employee's account
      2. Employees will receive an email invitation with activation steps from Lyft. The email will include steps for downloading the Lyft Application from the Apple Application Store or Android Google Store

3. Verification steps will include inputting the employee's phone number and verification code (sent to an employee's phone via text message)

d. Using the SHC Lyft Corporate Program
   i. When booking a Lyft ride in the Lyft app, select if each trip is a business or personal trip using the purple highlight on the payment screen on the bottom left
e. For more information about the SHC Lyft for Business program, view the flyer here: http://stanfordmedicinetransportation.org/SHC-Lyft

IX. **SMCH Lyft Procedure**

a. Access Request to the SMCH Lyft Corporate Program
   i. Only SMCH employees whose location is set as "off-site" may apply for Lyft access
   ii. Qualifying SMCH Employees must request access to the SMCH Lyft Corporate Program through Access HR
      1. Under "Employee Self Service", click Lyft Request
      2. Click on Lyft Policy and review. Click Submit
b. Activating the SMCH Lyft Corporate Program:
   i. Please see detailed instructions: https://www.stanfordmedicinetransportation.org/transportation-programs/corporate-lyft-account
c. Using the SMCH Lyft Corporate Program
   i. When booking a Lyft ride in the Lyft app, select if each trip is a business or personal trip using the purple highlight on the payment screen on the bottom left

X. **Guidelines**

a. All rides taken under the Lyft Corporate Program must be business related. The Lyft Corporate Program can be used for trips between work sites or for other businesses-related trips
b. Commute trips between an employee's home and work are excluded from the Lyft Corporate Program
c. If the Lyft Corporate Program is used for unauthorized or non-business-related rides, or if it is used for commute trips between an employee's home and work, employees must write a personal check payable to Stanford Health Care or Lucile Packard Children's Hospital for the personal expense and submit to Payroll within 30 days from the date the personal ride was taken
d. Employees must select the appropriate profile (Business or Personal) before requesting any rides on the Lyft Application
e. Tips should be reasonable and not exceed 15% of the total cost of the ride
f. Employees must include the purpose of the business trip in the Notes section in the Lyft Application after completing each ride

Section 6.2: Clipper Card and Transit Passes

I. Stanford Medicine provides eligible employees (benefitted employee who reside off campus) with a Clipper card pre-loaded with a Caltrain Go Pass, a VTA SmartPass, and an AC Transit EasyPass for unlimited travel, any time, on Caltrain, VTA, and AC Transit
   a. The VTA SmartPass allows unlimited travel on VTA buses and light rail, and some express buses (excluding the Dumbarton Express)
   b. The Caltrain Go Pass provides unlimited travel on Caltrain
   c. The AC Transit EasyPass provides unlimited travel on AC Transit buses (including the Dumbarton Express)
   d. To be eligible for VTA SmartPass and Caltrain Go Pass, employees must:
      i. work 20 or more hours per week
      ii. receive regular Stanford Health Care (SHC) or Stanford Medicine Children's Hospital (SMCH) benefits
      iii. be at Stanford primarily for employment
      iv. have a residence address that is not on Stanford property (outside of the 94304, 94305, and 94309 ZIP codes)
      v. have a residence address within a typical commuting range of Stanford's Palo Alto Hospital campus (i.e., Alameda, Contra Costa, Marin, Merced, Monterey, Napa, Sacramento, San Benito, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, and Yolo counties)
      vi. are not in a classification listed under "Not eligible"
      vii. are not fully remote
      viii. Stanford Health Care Employees must also have:
         1. assigned work location is within 10 miles of a Caltrain station, and
         2. assigned work location is in one of the following zip codes within the Caltrain Service Area: 94304, 94087, 94305, 94025, 95110, 94303, 95054, 94028, 94027, 95134, 94063, 94070
   e. To be eligible for AC Transit EasyPass, employees must:
      i. work 20 or more hours per week
      ii. receive regular Stanford Health Care (SHC) or Stanford Medicine Children's Hospital (SMCH) benefits
      iii. be at Stanford primarily for employment
      iv. have a residence address within in the East Bay (full zip code list available upon request) & can be checked here: https://transportation-forms.stanford.edu/easypass-zipcode/

II. All passes will remain valid through the employee's time at Stanford unless their eligibility changes
   a. Please note: provided employees remain eligible, their passes will automatically renew every four months (i.e. April, August, and December) to avoid Clipper's 180-day deactivation policy

III. **Badge Required with Go Pass use**
   a. Effective January 1st, 2022, all Stanford Medicine Go Pass users must be prepared to show their employer-issued ID badge to Caltrain conductors along with their Clipper card.
   b. Staff who do not present their employer-issued ID badge along with their Clipper card may be subject to citation.

