



Canadian Parking Association Elects New Board of Directors. At the conference and trade show held Oct. 2-6 in Vancouver, BC, members of the Canadian Parking Association elected a slate of officers and directors for 2005. The new directors are: (standing) Paul Decloux, Calgary Airport Authority; Linda Rubell, Government of Manitoba; Rickie Pattenden, McMaster University; Ken Petry, Incoming Secretary; Ralph Bond, Returning President; Pierre Blouin, Past President; Paula Nichols, City of Kingston; Danny Ho, University of British Columbia; Carole Dunlevie, Executive Director; and Gwyn Thomas, Incoming Treasurer; (kneeling) Mickey Narun, Incoming Senior Vice President; and Scott Wallace, Read Jones Christoffersen Ltd. New directors not pictured are Randy Scott, Algonquin College; Stephane Thibodeau, City of Moncton; and Bruce Cousin, Imperial Parking Canada Corp.

New York State Parking Association Holds Annual Meeting.

IPI Interim President Kim Jackson was the keynote speaker at the NYS-PA annual meeting held in late October at the Nevele Grande Resort in the Catskill Mountains. Nearly 100 members joined 17 exhibitors for three days of meetings, seminars and presentations. Led by association president Michael Klein of the Albany Parking Authority, the board of



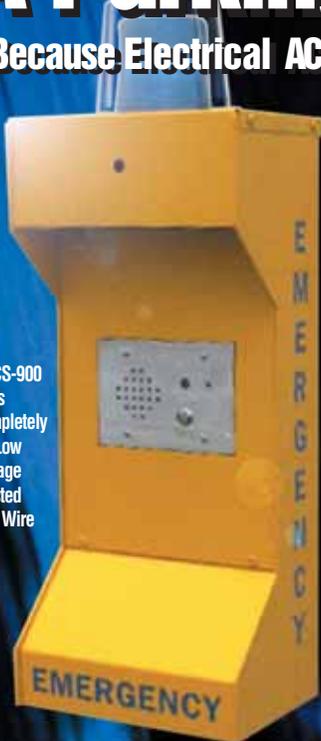
directors and conference committee included Robert G. Hoffman of Baker Engineering, Vice President and Exhibitor Coordinator; Anita Morck of the Yonkers Parking Violations Bureau, Past President and Conference Chair; Natalie Harvey-Fonvil of the Village of Spring Valley, Secretary; Joseph Wlostowski of Binghamton University, Treasurer; and Aaron Warren of Yonkers Parks Recreation and Conservation, Conference Coordinator; Affiliate Members Stephen Hittman, Complus Data Innovations; and Richard Serra, Propark; Regular Members J. Mark Oda,

Syracuse University; and Richard Scheutzow, Syracuse Parking Violations Bureau; and Consultant Member Charles Bilodeau.

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COMMENTS FROM A MANAGER

It All Started With 'Talking'

I was fortunate enough to attend a recent conference where the "talk of the evening" was very good. The "talk" I am referring to was the proverbial chatter at the bar (mind you, we were all drinking Cokes and Pepsi's straight up or on the rocks).

The conversation drifted to a touch-football game taking place the next day. The next thing I knew, "sides" were being chosen, strategies exchanged and plays drafted. (For those of you who do not have a 10-year-old to keep you "hip," in today's younger crowd, this kind of communication is called "talking smack.")

It was unanimously agreed that, because of the great conference presentations scheduled for the next day, the great touch-football game would begin at 7 a.m. Much to my utter amazement, at 7 the next morning, 10 brave souls (eight males and two females) showed up on the hotel lawn to display their football talents. I could have sworn I even saw the interim president of IPI on the field.

Conditions were definitely not advantageous: extremely foggy, damp and cold, with visibility somewhere between dawn and dusk. Personally, if we had played with anything other than the Nerf football someone found, I'm convinced that many fingertips would have been broken off due to the cold weather! (The lonely front desk staff probably thought we had lost our good senses -- that is, after he woke up!)

We began by choosing sides. This process, of course, brought back childhood memories of certain people being immediately chosen and the dreaded "last person to be

Three Stages of Team Building

- Clarify the goals.
- Identify those issues that inhibit the team from reaching its goals,
- Address those issues and remove the inhibitors, enabling the goals to become reality.

