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Intertraffic North America/PIE Names Founder's Circle Exhibitor Members

Intertraffic North America/Parking Industry Exhibition has named six parking manufacturers and eight traffic/transportation companies to its Founder's Circle for the group's trade show and conference Sept. 27-29, 2005, in Baltimore.

These companies were the first to sign up for the event and will have, at a minimum, 400-square-foot displays of their products in prominent positions at the exhibition. Parking companies on the list are Duncan Parking Technologies, Federal APD, Traf Park, WPS and Zeag.

The charter members of the Founder's Circle indicate the broad reach both in technology and in distance of Intertraffic NA/PIE. On-street companies are represented by U.S. meter manufacturer Duncan Parking Technologies and French pay-and-display supplier Parkeon (formerly Schlumberger).

Federal APD (U.S.), Traf Park (Canada), WPS (Canada/The Netherlands) and Zeag (Canada/Switzerland) head the list of companies supplying high-tech revenue control equipment. Traffic/transportation firms included Barrier Systems, Flint Trading, Gatsometer, Quizote, Siemens, Telvent, Trinity and Work Area Protection

More than 50 companies have already signed up to exhibit at Intertraffic North America, with 30 more that have expressed interest but not completed the forms.

"This is an incredible response," said Dawn Newman, who is heading up exhibitor sales for the North American Parking portion of the event. "Just think...we are more than a full year away from the event and have nearly a third sold out or spoken for. Prime locations are going fast. We are blown away by the response.

"What's more amazing is that we haven't even done a general mailing, and the promotional materials won't be available until mid-September. The Web site isn't even up

and running yet," Newman said. "Companies are signing up based on the reputations of Intertraffic, which holds a biennial show in Amsterdam and our Parking Industry Exhibition sponsored by *Parking Today* magazine."

Booth location is being handled on a first-come first-served basis, with an online system available to exhibitors so they can see what booths are open in real-time. Companies interested in the event should contact Newman at dnewman@bricepac.com.

Intertraffic North America is being organized by the RAI Group from The Netherlands in partnership with the

American Road and Transportation Builders Association, one of the largest organizations of companies in the transportation infrastructure construction business. ARTBA has more than 5,000 members. RAI's Intertraffic Amsterdam is the largest parking and traffic trade event on earth,

with more than 25,000 attendees and 800 exhibiting companies.

The Parking Industry Exhibition, held annually in the U.S., is joining with RAI and ARTBA to promote the parking portion of the event. There will be no separate PIE show in 2005. "We are inviting regional parking organizations to hold events at Intertraffic North America," said Sandra Watson, who heads the parking conference and attendance. "As of mid-August, five parking organizations from the Northeast, mid-South and Canada had expressed interest in joining with us at the event. We expect the parking portion to draw more than 1,000 people from all aspects of the industry, on- and off-street. That will make this the largest parking event by far in North America."

In addition to the exhibition at the Baltimore Convention Center, both ARTBA and PIE will be sponsoring educational and informational conferences running side-by-side during the event.

The Conference of Parking Management and Technology, held traditionally with PIE, will again present training sessions and seminars on all aspects of the parking industry. Its famous "Parking Boot Camp" and "Advanced Parking Training" programs will lead off the three-day event. Specialized programs dealing with all aspects of both on- and off-street parking will be included.

ARTBA will be running educational tracks during the conference on safety, security and construction aspects of the transportation infrastructure. Attendees of either the Parking or Traffic conference will be able to attend any session on either topic. Final topic lists and speaker biographies will be available online by Oct. 1.

More than 50 companies have already signed up to exhibit at Intertraffic North America

Intertraffic NA/PIE Parking Founder's Circle Members



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Circle # 247 on Reader Service Card

A 'Different' Approach to Below

Members of the parking industry are no strangers to the costs associated with both above- and below-grade parking structures. Historically, underground parking garages are anywhere from 1.5 to 2 times the costs of above-ground parking decks. The inherent benefits of underground parking are too often overshadowed by the costs of foundation construction. Below-grade methods have additional structural design issues, such as groundwater, deep-cut excavation and shoring, that above-grade does not.