IV. **Passes are non-transferable**.

a. Fraudulent use and transfer of the passes is a serious violation of the program, which may result in:
    i. fines up to $400
    ii. confiscation of the pass
    iii. the forfeiture of Commute Club privileges (if eligible)
    iv. the forfeiture of the privilege of receiving future passes and prizes through Stanford Transportation
b. For more information about the Go Pass terms of use please refer to the Go Pass Use Acknowledgement page

V. Lost, Stolen, or Damaged Clipper Cards

a. In the case of a lost, stolen or damaged Clipper card employees **should not request a replacement card via email or phone**. Instead, they should submit a request via Luum
b. While employees are waiting for their replacement, Stanford Transportation will not provide reimbursements for Caltrain, VTA, or AC Transit fare except in cases where the Go Pass, SmartPass and/or EasyPass needs to be replaced because of a Stanford Transportation error

VI. For more information about how the passes work, please view the Caltrain Go Pass, VTA SmartPass, and AC Transit EasyPass flyers

VII. For more information about Clipper Cards, view the flyer here: https://www.stanfordmedicinetransportation.org/transportation-programs/clipper-card

VIII. If an employee does not receive a Clipper card at their orientation as they were not eligible at the time Clipper cards were issued, and their eligibility changes, they **should not request a Clipper card via email or phone**. Instead they should submit a request on the Stanford University Transportation website.

IX. Caltrain Monthly Parking

a. Stanford Medicine offers a Caltrain Parking Permit Program to encourage employees who currently drive and park at work to transition to commuting by Caltrain.
b. Eligible employees may receive a complimentary parking permit at their Caltrain station.
c. Additional program information, eligibility requirements, and application instructions are available in the Caltrain Parking Flyer.

Section 6.3: Pre-Tax Transit/Vanpool Benefit

I. Employees with qualified commuting expenses may use pre-tax dollars to pay for eligible transit and vanpool expenses through the HealthEquity Commuter Benefits Program. Eligible expenses include transit passes, transit e-cash, and vanpool expenses. Employees can load transit funds or passes onto a Clipper Card or reloadable commuter card. Employees can save approximately 30-40% on eligible commuting expenses through pre-tax payroll deductions
    a. Employees should monitor account balances regularly and adjust contributions as necessary to avoid accumulating excess funds. Federal tax code 132(f) specifies pre-tax benefit limits and specifies that pre-tax deductions are non-refundable.
    b. Employees may enroll, modify, pause, or cancel HealthEquity Pre-Tax Commuter Benefit contributions through the Luum Commuter Platform. To participate, employees must log into Luum and select HealthEquity Accounts to access and manage their transit and parking benefit elections.
        i. For more information about the Pre-Tax Transit benefit, visit: https://www.stanfordmedicinetransportation.org/transportation-programs/pre-tax-commuter-benefits

Section 6.4: Pre-Tax Parking Benefit

I. Employees who pay for parking at (or near) transit or at (or near) the worksite can use pre-tax dollars to pay for the purchase. For example, employees who pay for daily parking in the 500P - Pasteur Staff Garage (PSG) or daily/monthly parking at Hoover Pavillion Garage (HPG) using the Stanford Medicine Parking app, can use the HealthEquity Commuter Benefits Program to load pre-tax dollars onto a reloadable commuter card or use the reimbursement method to pay for the parking. Employees can save 30-40% on parking expenses when they pay for parking using pre-tax dollars.
    a. Employees should keep track of account balances online to make sure pre-tax deductions do not exceed expenses. Orders should be adjusted, as necessary, so excess funds are not accumulated. Federal tax code 132(f) specifies pre-tax benefit limits and specifies that pre-tax deductions are non-refundable.
    b. Employees who have questions should contact the 24/7 HealthEquity Customer Service team at 855-692-2959 or memberservices@healthequity.com
        i. For more information about the Pre-Tax Parking Benefit, visit: https://www.stanfordmedicinetransportation.org/transportation-programs/pre-tax-parking-benefits

II. Employees who purchase monthly parking passes from Stanford University; like A and C will automatically pay for parking using pre-tax dollars. Employees do not need to take additional steps to request that pre-tax dollars are used

Section 6.5: Clean Air Cash Program

I. The Clean Air Cash Program provides eligible Stanford Medicine staff with a $25 monthly commute incentive for choosing sustainable transportation options instead of driving alone to work.
   a. Eligible commuting options may include transit, carpool, vanpool, bicycling, walking, and other approved sustainable commute methods
   b. Staff who participate in the Clean Air Cash Program may not purchase a monthly Stanford Medicine or Stanford University parking permit 'A' and 'C' permits and may not purchase more than four (4) daily parking permits per month. Participants must continue to meet all program eligibility requirements
   c. Participation and eligibility are subject to review by Stanford Medicine Transportation Services and may be modified based on program requirements
      I. Additional information regarding eligibility, enrollment, and program requirements can be found here: Clean Air Cash | Stanford Medicine Transportation

