Definition:

Maryland Health and Higher Education Facilities Authority – MHHEFA owns the parking facilities located on the Johns Hopkins East Baltimore Medical Campus. Broadway Services, Inc. operates the facilities under contract with MHHEFA.

Lost Tickets are tickets that have been misplaced or discarded by a transient parker before he/she reaches the exit lane.

Purpose:

To provide parking staff with a clear procedure for charging customers in the event of a lost ticket.

Procedure:

Should a customer lose their parking ticket, the cashier will request the manager/supervisor on duty to check the vehicle tag number against the daily layover sheet to determine if the vehicle has been in the garage for more than one day. If the vehicle has been in the garage for more than one day, the manager/supervisor will check the daily layover sheets to determine how many days the vehicle has been in the garage and the customer will be charged the maximum daily rate per day for the number of days parked. This will be accomplished by issuing the customer a manual ticket. If the vehicle was not in the garage on previous days, the cashier will create a manual ticket and will ensure that the entrance time keyed into the register resulting in a charge for the full daily rate.

In order to insure authorized use of the vehicle, the customer must present identification in the form of a valid drivers license and vehicle registration prior to being allowed to exit. Failure to produce identification will result in a request for an Off Duty Police Officer to complete the verification.

If the customer finds his/her ticket at a later time, he/she can return to the garage office for a refund of the difference between the actual time of entry and the maximum daily rate. The customer must have a receipt displaying the time of exit so the proper fee and refund amount can be accurately calculated.

Authorized Individuals:
Patients, visitors and Johns Hopkins East Baltimore Medical Campus Staff

Excluded from the Policy:
Paid Permit Holders