An innovative design concept utilizing sheet piling as the permanent basement wall is changing the economics of parking garage construction. Although virtually new to the U.S., this technology has been in practice throughout Europe for more than 20 years. So much so that European designers consider sheet piling ahead of alternative concrete methods when evaluating design feasibility.

So why has this not caught on in the U.S.? It starts with "perception." Owner, consultant and contractor alike generally view sheet piling as a unattractive shoring material mostly used for marine applications. Furthermore, general site construction perceives sheet piling as a temporary works material. The concept of incorporating the structural attributes of sheet piling into the permanent building design is just not common practice.

Sheet Piling 101

For those of you not familiar with the product, hot-rolled steel sheet piling is manufactured by fewer than 10 producers throughout the world. There are numerous shapes and systems for a multitude of structural applications.

Because the U.S. is predominantly a Z-Pile market, we will focus on the Z-shaped sections. Z-Piles are produced from a continuous-casting steel process from some of the same mills that produce standard structural shapes for bridge and building erection. This "mini-mill" technology



Why not build the garage superstructure at the same time as you are digging the below grade levels?

streamlines steel production so that all products can be hot-rolled from three continuous-cast near-net shapes.

Z-Piles are produced from the beam blank. Once cast, it moves through a series of stands in the rolling mill, making three or four passes at each. The intricate interlock design and differential thicknesses make this the most difficult structural shape to produce.

Sheet piles are widely known for the ability to resist lateral/bending forces, yet they are also very effective in an axial/vertical capacity. This allows the structural engineer to transfer load to the perimeter walls, which can reduce the number of interior support columns, thereby optimizing the usable area.

Bottom-Up Construction

Cast-in-place concrete basement structures require temporary shoring systems, such as beam & lagging or diaphragm walls. These methods require bracing, dewatering and waterproofing -- all before the general construction can proceed. Such specialty contracting levels are significant cost factors in addition to the concrete foundation construction. The Arcelor Sheet Pile System for bottom-up construction also requires bracing and dewatering, but eliminates the waterproofing and reinforced concrete elements.

An impervious wall system is delivered to the site in pairs with a full-seal weld on the paired joint and a hydrophilic joint sealant in the female inter-

lock. With wall thicknesses ranging from 3/8" to 3/4", the owner can maximize area with the building footprint right up to the property line.

Once a few feet of soils are excavated, temporary anchorage or bracing is installed to support the sheeting from lateral earth and water pressures. Excavation and dewatering continue until the final elevation is achieved. Bearing piles are driven at the base to support the structure. The base slab is cast-in-place on top of the piles, and work is ready to proceed upwards.

Low-Grade Garage Construction

By Dean Abbondanza



may also be applied, if needed. Incorporating the sheets into the permanent structural design results in time and material savings.

This cost analysis demonstrates the time scale of a traditional reinforced concrete basement wall constructed by bottom-up method. One crucial aspect of the bottom-up method is that erection of the superstructure cannot proceed until the basement work is complete. This is the critical path of the project and directly influences the project schedule.

Dean Abbondanza is with Skyline Steel. He can be reached at Dean.Abbondanza@arcelor.com.

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The lateral loads are transferred from the temporary anchorage or bracing to the floor slabs as each level is cast. The sheet piles are then pressure-cleaned, primed and painted to an aesthetic finish. An intumescent fire coating

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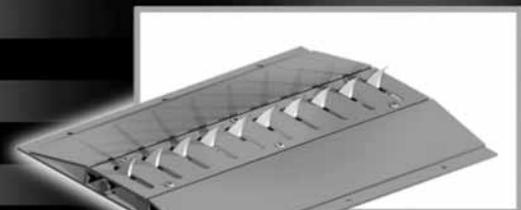
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Commercial Parking Operators Speak Out

A month or so ago, *PT* asked a number of parking operators two questions:

1. What are the biggest concerns OPERATORS have when dealing with their clients?
2. What do you think the biggest concern CLIENTS have when selecting an operator?

Here are their answers:

Operator Concerns: It's often difficult for us as a well-established local company to gain the trust of clients after they've had bad service experiences with mega-operators. We find they're hesitant to take our advice and skeptical of the "personal touch" we offer.

Client Concerns: Clients of absentee or non-responsive operators often become accustomed to solving their own problem situations. In selecting an operator, they worry about finding one that's "different" -- a company they can rely on to run the parking operation and relieve their own managers of those responsibilities.

