

Appendix 17

Sample Parking Garage Operations Manual

Note: This manual was developed by Dennis Burns for Cousin's Properties and is shared by permission.



Logo

Facility Name

Location

City, State

SAMPLE PARKING FACILITY OPERATIONS MANUAL

Date

PARKING STRATEGIC PLAN



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Article I. Building Management

The Gateway Village located in the Central Business District of Charlotte, North Carolina is managed by Cousins Properties Incorporated. Owned by Charlotte Gateway Village, LLC, Gateway Village functions as a mixed-use office, retail and residential development consisting of approximately 1,000,000 square feet, with approximately 45,000 square feet of retail space.

E-Z Parking, Incorporated is a member of the Cousins Management Team and is responsible for providing a high level of efficient, effective and professional management for the Gateway Village Parking Facility. E-Z Parking works hand in hand with the Cousins Management Team to meet their objectives.

This Operations Plan is intended to function primarily as a handbook for E-Z Parking Staff to provide direction and guidance in the management of the Gateway Village parking facilities. Specific operational policies may be added, deleted or otherwise edited to provide the highest level of service while controlling the facility. Requests for changes are accepted from Cousins Properties, Bank of America Management members, Post Properties, The Boulevard Company, Boulevard Centro, residents and facility patrons. Requests are made to the parking facility manager and must be agreed upon by the management team prior to implementation.

The following directory shall be maintained and kept up to date at all times and be to the on-site management staff:



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1.01 Cousins Properties Contact Listing

Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	
Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	
Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	
Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	



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Name	Direct: () -
Title	Main: () -
Address	Fax: () -
Address	E-Mail: _____
Address	
Name	Direct: () -
Title	Main: () -
Address	Fax: () -
Address	E-Mail: _____
Address	
Name	Direct: () -
Security Director	Main: () -
Address	Fax: () -
Address	E-Mail: _____
Address	
Name	Direct: () -
Office Manager	Main: () -
Address	Fax: () -
Address	E-Mail: _____
Address	
Name	Direct: () -
Accounting Manager	Main: () -
Address	Fax: () -
Address	E-Mail: _____
Address	

1.02 The _____ Company Contact Listing

Name	Direct: () -
Title	Main: () -
Address	Fax: () -
Address	E-Mail: _____
Address	



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Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	
Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	
Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	

1.03 _____ Property Management Contact Listing

Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	
Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	



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Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	
Name	Direct: (____) ____ - ____
Title	Main: (____) ____ - ____
Address	Fax: (____) ____ - ____
Address	E-Mail: _____
Address	



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1.04 Parking Facility Statistics

Total Capacity	2,725 Spaces
Total Compact	464 Spaces (17%)
Total Full Size	2,222 Spaces
Total Handicapped Spaces	39 Spaces
Total Reserved Spaces	559 Spaces
Total Bank of America Spaces	2,166 Spaces
Total Boulevard Reserved Spaces	265 Spaces
Total Post Reserved Spaces	294 Spaces
Total Boulevard Nested Spaces	151 Spaces (75 level 4 & 76 level 5)
Total Post Nested Spaces	225 Spaces (135 level 3 & 90 level 6)
Total Retail Reserved Spaces	60 Spaces (Boulevard Controlled Spaces)
Total Visitor Spaces	N/A
Number of Elevator Cabs	8 Elevator Cabs (2 sets with 4 cabs each)
Number of Stairwells	4 Stairwells (1 located at each corner)
Number of Parking Levels	8 levels
Square feet of Facility	850,000 Square Feet
Number of Entrance Points	3 Entry Points
Total Entrance Lanes	6 Entrance Lanes (1 Reversible Lanes)
Total Transient Entrance Lanes	6 Transient Entrance Lanes (1 Reversible)
Total Monthly Entrance Lanes	6 Monthly Entrance Lanes (1 Reversible)
Number of Exit Points	3 Exit Points
Total Exit Lanes	5 Exit Lanes (1 Reversible Lane)
Total Transient Exit Lanes	2 Transient Exit Lanes
Total Monthly Exit Lanes	5 Monthly Exit Lanes



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1.05 Hours of Operation and Staffing Plan

EMPLOYEE	MON	TUE	WED	THU	FRI	SAT/SUN
Manager	7:00-5:30	7:00-5:30	7:00-5:30	7:00-5:30	7:00-5:30	OFF
Bookkeeper	8:00-5:30	8:00-5:30	8:00-5:30	8:00-5:30	8:00-5:30	OFF
Supervisor	11:00-7:30	11:00-7:30	11:00-7:30	11:00-7:30	11:00-7:30	OFF
FT Cashier	7:00-3:30	7:00-3:30	7:00-3:30	7:00-3:30	7:00-3:30	OFF
FT Cashier	11:00-7:30	11:00-7:30	11:00-7:30	11:00-7:30	11:00-7:30	OFF
PT Cashier	4:00-9:00	4:00-9:00	4:00-9:00	4:00-9:00	4:00-9:00	OFF
FT Maintenance	6:00-2:30	6:00-2:30	6:00-2:30	6:00-2:30	6:00-2:30	OFF
FT Maintenance	12:30-9:00	12:30-9:00	12:30-9:00	12:30-9:00	12:30-9:00	OFF

Article II. Facility Equipment

2.01 Card Access System Overview

The McGann card access system controls and monitors both transient and monthly parkers for the project. This system comprises three integrated software applications—Card Access, Count Monitoring and Reporting.

The card access system allows individual parker accounts and cards to be created, edited and deleted as necessary.

The count monitor system interfaces with lane devices to show statistics and monitoring status information as well as all count statistics for monthly, transient and nested spaces.

The reporting application provides specific cardholder, access card and facility count information based on user defined parameters.



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2.02 Software Installation (installation instructions do not seem to be appropriate for this manual, in that this is typically a one-time activity not an ongoing training item.)

A. *Installing in Windows NT 4.0*

- 1) When installing the McGANN Card Access system in Windows NT 4.0 you must install the three program disks, the four support disks, the ODBC drivers (2 disks), and the Sentinel driver (1 disk).

B. *Installing Program and Support Disks*

- 1) Start Windows NT 4.0
- 2) Insert program disk 1 (of 7) into the floppy disk drive.
- 3) Click on the Start bar and select Run.
- 4) In the Run dialog box that displays, type A:\setup.exe and then select OK to start the installation program. If you are installing from a driver other than A, replace "A" with the appropriate drive letter.
- 5) You will be prompted for program disk 2. At the prompt, remove disk 1 from the drive, insert disk 2, and select OK. Follow this procedure for the third program disk and the four support disks.
- 6) When you reach the last support disk, you will be prompted for registration information. Enter the appropriate information in the text boxes and select OK. Remove the disk from the drive.
- 7) If Installation was successful, a message box will display letting you know that installation is complete. Select OK.
- 8) The McGANN software program icons are automatically created.



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C. **Card Access System-Card Reports**

With the Card Access system you have access to the reports in the Card menu of the Report Generator. This section describes each of these reports.

All McGANN Software Systems applications should run in the MCGANN directory.

D. **Card Status Report**

This report prints a card access report from the card status file. The file is automatically updated each time a card is used in a card reader. A record is kept for each card number in the system. The card status file can be edited from the McGANN Card Access system. To generate a Card Status Report:

- 1) Choose File/Card Status.
- 2) Choose your Sort fields from the following: Card Number, In/Out Status, Mode, Holiday Access, Last Name, First Name, and Issue Level. By default, Card Number is the first sort. At least one sort field must always be selected. Choose the "None" options on the second and third sort fields if you do not need secondary sorts.
- 3) Select the fields you want to appear in the report. All fields are selected by default. Or, mark Standard Report to select all fields.
- 4) Choose the desired Report Output: Screen, Printer, or File. For more information on report output, see the Report Output screen. (See the jump at the bottom of the window).
- 5) Select OK. The Card Status Report Input screen displays, allowing you to set the report parameters for fields.



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- 6) Select the desired Report Fields by clicking on the check boxes. Select OK. If you selected Standard Report, the report is created. If you did not select Standard Report, the Report Layout Screen displays.
- 7) When you are satisfied with the layout of your report, select the Create Report button. The report will be sent to the screen, printer, or file. If sent to the screen, it will be displayed in the Print Preview Window.

E. Card Activity Report

This report accesses card transactions stored in daily activity files on the PC. To generate a Card Activity Report:

- 1) Choose File/Card Activity Report.
- 2) Select your Sort fields, up to three from the following: Card Number, Reader, Direction, Date and Time, Access Type, and Allowed Access. Card Number is the default sort. Choose None for the second and third sort fields if you do not need secondary sorts.
- 3) Select the fields for the report. By default, all fields are selected. Select the All button to select the fields.
- 4) Choose the Output: Screen, Printer, or File. For information on report output, see the Report Output screen. (See the jump at the bottom of the window).
- 5) Choose OK. The Card Activity Input Screen displays.
- 6) Enter the Beginning and Ending Dates and Times. The current system date is the default. The times are in 24-hour military format. An error will result if the ending date/time precedes the beginning date/time.
- 7) Select the Report Fields by clicking in the check boxes to select or deselect an option.



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- 8) Depending on the field selected, you will be asked to enter a range of numbers or to make a selection from a list under Report Parameters.
- 9) The Access Type list box allows you to select more than one option. Access types are divided into two categories: Access Allowed and Access Denied. Each category has its own access types. (See the Access Types jump at the bottom of this window).
- 10) When you are satisfied with the layout of your report, select the Create Report button. The report will be sent to the screen, printer, or file. If sent to the screen, it will be displayed in the Print Preview Window.