(Just keep in mind that the nature of team building varies in terms of scale and what you are trying to achieve.)

d g Smack' ...

By Robert Milner

selected." During the ensuing game itself, there were "situational disagreements" that had to be addressed. As we dealt with each issue, the players learned one another's negotiation skills or, in some cases, their plain old ability to tactfully emulate BS.

After the game ended, hands were shaken, and everyone returned to the hotel to shower and eat breakfast before the seminars began.

As the "players" arrived at breakfast, something interesting happened. The group of 10 people (most of whom knew nothing about the other) sat at the same table and talked with one other as if they had known them for years.

While there are many things on which to comment, three observations stand out from the others:

The touch-football game resulted in the forming of new

Continued on Page 30

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It All Started With 'Talking Smack' ...

from Page 29

friendships. Later in the day, several "players" sat together and discussed sales strategies, etc.

Another observation has to do with the networking that took place. Several players were interacting with conversations that, in some instances, had nothing to do with either business or organization.

The third observation deals with the team building that took place. Many consultant/management companies charge an astronomical fee to orchestrate team building exercises within a company. However, the "players" at this conference exercised this completely free of charge, with the event not even being on the agenda. Imagine that.

Keep in mind that a good team equals a group of people with synergy, all of them having one aim. Done properly, this will result in people working together toward a common goal. Team building is the process of enabling a group of people to identify its mission and, together, to achieve the goal.

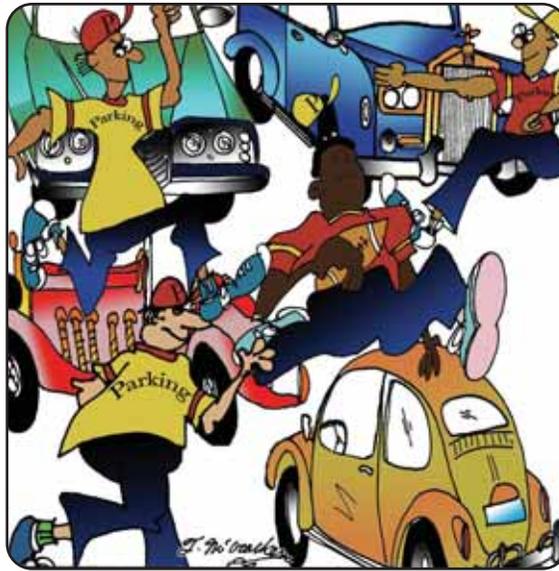
Perhaps our little touch-football game could be the start of something big. Only time will tell. However, if the "talking smack" continues as it did at this particular conference, then challenges are on the table and could conceivably involve a lot more than just learning parking at the 2005 IPI conference in Fort Lauderdale.

Hey, you figure it. ... This concept was so well-received that there is even talk of a trophy being designed and handed down to each championship team (something like the Stanley Cup, excluding players' names). Interestingly enough, two uniform companies have been contacted with regard to team jerseys.

So beware of the return of the now beloved touch-football game. The parking conference's ingenious and best-kept secret for interacting, strategizing, role-playing and goal setting --

and they didn't even know it!

For those of you who must know, I understand the weather conditions for these games are extremely sunny, incredibly warm and enormously sandy, so please bring an abundance of suntan oil because it counts only if you tag with two hands.



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Winnipeg Creates Parking Authority

Winnipeg City Council has consolidated all municipal parking operations into a single agency. The stated goals were the upgrade and improvement of all facilities. The Winnipeg Parking Authority comprises 2,500 parking meters, 4,000 garage and surface lot stalls, and all enforcement activities.

Kings Parking, Secure to Merge

Ariadne Australia recently announced a merger between its Kings Parking Group and privately owned Secure Parking to form a \$200 million-a-year operation with control of more than 50 percent of the Australian car parking market.

The new car parking entity will operate almost 60,000 spaces in more than 200 car parks in Brisbane, Sydney, Melbourne, Adelaide, Hobart and Wellington.

The joint venture will be equally owned and operated by Ariadne and Secure's owner, New South Wales-based Auspark Holdings.