Section 6.6: Park & Ride Lots

I. Stanford Medicine manages the following free Park & Ride lots for Stanford Medicine staff. Staff parking at Stanford Medicine Park & Ride lots must be reserved through the Stanford Medicine Parking App and comply with all posted parking regulations and lot-specific requirements.
   a. **Campbell Park & Ride Lot** (600 E Hamilton Ave, Campbell, CA)
      i. The Campbell Park & Ride Lot provides free parking for staff working on the Palo Alto Hospital campus
      ii. The Campbell Park & Ride Lot provides a direct connection between the Campbell Park & Ride Lot and the Palo Alto Hospital campus
      iii. For more information, view the flyer here: https://www.stanfordmedicinetransportation.org/campbell-pnr
   b. **Santa Clara Park & Ride Lot** (2945 Tasman Drive, Santa Clara, CA)
      i. The Santa Clara Park & Ride Lot provides free parking for staff working on the Palo Alto Hospital campus
      ii. The Santa Clara Park & Ride Lot provides a direct connection between the Santa Clara Park & Ride Lot and the Palo Alto Hospital campus
      iii. For more information, view the flyer here: http://stanfordmedicinetransportation.org/santaclara-pnr
   f. **Pleasanton Altamont Commuter Express Lot** (4950 Pleasanton Avenue, Pleasanton, CA)
      i. The Pleasanton Commuter Bus Shuttle provides free staff transportation between the Pleasanton Altamont Commuter Express lot, Alameda Fairground Park & Ride lot, Lucile Packard Children's Hospital, and 500 Pasteur
      ii. For more information, view the flyer here: https://files.stanfordmedicinetransportation.org/production/Pleasanton-Park-and-Ride

g. **Alameda Fairground Park & Ride Lot** (2100 Valley Ave, Pleasanton, CA)
    i. The Pleasanton Commuter Bus Shuttle provides free staff transportation between the Pleasanton Altamont Commuter Express lot, Alameda Fairground Park & Ride lot, Lucile Packard Children's Hospital, and 500 Pasteur
    ii. For more information, view the flyer here: https://files.stanfordmedicinetransportation.org/production/Pleasanton-Park-and-Ride

Section 6.7: Vanpool and Carpool

I. **Vanpool**:
   a. A commuter vanpool is a group of five or more employees who commute to and from work together. Most vanpool members can choose to ride on a full-time or occasional basis, depending on their schedule. The vanpool driver can use the vehicle for free personal use
   b. For more information about Vanpools for the
      i. Palo Alto campus, view the flyer here: http://stanfordmedicinetransportation.org/Vanpool
      ii. 3700 Haven Court Vanpool, visit: https://www.stanfordmedicinetransportation.org/transportation-programs/vanpool-hc
      iii. Tri-Valley Vanpool, visit: https://www.stanfordmedicinetransportation.org/TriValleyVanpool

II. Carpool:
   a. Pasteur Staff Garage Carpool Program
      i. Stanford Health Care or School of Medicine employees are eligible to join the Pasteur Staff Garage Carpool program for free or discounted parking.
      ii. Staff who wish to participate will be required to sign up for the Stanford Medicine Transportation App, and then may request to join the carpool program via Smartsheet.
      iii. Carpool participants may request a specific carpool group, or Stanford Medicine Transportation Services will create group with other carpoolers based on location and shift.
      iv. Once the carpool group has been established, drivers will be eligible to purchase daily permits for 500P – Pasteur Staff Garage at discounted rates
         1. 2 vehicle occupants: 50% discount
         2. 3 or more vehicle occupants: Free parking
      v. For more information about the Pasteur Staff Garage Carpool Program, please visit https://www.stanfordmedicinetransportation.org/PSG_Carpool_Program_Flyer
   b. Stanford University Carpool Program
      i. The Stanford University Carpool Program allows staff to match with other carpoolers
      ii. Interested staff can create a carpool listing or join an existing listing on the Stanford University Transportation website
      iii. There is no free or discounted permit purchasing available through Stanford University's Carpool Program
      iv. For more information about the Stanford University carpool program, please visit https://transportation.stanford.edu/rideshare/learn-about-carpooling

Section 6.8: Bicycle Programs

I. Bicycle Equipment and Operation

a. Every person operating a bicycle on Stanford Medicine property has all the responsibilities applicable to the operator of a vehicle and is subject to all sections applicable under Section 21200 of the CVC. “Bicycle” also refers to motorized electric bicycles and motorized scooters.

b. In consideration of being permitted to ride a bicycle on the Stanford campus, every person operating a bicycle on Stanford Medicine property agrees to be bound by the provisions in this Code, including the provisions relating to the cutting of bicycle locks and impounding of bicycles stored in violation of this Code.

c. All bicycles operated on Stanford Medicine property shall be equipped in accordance with the CVC Section 21201, including but not limited to reflectors (front, rear and side), and a white light visible from the front during hours of darkness.

d. All bicycles operated on Stanford Medicine property are subject to the provisions of the CVC Santa Clara County Ordinances, or any other city or county Ordinances applicable to the location where the property is located. Vehicle Code, City and County Ordinance sections applicable to the operation of bicycles also include but are not limited to those which pertain to safe speed, yielding, right-of-way, equipment, stop signs, and traffic signals and markings.

e. No person shall operate a bicycle:

   i. In violation of the CVC, City or County ordinance applicable to the location where the bicycle is being operated

   ii. On any pedestrian/sidewalk path, ramp, or location, such as a promenade or patio, where signs are posted indicating that bicycle riding is prohibited

   iii. On any sidewalk or path where there is an adjacent, parallel roadway or bicycle path; such sidewalk or path need not be posted

   iv. On any ramp established or designed for the use of persons with disabilities.