F. *Last Activity Report*

This report displays the last transaction recorded for a card and is sorted by Card Number. To generate a Last Activity Report:

- 1) Choose Card/Last Activity Report. The Last Activity Report dialog box displays.
- 2) Select the desired Activity Dates option: All Dates or Specific Date. If you select Specific Date, you can select a range of dates by entering the beginning and ending dates. The current date appears by default in both date fields.
- 3) Choose a group of cards for the report. All cards are automatically selected when the report screen appears. Enter new Beginning and Ending numbers to change the card number range.
- 4) Select the Output: Screen, Printer, or File.
- 5) Select OK to create the report. Reports sent to the screen will be displayed in the Print Preview window.



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G. ***Holiday Report***

This report lists all the holidays that were added to the holiday schedule in the McGANN Card Access system. To generate a Holiday Report:

- 1) Choose Card/Holiday Report. The Holiday Report screen displays.
- 2) Select the Output: Screen, Printer, or File. For information on report output, see the Report Output screen.
- 3) Select OK. The report is created.

H. ***Cardholder Report***

This report allows a user to view information stored in the McGANN Card Access system Parker Database. To generate a Cardholder Report:

- 1) Choose Card/Cardholder Report. The Cardholder Report dialog box displays.
- 2) Select up to three Sort fields. Card Number is, by default, the primary sort. At least one sort field must be selected.
- 3) Select the fields to be displayed in the report. Card Number, First and Last Name, and Middle Initial fields will always exist; other field names will vary depending on how you set up the Parker Database.
- 4) Select the Output: Screen, Printer, or File. Select OK. The Cardholder Report Input Screen displays. For more information on report output, see the Report screen. (See the jump at the bottom of the window).
- 5) Choose a field from the list of Available Report Fields and then select the Add button.
- 6) Depending on the field selected, Report Parameter options are displayed in the bottom half of the screen. Up to three fields can be selected. Enter



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a range of numbers, dates, dollars, or enter a single text item to correspond with the selected field.

- 7) To delete a field that has been selected, choose the field from the list again, and then select the Delete button to remove the field and parameters from display.
- 8) Select OK to continue. The Report Layout Screen displays.
- 9) When you are satisfied with the layout of your report, select the Create Report button. The report will be sent to the screen, printer, or file.

I. Alarms Report

This report displays the alarms recorded in the McGANN Card Access system. To generate an Alarms Report:

- 1) Choose Card/Alarms Report. The Alarms Report dialog box displays.
- 2) Select the Sort fields under Report Options: Alarm, Date and Time, Reader, and Status. By default, Alarm is the primary sort. At least one sort field must be selected.
- 3) Select the Output: Screen, Printer, or File.
- 4) Select OK. The Alarm Report Input Screen displays.
- 5) Enter the Beginning and Ending Dates and Times. The current system date is the default date. Time is in 24-hour military format. An error will result if the ending date/time precedes the beginning date/time.
- 6) To set Report Parameters for the Alarm Type, Reader, or Alarm Status. Click on the check boxes to select/deselect a report field. Select OK after all parameters have been entered.
- 7) Select OK to continue. The Report Layout Screen displays.



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- 8) When satisfied with the report layout, select the Create Report button. The report is sent to the screen, printer, or file. If sent to the screen, the report is displayed in the Print Preview Window.

2.03 Card Access System-Count Monitor Reports

With the Card Access system you have access to the reports in the count menu of the report Generator. This section describes each of these reports.

NOTE: All McGANN Software Systems applications should run in the MCGANN directory.



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A. **Count Totals Report**

This report displays differential, entrance, and exit counts recorded at a specific time. To generate a count totals report:

- 1) Choose Count/Totals Report. The Count Totals Report dialog box displays.
- 2) Select a report Date and Time. The date defaults to the current system date. If counts were not recorded at the specified time, the report program displays the next time that counts were recorded on the report date. You can use that time, enter a different time, or exit the report.
- 3) Select the Fields to be displayed in the report. Or, select the All button to select all the fields.
- 4) Select the Output: Screen, Printer, or File.
- 5) Select OK to create the report. If sent to the screen, the report will be displayed in the Print Preview Window.

B. **Count Statistics Report**

This report is similar to the Count Totals Report. The report displays differential, entrance, and exit counts recorded at a beginning and ending report date. To generate a count statistics report:

- 1) Choose Count/Count Statistics Report. The Count Statistics Report dialog box displays.
- 2) Select a Beginning and Ending Date and Time. The dates default to the current system date. Make sure that the beginning date and time precedes the ending date and time.
- 3) Select the fields to be displayed in the report. Or, select the All button to select all the fields.



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- 4) Select the Output: Screen, Printer, or File.
- 5) Select OK to create the report. If sent to the screen, the report will display in the Print Preview Window.

C. Count Activity Report

This report prints all differential, entrance, or exit totals that were recorded during a report period. The data is listed by time or date. To generate a count activity report:

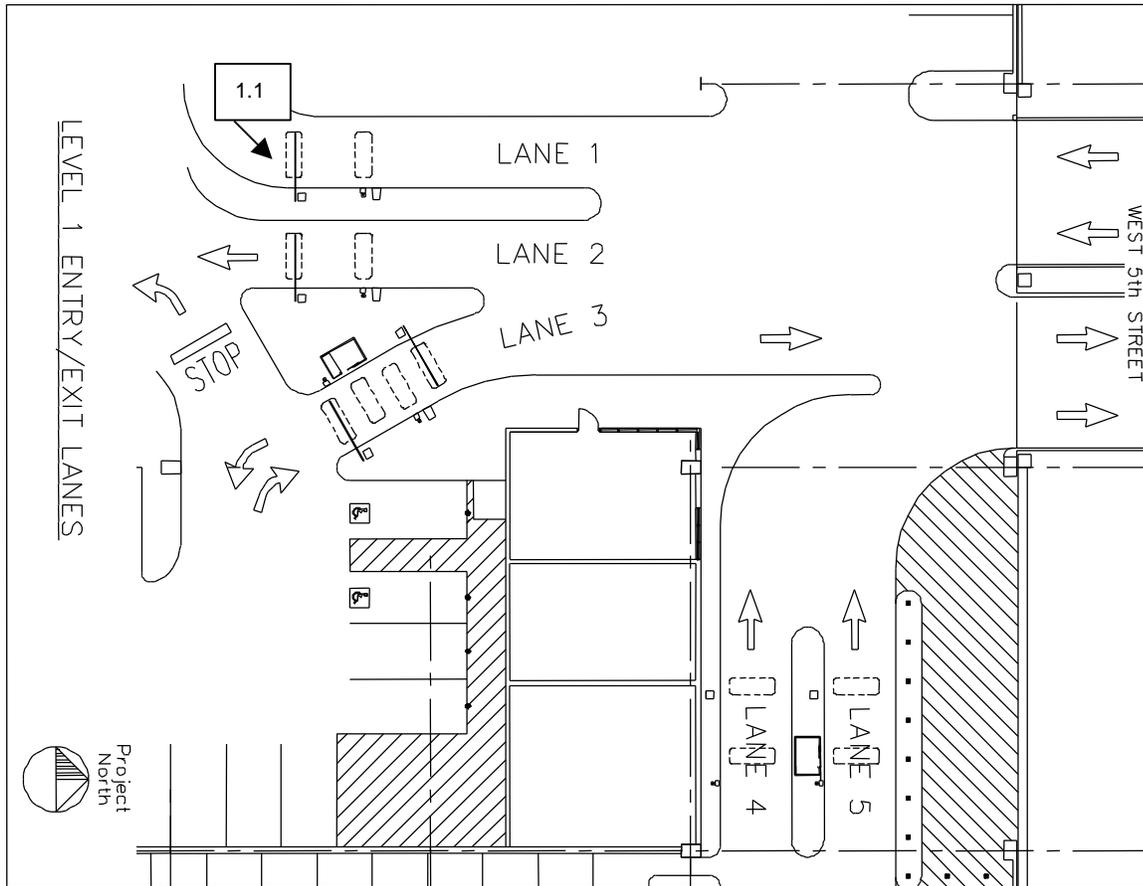
- 1) Choose Count/Count Activity Report. The Count Activity Report dialog box displays.
- 2) Enter the Beginning and Ending report Dates and Times. The dates default to the current system date. Time is in 24-hour military format.
- 3) Select the Type of Counts you want in the report. Depending on the type selected, the list of fields will change. NOTE: If no fields are displayed in the list, the program was unable to locate an activity file with that type of count stored. In that case, the report cannot be run.
- 4) Select the fields to be displayed in the report.
- 5) Select the Output: Screen, Printer, or File.
- 6) Select OK to continue. The Report Layout Screen displays.
- 7) When satisfied with the report layout, select the Create Report button. The report is sent to the screen, printer, or file. If sent to the screen, the report will display in the Print Preview Window.

2.04 Equipment Inventory

The following reflects facility drawings as well as all transient and monthly equipment:



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It is recommended that a unique # be assigned to each piece of equipment and reference it in the facility drawings such as the schematic above.