Central Signs Largest Contract

Central Parking recently announced that District of Columbia Parking Associates, a partnership between Central Parking System of Virginia and AutoPark Inc., has been awarded a multi-year contract to operate parking and shuttle services at Washington Dulles International Airport. Under the management agreement, which began Nov. 1, the partnership will oversee more than 25,000 parking spaces and a fleet of 48 shuttle buses. Dulles becomes the eighth large hub airport in Central Parking's portfolio of 30 airports.

Caleb W. Brunson

Caleb W. Brunson, CAPP, who served as President of IPI from 1993 to 1995, died Oct. 22 from complications of diabetes. He was 73.

Brunson, who retired as director of parking at Ohio State University in Columbus in 1995, had been a member of IPI's Board of Directors for more than a decade and served in every association leadership post.

During his tenure as head of the association, Brunson presided over IPI conferences in Nashville and Atlanta. He also represented IPI in a face-to-face Oval Office meeting with President Clinton during the latter's efforts to adopt wide-ranging health care reform in the U.S.

Brunson is survived by his wife, Janet; one daughter; and two grandchildren.

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Credit Cards Can Be Ch

I like to sniff around all parts of the revenue system in locations that I audit. I tripped over one recently that you might find interesting.

Seems this rather large location in a Midwestern city had an automated system for charging credit cards. Customers could use their cards at the exit, or at a pay-on-foot machine, or they could use the cards to pay monthly fees. Pretty slick, right?

Well, I noticed that credit card charges go directly into the bank. (It takes a day or so, but it works pretty well.) After a bit of auditing, I noticed that charges can come out of the location's account just as easily.

It seems that if a customer disputes the charge, the bank notifies the location. The location has so many days to respond, and if it doesn't, then the money is simply taken back out of the account.

Well, this particular location may have been a bit behind in its paperwork, as none of the challenges by the bank had been addressed, and the money was simply removed from the account. The best (or worst) part is, nobody noticed.

Why would this happen?

In case one, the parker used their credit card in the CCIO (credit card in/credit card out) system and had no record of the transaction and simply forgot they were in a certain city using their credit card to park. When they received their statement, they challenged the charge, and when there was no response to the challenge, the transaction was reversed.

The problem was that the money was owed, and if the facility management had simply responded to the bank's notification, all would have been well. I found a dozen or so of these -- at an average of \$25 each -- over a two-month period. Not the national debt, but it adds up.

In case two, the dollars get bigger. The customer had authorized the garage to automatically debit their credit card for monthly parking fees. This was done automatically by the parking facility's computers.

In this case, the customer went on vacation, and instead of contacting the garage, contacted the bank and had the charge reversed. At the same time, the automatic debit was turned off.



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Charged Back, Too



Since the operator neglected to follow up on the notification from the bank, the customer had been parking for free for the past four months. Plus, the card activity showed that they weren't gone for a month's vacation as there was no break in card activity.

When we sorted it all out (and back-billed the customer), we found that they "remembered" that they gave their permit and card to their son who worked in a nearby building. Had the audit not caught this credit card error, they would have parked free indefinitely.

What the bookkeeper had done was check the amount of the cashier reports, and if they equaled the deposit slips, then the amount put in the bank must be correct. However, there was never any back-checking of the bank statement against the previous month's reports. That would have quickly turned up the back charges by the credit card companies.

Further, the owner had spent big bucks installing a revenue control system. This system tracked all credit card, cash and monthly transactions. The deposits were never reconciled with the totals from the revenue control system;

it was just assumed the system was incorrect.

My audit showed that the computer system was slightly off (an error easily fixed by the manufacturer), but was certainly closer to the correct numbers than the manual deposits computed by the cashiers.

In any case, the totals from the revenue control system should equal the lane, POF and cashier totals exactly. If not, a full-blown audit should be started and the reasons for the discrepancy found. If it is the revenue control equipment's error, that should be fixed. That revenue control system you bought is your first line of defense. If the numbers don't match there, you know you have problems elsewhere.

Most operators scoff at the problems described above. They have procedures in place to ensure that they don't happen. That doesn't mean they are followed. Remember, they had procedures in place at the facility I just told you about.

Audit, audit, audit.