   v. On any landscaped area. For this Section, a landscaped area shall be defined as any unpaved area that has been planted with grass, trees, or shrubbery or which has been graded or improved for purposes other than use by vehicular traffic, including undeveloped fields and agricultural areas

   vi. On any pedestrian corridor or in an arcade

   vii. Inside any campus, hospital building, and/or parking garage

II. Bicycle Parking Locations and Regulations

a. Bicycles and/or scooters shall be parked on Stanford Medicine property only in areas specifically designed by the presence of racks or other devices designed for bicycle/scooter parking or when designated by the posting of signs indicating the space as a bicycle/scooter parking area

b. **Bicycle Operations**

   i. No vehicle shall be operated, stopped, left standing, or parked within a Pedestrian Zone or any other area not designated for the operation or parking of vehicles. Bicycles or scooters shall not obstruct pathways/walkways, railings, doorways, or ramps intended for use by pedestrians or people with disabilities

c. **Blocking Traffic**

   i. No bicycle or scooter shall be parked or remain to block or impede the normal flow of pedestrian, bike, or vehicular traffic

d. **Blocking building entrances or exits is prohibited**
    i. No person shall park or leave a bicycle or scooter to block or impede normal entrance to or exit from any building on Hospital property, including railings, ramps, stairs, curb cuts, or entranceways
e. **Red Zones and Fire Lanes**
    i. No bicycle or scooter shall be parked or remain in any area adjacent to a curb or cement device that is painted red, or any other posted fire lane
f. **Locking to Unauthorized Objects or Fixtures**
    i. No bicycle or scooter shall be chained or otherwise locked, or attached to any handrail, tree, shrubbery, door, signpost, lamp, pole, fence, furniture, or other object not designed or designated for the purpose of securing bicycles/scooters
g. **Bicycles are not permitted inside hospital buildings**
    i. No bicycle shall be parked in any lobby, hallway, or room unless said area is specifically designated for bicycle parking

III. Enforcement

a. Employees of the Transportation Services department have the authority to enforce provisions relating to stopping, standing, and parking on Hospital property

IV. Abatement of Abandoned Bicycles

a. Bicycles shall be parked only in designated areas on campus. Improperly parked bicycles may be removed, impounded, and stored by the Transportation & Grounds departments
b. **Unattended Bicycles**
    i. If a bicycle remains unattended, it may be tagged as abandoned with a warning notice. If the bicycle is not removed within fourteen days from the time the notice was attached, Transportation & Grounds will impound and store the bicycle for 90 days
    ii. Transportation & Grounds shall not be liable to the owner of the bicycle or the security device for the cost of the repair or replacement or for any damages to the bicycle or security device at the time the device is removed
c. **Removal of Locks and Locking Devices**
    i. Locks or locking devices that remain on parking racks, bicycle lockers, or parking devices not securing a bicycle, or remain attached to any handrail, tree, shrubbery, door, pole, post, fence, or other object not maintained or designated for the purpose of security bicycles may be removed by authorized Transportation & Grounds personnel. These personnel and the hospital shall not be liable to the owner of the security device for the cost of repair or replacement of such securing device or any damage to the bicycle.
d. **Parking Time Limits**
    i. Bicycle parking racks and cages shall be used for the short-term parking of bicycles and scooters only. Overnight parking is prohibited, except when staff are working overnight, or when visitors are staying overnight in the hospital. No bicycle shall be parked for any period of time in excess of the posted time limit.
e. **Temporary “No Parking” Signs (for Bicycles)**
    i. Transportation & Grounds has the authority erect or post temporary “No Parking” signs when necessary. No bicycle shall be parked or remain in violation of such temporary restrictions.

ii. Bicycles, scooters, or other wheeled devices operated or parked in violation of this code are subject to fines, immobilization, and/or impounding

V. Bike Repairs and Shop

a. There are bicycle racks and bicycle repair stations located throughout the campus equipped with tools for basic bicycle maintenance, including tire inflation and minor repairs. Bicycle repair stations may also be used as bicycle stands while performing maintenance

b. The Campus Bike Shop is located in Tresidder Union at 459 Lagunita Drive. Stop by for discounted helmets, tune-ups, bike rentals and sales, accessories, and more. Call or email for more information on offerings and hours of operation, 650.723.9300 info@campusbikeshop.com

VI. Bike Classes and Programs

a. Participate in Bike Month activities in May. Take a bicycle safety class or attend a Bicycle Safety Check Day. For more information about Bicycle programs, view the website here: https://www.stanfordmedicinetransportation.org/transportation-programs/bike-program

VII. For maps of bicycle facilities, please see below:

a. Palo Alto Hospital campus locker rooms and showers: http://stanfordmedicinetransportation.org/Bike-Showers

b. Palo Alto Hospital campus bike facilities: http://stanfordmedicinetransportation.org/bike-facilities-main

c. Stanford Medicine Outpatient Center in Redwood City bike facilities: http://stanfordmedicinetransportation.org/RWC-Biking

