



West Parking Ramp Patient Toolkit

Information and resources to help you navigate a changing downtown Rochester


Whether you are a new or returning patient at Mayo Clinic in Rochester, now is the time to prepare for traffic and parking changes downtown due to ongoing construction.

In this toolkit, Mayo Clinic patients can find the most important information and resources to plan for, arrive at and navigate to, and depart from downtown Rochester appointments.

Plan:

PLAN YOUR ARRIVAL ACCORDING TO THE LOCATION OF YOUR FIRST APPOINTMENT

Mayo Clinic suggests patients park or drop-off at specific areas based on the location of their first appointment. Refer to your printed Patient Appointment Guide for more information.

First appointment location	Recommended parking ramp	Address
Baldwin	Baldwin Patient Parking Ramp	221 4th Ave SW
Charlton, Charlton North, Eisenberg, Jacobson	Graham Patient Parking Ramp	121 3rd Ave SW
Gonda, Mayo, Hilton, Dan Abraham Healthy Living Center	West Parking Ramp	515 W Center St
 See map on page 3.		

You can also use the **Parking and Drop-off Navigator Tool** on the Rochester Construction Updates webpage to explore your recommended parking, valet and drop-off options.

CONSIDER OTHER TRANSPORTATION OPTIONS

- Mayo Clinic valet services
- Hotel shuttles



Rochester Construction Updates webpage:
mayoclinic.org/rochester-construction

HAVE MORE QUESTIONS?

Mayo Clinic offers free concierge services to help plan your visit — helping you narrow down your search to include criteria like hotels with shuttle service or within walking distance to your appointment. You can contact concierge services by phone or email:

By phone: 507-538-8438

7 a.m. to 5 p.m. Central time, Monday through Friday

By email: concierge@mayo.edu

EXPLORE OPTIONS FOR PATIENTS AND PASSENGERS WITH MOBILITY NEEDS

If you or a passenger has specific mobility needs, consider taking advantage of patient drop-off or valet options. You can also learn more about these options on the Rochester Construction Updates webpage.

- To arrange a patient transport when you arrive at campus, call 507-266-7100.
- Mayo Clinic wheelchairs will also be available for use upon arrival.

BUILD IN EXTRA TIME FOR ARRIVAL AND DEPARTURE

Mayo Clinic recommends patients allow an additional 15-20 minutes of travel time upon arrival and departure.

Arrive:

TAKE THE SUGGESTED ROUTES AND DETOURS

Road construction has disrupted typical traffic patterns downtown, and it is important that both new and returning patients prepare for a changed arrival and departure experience.

Please follow Mayo Clinic’s suggested routes and detours to each parking valet and drop-off location, including recommended routes to the West Parking Ramp. Patients can access this information on the Rochester Construction Updates webpage.



WATCH FOR SIGNAGE, TRAFFIC FLAGGERS AND PEDESTRIANS

- Patients can access the West Parking Ramp from 5th Ave SW between Center St. and 1st St SW. Street and building signage will help direct you to the correct location.
- As you make your way to your parking destination, please also be aware of traffic flaggers directing drivers and pedestrians safely to their destinations.
- Please watch for pedestrians and approach crosswalks with caution.



TAKE ADVANTAGE OF VALET OPTIONS

- There are three valet stations on the downtown campus (West Gonda, Charlton and Baldwin buildings) and one at Saint Marys Campus.
- Patients with appointments in the Gonda or Mayo buildings are recommended to use the West Gonda valet station.
- There is a \$8 charge for valet service in addition to the standard Mayo Clinic parking rates.
- All Mayo Clinic valet stations are ADA-compliant and equipped to accommodate wheelchair loading and unloading.



