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C/S Expansion Joint Systems
he nation’s third fully automated garage, and the first in New York City, recently opened in Manhattan. The project, known as 23 Baxter Street, handles 67 cars, and will take both daily and monthly parkers in the congested Nolita area of the city.

Although PT toured the project just before its opening, it was running and operated smoothly, taking cars down to its two parking levels on pallets, immediately turning the cars on the pallet (so they would be pointed in the correct direction for exit), and then moving the pallet to a storage area.

According to Ari Milstein, director of planning for AutoMotion Parking Systems, the company responsible for the project, the garage is topped with retail and 24 condominium units.

“Everything in U.S. commercial real estate is going vertical,” Milstein said. “The goal is to put developments on small footprints. That’s just not possible without this type of parking. This project is built on a 100-space stack parking lot. A conventional underground garage, taking into consideration ramps and access, would hold less than 30.

“In this project, we have more than twice the number of spaces we need for on-site use. That means we can provide space for daily parkers in the neighborhood. Automated parking is the future for this type of development,” Milstein said.

The AutoMotion parking system represents technology developed by German industrial manufacturer Stolzer Parkhaus, which has successfully built 28 automated facilities operating in 11 countries worldwide.

MJS Garage Management, which operated the lot on the Nolita site, will take charge of the system.

“Since this is a mixed-use operation, we feel that it’s important that we have an attendant on-site,” said Gary Schneeweiss, Vice President of MJS. “I’ve never seen a parking system that works so efficiently. We’ve been to Germany and to Washington to see operational systems, and are convinced this is the future of the parking industry in terms of reliability, safety and convenience to the customer.

“The owner felt that having an attendant on-site was important,” Schneeweiss said. “Although some parkers will be familiar with the operation, many, every day, will be having a new parking experience. Having an attendant on-site will ensure that that experience will be seamless.”

With fully automatic parking of vehicles, car owners will enjoy the retrieval of their vehicle in less than 2.5 minutes with no risk of dents, scratches or dings to the car, the company says. The system also eliminates the chance of damage to the car interior or theft of personal goods left inside the car, since no one ever enters the vehicle.

“This is an automated valet operation, without all the negatives of having your vehicle driven by someone else,” Schneeweiss said. “In a standard valet operation, getting your car back in two and a half minutes would be exceptional. Here it will be the norm. Plus, you wait inside, safe, out of the weather, while your car is being retrieved.”

Once a monthly customer drives inside the garage’s entry/exit room and locks their car, they swipe a card to activate the system and leave. Their vehicle is transported on a pallet automatically to its storage bay. When returning, customers swipe their card and their car is brought back to the entry/exit point and the customer starts the car and drives away.

Daily parkers receive a ticket upon activating the system on entry (from a kiosk they approach after dropping off their car). Upon return, they approach a pay-on-foot machine, insert the
Parking is more than just a matter of space. It’s a matter of management and revenues. Since 1994, T2 has delivered proven, technology-based solutions to help parking managers be more effective and profitable. T2’s commitment to the parking industry is evident in its quality products and services, thought leadership and strong customer relationships.

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Launched in 2004, this unified, browser-based system is called T2 Flex™, and one of its truly flexible attributes is that the parking operation can choose whatever combination of functionality, or “packs,” they need. “By offering packs and services à la carte, we can create a truly customized solution that parking operations can add to as necessary,” said Simmons.

One such offering is Access and Revenue Control pack. Others are Permit Management, Enforcement (including handheld computers and software for citation issuance) and PermitDirect, a permit fulfillment solution delivered in partnership with Weldon, Williams & Lick, Inc.

CCS, or Citation Collection Services, is a new offering designed for clients who outsource some or all of their citation processing and collections work. “Most solutions on the market today are created for organizations that outsource all citation processing. Often, there is separation of data and systems between the parking office and the vendor, causing problems with data exchange. As part of our unified system, CCS eliminates those complications, making data equally accessible to both parking operations staff and collections staff — in real time,” said Simmons.

Always ahead of the curve, T2 partners with its clients, anticipating trends and developing solutions that help parking managers simplify their processes, and increase their revenues. T2 Systems is headquartered in Indianapolis, Indiana and has virtual offices throughout the United States and Canada. For additional information about T2 Systems, Inc. products and services, visit www.T2systems.com.

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ticket, pay, and the vehicle is returned to them.