Section 6.9: Last Mile Lyft Pass

I. SHC, SMCH Palo Alto Labs and SoM staff working at 2452 Watson Court or at Palo Alto Labs are eligible to apply for the Caltrain Connection Lyft Pass:
   a. The Caltrain Connection Lyft Pass Provides up to $20 towards a Lyft ride between:
      i. 2452 Watson Court
      ii. California Avenue Caltrain Station
      iii. Palo Alto Caltrain Station
      iv. Embarcadero @ Wildwood (AE-F/Line U Stop)
      v. Palo Alto Labs
   b. For more information about the Watson Court Caltrain Connection Lyft Pass Program, view the website here: Watson Court & Palo Alto Labs Lyft… | Stanford Medicine Transportation

II. SHC staff working at 3700 Haven Court are eligible to apply for the Haven Court Lyft Pass:
   a. The Haven Court Lyft Pass provides a free Lyft ride between
      i. 3700 Haven Court
      ii. Palo Alto Caltrain Station
      iii. Menlo Park Caltrain Station
      iv. Embarcadero @ Wildwood (AE-F/Line U Stop)
      v. Willow Rd & Middlefield Rd (Dumbarton Express Stop)
   b. For more information about the Haven Court Caltrain Connection Lyft Pass Program, view the website here: Haven Court Lyft Pass | Stanford Medicine Transportation

III. SMCH staff working at 1195 W. Fremont Sunnyvale are eligible to apply for the Lyft Pass:
   a. The Caltrain Connection Lyft Pass Provides up to $20 towards a Lyft ride between:
      i. 1195 W Fremont Ave, Sunnyvale
      ii. 600 W Evelyn Ave, Mountain View
      iii. Mountain View Caltrain

IV. SHC staff working at 3430 W. Bayshore are eligible to apply for the Lyft Pass:
   a. The Caltrain Connection Lyft Pass Provides up to $20 towards a Lyft ride between:
      i. 3430 W. Bayshore
      ii. California Avenue Caltrain
      iii. Palo Alto Caltrain
      iv. San Antonio Caltrain
   b. For more information about the 3430 W. Bayshore Caltrain Connection Lyft Pass Program, view the website here: Bayshore Lyft Pass | Stanford Medicine Transportation

V. SHC staff working at 66 Willow, Menlo Park are eligible to apply for the Lyft Pass:
   a. The Caltrain Connection Lyft Pass Provides up to $20 towards a Lyft ride between:
      i. Palo Alto Caltrain
      ii. Menlo Park Caltrain

VI. SHC Tri-Valley Staff working at 5555, 5565, 5575, or 5725 West Las Positas Boulevard are eligible to apply for the Lyft Pass:
   a. Employees whose home address is within 5 miles of their work location
      i. The Lyft pass provides up to $25 toward the Lyft ride
      ii. Valid only Tuesday – Thursday

b. For more information about the Tri-Valley Lyft Pass Program, view the website here: Tri-Valley Lyft Pass | Stanford Medicine Transportation

VII. Each Lyft Pass is valid Monday–Friday, unless otherwise stated in the program. Not valid for weekend trips

VIII. Each Lyft Pass provides up to 25/50 rides per month, and renews automatically each month

Section 6.10: Guaranteed Ride Home

I. SHC and SMCH rotational or day shift employees with a primary work location at the Stanford Medicine Palo Alto Hospital Campus who have logged a sustainable commuting method other than driving alone or telecommuting in Luum may use this program to receive a free Lyft ride for their commute home for weekdays only

II. Staff who hold an active paid parking permit are not eligible for this program. This includes daily or monthly Stanford Medicine permits, as well as Stanford University daily or monthly 'A' and 'C' permits.

III. The Guaranteed Ride Home Program may be used by eligible employees up to 6 times per calendar year

IV. For full details about eligibility and qualifying events, view the Guaranteed Ride Home rules in Luum
   a. SHC: https://shc.luum.com/accounts/guaranteedridehomeinfo
   b. SMCH: https://smch.luum.com/accounts/guaranteedridehomeinfo

V. For more information about the guaranteed ride home program, visit: https://www.stanfordmedicinetransportation.org/transportation-programs/guaranteed-ride-home

Chapter 7: Fleet Services

I. **Fleet**
   a. Stanford Medicine Transportation Services manages the lease/purchase, maintenance, and use of hospital vehicles. The department also manages driver approval, state regulatory compliance, incident management, and 24/7 tracking of all vehicles.
   b. All Stanford Health Care, Stanford Medicine Children's Health, and Stanford Health Care Tri-Valley Fleet vehicles are purchased using Capital funding

II. **To request a new fleet vehicle:**
   a. Submit a request online New Vehicle Request Justification Form
   b. Your request will be reviewed by Transportation Services and upper management.
      i. If approved, the request will be submitted to Finance for capital funding review
      ii. If not approved, the request will be returned to the requesting department with feedback
   c. All new/replacement vehicle requests must be purchased with capital funding
   d. Transportation Services reserves the right to deny or postpone your request based on available capex funding and/or allocate one vehicle for multiple departments to share, based upon use cases & utilization

III. **To request a new/replacement fleet vehicle:**
   a. Submit a request online New Vehicle Request Justification Form
   b. Vehicles with upcoming lease expirations will need to be approved by Transportation Services for capital funding approval by Finance