Lane #	Qty	Item	Model #	Serial #	Warranty to:
1	1	AVI Reader	A-1610		
1	1	Pedestal	RM-100		
1	1	Barrier Gate	AGP-1710		
1	1	Aluminum Folding Gate Arm	AL-20		
1	1	Mag Stripe Ticket Dispenser	ETP-22		
1	1	Duel Vehicle Detector	AGP-0234		
1	1	Lane Controller	I/O 7000		
1	2	Vehicle Detector Loop	L-5		
2	1	AVI Reader	A-1610		
2	1	Pedestal	RM-100		
2	1	Barrier Gate	AGP-1710		
2	1	Aluminum Folding Gate Arm	AL-20		
2	1	Mag Stripe Ticket Dispenser	ETP-22		
2	1	Duel Vehicle Detector	AGP-0234		
2	1	Lane Controller	I/O 7000		
2	2	Vehicle Detector Loop	L-5		
3	2	AVI Reader	A-1610		
3	2	Pedestal	RM-100		
3	2	Barrier Gate	AGP-1710		
3	2	Aluminum Folding Gate Arm	AL-20		
3	1	Mag Stripe Ticket Dispenser	ETP-22		
3	2	Duel Vehicle Detector	AGP-0234		
3	4	Vehicle Detector Loop	L-5		
4	1	Fee Computer	AGP-5200		
4	1	Ticket Validator	AGP-500		
4	1	Fee Indicator	AGP-5900		
4	1	Ticket Lock Box	AGP-0500		
4	1	AVI Reader	A-1620		
4	1	Pedestal	RM-100		
4	1	Barrier Gate	AGP-1710		
4	1	Aluminum Folding Gate Arm	AL-20		
4	1	Duel Vehicle Detector	AGP-0234		

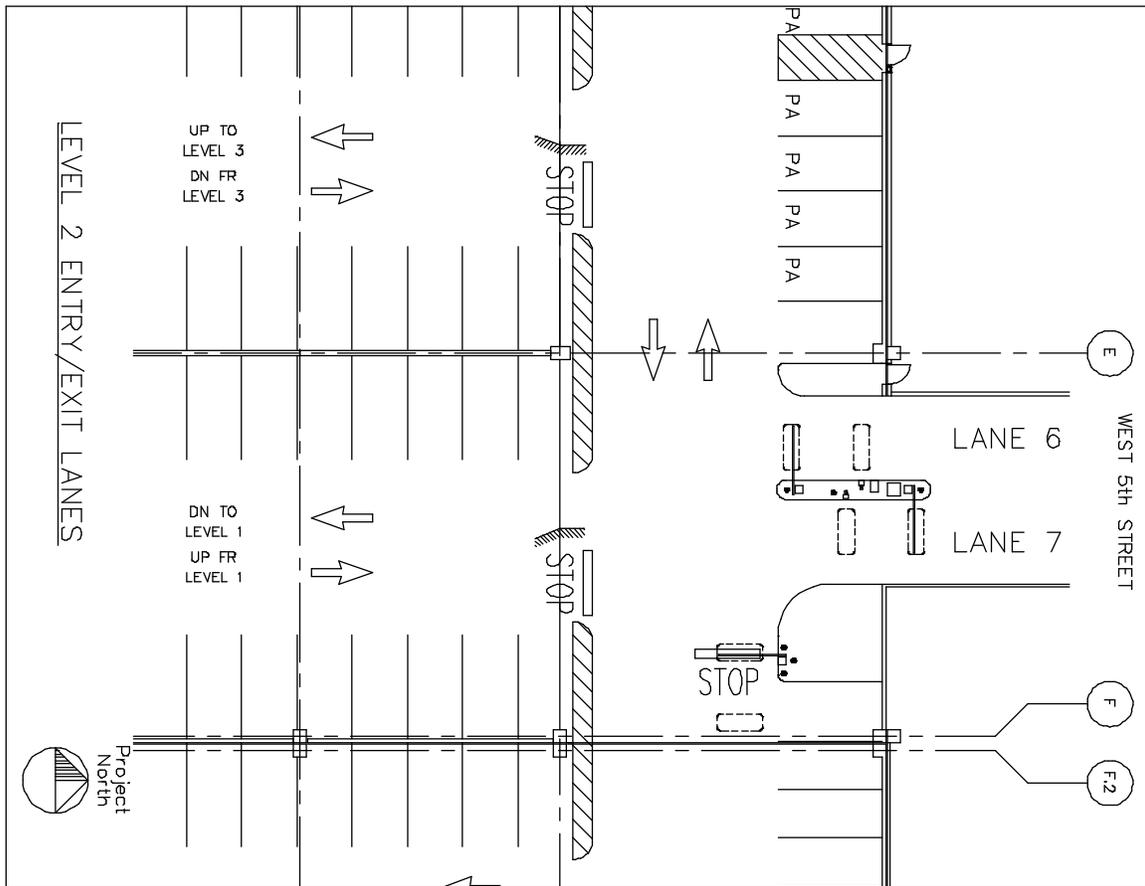


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4	1	UPS-Fee Computer	N/A		
4	1	TC-Converter	N/A		
4	1	Lane Controller	I/O 7000		
4	2	Vehicle Detector Loop	L-5		
5	1	AVI Reader	A-1610		
5	1	Pedestal	RM-100		
5	1	Barrier Gate	AGP-1710		
5	1	Attendant Booth	N/A		
5	1	Fee Computer	AGP-5200		
5	1	Ticket Validator	AGP-500		
5	1	Fee Indicator	AGP-5900		
5	1	Ticket Lock Box	AGP-0500		
5	1	Aluminum Folding Gate Arm	AL-20		
5	1	Duel Vehicle Detector	AGP-0234		
5	1	Lane Controller	I/O 7000		
5	2	Vehicle Detector Loop	L-5		



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Lane #	Qty	Item	Model #	Serial #	Warranty to:
6	1	AVI Reader	A-1610		
6	1	Pedestal	RM-100		
6	1	Barrier Gate	AGP-1710		
6	1	Aluminum Folding Gate Arm	AL-20		
6	1	Mag Stripe Ticket Dispenser	ETP-22		

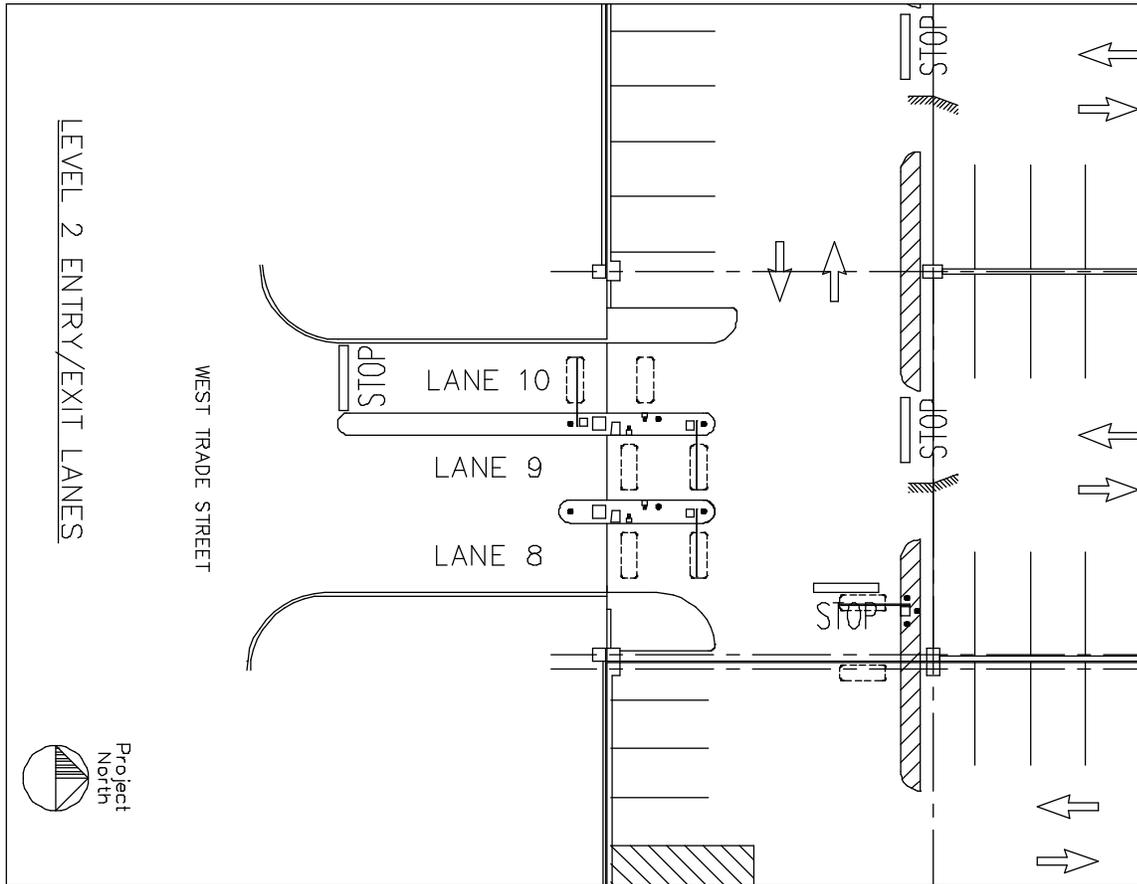


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6	1	Duel Vehicle Detector	AGP-0234		
6	1	Lane Controller	I/O 7000		
6	2	Vehicle Detector Loop	L-5		
6	1	Lane Controller	I/O 7000		
7	1	AVI Reader	A-1610		
7	1	Pedestal	RM-100		
7	1	Barrier Gate	AGP-1710		
7	1	Aluminum Folding Gate Arm	AL-20		
7	1	Mag Stripe Ticket Dispenser	ETP-22		
7	1	Duel Vehicle Detector	AGP-0234		
7	1	Lane Controller	I/O 7000		
7	2	Vehicle Detector Loop	L-5		



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Lane #	Qty	Item	Model #	Serial #	Warranty to:
8	1	AVI Reader	A-1620		
8	1	Pedestal	RM-100		
8	1	Barrier Gate	AGP-1710		
8	1	Aluminum Folding Gate Arm	AL-20		
8	1	Mag Stripe Ticket Dispenser	ETP-22		
8	1	Dual Vehicle Detector	AGP-0234		
8	1	Lane Controller	I/O 7000		
8	2	Vehicle Detector Loop	L-5		
9	1	AVI Reader	A-1610		
9	1	Pedestal	RM-100		



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9	1	Barrier Gate	AGP-1710		
9	1	Aluminum Folding Gate Arm	AL-20		
9	1	Mag Stripe Ticket Dispenser	ETP-22		
9	1	Duel Vehicle Detector	AGP-0234		
9	1	Lane Controller	I/O 7000		
9	2	Vehicle Detector Loop	L-5		
10	1	AVI Reader	A-1610		
10	1	Pedestal	RM-100		
10	1	Barrier Gate	AGP-1710		
10	1	Aluminum Folding Gate Arm	AL-20		
10	1	Duel Vehicle Detector	AGP-0234		

2.05 Fee Computers –Overview/Operation

The facility is equipped with Amano AGP-5200 machine readable fee computers at two transient exits along with Amano AGP-5600 ticket validators and fee displays.