The entire operation is monitored by CCTV, which is on a plasma display in the front of the project. Passersby and those waiting for their cars can see the vehicles being placed and retrieved.

Without the frequent running and idling of auto engines found within traditional car valet parking systems, the environmental nuisances of harmful car exhaust fumes and excessive noise also will be removed. As an added benefit, the German automotive manufacturer, BMW, in partnership with AutoMotion, will pick up, service, and deliver any make or brand of car parked within an AutoMotion garage.

AutoMotion is an affiliated company of the American Development Group, the developer of the project.

“While the first application of this technology in New York is within a luxury condominium development, it is fully adaptable to service business complexes, hospitals, retail centers and other parking-intensive projects,” said Perry Finkelman, Partner and Managing Director of AutoMotion Parking Systems and American Development Group. “It delivers tremendous advantages to both the customer and real estate developer, while maximizing space, cost savings and convenience.”

Two other automated garages are currently operating in the U.S. – one in Washington, DC, and the other in Hoboken, NJ.
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Parketing (noun) the act of converging parking with marketing.

BY MICHAEL HARLOW

Whether you are a city official, parking garage manager, parking equipment manufacturer or anyone else in the parking world, one thing binds us together: We all have a need for marketing. We need to get our patrons, parkers and clients to notice us as an entity and try to drive ourselves away from the competition. To do this, we must first understand the Four P’s of Marketing:

- **Product** – Whether it’s parking spaces, products, features, web-based applications or services, we need to provide something that is valuable to our customer.
- **Price** – You need to know how much to sell your products for, based on cost, and ensure that your customers know the value of your product as well.
- **Place** – Where your business is located and the methods you have for distributing your products.
- **Promotion** – How you create awareness and communicate with potential customers.

These cover the basics of marketing; however, so much has changed over the last decade with the Internet and technology that these basic principles are just guidelines now.

A good idea in marketing is putting yourself in the shoes of your customer. Things such as spam e-mail, a barrage of faxes, and other annoying and time-consuming marketing efforts usually have an adverse effect.

The real key to marketing is to make a plan. As with a business plan, having a marketing plan clearly defines how you want to market to your prospective clients. Depending on the size and sophistication of your organization, your marketing plan may be just a few pages or, with supporting material, may run into the hundreds of pages.

The core marketing plan document should be clear, concise and state the few key strategies that the organization will be undertaking.

Be prepared to keep your web site up-to-date as well. A lot of your marketing material will have your website address on it, and when your prospective customers go to visit your web site, it should be clean, updated and easy to navigate.

Another key issue is follow up. Having a customer relationship management (CRM) program in place is also of major importance. Such a program allows you to manage your relationships with customers, including collecting, storing and analyzing customer information. How great would it be to call on your customers and say, “Happy anniversary. It’s been a year since you’ve had our parking equipment installed, and look at all that extra revenue you’ve made.”

These are just a few ideas that may be able to help. So much more can be written about marketing for the parking world – or Parketing, as I like to call it – but this should give you a good start.

**Most businesses follow these guidelines; however, here are other marketing and communication methods that may be able to help you and your customers:**

- Print advertising in newspapers, magazines, business journals, community newsletters and even on the parking tickets themselves.
- Developing sales fliers, brochures or newsletters for distribution to potential customers.
- Attend trade shows or exhibitions related to the parking industry, product or business.
- Press releases and public service announcements in newspapers (usually free and good exposure).
- Cooperative marketing efforts (in advertising, etc.) with a business or partner that complements yours.
- Join community networking groups such as your local chamber of commerce or business committee.
- Join professional associations through your industry, business or personal credentials.
- Internet marketing is an inexpensive method of regional, national or global marketing.
- Telemarketing to potential customers off a list or out of the telephone book.
- Direct marketing with written correspondence using a list to mail or fax marketing literature.

Michael Harlow is General Manager, Western Region for Amano Cincinnati. He can be reached at mharlow@amano.com.
Technology is changing everything to do with parking.

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AVI and No Visible Reader

BY JULIENE LARSEN

ecurity and routine operations at most plants and refineries are often at cross purposes. Efficiency demands that workers have quick access to all areas of the facility whenever necessary. However, leaving gates and other entrances unguarded is simply not an option in post-9/11 America.

Now, technology familiar to most Americans has been adapted into a security issue solution. Inductive loop vehicle detection technology was developed in the 1960s as a means of acquiring vehicle presence and count information needed to vary the timing of traffic signals.