-- Gerry Oguss, *G.O. Parking*

Operator: My biggest concern is establishing what the client really needs to meet his parameters, as opposed to what he thinks he needs or "can do without."

Client: I think the client's biggest concern too often is looking at the lowest price for the service, rather than what is the best value for the price. A client can be swayed by an operator that offers a rock-bottom price, but may not understand that he is contracting for a rock-bottom service.

-- Dwight Potter, *Republic Parking System*

Operator: One of the bigger concerns relates to effective communication. As long as the client is clear in their expectations, and the operator understands those expectations, the likelihood of delivering the desired results are greatly enhanced.

Client: Differentiating between the "sales pitch" and which operator is actually going to deliver on their financial projections and service initiatives.

-- Mike McKeon, *Imperial Parking*

Operator: Liabilities with respect to people walking through the parking lots.

Client: Management with respect to safety concerns and the liabilities of people getting injured in the parking lots.

-- Steve Meyer, *Main Street Pedicabs*

Operator: Our biggest concern is that the client is satisfied with the service and would come back again.

Client: Trust is the biggest concern for the client when selecting an operator.

-- Jim Gennari Jr., *Pinstripe Parking*

Operator: Many times you will discover that the communication lines between owner(s), partners and any middleman (i.e., Property Management Company) are not clear.

Client: Proper revenue collections and handling.

-- Mark Dobson, *Lanier Parking Systems*

Operator: My biggest concern when dealing with clients of management accounts is that they will not welcome the operator as part of their team working in the client's best interest.

Client: I think a client's biggest concern starts with having an operator they can be comfortable with. Knowledge and integrity of the operation are key to achieving this comfort level with clients.

-- Bob Baer, *Cincinnati Childrens Hospital Medical Center*

Operator: Getting the contract and then keeping it.

Client: Maximizing "NET" parking income from the property.

-- Doug Stuckel, *Commissionaires BC*

Operator: Working toward a level of understanding and professionalism. Gaining their trust that you, as the contractor, are working in their best interest in the operations of their parking facilities.

Client: Most clients are in a budget crisis, including governmental agencies. During their evaluation process, they will still bypass proven experience and customer service, etc. and concentrate solely on "low bid" with contract minimum qualifications. However, I have recently noticed that the more progressive clients are moving toward balancing price, experience, customer service, etc. in a "best value" company selection.

-- Ray Humbert, *Standard Parking*

Operator: Gaining managing control, and meeting expectations.

Client: Experience, experience, experience, and relationship.

-- Dan West, *Metric Parking*



Operator: Ensuring that contractual requirements are implemented and fulfilled, and working cooperatively with the client to attain day-to-day and long-term operational needs.

Client: Operator has a successful track record and the resources, both financial and human, to enhance and carry out the operational needs of the client.

-- Earl Mizuguchi, *Five Star Parking*

Operator: Will they return and become a repeat customer?

Client: Safety of their car, quick in and out, and price.

-- Tom Lombardi, *AirportParkingReservations.com*

Operator: Clients will cancel without listening to the current operator and will not take their suggestions. They cancel just because the client thinks they can get it cheaper from another operator.

Client: Is the operator going to bring in the money that the client expects? Are they honest? Will they service their customers well?

-- Louis Flokas, *Standard Parking*

Operator: That our clients find our car parks and the service we provide such that they make NCP their preferred parking company.

Client: Our market research tells us that the main concern motorists have about any car park is the proximity of its location to their destination. The second factor is the safety of their vehicle whilst parked in the car park.

-- Tony Sedgewick, *National Car Parks, UK*

Operator: Responsiveness.

Client: Cost, customer service and facility image.

-- Fredy Suarez, *Standard Parking*

Operator: The ability to place and retain qualified, proactive managers to oversee their location.

Client: Quality of management staff and their retention. They don't want to see a new face every few months. Back office/corp. accounting. No. 1.

-- Damon Anthony Noga, *Standard Parking*

Operator: Keeping the service end up to the highest level that the customer demands.

Client: Today's parking world relies on security a lot more than in the past. Our facilities need to be well-lit, clean and safe. Along with this, the operator needs to provide a reliable and consistent parking experience.