Insert FC Here



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2.06 Ticket Issuing Machines

The facility is equipped with Amano EPT-22 Mag stripe ticket dispensers at each entrance. This online equipment is centralized in the parking office and is able to handle remote vends and signal any trouble or jam alarms.

Insert Spitter
Here

2.07 Barrier Gate Overview

The facility is equipped with Amano AGP-1710 barrier gates that control entry and exit. These online devices are programmed to signal illegal vehicle backout and other control functions as well as being time/date programmable to raise and lower at prescribed days and times through the system “switching” function.

2.09 Reversible Lanes Overview

Facility lanes 3 and 9 serve as reversible lanes to handle peak time ingress/egress. Lane 3 allows transient and monthly entrance and monthly only exit and is set to entrance mode



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Monday – Friday, 5am to 10am to accommodate peak ingress and is set to exit mode 10:01 am to 9pm. Lane 9 allows transient and monthly entrance and monthly exit only and is set to entrance mode Monday – Friday, 5am to 10 pm to accommodate peak egress and is set to exit mode 10:01am to 9:00 pm.

2.08 Anti-Passback Overview

The anti-passback options for the system include true soft, timed soft, true hard and timed hard. The facility will operate with the true soft option allowing parkers access but logging an access violation. First time violators will be sent a notice indicating that a passback violation has been logged. Abuses are documented and reported to the property manager for further action.

2.09 Nesting Equipment

Upon entering the facility, residents have 15 minutes to reach their appropriate nested parking area. If vehicles do not enter nesting areas within the time limit, cards will default into out-of-status mode. When in this mode cards will not function at any reader. Parkers must intercom parking/security to have the gate raised through a PC command. This transaction is logged and a warning letter sent to the parker. Abuses are documented and reported to the property manager for further action.

2.10 Facility Entrances

A. *Ticket Issuing Machine*

This device controls transient entrance lane use. With the mode of operation set for ENTRANCE, the entrance lane gate operates in the DOWN position.



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- 1) The ticket issuing machine operates in conjunction with the lane's barrier gate and vehicle opening and closing detectors.
- 2) A transient parker gains entry by driving into an entrance lane, which signals the vehicle arming detector, and pushing a button on the ticket dispenser.
- 3) A ticket is issued and the gate raises when the ticket is removed from the throat of the ticket issuing machine. As the vehicle crosses over the closing vehicle detector the gate closes.
- 4) The barrier gate is equipped with a feature called "extra-sensory" causing the arm to reverse its downward direction in the event it comes in contact with any object. All barrier gate arms are equipped with standard caution reflectors, approved industry warning signs, and padding to minimize liability and damage.

B. ***Amtech (RFID) Reader***

This device controls monthly entrance lane use. With the mode of operation set for ENTRANCE, the entrance lane gate operates in the DOWN position

- 1) The Amtech Reader operates in conjunction with the lane's barrier gate and vehicle opening and closing detectors.
- 2) A monthly parker gains entry by driving into an entrance lane, which signals the vehicle arming detector.
- 3) The Amtech Reader scans the entrance lane area for a valid, vehicle-mounted access card. Valid access cards cause barrier gates to raise. As the vehicle crosses over the closing vehicle detector the gate closes.
- 4) The barrier gate is equipped with a feature called "extra-sensory" causing the arm to reverse its downward direction in the event it comes in contact with any object. All barrier gate arms are equipped with



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standard caution reflectors, approved industry warning signs, and padding to minimize liability and damage.

- 5) Invalid access cards, due to lockout or out-of-status, will not cause the gate to raise. An intercom is located on a pedestal in the drive lane for communication to the facility office to determine the problem and resolve the situation.

C. **Lot Full Signs**

These signs are present at all facility entrances. When the number of transient spaces reaches capacity, the Lot Full sign is illuminated and the ticket dispenser disabled.

2.11 Facility Exits

A. **Transient Parkers**

- 1) These parkers can exit the facility in one of two lanes. Parkers must present the facility entrance ticket to the cashier.
- 2) The Fee Computer will calculate the parker's fee. The parker pays the cashier the appropriate fee and causes the gate to rise.
- 3) The vehicle crossing over the closing loop causes the gate to lower.

B. **Monthly Parkers**

- 1) These parkers can exit the facility through any of five lanes. A valid access card sends a signal to the gate to open.
- 2) The vehicle crossing over the closing vehicle detector will cause the gate to lower.
- 3) If monthly parkers have an invalid access card, the system will NOT raise the exit gate. An intercom is located on a pedestal for communication to the facility office to determine the problem and to resolve the situation.



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2.12 Equipment Malfunctions

A. *Ticket Issuing Machines*

- 1) When ticket issuing machines malfunction, parkers are to contact the parking office/security by using the entry lane intercom.
- 2) A staff member will be dispatched to the entrance to correct the error and provide entry to the parker.
- 3) Patrons that are unable or unwilling to wait may back-out and use another facility entrance.
- 4) A log of the malfunction is maintained by facility maintenance staff to identify potential long-term problems and take appropriate action such as parts replacement or placing service calls.

B. *Barrier Gates*

- 1) When barrier gates malfunction, parkers are to contact the parking office/security by using the entry/exit lane intercom.
- 2) A staff member will be dispatched to the entrance/exit to correct the error and provide entry or exit to the parker.
- 3) Patrons that are unable or unwilling to wait may back-out and use another facility entrance or exit.
- 4) A log of the malfunction is maintained by facility maintenance staff to identify potential long-term problems and take appropriate action such as parts replacement or placing service calls.

C. *Readers*

- 1) When readers malfunction, parkers are to contact the parking office/security by using the entry/exit lane intercom.
- 2) A staff member will be dispatched to the entrance/exit to correct the error and provide entry or exit to the parker.



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- 3) Patrons that are unable or unwilling to wait may back-out and use another facility entrance or exit.
- 4) A log of the malfunction is maintained by facility maintenance staff to identify potential long-term problems and take appropriate action such as parts replacement or placing service calls.

Article III. Monthly Contract Parking

At times the facility is operating at maximum diversity, which means no monthly spaces are available for lease; a parking waitlist will be implemented. When adding monthly waitlist individuals the steps below are to be followed to ensure a smooth transition for the parker.

3.01 Adding Waitlist Monthly Parking

- A. *The On-Site Bookkeeper contacts the first person listed on the Waiting List by phone to attempt to fill the available space. The person is offered the available space. Individuals who do not want to contract monthly parking when called have two options.*
 - 1) Individuals can be moved to the bottom of the Waiting List.
 - 2) Individuals can have their name removed entirely from the Waiting List.
- B. *The individual is given three once called. If no response is received within the designated timeframe, the On-Site Bookkeeper will automatically move their name to the bottom of the Waiting List.*
- C. *The next individual on the Waiting List is contacted by the On-Site Bookkeeper until all available spaces designated as monthly parking spaces are filled.*



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3.02 Adding Monthly Parking

A standardized, two-part Monthly Parking Contract includes the parker's name, address, work telephone, home telephone, license tag number(s), employer, BOA Mailcode (if applicable), current parking rate, parking start date, parking facility location, payment option chosen, payment due dates, access card number, access card security deposit (if applicable) and general parking policies and procedures.

- A. *Individuals accepting a space for monthly parking are instructed by the On-Site Bookkeeper to come to the Gateway Village Parking Facility office between 7 a.m.-9 p.m., Monday-Friday to complete the appropriate paperwork and sign up for a monthly parking space.*
- B. *The parker will be asked to provide the following information or documentation upon registration.*
 - 1) Vehicle registration
 - 2) First month's payment
 - 3) Card deposit
 - 4) A voided check if they opt for the Automatic Draft Payment Option.
- C. *Each new parker must read and sign the parking contract and must complete all requested information.*
- D. *The parker will choose either autodraft or invoicing payment option.*
- E. *The On-Site Bookkeeper will retain the original of the completed Monthly Parking Contract and provide the parker with a copy for reference (i.e., payment due dates, cancellation terms, rules & regulations, etc.).*



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3.03 Monthly Parking Payment Options

Monthly parkers will be offered several payment options. They may choose the monthly invoicing option, autodraft option or pay online through E-Z Parking's secure server at www.gatewayvillage.com/parking.htm

- A. *Parkers set up as invoiced accounts receive monthly bills and may pay with cash, check, bank-generated check, money order, debit card, credit card or online.*
- 1) The On-Site Bookkeeper enters all data from the completed Monthly Parking Contract into the GAS System.
 - 2) Invoices are prepared for all parkers by the On-Site Bookkeeper no later than the 26th of each month.
 - 3) Invoices are mailed no later than the 28th of each month to allow parkers to make payment by the due date of the 5th.
 - 4) Adjustment made to parker accounts including deletes, adds, credits, etc. must be recorded by the On-Site Bookkeeper on the A/R Adjustment Form and approved by the Manager.
 - 5) The On-Site Bookkeeper is not authorized to make adjustments to parker accounts without preparing the appropriate documentation and obtaining the written approval by assigned management staff.
- B. *Parkers set up as autodraft individuals have their checking accounts drafted for the cost of monthly parking the first business day of each month.*
- 1) An Autodraft Agreement must be signed and dated by each parker choosing this payment method. A voided check or a voided savings account deposit slip (including the bank name and transit routing number) must be provided.