IV. **Fleet Vehicle Use Requirements**
   a. Hospital leased/owned vehicles are to be utilized for business or work purposes only
   b. All staff (includes contractors, volunteers, vendors) utilizing Hospital leased/owned vehicles must maintain a clean driving record that meets our fleet vehicle insurance standards. Failure to meet these standards while driving a Hospital fleet vehicle will result in end of assignment and/or termination
   c. For Additional information on Fleet Services, kindly refer to policy here: Use and Management of Stanford Medicine

V. **Fleet Wrapping and Branding**
   a. Departments requesting a branded vehicle wrap or changes to current vehicle design must submit a Facilities Administration Communications (FA-Comms) Request Form: Comms Request Form
      i. Select Signage as the request type
   b. Requests should include design files and vehicle mock-up images, if available.
   c. If design files or mock-ups are not available, departments may request assistance from the FA-Comms team to develop a vehicle wrap design.
   d. The FA-Comms team will coordinate design, production, and installation requirements with the requesting department.
      i. A valid purchase order (PO) number must be provided before print production and installation can be scheduled.
   e. All branded vehicle wraps must be reviewed and approved by the Stanford Medicine Management and Brand Team prior to production and installation

Chapter 8: Stanford Medicine Transportation Services – Privacy Standard

Introduction

Stanford Medicine Transportation Services collects and uses information from users of its parking and transportation facilities in order to operate, manage, and improve transportation services. Protecting the privacy of staff, patients, visitors, contractors, and other users of Stanford Medicine parking and transportation facilities is an important responsibility and one that Stanford Medicine takes seriously.

This Privacy Standard describes how Stanford Medicine Transportation Services collects, uses, stores, maintains, shares, retains, and protects information associated with parking and transportation operations, including license plate recognition technology.

This Privacy Standard applies to parking facilities, transportation services, websites, mobile applications, and systems that are managed or operated by Stanford Medicine Transportation Services. This Privacy Standard does not apply to information practices of third parties, including service providers, public agencies, Stanford University departments, or other organizations that may maintain their own privacy policies.

Official Custodian

The official custodian of Transportation Services parking and license plate recognition data is the Senior Director of Transportation Services & Exterior Management, or their designated representative.

The official custodian is responsible for implementation of this Privacy Standard and for maintaining appropriate operational, administrative, technical, and physical safeguards for protected information.

Data Provided to and Collected by Transportation Services

Stanford Medicine Transportation Services collects information necessary to administer parking, transportation, and related operational programs.

Type of Data	When Collected	How Transportation Services Uses This Data
First and last name	When purchasing or obtaining parking access, permits, services, or transportation benefits	To verify identity, administer permits and transportation programs, and communicate regarding services
Email address and phone number	When purchasing parking, enrolling in programs, submitting requests, or receiving transportation services	To provide operational communications, parking notifications, account management, and transportation updates

Vehicle information, including license plate number	When registered by a user or collected through License Plate Recognition (LPR) technology	To validate parking authorization, administer parking programs, monitor utilization, and enforce parking regulations
Parking transaction information	During parking reservations, permit purchases, validations, and parking activity	To administer parking operations, billing, customer service, and planning functions
Transportation program participation information	When enrolling in transportation programs or benefits	To administer transportation services, incentives, and related programs

License Plate Recognition (LPR) Technology

Stanford Medicine Transportation Services utilizes License Plate Recognition (LPR) technology at certain parking facilities for parking operations, parking management, parking enforcement, safety, and customer service purposes.

LPR technology uses stationary cameras, mobile devices, handheld devices, or other approved equipment to capture and process vehicle license plate information. License plates are visible in public view and are scanned to determine parking authorization and support parking operations.

LPR technology may be used in parking lots, garages, controlled-access facilities, roadways, and other locations managed by Stanford Medicine Transportation Services.

Stanford University may also utilize LPR technology in facilities that it owns or manages. Information collected and maintained by Stanford University is governed by Stanford University policies and procedures.

Authorized Purposes for Collection and Use

License plate and parking-related information may be collected, maintained, and used only for authorized transportation and parking purposes, including:

- Managing parking access and parking operations.
- Verifying permit eligibility and permit validity.
- Administering parking reservations and transportation programs.

- Monitoring parking facility occupancy and utilization.
- Supporting customer service and dispute resolution.
- Administering parking enforcement activities.
- Supporting safety, operational, and security needs related to parking facilities.
- Planning future transportation and parking services.
- Evaluating transportation demand management programs.
- Complying with applicable laws, regulations, policies, permits, and contractual requirements.

Transportation Services does not use license plate information for unrelated commercial marketing purposes.

Authorized Access

Access to identifiable parking and LPR information is limited to individuals with a legitimate business need to perform their assigned responsibilities.

Authorized users may include:

- Transportation Services leadership.
- Parking operations personnel.
- Parking enforcement personnel.
- Transportation Services administrative personnel.
- Information technology and cybersecurity personnel supporting Transportation Services systems.
- Authorized vendor personnel supporting Transportation Services operations.
- Other Stanford Medicine personnel approved by the official custodian for a legitimate operational purpose.

Access privileges shall be limited to the minimum level necessary to perform assigned responsibilities.