-- Kevin Welsh, *Preflight-RDU*

Operator: To be afraid of losing a deal / not getting a business.

Client: Safety (person and vehicle) and parking rates.

-- Ivana Sejkora, *Ampco System Parking*

Operator: Fending off irresponsible and unethical attacks from competing operators.

Client: Discerning the truth.

-- Steven Friend, *Standard Parking*

Operator: Clients are making award decisions based on the price of the management fee proposed by an operator. They don't make decisions based on the quality of the operator, for the most part, and don't realize that a poor operator who runs a facility for \$500 per month could be losing them \$100,000 per year in revenues due to poor management.

Client: They seem to want very high-quality services at very low prices.

-- Brandy Johnson, *Standard Parking*

Operator: Our biggest concern is that the client is confident and comfortable that they are receiving what they bargained for, that being: first-class parking management services being presented to their tenants, guests and visitors that is fiduciary responsible with an emphasis on exemplary customer service.

Client: Will the operator live up to all their hype and implement the programs, policies and procedures as presented in the glossy, highly choreographed written proposal and impressive "Powerpoint" presentation and interview? (Answer: Probably not!)

-- Bob Hindle, *Parking Concepts*

Operators: Want to give the best service possible to their clients, and that means monitoring what your employees do when you aren't looking.

Clients: Want an operator that is reputable. So many parking operators get a client and then go out of business. The only way the client finds this out is to call them and find the number disconnected.

-- Joel Touchet, *Deseret Parking*

Continued on Page 22

Commercial Parking Operators Speak Out

from Page 21

Operators: Reasonably fulfilling their expectations.

Clients: Reasonably receiving what they are promised: service, attention, value, revenues.

-- Al Niknibard, City Center Parking

Operator: High level of customer service, so it could bring repeat business and, as a result, profitability and growth. Then, it would be security for cash management.

Client: Cost of parking and safety and security for clients and their vehicles is first when they choose an operator. However, once they use the operator, then they will consider level of service and time they have to spend to get a ride to their terminal and amount of time they have to wait in order to get back to their vehicle.

-- Mason Shayan, LAX Park.com

Operator: Being able to fulfill the professional expectations I have for my clients within a budget they can find attractive enough.

Client: Will the operator be trustworthy and meet the expectations while keeping a professional, safe facility.

--Chuck Taylor, Republic Parking

Operators: Under most Parking Service Management Contracts, the Landlord is required to cover the expenses associated with the operation of the facility. Sometimes the way in which the facility should be operated conflicts with the Landlord's desire for maximum bottom-line performance.

Client: The biggest concern? Integrity.

-- Paul Gnasso, Imperial Parking

Operator: That the client understands that the operator is working 24/7 to maximize revenues, and with a quality IT staff, we ensure this happens.

Client: Their qualifications to understand the checks and balances of a PARCS System and their ability to make it operate at 100% efficiency at all times.

-- Bill Henderson

Operator: In many instances, it is still the continuing personal relationship between the operator and the client that is the determining factor in dealing and retaining the operator/client relationship.

Client: In too many cases it's the adage: "It's not what you know; it's who you know."

-- Mickey Meyers, Ampco System Parking

Continued on Page 52

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NPA Conference Attracts Most Diverse Group



By Logan Hunter-Thompson

Booth sales are high, and attendee numbers are even higher, for the National Parking Association's 53rd annual Parking, Transportation and Services Convention & Exposition set for Sept. 19-22 at the Anaheim Marriott in Anaheim, CA. This premier annual event, which attracts a variety of parking and transportation professionals from all levels of the industry, from throughout the country and around the globe, has become the industry's "trade show of choice." With 18 first-time exhibitors at the event, and many first time attendees registered, the show has appeal for industry newcomers and mainstays.

The comprehensive business program contains something for everyone. Session topics include shuttle bus issues, automated parking, e-commerce, handicapped parking enforcement, airport relations and HR issues. Additionally, a special business program targeted to middle operations managers was created to address those issues affecting professionals at this level. It includes roundtable discussions on valet/special events, revenue control and landlord relations. Complementing the business program are a wide range of product and service offerings that will be introduced in the exhibit hall.