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- 2) Since some banks do not have complete account numbers shown on deposit slips, it is requested that no deposit slips be accepted in lieu of voided checks if at all possible.
- 3) Check copies or copies of savings account statements showing the account number are acceptable in lieu of original checks
- 4) Paperwork for all Automatic Draft additions (i.e., signed Autodraft Agreement and voided check or deposit slip) showing the starting month must be forwarded to the Main Office accounting staff by the On-Site Bookkeeper on a daily basis.
- 5) Parkers opting to be autodranted must sign the Autodraft Agreement by the 15th of any month to establish the autodraft for the first business day of the upcoming month.

C. *Parkers set up as invoiced accounts can pay monthly accounts online with credit or debit cards through E-Z Parking's secure server.*

3.04 Account Billing Adjustments

Every adjustment made to the GAS System, including deletes, credits, etc., must be recorded by the On-Site Bookkeeper on an A/R Adjustment Form and approved by the Manager.

The Main Office staff provides the On-Site Bookkeeper with information relating to returns via automatic draft due to insufficient funds, stop payments, etc. on a monthly basis (See also Automatic Draft Returns Procedure). These entries are posted as negative entries in the GAS System by the On-Site Bookkeeper using a date specified by the Main Office.



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Once repayment of the returns is received, the received amount will be posted in the GAS System by the On-Site Bookkeeper as a normal payment.

The On-Site Bookkeeper is not authorized to make any adjustments to the GAS System without preparing the proper paperwork and obtaining the written approval by assigned management staff or receiving authorization from the Main Office accounting staff.

3.05 Account Cancellations

Parkers who opt for the automatic draft option must provide 30 days' advance written notice to cancel their automatic draft. When verbal cancellation is received via the telephone, the On-Site Bookkeeper should always request that written notice of the cancellation be sent to us via fax, mail, or email or ask the parker to come to the parking office and sign a cancellation notice. Cancellations must be received prior to the 15th of any month to be effective the following month. Cancellations received after the 15th of any month will not be effective until the second month following cancellation unless prior approval has been obtained from the Manager.

Proper documentation of the cancellation by the On-Site Bookkeeper should be forwarded to the Main Office on a daily basis for processing by the Main Office accounting staff into the Microcash System and should include the written cancellation by the parker as well as the approved cancellation form. All cancellations should be approved by the Manager prior to forwarding to the Main Office accounting staff.

In cases where 30 days' advance written notice of cancellation may not be possible (i.e., abrupt termination of employment, illness, etc.), management may approve cancellation earlier than the required 30 days.



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3.06 Access Card Histories

All access cards will have a separate index card completed when they are received from the manufacturer. The On-Site Bookkeeper records the parker's name and the date the access card was issued on the appropriate index card for each relevant access card number at the time of setup or replacement. This procedure provides the history of an access card from the time it is received from the manufacturer. Periodic audits from the access card history records to the Access Control System and again to the GAS System offer management an opportunity to conduct thorough audits.

3.07 Delinquent Payment Policy

Monthly payments should be received by the Parking Management office staff no later than the 5th of each month for the current parking month. Any payments not received by the 5th of each month will be considered delinquent.

3.08 Grace Period

A grace period until the 15th of each month for the current parking month will be allowed for receipt of payments.

3.09 Account Aged A/R Report

The aged A/R Report generated by the GAS System provides data necessary to aid in delinquent collections and subsequent access card deactivation; thereby reducing delinquencies and unpaid balances.



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The On-Site Bookkeeper generates the aged A/R Report on the 15th of each month and forwards to the Manager for review. Access cards for these accounts are de-activated until payment has been made. The On-Site Bookkeeper contacts each delinquent parker via telephone in order to attempt collection of the outstanding payment. The On-Site Bookkeeper informs the parker that access cards have been de-activated and cannot be re-activated until the outstanding balance is paid.

3.10 Access Card Cutoff/Reactivation

- A. All parkers who have not paid for the current parking month by the 15th of the month and whose name still appears as delinquent on the aged A/R Report will have their access card de-activated.
- B. A letter will then be mailed requesting immediate payment or the return of their access card.
- C. If no payment is received and no contact has been made by the delinquent parker by the 30th of the month, a final letter will be mailed stating their parking privileges have been terminated and again requesting the return of their access card. At this time, the On-Site Bookkeeper will complete the termination paperwork, obtain the Manager's signature, and provide copies to the Main Office accounting staff with a request to reverse the card deposit to Other Income on the G/L.
- D. The On-Site Bookkeeper will record any adjustment entries necessary on the A/R Adjustment form, obtain the manager's signature, and enter the adjustment in the GAS System to close the delinquent parker's account. The access card history file will be properly updated at this time and the access card will be considered as non-returnable.
- E. Once payment has been received in full (or acceptable payment arrangements have been made with the approval of the Manager) and subsequently posted to the GAS System by the On-Site Bookkeeper, the access card will be reactivated in the Access Control System by the Manager.



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3.11 Returned Check Procedure

Payments received by parkers may not be accepted by the bank for processing and posting to the Gateway Village Parking Facility's checking account due to insufficient funds, closed accounts, or payments stopped by the parkers. There is a time lag of three weeks before E-Z Parking Company receives notification of these. The following outlines the procedures to be implemented for the various types of returned checks.

A. *Insufficient Funds – Invoiced Parkers*

- 1) Upon notification by the bank of a parker's returned check due to insufficient funds, the Main Office accounting staff will call the appropriate bank using Merchant Check Verification procedures to determine if funds are available to redeposit in the amount of the return.
- 2) Appropriate G/L entries will be made to record the return and the returned check amount will be deducted from the Facility's checking account balance by the Main Office accounting staff.
- 3) If the funds are available for immediate redeposit, the Main Office accounting staff will prepare a deposit slip and forward backup to the On-Site Bookkeeper for entry of both the return and the redeposit into the GAS System.
- 4) If funds are not available for immediate redeposit, the Main Office accounting staff will notify the Manager to instruct the On-Site Bookkeeper to contact the parker to make a cash payment for the amount of the returned check and any applicable returned check fees. No personal check payments will be accepted. (See also *Returned Check Fees*). The Manager may cut off the access card until such time the proper cash payment has been received.



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B. Closed Accounts – Invoiced Parkers

- 1) Upon notification by the bank of a parker's returned check due to the parker's account being closed, the Main Office accounting staff will make the appropriate G/L entries to record the return and the amount will be deducted from the Facility's checking account.
- 2) The Main Office accounting staff will notify the Manager to instruct the On-Site Bookkeeper to contact the parker to make immediate cash payment for the amount of the returned check and any applicable returned check fees. No personal check payments will be accepted. (See also *Returned Check Fees*). If no payment is made within two days, the access card will be cut off by the Manager until the balance due is collected.
- 3) Backup will be forwarded by the Main Office accounting staff to the On-Site Bookkeeper for entry of the closed account return into the appropriate parker's account in the GAS System.
- 4) Upon receipt of the cash payment, the On-Site Bookkeeper will make the appropriate entry into the GAS System and the Manager will reactivate the access card, if it was previously deactivated.

C. Stopped Payments – Invoiced Parkers

- 1) Upon notification by the bank of a returned check due to a payment being stopped by the parker, the Main Office accounting staff will make the appropriate G/L entries to record the return and the amount will be deducted from the Facility's checking account.
- 2) The Main Office accounting staff will notify the Manager to instruct the On-Site Bookkeeper to contact the parker to make immediate cash payment for the amount of the stopped payment and any applicable returned check fees. No personal check payments will be accepted. If no payment is made within two days, the access card will be cut off by the Manager until the balance due is collected.



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- 3) Backup will be forwarded by the Main Office Accounting staff to the On-Site Bookkeeper for entry of the return into the GAS System.
- 4) Upon receipt of the cash payment, the On-Site Bookkeeper will make the appropriate entry into the GAS System and the Manager will reactivate the access card, if it was previously deactivated.

3.12 Returned Check Fees – Invoiced Parkers

No returned check fees are charged for the first violation of a returned check. Returns due to a closed account or a stopped payment initiated by a parker will result in a return fee of a minimum of \$20.00. Second occurrences will result in a Returned Check Fee of \$20.00, in addition to the original parking amount. A third violation will result in a returned check of \$20.00, in addition to full payment of the delinquent parking, and possible removal of all parking privileges.

3.13 Autodraft – Insufficient Funds

Payments set up via automatic draft may not be accepted by the bank for processing and posting to the Gateway Village Parking Facility's checking account due to insufficient funds, closed accounts, or payments stopped by the parkers. There is a time lag of three weeks before E-Z Parking receives notification of these returns. The following outlines the procedures to be implemented for the various types of Automatic Draft returns.