Such a system consists of two parts: an in-pavement inductive loop and a detector module. An inductive loop is a wire usually wound in a rectangular, square or round shape installed in the pavement. The ends of the wire are brought back to an enclosure that houses the detector module. An oscillator circuit in the detector module powers the loop.

The electrical current flowing in the loop creates a magnetic field. When a vehicle’s metal enters the magnetic field of the loop, a loading effect occurs, which changes the loop frequency. The detector module monitors the loop frequency, and when a sufficient frequency change occurs, the detector produces an output signal.

Today, ILV systems remain the most accurate and reliable method for detecting vehicles, said Thomas R. Potter, President of Reno A&E.

“In addition to conventional vehicle detectors, the industry has developed an automatic vehicle identification (AVI) system using in-pavement inductive loops,” Potter said. “It incorporates a vehicle-mounted transmitter that generates a low-frequency, digitally encoded signal. “The transmitter is powered from the vehicle’s electrical system, and depending on the application, can be operated either continuously or controlled by application of power to the transmitter. The digitally encoded signal is coupled through an in-pavement inductive loop to a compatible AVI receiver.

“Since the signal is low frequency and inductively coupled, the vehicle-mounted transmitter must be directly over the in-pavement inductive loop in order to be recognized. When a coded signal, which has been authorized, is recognized by the AVI receiver, a signal is output to a controller used for controlling the movement of a gate or overhead door.

“Unless the code is authorized, access is denied to the vehicle,” Potter said. “This adds a new layer of security for the most sensitive areas of the facility.”

The AVI system has been operating reliably for fire departments in the Las Vegas Valley for more than 15 years. The same technology is used in Los Angeles for the rapid bus system, which tracks rapid buses through intersections and, if needed, can modify signal timing to keep them on schedule.

The parking industry can use this AVI technology to monitor and/or control movement of vehicles. In addition to the authorization of codes, which grants or denies vehicle access, the Windows-based system software is capable of logging and time-stamping all AVI-equipped vehicles entering and exiting through gates equipped with appropriate AVI receivers.

The AVI system is designed to provide an excellent, reliable, and trouble-free method of identifying specific vehicles. “Applications are limited only by one’s imagination,” Potter said.

In post 9/11 America, when it’s crucial to control plant and remote-facility access with limited manpower, this technology can be your best friend.

Juliene Larsen is marketing administrator for Reno A&E. She can be reached at julienel@renoae.com.

An AVI system with no visible readers or tags. The detectors are in the roadway.
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Cement Consumption
To Decline by 1.5%

The on-going correction in residential construction is expected to drag down overall 2007 construction activity. According to the Economic Research Department at Portland Cement Association (PCA), cement consumption this year is projected to decline by 1.5%, despite a record 18% growth since 2003.

The spring forecast, presented at the PCA Board of Directors Meeting in La Jolla, CA, by chief economist Ed Sullivan, anticipates gradual gains throughout the second half of 2007, but not large enough to offset the year's first-half weaknesses. The increased construction activity that is expected to begin mid-year, however, will carry over to 2008 and contribute to an estimated 3.9% growth in consumption.

Gains in nonresidential and public construction, says Sullivan, will not be large enough to offset the harsh downward trends in the residential market. Declines in construction are partly offset by rising “cement intensity” – the increasing use of cement and concrete in construction. Even with an overall decline in consumption, Sullivan sees a 1.5% increase in cement intensity in 2007. Cement intensity refers to the tons of cement per dollar of construction activity.

The Oxford Parking Garage at, Harvard University in Cambridge, MA, was the garage category recipient of the Concrete Reinforcing Institute's 18th biennial design awards competition. A "topdown" construction system was selected for the 731-car, four-level underground garage, which supports a separate four-floor science building. It was completed in December 2004 at a cost of $52.5 million. Recipients of the Institute's Merit Award were: Arrowstreet Inc., Architect of Record; Weidlinger Associates, Structural Engineer; J.F. White, Construction Manager and General Contractor; and Trevi-Icos, Concrete Contractor.