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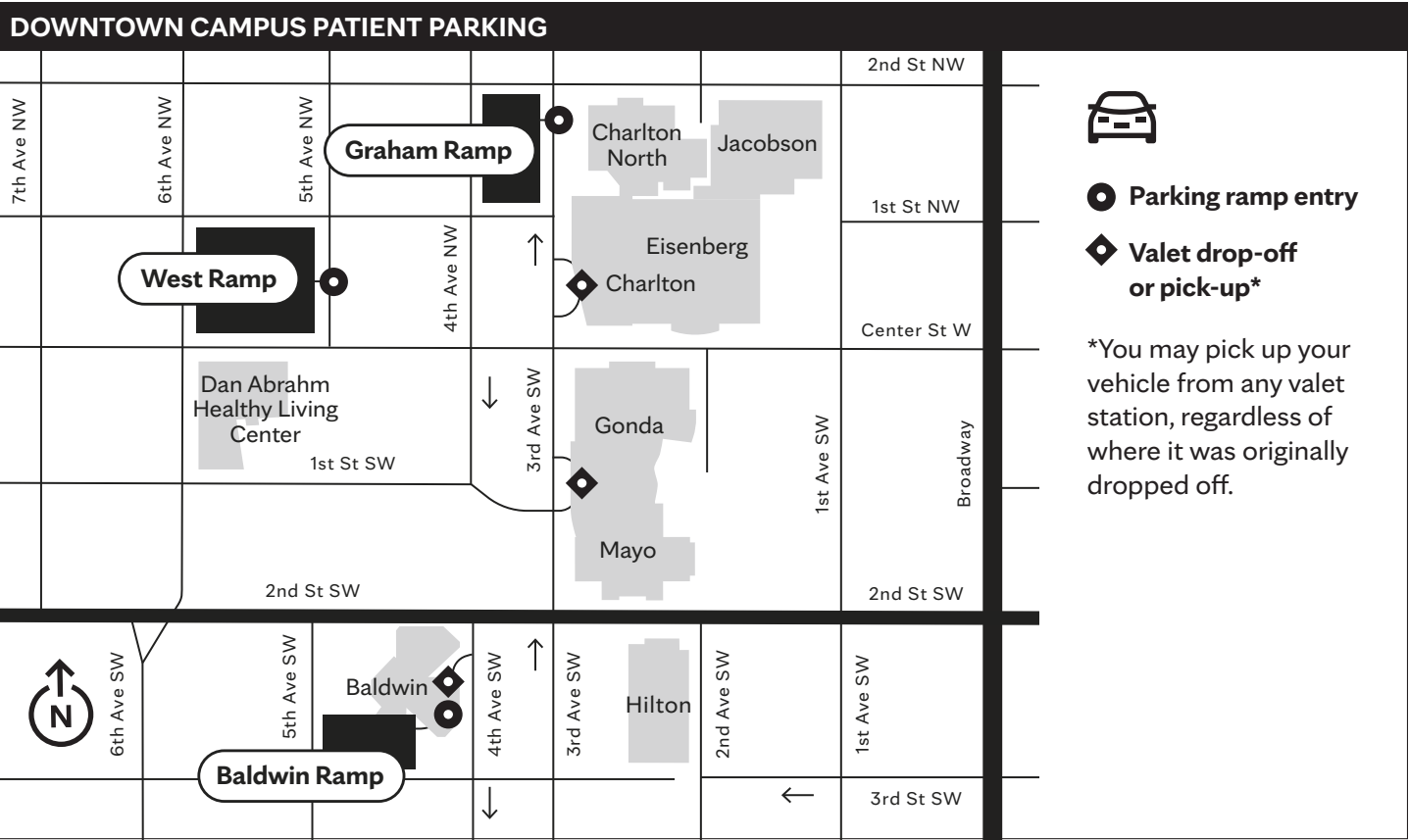
AFTER YOU PARK, TAKE YOUR PARKING TICKET AND HEAD TO THE SUBWAY LEVEL

- Be sure to take your parking ticket with you — do not leave it in your vehicle. Patients are encouraged to pre-pay for parking at lobby kiosks.
- Follow signage to the elevator lobby or stairwell and make your way to the pedestrian subway level. From there, you can navigate to your appointment.



NOTE

Mayo Clinic staff members will be present to queue patients into elevators as they arrive. Wait times for elevators are likely to increase during construction. Your patience is appreciated. Please consider calling 507-266-7100 to arrange a patient transport, if needed, while you wait.



Navigate:

ONCE AT THE SUBWAY LEVEL, MAKE YOUR WAY TO YOUR APPOINTMENT

- As a reminder, patient transport and wheelchair service is available upon request. Stop at any of the information and service desks in the ramp lobbies with questions or to request service.
- Follow physical signage to the location of your first appointment; maps will also be available at the entrances to each ramp’s subway level.

- For patients traveling from the West Parking Ramp, the distance to the Gonda Building subway lobby is approximately 800 feet. Rest areas and telephones will be stationed throughout the length of the pedestrian subway, and you can call 507-266-7100 at any time to request assistance.
- If you need assistance navigating the pedestrian subway tunnels, speak to one of our helpful volunteers. Volunteers are stationed throughout Mayo Clinic and can be easily recognized by their navy-blue volunteer shirts or vests.

Depart:

IF YOU CHOOSE TO USE THE VALET SERVICE

- When you're ready to depart, please present the valet ticket you received at drop-off to any of our valet desks and complete your payment (credit or debit card payment only).
- For your convenience, you may pick up your vehicle from any valet station, regardless of where it was originally dropped off.
- As valet demand increases, extended wait times are to be expected.

IF YOU DROPPED OFF A PASSENGER

- Be sure to pre-pay for your parking at the designated pay kiosks in ramp lobby and subway levels before heading to your vehicle.
- Please follow Mayo Clinic's suggested routes to return to your designated pick-up location. This can also found on the Rochester Construction Updates webpage.
- Drivers who chose to pick up passengers from the West Ramp drop-off area will be required to exit and then reenter the ramp. When reentering the ramp, drivers should take a new ticket from the entrance kiosk and will have 60 minutes to pick up and exit the ramp (using the new ticket) at no additional cost.

IF YOU PARKED IN A MAYO CLINIC RAMP

- Be sure to pre-pay for your parking at the designated pay kiosks in ramp lobby and subway levels before heading to your vehicle.
- Please follow Mayo Clinic's suggested departure routes. This can also found on the Rochester Construction Updates webpage.

IF YOU RECEIVED A VOUCHER FOR PARKING AT THE WEST PARKING RAMP

- Redeem your voucher at the Parking and Transportation desks located near the West Parking Ramp's pedestrian subway and ground level entrances.
- **This is important**, as the voucher itself will not be accepted by the kiosk at the ramp exit.
- The desk attendant will provide you with a parking ticket that will allow you to exit the ramp.



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Building what's next for Mayo Clinic in Rochester

At Mayo Clinic, the needs of the patient come first. This is true always, including during this period of construction and transformation in Rochester. While Mayo Clinic works to construct two new parking ramps downtown, we are committed to supporting patients and continuing to provide the Category-of-One care that makes Rochester a global destination for hope and healing.