A. *Insufficient Funds*

- 1) Upon notification by the bank of a return for a payment made via Automatic Draft due to insufficient funds, the Main Office accounting staff will make the appropriate G/L entries to record the return and the returned amount will be deducted from the Facility's checking account.



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- 2) Since Automatic Drafts are generally made only on the first business day of each month, unless otherwise established, the Main Office accounting staff will notify the Manager to instruct the On-Site Bookkeeper to contact the parker to make a cash payment for the amount of the return and any applicable return fees due to insufficient funds. No personal check payments will be accepted. (See also *Return Fees*).
- 3) The On-Site Bookkeeper will post a negative entry to the GAS System for the amount of the return. If no payment is made within two days, the Manager will deactivate the access card until the balance due is collected.
- 4) Once the cash payment is received, the On-Site Bookkeeper will make the appropriate entry into the GAS System to post the collected payment and any returned check fees and will notify the Manager to reactivate the access card, if it was previously deactivated. The On-Site Bookkeeper will then prepare a separate deposit slip and attach the appropriate autodraft return documentation and the daily Cash Receipts Journal from the GAS System which will provide the Main Office accounting staff with the necessary information to post to the G/L and Monthly Revenue Report. The On-Site Bookkeeper will make the appropriate entry into the GAS System, and the Manager will reactivate the access card, if it was previously deactivated.
- 5) At the request of the Manager, the individual parker who had insufficient funds via their automatic draft option may be removed from the automatic payment option. Generally, this is not implemented unless two or more incidents have occurred.

B. Closed Accounts

- 1) Upon notification by the bank of a return via Automatic Draft due to the parker's account being closed, the Main Office accounting staff will make the appropriate G/L entries to record the return and the amount will be deducted from the Facility's checking account.
- 2) The Main Office accounting staff will notify the Manager to instruct the On-Site Bookkeeper to contact the parker to make immediate cash payment for the amount of the returned Automatic Draft and any



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applicable return fees. No personal check payments will be accepted. (See also *Return Fees*). If no payment is made within two days, the access card will be cut off by the Manager until the balance due is collected.

- 3) The On-Site Bookkeeper will post a negative entry to the applicable parker's A/R account in the GAS System for the amount of the return.
- 4) Once the cash payment is received, the On-Site Bookkeeper will make a separate deposit slip and attach the appropriate Automatic Draft return documentation which will provide the Main Office accounting staff with the necessary information to post to the G/L and Monthly Revenue Report. The On-Site Bookkeeper will make the appropriate entry into the parker's A/R account in the GAS System, and the Manager will reactivate the access card, if it was previously deactivated.
- 5) At the request of the Manager, the individual parker who had insufficient funds via their automatic draft option may be removed from the automatic payment option. Generally, this is not implemented unless two or more instances have occurred.

C. *Stopped Payments*

- 1) Upon notification by the bank of a return via Automatic Draft due to a payment being stopped by the parker, the Main Office accounting staff will make the appropriate G/L entries to record the return and the amount will be deducted from the Facility's checking account.
- 2) The Main Office accounting staff will notify the Manager to instruct the On-Site Bookkeeper to contact the parker to make immediate cash payment for the amount of the stopped payment and any applicable return fees. No personal check payments will be accepted. (See also *Return Fees*). If no payment is made within two days, the access card will be cut off by the Manager until the balance due is collected.
- 3) The On-Site Bookkeeper will post a negative entry to the parker's A/R account in the GAS System for the amount of the return using the backup provided by the Main Office accounting staff.



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- 4) Once the cash payment is received, the On-Site Bookkeeper will make a separate deposit slip and attach the appropriate Automatic Draft return documentation which will provide the Main Office accounting staff with the necessary information to post to the G/L and Monthly Revenue Report. The On-Site Bookkeeper will make the appropriate entry into the GAS System, and the Manager will reactivate the access card, if it was previously deactivated.

3.14 Autodraft Account Return Fees

No fees will be assessed for the first violation of an Automatic Draft returned due to insufficient funds. Returns due to a closed account or a stopped payment initiated by a parker will result in a return fee of a minimum of \$20.00. Second occurrences will result in a Return Fee of \$20.00, in addition to the original parking amount. A third violation should result in a Return Fee of \$20.00, in addition to full payment of the original parking amount, and possible removal of all parking privileges.

3.15 No Charge Monthly Parkers

Parkers who are allowed to park monthly at no charge must be approved in writing by an authorized Cousins' staff member. These may include building tenants, parking management staff, Cousins' staff, or others approved solely by Cousins.

Any parker who receives no charge parking must complete and sign a Monthly Parking Contract in order to enter them into both the GAS System and the Access Control System. Exceptions may result in incomplete or inaccurate reporting of card inventories, card audits, space counts utilized, and other important Facility data.



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3.16 No Charge Reporting

As part of the month-end close process on the GAS System, the On-Site Bookkeeper will print a Rate Code Listing and forward it to the Main Office Accounting staff for compilation of the monthly No Charge or Free and Discounted amount. The total amount will be reflected in the Income portion of the Monthly Income & Expense Statement.

3.17 Card Replacement

Access cards may need to be replaced from time to time due to being lost or stolen or simply from normal wear and tear. Specific guidelines should be followed as outlined below. Replacement cards will be issued upon receipt of original cards if they are being replaced due to normal wear and tear.

A. *Inventory Report*

- 1) The returned access card will be re-entered into inventory by the On-Site Bookkeeper via the Inventory Report. An explanation for any returned access card should be noted in the Comments section of the Inventory Report.
- 2) If the access card being returned into inventory is damaged, it should be either maintained separately from the valid access cards or destroyed by the Manager.
- 3) If a replacement access card is issued for which the original access card was lost or stolen, the old access card number should be referenced with an explanation of such in the Comments section.

B. *GAS System*



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The original access card number assigned to the parker is removed from the GAS System and replaced with the replacement access card number by the On-Site Bookkeeper to ensure adequate data is maintained at all times and for ease in conducting periodic Card Audits.

C. ***Access Card Histories***

The Access Card History index card for the original access card number should be posted with a comment by the On-Site Bookkeeper explaining the return (i.e., lost, stolen, replaced due to wear and tear, damaged, etc.).

D. ***Access Control System***

If a replacement card is issued due to being lost, stolen, or damaged, the original access card number assigned to the parker should be removed from the Access Control System. This process prevents “found” cards from being used by non-paying parkers.

E. ***Fee Charged***

A replacement fee will not be charged for normal access card deterioration. If an access card is damaged due to bending, excessive heat or sunlight exposure, or other damage caused by the parker, or if an access card is being replaced due to being lost or stolen, a fee of \$10.00 will be charged.



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3.18 Access Card Return

Upon the return of an access card due to cancellation, the following steps should be implemented.

A. *Card Deposit Refund*

- 1) Card deposits are issued when accounts have been canceled and all remaining balances due from the monthly parker have been collected.
- 2) The On-Site Bookkeeper will prepare an A/P Voucher (approved by the Manager) and attach the appropriate documentation to refund the parker.
- 3) Refunds of card deposits will not be made until any remaining balances due from the parker for monthly parking are collected. If a parker cancels and has a balance due on their account, which may be uncollectable for a reason approved by the Manager, the card deposit is forfeited.

B. *Inventory Report*

- 1) The returned access card will be re-entered into inventory by the On-Site Bookkeeper via the Inventory Report. An explanation for any returned access cards should be noted in the Comments section of the Inventory Report.
- 2) If the access card being returned into inventory is damaged, it should either be maintained separately from the valid access cards or destroyed by the Manager.

C. *GAS System*

- 1) Once the On-Site Bookkeeper has verified there is no balance outstanding on a parker's account, the access card has been returned,



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and the Manager has approved all backup cancellation documentation, the On-Site Bookkeeper will delete the parker and appropriate access card from the GAS System

- 2) Backup documentation required will be a signed cancellation notice from the parker received via mail, fax, or email or other documentation approved by the Manager.

D. ***Access Control System***

When access cards are returned due to cancellation and the Manager has approved the appropriate cancellation backup, the Manager deactivates the access card from the Access Control System.

3.19 Monthly Card Audit

Until such time the Parking Facility is operated at full capacity, complete Monthly Card Audits will be performed by off-site staff. When the Parking Facility is operated at full capacity, spot Card Audits will be performed monthly and complete Card Audits will be performed quarterly.

A. ***Balancing to the GAS System and Access Control System***

All access cards reflected in the GAS System as either no charge or billable accounts must balance to the Access Control System as activated access cards. Any discrepancies will be reported to the Main Office management staff and forwarded to the Facility Manager for explanation and resolution.

B. ***Balancing to Inventory on Hand***



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Access cards in inventory, including damaged access cards, will be audited monthly to the actual access cards on hand and reported on the Monthly Inventory Report. Any discrepancies will be reported to the Main Office management staff and forwarded to the Facility Manager for explanation and resolution.

3.20 Vehicle Towing and Immobilization

A. *Vehicle towing*

- 1) Illegally parked vehicles may be towed at the owner's expense. Towing is at the discretion of the parking facility manager.
- 2) The parking office staff will attempt to contact the owner of the vehicle through the license tag prior to towing the vehicle.
- 3) Vehicles that are towed may be retrieved 24 hours a day by contacting the parking office Monday-Friday, 7am-9pm or by proceeding to the nearest facility intercom system during all other days and hours.