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Lovejoy Wharf, a joint venture of Ajax Wharf and AIG Global Real Estate, has selected APT Parking Technologies and Westfalia Technologies as the automated parking garage provider for the $200 million Lovejoy Wharf waterfront development on Boston Harbor. The pictures above show the existing structure and a rendering of the project after it’s completed. Serving the 455,000-square-foot mixed-use development, which will feature 250 units of residential and more than 40,000 square feet of commercial and retail space, the 300-space Lovejoy Wharf garage will be the largest automated garage built in a major U.S. city. The project is expected to break ground this summer, with completion scheduled for the first quarter of 2009. “The selection of our system highlights how automated parking can enhance a real estate development opportunity,” said Lee Lazarus, APT’s President. “Automated parking garages provide greater efficiency and flexibility in design, allowing a developer to use less space for parking and to allocate additional space to significantly more profitable revenue streams.”

West Hollywood, CA, has purchased a new fleet of Prius vehicles to be used for parking enforcement services. One of the vehicles also is equipped with AutoVu technology. The company manufactures camera units that are mounted on the exterior of the Prius vehicles and linked with an interior computer and database called AutoFind. The system scans vehicles parked or operating only on city-owned streets and lots. On each street the unit enters, it reads license plates and matches them to the on-board database of scofflaw vehicles. An alarm advises the unit’s operator when the license plate number is matched to the database.

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Marketing – Parking – WOW! There’s an article in my favorite magazine (after Dog’s World and Dog Fancy) about marketing and parking. I thought about it and discovered that one of my clients was taking a short-term windfall and turning it into a long-term advantage. One person’s problem can be another’s solution.

Consider the problem. A major sports venue is building a new stadium across the street from its old one. The problem is that the new site is on a 3,000-car parking lot that is used for each game. When “the boys of summer” took the field last month, my client had a windfall. More than 1,000 cars per game were sent down the street to his garage. At $20 each, that was quite a stroke of luck. And for every home game for three years.

This was found money. But what about after the three years? I had an idea. What if we could somehow get some of these parkers to stay with us and park in our garage after the new facility was opened? With good service and some judicious marketing, maybe we could pick up an additional 100 or 200 permanent parkers.

I started down the list. We had clean, convenient restrooms. And our facility was well lit, security patrolled and secure. We were only a seven minute walk from the new stadium, and when the game was over, leaving our garage was much easier than fighting the traffic surrounding the venue. Plus, we were a shopping center, so fans could stop before or after the game for a bite in the food court, pick up a movie, or just relax in our atrium before driving home.

OK, so much for the amenities. What else? I am proposing a “frequent parker card.” It would be good only during games and could be prepaid or paid on a credit card kept on file. The parker would use it like a monthly card, and the “special” card with game info and the like would enable the sports fan to quickly drive in and out without having to take a ticket or pay. Depending on availability, we could offer game-day discounts if we wanted to attract more cars, and the pricing could change depending on the market.

The beauty of this program is that we have three years to sell it, and our potential customers drop by every week and are willing participants in my little scheme.

I would start with doing a fantastic job. Be sure that there are no delays coming or going. Provide handouts with discounts from the shops and restaurants in the center. Keep the garage immaculate, the lights burning, and have staff around to assist and answer questions.

Then I would begin the frequent parker affinity program. Get the sports fans used to using the card. Give them special entrance and exit lanes. Maybe even reserve the most convenient space for them. Make parking with my client a positive part of the entire experience.

continued on page 36
Need Something New for Your On-off Parking

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My guess is that many of you have such “solutions” fall into your laps from time to time. My suggestion is to look not only at the short-term windfall, but also at the long-term advantage. Market, market, market. Fill those empty spaces.

I was doing some training in a western state and spoke to a local operator. He told me he wasn’t expanding. He had opportunity, and, in fact, many customers liked his service and wanted him to take over their parking operations. He simply told them he couldn’t. He didn’t have the staff.

We aren’t talking front-line cashiers, although that is a problem. He said he didn’t have supervisors or managers and couldn’t find them. We are in a time of full employment; in some areas, good people simply aren’t available.

What is this labor shortage going to mean for our industry?

I think we are going to see more automation. Technology is bringing productivity. A manager can oversee a number of locations that are connected by the Internet. Automatic pay-on-foot and credit card in/out mean fewer cashiers are needed and the audit process is less complicated. Other types of payment including smart and debit cards, plus cell phones and the like, mean garages can run smoother, faster and with fewer staff.