Training Requirements

Employees, contractors, temporary workers, vendors, and other authorized users who access identifiable parking or LPR information shall receive appropriate training regarding:

- Privacy and confidentiality obligations.
- Information security requirements.
- Appropriate system usage.
- Incident reporting procedures.

- Applicable laws, regulations, and organizational policies governing the use of parking and LPR information.

Authorized users may be required to complete periodic refresher training.

Monitoring and Accountability

Transportation Services utilizes technical and administrative controls to promote accountability and appropriate use of parking and LPR information.

Access to systems containing identifiable parking or LPR information requires individual user credentials where practical.

Transportation Services may maintain records regarding access to LPR information, including:

- Date and time of access.
- User account utilized.
- Information accessed.
- Purpose for access.
- Associated operational activity when applicable.

Transportation Services may periodically review system access, user activity, and operational practices to help ensure compliance with this Privacy Standard.

Data Sharing and Disclosure

Stanford Medicine Transportation Services does not sell identifiable parking or LPR information.

Information may be disclosed when reasonably necessary for authorized business purposes, including:

- Administration of parking and transportation programs.
- Operation and support of Transportation Services systems.
- Services provided by approved vendors working on behalf of Stanford Medicine.
- Coordination with Stanford University Transportation Services where operationally necessary.
- Compliance with legal obligations, court orders, subpoenas, investigations, or other lawful requests.

Any recipient receiving identifiable information is expected to protect such information consistent with applicable contractual, legal, and organizational requirements.

Aggregated, anonymized, or de-identified information may be used and shared for research, planning, reporting, utilization analysis, program evaluation, and operational improvement purposes.

Data Accuracy and Correction

Transportation Services takes reasonable measures to maintain accurate parking and LPR information.

Reasonable measures may include:

- Routine operational reviews.
- Review of parking disputes and appeals.
- Investigation of reported inaccuracies.
- Correction of confirmed data errors when appropriate.

Individuals who believe that parking-related information has been recorded incorrectly may contact Transportation Services for review.

Data Retention and Destruction

Transportation Services retains parking and LPR information only for as long as reasonably necessary to support operational, legal, financial, safety, audit, records management, or business requirements.

Retention periods may vary based on:

- Operational needs.
- Active investigations.
- Billing or invoice disputes.
- Legal holds.
- Litigation requirements.
- Contractual obligations.
- Applicable records retention schedules.

When information is no longer required, Transportation Services will take reasonable measures to securely delete, destroy, anonymize, or archive information in accordance with applicable policies and procedures.

Information Security

Stanford Medicine Transportation Services implements reasonable administrative, technical, operational, and physical safeguards to protect parking and LPR information from unauthorized access, use, disclosure, modification, destruction, or loss.

Safeguards may include:

- Access controls.
- User authentication.
- Role-based permissions.

- Audit logging.
- Vendor security requirements.
- Encryption where appropriate.
- Secure storage practices.
- Incident response procedures.

Transportation Services periodically evaluates security measures and may update practices as technologies and operational requirements evolve.

Changes to this Privacy Standard

This Privacy Standard may be revised periodically to reflect changes in operations, technology, legal requirements, or organizational practices.

Any updates become effective upon publication of a revised version of the Stanford Medicine Transportation Services Code or related Transportation Services materials.

Contacting Us

Questions regarding this Privacy Standard may be directed to:

Stanford Medicine Transportation Services
TransportationServices@stanfordhealthcare.org
650.736.8000

Appendix: Updating and Approval Procedures

This document is created, updated, and approved by the Stanford Health Care Facilities Services Transportation Services Department on behalf of the Stanford Medicine entities who are supported by the Stanford Medicine Transportation Services shared service. It is reviewed quarterly by members of the Stanford Medicine Transportation Services Department.

Date	Description of Changes
January 2021	Original Document
February 2021	Revised to clarify topics and order of sections
June 2021	Revised to format as a standalone Transportation Code
July 2021	Revised appendix, added version history table, added Privacy Standard
August 2021	Revised formatting
September 2021	Revised to reflect parking changes at Searsville Lot (L-22) and Stock Farm Garage (S-5), HD Line Route Change, update SHC Swing Shift parking process, remove social distancing passenger limits from Section 5.3: COVID-19 Safety
October 2021	Added clarification to section 6.9 (Bicycle Programs) that bicycles are not allowed inside hospital buildings
November 2021	Updated all references to 500P – Pasteur Staff Garage to note that the Stanford Medicine Parking app has replaced Passport Parking in that garage. Updated all references to 'A' and 'C' permit eligibility due to new hire date eligibility update effective 12/1/2021. Clarified language describing J Lot temporary parking access. Updated Caltrain Go Pass section to include update that as of 1/1/2022 staff must be prepared to show employer-issued ID along with Clipper card to Caltrain conductors. Clarified 'C' permit parking locations.
December 2021	Updated language to reflect minor operational changes at: Pasteur Staff Garage, Pasteur Visitor Garage, Lucile Packard Children's Hospital Main & West Garages. Added note about access cards granted to approved official and/or service vehicles, and the cost of replacing those cards.
January 2022	Formatting revisions
April 2022	The Santa Clara Shuttle was added to the Shuttle section, also added the Santa Clara Park & Ride Lot to the Alternative Transportation Options for Staff (TDM) section. In addition, the Watson Court Caltrain Connection Lyft Pass name was updated to: "Watson Court & Palo Alto Labs Caltrain Connection Lyft Pass". The table of contents was also updated to reflect the recent changes.