B. *Vehicle immobilization*

- 1) Illegally parked vehicles as well as vehicles with outstanding account balances may be immobilized (booted) at the owner's expense. Immobilization is at the discretion of the parking facility manager.
- 2) The parking office staff will attempt to contact the owner of the vehicle through the license tag prior to immobilizing the vehicle.
- 3) Vehicles that are booted may be claimed 24 hours a day by contacting the parking office Monday-Friday, 7am-9pm or by proceeding to the nearest facility intercom system during all other days and hours.



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Article IV. Facility Communications

4.01 Facility Website

Individuals, organizations and groups can get the latest facility information by logging on to the E-Z Parking Web site at www.gatewayvillage/parking. This site provides general information about the parking facility; contact names and phone numbers; services offered at the facility; how to sign-up, cancel and request additional information as well as other useful items regarding the Gateway Village.

4.02 Facility Parking Guide

E-Z Parking Inc. provides a useful guide to all new facility parkers. This guide explains all the parker needs to know to make use of the garage as pleasant as possible. Information on entrances, exits, services offered, contact names and phone numbers as well as facility maps and diagrams are provided. Guides are available in the garage office.

4.03 Homeowners Associations

The facility manager attends all Homeowner Associations and Post Properties and Blvd. Company meetings to listen to concerns and provide information to homeowners regarding operation of the parking facility.



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Article V. Cashier Policies and Procedures

5.01 Fee Computer Log On / Off

- A. The facility manager has assigned each cashier a logon code for use on the McGann machine-readable fee computer. Each cashier must logon using their assigned code as well as a distinct password they have chosen.
- B. A valid logon code must be used in order to process any transient ticket transactions. Cashiers must logon at the start of each shift and can only process transactions using their personal user code.
- C. Cashier will logoff at the end of each shift in order to print shift summary reports, balance their cash drawer and prepare their deposit.

5.02 Fee Computer Passwords/Access Levels

- A. The facility manager has a complete, secure listing of all cashier logon codes and passwords. This list is edited on an as needed basis to accommodate new and/or terminated employees.
- B. All cashiers are granted user rights compatible with the specific job responsibilities, such as processing manual and machine-read tickets, providing change, and processing full and partial validations.
- C. The facility manager has complete system access to include reports, rate structures, and programming.

5.03 Lunch Relief Procedures

- A. The first shift cashier (7:00 a.m. - 3:30 p.m.) is able to take a 30-minute break between 11:30 a.m. – 2:30 p.m. or when the split shift cashier is prepared to receive customers.



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- B. Cashiers for these two shifts will work out of different booths to minimize the scheduling and timing procedures needed if the same booth and fee computer was used.
- C. The second shift cashier is able to take their break any time before the first shift cashier is scheduled to complete their shift.
- D. The above reflects the normal break parameters. From time to time, special events or other circumstances may require flexibility in their implementation.

5.04 Shift Change Procedures

- A. Exit Lane 4 will be closed to allow the cashier to print fee computer closing reports, balance their cash drawer and prepare their deposit. A lane closed sign will be used to direct exiting vehicles to Lane 5.
- B. Once closing procedures have been completed, the first shift cashier will wait until their relief is onsite before they are able to clock out for the end of shift. It is important that the first shift cashier be available to re-open and process tickets if the volume of exiting traffic increases or other procedures cause exiting delays.

5.05 Clocking-In/Clocking-Out of Employees

All hourly employees must clock-in at the start of their shift and clock-out at the end of their shift on their respective time card. Written-in times will not be accepted unless approved by E-Z Parking management staff. Employees must clock in and out for all approved breaks and meals and written-in times must be approved.



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5.06 Change Funds - Cashiers

Facility cashiers are each issued change funds to be used during their shift. It is the responsibility of the employee to make sure they have appropriate change at the start of each shift.

- A. Each employee who is issued a change fund must sign the upper portion of the Change Fund form acknowledging receipt of the stated amount and must sign the lower portion of the Change Fund form upon relinquishing the Change Fund at the end of their employment.
- B. An authorized Manager must also sign the upper portion of the Change Fund when issuing the Change Fund and must sign the lower portion acknowledging receipt of the Change Fund at the end of the employee's employment.
- C. The signed Change Fund form must be forwarded to the Main Office accounting staff to be retained in the employee's personnel file and a copy must be attached to the A/P voucher as backup to the A/P check issued.

5.07 Lost Tickets

Transient customers trying to exit the facility without an entry ticket will be required to:

- A. Pay the prevailing lost ticket fee of \$5.00
- B. Present their drivers license to the cashier

The cashier will record the vehicle tag number; driver's first/last name and vehicle make, model and color on a facility lost ticket voucher.



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5.08 Processing Validations

- A. Cashiers are to calculate the full cost of the parking ticket using the fee computer.
- B. Validations are to be deducted from the amount of the ticket.
- C. Any balance due on exit tickets is the responsibility of the parker.
- D. Authorized validations are identified below.
 - 1) **Residents**
 - a) Unit-specific, no charge validations are issued to residents.
 - b) Residents in turn issue these validations to their guests.
 - c) E-Z Parking re-issues validations to residents as-needed
 - 2) **Retail Tenants**
 - a) Retailers purchase postage-sized, facility-specific validation stamps in half-hour, hour and all-day (\$5.00) increments
 - b) These validations are sold at the parking office at face value.
 - c) This allows facility tenants to determine the amount of parking they wish to pay for customers and visitors.

5.09 Insufficient Funds

- A. *Transient parkers unable to pay any or all of the calculated fee upon exiting are required to complete the standard facility debit voucher.*
- B. *This NCR, two-part document is completed by the cashier and the parker is asked to sign it before exiting.*
 - 1) The top white copy is given to the customer to remit with their payment



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2) The cashier includes the yellow copy with their tickets and Cashier Report at shift end to be audited

C. *The cashier will write "would not sign" on the signature line for any customer not willing to sign the debit voucher. Debit vouchers will be tracked for payment by the On-Site Bookkeeper*

5.10 Credit Cards/Check Acceptance

The facility does accept credit cards and debit cards for payment. Checks are acceptable provided the customer's full correct address and home phone number appear on the check. In addition, the customer's daytime work telephone number should be written on the check by the customer or cashier.

NOTE: No starter checks will be accepted.

5.11 Foreign Currency Acceptance

The facility does not accept foreign currency for payment.

5.12 Cashier Shift Balance and Reconciliation

Cashiers are required to balance their cash on hand with fee computer revenue reports at the end of each shift. Deposits must be made in a garage drop safe at the end of each shift. The ticket auditor reconciles each shift's said vs. actual revenue. Overage and shortages are documented on each cashiers report.



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5.13 Over/Short Reports

Cashier overages and shortages are calculated as the difference between the amount of the cashier's verified deposit and the amount of the audited ticket revenue.

- A. *Cashiers must re-pay any shortages of \$5.00 or more.*
- B. *An over/short report is forwarded to the property manager along with other monthly settlement reports.*
 - 1) This report details the date of overage/shortage
 - 2) Cashier involved
 - 3) Over/short amount
 - 4) Date shortage repaid

5.14 Cash Drops

The facility is equipped with a series of drop safes to be used by on-duty cashiers for interim and final deposits.

- A. Only pre-numbered authorized deposit bags can be used. Cashiers must record all deposits at the time of drop on the appropriate safe log.
- B. Drop safes will be emptied daily and only when any two of the appropriate E-Z Parking staff members are present.
- C. To ensure an additional level of security the location of drop safes will not be disclosed in this document.



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Article VI. Financial Management Overview

E-Z Parking, Inc. has established a separate Bank of America checking account for the purpose of depositing Gateway Village daily receipts and processing vendor payments. Cousins has provided an operating advance for use by E-Z Parking, Inc. to operate the Parking Facility. Quarterly, the cash flow is reviewed by both parties to determine whether the operating advance needs increasing in order to cover monthly expenses should receipts be consistently less than expenses.

6.01 General Ledger Chart of Accounts

E-Z Parking, Inc. utilizes the G/L Chart of Accounts established by Cousins throughout the reporting process. G/L Accounts may be added at any time during the fiscal year. However, G/L Accounts with balances may not be deleted until fiscal yearend.

6.02 Facility Petty Cash Fund

The facility manager has been issued a \$200 petty cash fund used for minor purchases which are not considered normal A/P processing, such as gasoline and other miscellaneous supplies, needed to operate the Facility.

- A. The facility manager is responsible for verifying and approving the receipts and cash on hand each month and must complete a petty cash reimbursement form at appropriate times each month to ensure availability of funds.
- B. The Main Office accounting staff will verify the accuracy of the Petty Cash Reimbursement form and forward to management for final review, verification of the validity of the Petty Cash disbursements, and approval of the A/P Voucher.



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Once approved, the A/P voucher is submitted to the Main Office accounting staff for processing. The Facility Petty Cash Fund is coded as an Asset on the G/L.

Article VII. Facility Cleaning and Maintenance

Maintenance personnel are scheduled on-site from 6am – 9:00pm, Monday-Friday to ensure facility cleanliness and proper equipment operation. Focus is on high-traffic areas such entrances, exits, elevator lobbies and drive isles. Debris is removed, trash receptacles emptied and access control equipment wiped down daily. Garage detailing is described below.

7.01 Cleaning Overview

Daily sweeping of the slabs, trash removal, grease and oil cleanup, and slab wash downs are the prime focus of facility cleaning routine. In order to maintain product warranties for the membrane, sealant, and expansion joints within the facility E-Z Parking strives to keep the garage in a clean, safe condition.

A. *Debris and trash*

- 1) Although not directly a cause of deterioration, trash and debris do detract from the appearance of the facility and leave users with a negative and sometimes less secure feeling within the facility.
- 2) If not removed, debris will eventually end up in floor drains and drain lines and cause slow or blocked drainage. Stones, glass, and miscellaneous debris trapped against the expansion joint gland may also puncture the gland during the repeated pounding of tire action and/or the continued expansion and contraction of the gland with seasonal structural movement.
- 3) The expansion joints are swept weekly and washed out quarterly.