"The numbers speak for themselves," says NPA Executive Director Marty Stein. "Exhibit sales are up, as well as the number of attendees and first-time attendees, proving the continued value of the NPA conference to the industry, a tradition that commenced in 1952. I am both proud and honored to be a part of it."

At the annual luncheon, NPA President David Groene, President of

Olympic Park in Cincinnati, will pass the gavel to Stephen E. Long, Senior Vice President of Ampco System Parking, a motion unanimously approved by the NPA Board of Directors earlier this year. In 2005, David Groene will become Chairman of the association.

Three new Affinity Programs with Enterprise Fleet Services, CheckPoint HR and Alliance Insurance Services will be introduced at the conference, all of which will help NPA members realize substantial savings on fleet, HR and insurance services.

Through NPA's unique relationship with Enterprise Fleet Services, a division of Enterprise Rent-A-Car, NPA members can see up to 15 percent savings on their fleet operational expenses. As part of the program, Enterprise will provide NPA members with an array of fleet management services designed to lower operating costs, as well as the opportunity to have their current fleet management method analyzed at no cost.

NPA members may also realize substantial savings by outsourcing administrative HR functions through CheckPoint HR. It provides integrated, web-based, single-source solutions for all HR record keeping, reporting, compensation and benefits needs.

In the post-9/11 marketplace, parking owners and operators understand that now, more than ever, having the proper insurance, with the right carrier, is paramount to long-term success. Leveraging its relationship with Alliance Insurance Services, NPA extends outstanding benefits to members, including:

- General Liability
- Garagekeepers Legal Liability
- Automobile Liability

- Excess
- Property
- Crime
- Workers' Compensation

In 2005, the NPA will hold its annual conference Oct. 16-19 at the Fontainebleau Hilton Resort in Miami Beach. For more information, visit www.npark.org.

The National Parking Association has proudly served the nation's parking industry since 1951. Its roster includes more than 1,200 member companies, including private operators, parking consultants, colleges and universities, municipalities, parking authorities, medical centers and industry vendors.

Logan Hunter-Thompson is Director of Communications for the NPA and Managing Editor of Parking. She can be reached at lhompson@npapark.org.

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Brain Surgery? NO! It Does Take Balance

By Jonathan Mackenzie

Our questions to commercial parking operators (see page 20) generated mostly one- or two-line answers. However, Jonathan Mackenzie, President of Champlain Parking Management in Burlington, VT, decided to expand a bit on the theme. Here's his response. Editor

Parking Today asked:

1. What are the biggest concerns OPERATORS have when dealing with their clients?

2. What do you think the biggest concern CLIENTS have when selecting an operator?

Here are my short answers:

1) My biggest concern is that clients don't know enough about daily operations to know what they are shopping for when selecting an operator. This is compounded by the fact that most clients don't realize they don't know enough to make an informed choice. Most are clouded by the notion that it is "only parking" so how hard can it be.

2) Since clients are unaware of what they should really be concerned about (which is everything, including audit trails, public image, reduced exposure, preventive maintenance, etc.), they fixate on one item. This item may not be common to all clients, but the narrowness of scope appears to be. Some (most) may want revenue; others may want customer service or good PR. But few focus on the operation as a whole. They want what they want; the rest is just "details."

This is an important set of questions and goes to the heart of a problem we have in this industry. We have people (Commercial Operators) busting their tails to perform to a high standard when they know that most clients couldn't tell a perfect operation from a pathetic one as long as their phone isn't ringing and the garage appears to be making money.

Most clients would gladly pay a lawyer or an accountant to educate

Continued on Page 26



Jonathan Mackenzie (R) helps Jim Remillard, a manager, squeeze a little more life out of an old TD-249.

A Kiosk Printer for all Seasons.

Neither rain nor snow nor heat nor gloom of night can keep these printers from dispensing their receipts. Kiosk printers in gas pump, automated parking, or other outdoor applications must endure the widest range of operating conditions—far in excess of most "commercial" units, in order to successfully complete their appointed task.

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Don't Pretend It's Brain Surgery, But It Can Require a Lot of Balance

from Page 25

them about something relevant to their business, because these professionals are seen as experts. But parking professionals are seen as little more than fast-food franchise managers. Clients and their representatives oversimplify parking and undervalue the service that a good operator provides. As a result, they fail to consider that an operator may be able to educate them about parking.