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NEW PRODUCTS

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In a move sure to solve many customer application problems, Hecon recently introduced its new C-56 thermal receipt printer with both a fast 220mm/second (8.6 inch/second) print speed and a rapid USB interface. The C-56 includes a unique, patented tear-bar assembly designed to prevent vandals

from pulling the paper out of the printer. The design also implements an integral chute that protrudes from the front of the system's panel, making mounting and integration simple. A low selling price tops the list of features.

The C-56 is ideal for kiosks and other unattended receipt-printing applications, since the high-speed USB interface allows bar codes, logos and other graphic images to be transmitted virtually instantaneously, unlike slow serial interfaces. This allows the printer to be used for applications in addition to printing simple receipts, such as coupon printing and ticketing.

For more information, log on to www.parkingtoday.com and click on ePIP.

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LOCK AMERICA GETS PATENT FOR SLIP-RING PADLOCK



Chris Shope, VP of Sales and Marketing for Lock America, has announced that the U.S. Patent Office has granted a patent to the company's innovative Millennium locks, based on its innovative slip-ring feature. The slip ring prevents the lock from being torqued off by a pipe wrench.

Other types of round, hockey puck type of locks fit tight and secure to a machine, but can be easily twisted off by an ordinary pipe wrench. The Millennium lock fits tight and secure to a machine, and its innovative outer ring slips when twisted, rendering a pipe wrench or other torquing tool useless. Along with the slip ring, the Millennium also comes equipped with high security cores and restricted keyways. This lock -- in many variations for use in the vending, gaming, coin-op, trucking and other industries -- has been an unprecedented success. Shope said: "We're delighted to get this further validation of the Millennium lock's unique qualities, and look forward to extending its use to other applications. This recognition is additional evidence of the product's unique benefits, and prevents copy-cat products from diluting its impact."

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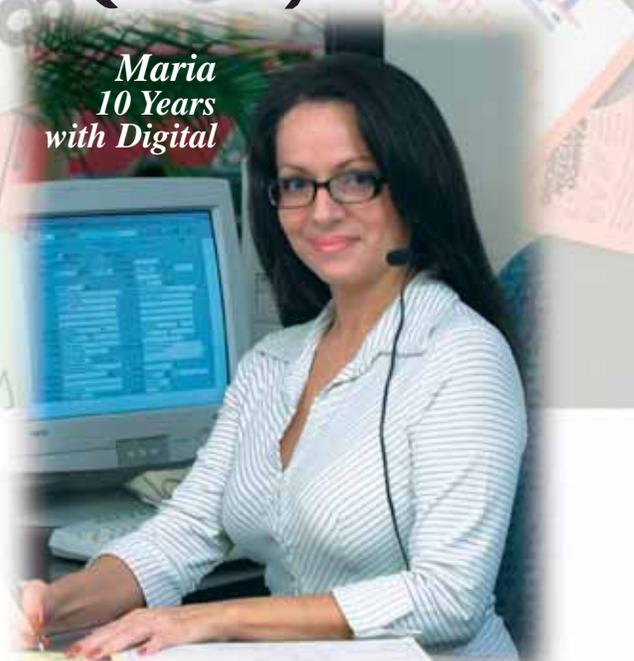
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Chapter 10

L.A. private eye Paul Manning has become deeply involved in the parking business. While investigating a murder in a parking facility in Hollywood, he stumbled into a shootout, was kidnapped by the Mob, and ended up in the hospital after a high-speed crash on Mulholland Drive.

After a dust-up with his girlfriend, Shirley, over a pretty nurse at the hospital, he rented a car, picked up his client, Betty, at the police station, and took her to meet parking expert "DC" McGuire at Rancho Park Golf Course. DC and Betty compared notes, and DC confirmed that money was being laundered through the garage where Betty was night manager. DC also mentioned that it wasn't necessarily the Mob that was doing the laundering.

In the meantime, Shirley had been kidnapped by the Mob. With the help of his buddies at the Bel Air Patrol, Manning rescued her and then went to visit Art Ball, the owner of the garage where the original murder took place. It was his parking company that the Mob was trying to take over. Ball also was laundering money through his parking garages.

When Manning got to Ball's Bel-Air mansion, it was like a replay of the last time he had been there. The front door was open. The houseman, Jeeves, was standing in the entryway. He had a dazed look on his face.

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