One parking facility had literally thousands of tickets to be audited and checked daily. This was overwhelming a full-time person. When we took a close look at the operation and found that three-quarters of the validated tickets were for the same people every day, we turned them into monthly customers. This made the parker’s life easier and gave the operator another experienced staffer to use in a much more productive role.

Technology can help with the labor shortage. But there is another source for skilled, willing workers. Veterans. A myriad of web sites give employers and returning vets the opportunity to get together and solve their mutual problems. Veterans are trained, most are supervisors at some level. They have technical ability and are ready, willing and able. Give it a shot.

Woof!

Patients, Staff Lobbied to Reinstate Valet

In an oftentimes bottom-line world, Willie F. Price Jr. represents a small victory for those who like to consider human calculations in the equation.

Laurel Walker writes in the Milwaukee Journal American that at Community Memorial Hospital’s front entrance in Menomonee Falls, WI, the 32-year-old Price is valet and first-in-line greeter. When the hospital decided to end its valet contract March 2 because it felt too few people used the service, those who’ve grown to appreciate Price’s presence fussed.

The backlash from volunteers, patients, visitors and employees was enough to cause a course correction. For now, at least, the month-to-month contract with Imperial Parking, Price’s employer, continues.

Hospital spokeswoman Beth Earnest said what it had discovered was that the small number of people who use the service definitely rely on it. “We’re continuing to evaluate it,” she said.

Price started along with the valet service about two years ago. “I just love it,” he said.

“I was hurt,” Price said when he thought he was no longer wanted. When word began to circulate that Price would be leaving, so heartfelt was the concern for him that some cardiac patients vowed they wouldn’t return for rehab if he were gone, said volunteer Jean Shadid.

“He makes everyone feel special,” she said. Now his fan club has made him feel the same way.
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Letters

Reader Disagrees with PT Author

Editor, Parking Today:

Rebuttal: “Want a Parking Structure? Not This Year”

Rick Choate is a respected parking structure consultant who has made his reputation designing cast-in-place concrete structures. While there is nothing wrong with this type of hand-built parking structure, there is another system available today – precast prestressed concrete – that not only addresses the current market and construction limitations in his article, but in many ways improves the final solution.

Utilizing efficient factory processes within certified plants, member companies of PCMAC (Precast/Prestressed Concrete Manufacturers Association of California) can provide precast concrete parking structures this year and at a competitive cost. PCMAC member companies have a longstanding reputation in California for constructing attractive, durable, quality parking structures.

Precast concrete parking structures, through plant fabrication, come in a variety of types and systems to meet every client’s need. In fact, architectural precast concrete panels have adorned, over the years, the exterior of many a cast-in-place parking structure. PCMAC members usually prefer to integrate the structural frame and cladding into one structural member for both impact load resistance at the span-drels as well as for potential cost savings.

Some of the other advantages to using precast concrete include:

1. Complimentary and confidential, if requested, PCMAC design consultation and technical support services. PCMAC and PCI, which they represent in California, require their member plants to be “plant certified” for added quality assurance.

2. Expedited construction time frames. Properly scheduled, a precast concrete parking structure will take less time to construct than a comparable cast-in-place concrete structure.

3. Lower-cost parking structures than what Mr. Choate states in his article through plant fabrication and the use of more efficient construction technology. Optional precast concrete products and/or systems that meet the specific needs of the client and/or structure to be built, both aesthetically and structurally.

Hy-plant or on-staff engineering and design professionals. PCMAC and its member companies provide design consultation and technical support services at no cost or obligation on qualified California projects.

PCMAC members recognize the lack of experienced and skilled labor in the marketplace, as stated by Mr. Choate, and further believe this labor shortage will only get worse over time. Recognizing the need for good, competitively priced and timely parking structures today, precast concrete is becoming the preferred alternative for today’s concrete parking structures.

Douglas Mooradian, AIA
Executive Director, PCMAC

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Imagine the future of your industry spread out before you. That's what you can expect to experience by attending Expanding the Synergy of Technology 2007. You'll be able to see for yourself the new direction of technology by suppliers/competitors. You'll have access to visionaries and leaders describing the possibilities ahead. You'll be able to share challenges, ideas and solutions with colleagues and peers.

The conference experience also includes diversified educational and technical sessions along with open discussion forums and apples-to-apples comparisons (Power Pitch Hours) on various forms of technology. The exposition complements the conference experience by bringing to you the latest technology available for you to touch, see and experience – all under one roof, The Tampa Convention Center.