Parking is obviously not brain surgery, and there is no sense pretending it is. But it can still involve some delicate balancing acts (absolute financial accountability vs. speedy customer service; maximizing income vs. maximizing public image; preventive maintenance vs. maximizing short-term revenue, to name a few). Parking is a simple concept but can be complicated by the very fact that it is

so mundane.

When an endeavor is planned without considering the effect of parking -- and those in the field know this happens more often than not -- a stress is placed on an important system that is hard to quantify but hard to overstate. Parking operators and their employees often spend their days performing minor miracles, which go unrecognized by the powers-that-be precisely because they don't know what they are witnessing. And the impact of these miracles is not directly translated into dollars. The value of parking is mistakenly associated with the amount of revenue collected and not the real value created by a well-run operation.

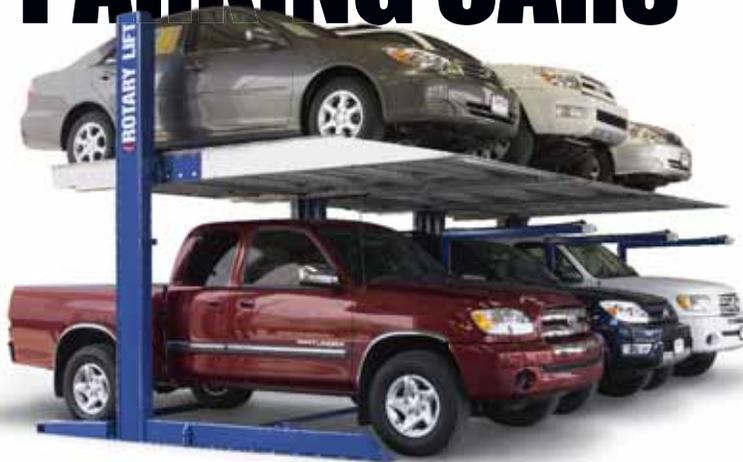
The real value is found in the number of happy shoppers who were unfettered in their pursuit of the perfect holiday gift, or the dozens of bright minds who made it to the conference on time, or the many confused and stressed-out hospital visitors who were saved that one last straw on their emotional camels by the helpful attendant who showed them the quickest way into the building. And this value is not derived from being able to read a register tape or even the ability to smile politely. It is the result of effort and planning and an understanding of how people actually park -- what they need; what they will (and won't) do when they are behind the wheel; what signs they will read (none of them); and how many of them you can fit into the three dozen spaces that aren't already spoken for. (Hint: It's more than 36.)

The questions asked here strike at the heart of the issue and could easily become a launching point for a much-needed discussion in the industry. Who are parking operators? What do we do and why do people need us? We in the industry need to find ways to answer these questions without waiting for someone to ask them. In the 10 or so years that I have heard this notion bandied about, I am not sure we have made much progress in defining what we do.

Jonathan Mackenzie is President of Champlain Parking Management, Burlington, VT. He can be reached at usr2071@champlainparking.com.

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Parking Needs Can Often Be Addressed With Shuttle Buses

By Jeff Shank

One way to ensure success in business is to identify and address customer needs. Transportation can often be overlooked in this process. However, buses can improve customer satisfaction while addressing other issues, such as limited parking availability.

This is especially true at universities, airports and cities where shuttle services can minimize the need for cars in high-traffic areas with limited parking.

Different Sizes and Shapes Meet University Needs

Ask most colleges and universities what their biggest challenges are and chances are parking will show up near the top of the list. To deal with this situation, many students are being chauffeured to class in a university-provided shuttle bus.

More and more universities are operating shuttle services to reduce parking problems. Setting fixed routes throughout the campus, housing areas and local businesses minimizes the number of vehicles on campus and helps students get to class on time. University-operated transportation also addresses the needs of students with disabilities.

Most universities operate a mixed fleet of smaller buses for specialized use and larger buses for use with a higher volume of passengers.

