

PARKING STRATEGIC PLAN**Parking Garage Start-Up Plan**

Draft 04-2018

Appendix 39.

Garage Opening Team				
Task	Task Owner	Deadline	Status	
Identify garage opening team members				
Identify all stakeholders and their needs				
Determine team member roles and responsibilities				
Gather and assemble contact information for all team members				
Establish team meeting schedule and progress reporting process				
Conduct kick off meeting				
Establish plan timelines				
Identify potential issues and plans to avoid/resolve them				
Legal				
Task	Task Owner	Deadline	Status	
Draft parking contract and related agreements				
Contract signatures				
Operations				
Task	Task Owner	Deadline	Status	
Gather new facility information and complete internal paperwork needed by other departments				
Establish an organizational chart for the garage management team				
Present draft management plan to County for approval				
Develop hourly, monthly and special event parking rates and validation program details				
Document location inventory using the Location Inventory Template				
Order change fund internally, if needed				
Order signage, if needed				
Order uniforms				
Order tickets, if needed				
Order validation stickers, if needed				
Order monthly devices, if needed				
Order office and cleaning supplies, if needed				
Establish outside vendor relationships, as needed (security, armored car, maintenance, equipment, etc.)				
Order business cards				
Obtain forms				
Request utility record changes, if needed				
Establish initial location staffing schedule				
Set up amenity programs planned for the location				
Complete an initial rate survey of the area				
Create initial location marketing plan				
Establish initial meeting schedule with client contact				
Evaluate location revenue controls and policies and procedures				
Develop an action plan to address deficiencies related to previous row evaluation				
Payroll				
Task	Task Owner	Deadline	Status	
Determine how start dates and vacation accruals will be handled for employees transitioning from previous operator				
Determine employee pay schedules				
Identify location payroll contact				
Provide this person payroll training if new to company or role				
Apply for payroll account #'s, if applicable				
Apply for Workers Comp Insurance, if applicable				
Apply for reduced Unemployment Insurance rate, if applicable				
Obtain new hire payroll paperwork from all employees				
Set location up in the payroll system				
Set employees up in the payroll system				
Create employee files				
Set up vacation accruals and start dates for employees transitioning from previous operator, as applicable				
Identify first pay date				
Identify check distribution procedure, point of contact and destination				
Coordinate set up of GL codes with Accounting, as applicable				

Human Resources				
	Task	Task Owner	Deadline	Status
Determine whether a union is in place at the location or in this area of the company				
Review current CBA, where applicable and prepare for terms within agreement				
Develop location organizational chart, as needed				
Determine recruiting needs - positions, quantity, timeline				
Create a recruitment strategy				
Execute recruitment strategy				
Prepare new employee offer letters				
Prepare new hire paperwork packets for all new employees				
Provide employee handbook copies				
Prepare and provide benefit packages for new employees				
Organize employee information collection events with new employees				
Conduct employee information collection events with new employees				
Identify any transitioning employee issues - workers compensation, short term disability, long term disability, grievances and				
Training				
	Task	Task Owner	Deadline	Status
Determine training needs at location				
Customize new hire orientation and training materials, as needed				
Organize new hire orientation and training sessions for new employees				
Conduct new hire orientation and training sessions				
Communications				
	Task	Task Owner	Deadline	Status
Establish internal communications plan (message to existing employees)				
Carry out internal communications plan				
Establish external communications plan (message to existing clients, press release)				
Obtain client approval for external plan				
Carry out external communications plan				
Accounting				
	Task	Task Owner	Deadline	Status
Set up location in accounting systems				
Open bank account or assign location to existing bank account				
Open merchant account for credit card processing and obtain POS equipment, if needed				
Develop client reporting package for monthly statements				
Identify client reporting deadlines and requirements				
Determine letter of credit and/or surety bond requirements				
Monthly Parking				
	Task	Task Owner	Deadline	Status
Set location up in billing system				
Obtain customer information and set up in billing system				
Determine if accounts receivable balances will be added to billing and update customer records accordingly.				
Set up un-issued device inventories in the billing system				
Complete initial month of monthly invoice billing				
Audit				
	Task	Task Owner	Deadline	Status
Establish initial location audit schedule				
Set up mystery shopper program, if applicable				
IT				
	Task	Task Owner	Deadline	Status
Determine what IT services are needed at location				
Order hardware and software, if needed				
Set up new employee user profiles				