The benefits of technology and its integration in a multimodal environment is one of the most important influences in the parking, transportation, transit, planning, engineering, and construction industries today.

The Institute’s annual conference is an important part of the IPI’s mission to enable its members through leadership, information and education bringing relevant information to association members. Knowledgeable and articulate individuals will share their expertise and real world experiences with an emphasis in all aspects of “Expanding the Synergy of Technology” for the IPI 2007 Conference and Exposition in Tampa.

Technology continues to revolutionize the industry almost on a daily basis with new software and equipment. This challenge offers more opportunities than ever before, to improve our service abilities and renew our commitment to our customers.

The 2007 Conference includes a general session, concurrent sessions, the popular ShopTalk® discussion groups, “power-pitch” hours, and guided parking operational and facility tours. Over four days in Tampa, you can take advantage of this far-reaching program of technological information–unlike anything else in the world–and put it to use in your own operation.

Our program committee worked diligently to select topics that are genuinely spectacular and promise to offer invaluable information. Couple that with nearly 200 exhibiting companies displaying what is the latest parking technology, products, and services, and you’ll have four days to refocus your commitment not only to the industry but to your own personal growth.

You’ll notice in the program we coded sessions this year based on the audience focus as identified in the speaker proposals. This will better enable you to get maximum benefit. The description for each code is as follows:

- **Novice** — presents introductory, informative material; focus for those individuals new to the industry with little or no prior knowledge of session topic needed.
- **Intermediate** — translates information into concepts and relationships; focus for those individuals with a working knowledge of session topic and the industry.
- **Veteran** — generates problem-solving and inferences from concepts and relationships; focus for those individuals with substantial knowledge of the industry.
Program-At-A-Glance

Friday, May 18
8:00 AM - 4:00 PM  CAPP Program
10:00 AM - 10:00 PM  Exhibit Set Up

Saturday, May 19
8:00 AM - 2:00 PM  Annual Golf Tournament - The Eagles Golf Club
8:00 AM - 5:00 PM  CAPP Program
9:00 AM - 7:00 PM  Exhibit Set Up
1:00 PM - 6:00 PM  Registration Open
3:00 PM - 6:00 PM  Board Meetings
7:00 PM - 9:00 PM  Meet & Mingle Mixer Event

Sunday, May 20
7:00 AM - 9:00 AM  CAPP Program
7:00 AM - 10:00 AM  Registration Open
8:00 AM - 9:00 AM  Welcome Breakfast & Annual Business Meeting
9:00 AM - 10:00 AM  Opening Welcome Kick-Off with Keynote Speaker, Norm Mineta
10:00 AM - 1:30 PM  Exhibitor Hall Opening
1:00 PM - 2:00 PM  Exhibition Equipment

Monday, May 21
8:00 AM - 9:00 AM  Coffee Service
8:00 AM - 5:00 PM  CAPP Program
8:30 AM - 9:30 AM  Meters
9:30 AM - 12:30 PM  Wireless Communication
12:30 PM - 1:30 PM  Technology
1:30 PM - 2:30 PM  Maintenance/Construction
2:30 PM - 3:30 PM  Security Systems
3:30 PM - 4:30 PM  Exhibits Open
4:30 PM - 5:30 PM  Technical/Educational Sessions
5:30 PM - 6:30 PM  Exhibits Open

Tuesday, May 22 (continued)
1:00 PM - 5:00 PM  CAPP Program
2:15 PM - 5:30 PM  Technical/Educational Sessions

Wednesday, May 23
9:00 AM - 10:00 AM  Coffee Service
9:00 AM - 11:00 AM  Technical/Educational Sessions
10:00 AM - 12:00 PM  Registration Open
10:00 AM - 11:00 AM  Ticket sales only
10:00 AM - 11:00 AM  ShopTalks® Roundtable Discussion Groups Focusing on Specific Segments of the Industry
11:00 AM - 1:00 AM  Awards of Excellence Presentation; Professional Recognition & CAPP Graduation Luncheon
1:00 PM - 4:00 PM  Facility Tours - All tours depart from Tampa Convention Center

Exhibitor Show Hours Are:
Sunday, May 20 – 10:00 am - 1:30 pm
Monday, May 21 – 10:30 am - 12:30 pm & 4:00 pm - 6:30 pm
Tuesday, May 22 – 10:00 am - 2:00 pm