Some universities are even finding creative ways to fund transportation while saving money. The University of Maryland, for example, operates six Setra motorcoaches that are chartered by other departments at the school. Originally purchased for the sports teams, which make up 80 percent of the transportation department's business, the coaches are so popular that they are often unavailable to book during the school year. The transportation department has turned a profit after one year, and still provides services for less money than competitors, allowing the university to save money overall.

Travelers Find What They Need in Airport Transportation

Increased airport security measures have become a way of life throughout North America. On-site, off-site and employee parking seems even farther away



The transportation department has turned a profit after one year,

from terminals. Shuttle transportation is now more critical than ever in the smooth operation of any airport.

Several factors come into play with an airport shuttle. Reliability and dependability are key. The design and floor plan of the bus can greatly affect the satisfaction or distress of airport shuttle passengers. Most travelers sport several pieces of luggage and need an appropriate amount of baggage space, wide doors and aisles, and a low step-in-height.

Understanding customer needs is essential to delivering great customer service and satisfaction in

this market. Grayline Nashville (TN), for example, uses several Sprinter shuttles as part of its Airport Express service, which transports about 1,500 passengers a week between the airport and about 20 hotels in the downtown area near the convention center. The demanding schedule for these buses is 17

hours a day, seven days a week. In addition to needing highly reliable buses to stay on time, Grayline Nashville also created a relaxing environment for their customers with comfort seating, a separate luggage area and monitors that show a video about the city and areas of interest.

Grayline Nashville also was concerned with the fuel costs of a continuous shuttle service. It addressed that need with a fuel-efficient vehicle that runs on diesel.

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SPECIAL SECTION: BUS AND SHELTERS

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Ontario International Airport (CA) recently replaced its shuttle fleet with new alternative-fuel vehicles. The SLF 200 low-floor buses were purchased to meet several needs.

The airport's previous shuttle system was often overwhelmed with passengers trying to get to the car rental facility or parking lots. Its buses had a high step-in height that made boarding difficult, especially with luggage, and had only one entry door, which caused traffic-flow problems as people wanting to board waited for passengers to exit.

The new buses provide 24-hour courtesy shuttle services between the terminal and parking lots, including a consolidated car rental facility for six on-site and four offsite companies. The airport's shuttle system now operates more efficiently, because the buses have a low-floor easily accessible design, wide aisles and two extra-wide doors for increased passenger flow.



City Transit Agencies Expand Services

What can a bus do for your business? For the Montgomery (AL) Area Transit System, offering its customers a modern-looking bus with easier access increased ridership more than 140 percent. The more comfortable buses are durable enough to withstand 12 hours of operation or more a day;

have increased passenger and operator satisfaction; and have reduced operating costs with better fuel economy.

If limited parking is an issue for your business, a shuttle bus may be your answer.

Jeff Shank is Vice President, Sales & Marketing, for DaimlerChrysler Commercial Buses.

For more information, go to its Web site (www.dcbusna.com).

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Booth and Shelter Maintenance

Maintaining a steel parking booth is a lot like maintaining a car. However, most booth owners and operators neglect the very things that they take for granted with their cars. For instance, an occasional wash-down. People think nothing of washing their car. Booth owners can extend the life of whatever booth they have by following some simple steps:



1. Spring wash-down, particularly in areas where salt is used to melt snow and ice. You want to get rid of the salt. Your booth may be sitting in a puddle of salt water most of the winter. Even a galvanized booth should get an annual rinse, at minimum.

2. Combine the spring cleanup with touching up the paint where scratches appear -- or better, do that when they first appear. Every six to 12 months, add a coat of automotive-type wax.

3. Wash windows. On glass, use any commercial window cleaner. For plastic glazing, lots of soapy water first, then clean with a soft cloth, not paper

towels. Rinse with clean water and wipe dry with clean soft cloth.

4. Keep roof drains clear. If drain pipes are blocked, water can build up on the roof. A pond of water is not good, especially if you have a rooftop air conditioner. Make sure the booth is level. The ground can shift over time, especially with frost. The booth needs to

be level for proper drainage, and for the doors and operable windows to work as designed.

5. Keep door tracks, trolleys and weather stripping in good condition. Visually inspect every three to six months, especially after the booths have seen five or more years of service. (Your booth manufacturer should be able to supply you with these parts.)

6. If multiple booths are involved, make a contest between the attendants as to who can clean up their booths the best.

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