June 2022	Updated Welch Road Staff Parking Section to reflect new operations. ”7 Day Passes” in the Stanford Health care Patient & Visitor Parking section updated to reflect the correct location where the passes can be purchased. Park & Ride section updated to include more information about fuel delivery & car wash service. Minor formatting edits. Table of contents updated accordingly.
July 2022	Note added about 'Z' permit parking at the Stock Farm Garage rooftop parking date extended. Also, clarified Lyft for Business guidelines.
August 2022	Note added about pre-tax benefits, updated to clarify federal tax code rules. Scoop program information was removed, as the Scoop program for Stanford Health Care and Lucile Packard Children's Hospital staff discontinued 9/1/2022. Table of contents updated accordingly.
November 2022	Updated Sections 2.2 Stanford Health Care (SHC) & 2.3 Lucile Packard Children’s Hospital (LPCH) “Staff Parking on Stanford Medicine Main Hospital Campus” permit eligibility date, “2019” for A / C / Z permits.
January 2023	The Parking Exceptions details have been updated to reflect a change to parking permissions in the lower levels of Hoover Pavilion Garage to remove 'Z' permit parking and add a portion of swing shift parkers who now park in this location.
March 2023	Revised Swing Shift Parking guidelines to reflect new parking locations for swing shift staff hired after 1/1/2019, effective April 3, 2023. Added Campbell Park & Ride lot and shuttle as a new service for staff. Removed information about masking requirement on shuttles. Added Watson Court Overflow Parking incentive program details
May 2023	Updated Parking Rules to denote that spaces are not reserved for individual employees, but available on a first-come-first-served basis to eligible employees.
June 2023	Updated Section 6.2 Clipper Card and Transit Passes to reflect more detailed eligibility requirements.
September 2023	Updated parking pricing to reflect new rates, updated ‘A’ permit eligibility (all SHC and LPCH staff now eligible), and removed SRI Park & Ride information.
October 2023	Removed references to retired shuttle lines, updated Hoover Pavilion Garage description, updated parking supply map, and updated Electrical Vehicle charging information.
July 2024	Minor updates to align with Stanford Medicine brand names, removal of discontinued programs (Yoshi fuel & wash), revision of electric vehicle charging rates effective August 1 2024, update of parking locations managed to include Welch Road and consistently formatted text, removal of archived shuttle programs (Bohannon, Fircrest), addition of East Bay Express management by the hospital, addition of guaranteed ride home program, addition of Haven Court vanpool and last mile Lyft programs, clarification of resident/house staff parking location for swing shift, revised J Lot parking information, removal of 301 Ravenswood parking information due to building closure, moved information about 7 day

	parking passes into specific garage sections instead of standalone section, updated RV parking pricing, updated pre-tax benefit information to reflect current provider contact information, added 900 Welch parking validation process for Radiation Oncology patients at 875 and 900 Blake Wilbur
October 2024	Addition of Stanford Health Care Tri-Valley staff Parking Management, and revision of Emergent Response program terminology (formerly Emergent On-Call)
August 2025	Pleasanton Commuter Bus Shuttle & lot information added, 30 year permit option for monthly parking via the Stanford Medicine Parking App, EV Charging information modified & new locations added, Valet Parking removed, 1190 Welch Construction Trailers permit language added, Display of Permit section added, temporary Stock Farm Garage 'Z' permit parking extended, VIP Validations replaced by online validations
September 2025	Permit pricing increases; EV charging rate increases, 900 Welch Rd gate arm installation & pricing
January 2025	Hoover Permits and Z permit removal
August 2026	Swing Swift at Hoover, added 3430 Bayshore, SMCH Sunnyvale, and SHC Tri-Valley 5 miles Lyft Pass, Pre-Tax Transit/Parking, patient parking information for Watson Court, Redwood City, Emeryville, Tri-Valley hospital, Stanford Medicine Children's Health Specialty Services – Sunnyvale, Stanford Medicine Children's Health Specialty Services – San Francisco, updated badge access links, Watson Court parking, Parking refund (credit), Tri-Valley Bart Program, BART & Tri-Valley Shuttle, Parking enforcement (unable to purchase a permit after 3 of unpaid invoices), Clean Air Program, Fleet New Vehicle form, Fleet Wrapping, Bicycle Regulations, LPCH Golf Cart Service, Privacy Standard, September Parking Rate Changes, ServiceNow Forms, Virtual Permits for 575 and 585 Broadway
September 2026	Spiritual Care Chaplains will need to follow the day, swing, and night shift parking options, New Communication Request Link
October 2026	Bike Sharing Program, Unpaid Interns/Externs and Students
November 2026	66 Williow Last Mile Lyft, New Badging links, Daily parking reservations cancelled by 7am, Updated hourly parking for valid single entry