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B. ***Sweeping***

Sweeping in the facility is schedule two times per week so that the each floor is swept one time per month.

C. ***Grease and oil spots***

- 1) In parking stalls, drive lanes and entry/exit locations are check and removed weekly. Larger spots are removed when found and a general cleanup of all spots is performed twice a year (April and October).
- 2) Failure to remove grease and oil spots will prevent penetration of protective deck sealers when they must be reapplied for continued protection against water and salt penetration.

7.02 Maintenance Overview

A. ***Doors and Hardware***

- 1) Maintenance schedules are designed to review all facility doors for signs of corrosion or water damage weekly.
- 2) All door hardware is reviewed weekly to assure proper operation.
- 3) When a malfunction door is identified it is corrected immediately to maintain the safety and security of the garage.
- 4) Lubrication of doors and related hardware is performed according to manufacturer's recommendations or at least semi-annually.

B. ***Lighting Systems***

Failure of lighting system components may result in poor illumination in areas of the facility.



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- 1) Daily inspection of lamps, ballasts, electrical conduit, light fixture attachments and distribution panels, help ensure adequate illumination within the facility.
- 2) Defective lamps are replaced when identified.
- 3) Electrical conduit and distribution panels are inspected to determine if they are functioning properly.
 - a) Water found leaking into the conduit or panel is to be documented and repaired.
 - b) Cleaning and repainting of metal items or replacement and repair to reduce leaking is performed as needed.
- 4) Lumen depreciation may occur due to dirt and dust accumulating both inside and outside of the light fixture. Semi-annual cleaning of light fixtures helps maintain effective and efficient illuminance.
- 5) A decal is placed on the inside of each fixture to record lamp replacement dates as well as periodic cleaning.

C. **Facility Elevators**

- 1) Inspection of elevator shaft and associated hardware is completed monthly.
- 2) Service of elevator shaft and cab are done according to equipment manufacturer's recommendations.
- 3) A maintenance agreement with the elevator manufacturer is in place for scheduled maintenance activities.



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D. ***HVAC***

- 1) HVAC systems in the security office and cashier booths are inspected monthly and air filters changed monthly.
- 2) Service manuals provided by the manufacturer kept on-site for reference on proper maintenance action.
- 3) Ventilation and exhaust fans are inspected monthly. Replacement belts and pulleys for fans are in stock.

E. ***Painting***

- 1) Items such as handrails, light poles, precast steel connections, parking equipment, hollow metal doors and doorframes, mechanical lines and bollards are inspected weekly noting any paint chipping and corrosion of the underlying metal.
- 2) Areas in need of service are handled as follows:
 - a) Rusting areas are properly prepared by removing all rust down to bare, near white metal.
 - b) These items are primed and repainted.
- 3) Facility curbs are inspected daily and repainted off-peak hours once per month.

F. ***Parking Control Equipment***

- 1) Parking control equipment consists of ticket issuing machines, cashier booths, mechanical gates, and revenue control equipment. These items should be inspected for cleanliness, damage, corrosion, and performance several times per day.



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- 2) Lubrication of all moving parts within the parking control equipment is performed monthly as a preventive maintenance activity to minimize down time of equipment.

G. **Plumbing Systems**

The parking structure plumbing system design consists of floor drains and drain risers.

- 1) Floor drains and downspout are inspected weekly to assure proper drainage and the rapid disposal of water.
 - a) Sediment is removed from the drain system when identified.
 - b) During the wash-down procedures temporary filters, such as burlap are installed over the drains to minimize debris and sediment collection in the drainage system.
- 2) All piping and fittings are checked for damage, leaks and corrosion on a weekly basis. Damaged components are immediately repaired or replaced when identified.

7.03 Snow and Ice Control

Snow removal is accomplished by the use of hand shovels and snow blowers and is scheduled when pedestrian and vehicular traffic is at a minimum.

Article VIII. Customer Services

8.01 Security Escorts

- A. Transient and monthly customers are offered escorts from the facility parking office to their vehicle upon request.
- B. Parkers can request escorts from the parking office between 7am –9pm, Monday-Friday.



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- C. Customers needing assistance outside of these hours are asked to proceed to any facility intercom station for further information and assistance
- D. E-Z Parking supervisor, manager or escort staff will obey all facility safety requirements while transporting individuals.

Safe, courteous transportation is the goal and all reports of excessive speed, illegal turns or reckless driving are recorded in the employee's personnel file and the employee counseled on the appropriate operation and execution of this service. Additional infractions result in driving restrictions for the employee at the discretion of the facility manager.

8.02 Vehicle Lock-Out Assistance

- A. A list of third-party firms is available to assist customers who require lockout assistance. Any prevailing fee offered for this service is the responsibility of the vehicle owner.
- B. Facility managers or supervisors coordinate any request for customer vehicle lockout service. Customers are asked to proceed to the parking office between the hours of 7:00 a.m. – 9:00 p.m., Monday through Friday to request this service.
- C. Customers needing assistance outside of these hours are asked to proceed to any facility intercom station for further information and assistance

8.03 Dead Battery Assistance

- A. Customers in need of vehicle jump starting can request service from the parking office between the hours of 7:00 a.m. – 9:00 p.m., Monday through Friday.
- B. Customers needing assistance outside of these hours are asked to proceed to any facility intercom station for further information and assistance.



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- C. Facility managers or supervisors are to contact any available staff member to proceed to the office and escort the customer on the facility courtesy cart to the vehicle in need of service with the onsite battery charger.

8.04 Vehicle Location Assistance

- A. Customers who are unable to locate their vehicle can request aid from the parking office between the hours of 7:00 a.m. – 9:00 p.m., Monday through Friday.
- B. Customers needing assistance outside of these hours are asked to proceed to any facility intercom station for further information and assistance.
- C. Facility managers or supervisors are to contact any available staff member to proceed to the office and escort the customer on the courtesy cart throughout the facility to locate their vehicle.

8.05 Flat Tire Assistance

- A. Customers with vehicle flat tires can request aid from the parking office between the hours of 7:00 a.m. – 9:00 p.m., Monday through Friday.
- B. Customers needing assistance outside of these hours are asked to proceed to any facility intercom station for further information and assistance.
- C. Facility managers or supervisors are to contact any available staff member to proceed to the office and escort the customer on the courtesy cart to the vehicle and inflate the disable tire with the on-site air compressor.

Article IX. Facility Emergency Procedures

The emergency procedures for the Gateway Village parking facility are designed to help E-Z Parking employees handle emergency situations. All employees are required to read and understand the



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procedures outlined in this section. In the event of an emergency it can serve as a quick reference for effective action.

9.01 Bomb Threats

- A. Bomb threats usually occur by telephone. Try to keep the caller on the telephone line as long as possible.
- B. The employee receiving the bomb threat call should remain calm and attempt to obtain as much information as possible from the caller by using the bomb threat checklist.
- C. Immediately report all bomb threats to the Charlotte-Mecklenburg Police Department (CMPD) at 911; giving your name, location, and telephone number. Inform the 911 dispatcher of the situation, including any information such as location of the bomb, the time it is set to detonate and the time you received the call.
- D. Inform your supervisor or the Facility Manager.
- E. If you see a suspicious object, package, etc., report it to CMPD and your supervisor or the Facility Manager but DO NOT touch it, tamper with it or try to move it in any way.

9.02 Crime in Progress

- A. Do not attempt to approach or interfere with the criminal except in the case of self-protection.
- B. If safe to do so, stop and take the time to get a good description of the criminal. Note the height, weight sex, race, approximate age, clothing, method and direction of travel.
- C. Immediately call the Charlotte-Mecklenburg Police Department at 911. Give your name, location and telephone number.



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9.03 Fire

- A. Upon discovering a fire, immediately sound the facility fire alarm and alert the facility manager or supervisor.
- B. If the fire is small, you may fight it with a fire extinguisher from a safe position.
- C. If the fire cannot be extinguished easily, call 911, giving your name, location and phone number.
- D. If the fire is very large, very smoky or spreading rapidly, evacuate the facility immediately. Inform all persons in the facility who may not have responded to the alarm to evacuate immediately.
- E. When you evacuate, do not stop for personal belongings or records. Leave immediately using the nearest exit stairways, not the elevators.

9.04 Hazardous Spills and Gas Leaks

Hazardous spills may be of a chemical, radioactive, or biological nature, If the identity of the chemical spill is unknown, treat it as toxic material and do not attempt to clean up the material.

- A. If deemed necessary, call 911, giving your name, location and telephone number.
- B. Notify the facility manager or supervisor immediately.
- C. Do not walk or stand in any spill area.



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Article X. Sample Reports

10.01 McGann Card Access System

- A. Count Totals Report Sample
- B. Entry/Exit Time Report Sample
- C. Last Activity Report Sample
- D. Card Status Report Sample
- E. Card Activity Report Sample
- F. Cardholder Report Sample
- G. Reader Performance Report Sample

10.02 Garage Accounting System (GAS)

- A. Aged Receivables Listing Report Sample
- B. Deleted Card Register Report Sample
- C. Payment History Report Sample
- D. Account Listing Report Sample
- E. Account Contract Listing Report Sample
- F. Auto License Report Sample

10.03 Monthly Management Reports

- A. Actual vs. Budget Sample
- B. Revenue Summary Sample
- C. Cash Receipts Sample
- D. General Ledger Sample