

From The Desk of the President



Dear Texas Parking Colleagues:

I recently had the opportunity to attend the Texas Parking Association Roundtable session on Customer Service, held at the George R. Brown Convention Center in Houston, Texas, on July 24. This session was very well attended with over 60 parking professionals participating. In attendance were representatives from municipalities, airports, medical facilities, educational institutions, private operators, law firms and engineering consulting firms. It was truly a diverse gathering of people and professionals spanning the parking industry. For those of us attending the Roundtable in hopes of taking away new thoughts or concepts associated with serving the public, we were not disappointed. There was something to be learned by everyone and the presenter's did an excellent job in making the session informative and entertaining. I would like to thank Maria Irshad, Peter Lang, Rod Weiss, Dean Ahmad and Charles Munn for volunteering to present their material and share with us the many challenges and successes they have experienced.

The next Roundtable session is scheduled for November in Corpus Christi, Texas. Please visit the TPA website, www.texasparking.org, for additional information. If you have a parking industry topic you would like to see discussed at a future Roundtable or would like to learn how you could assist in bringing a Roundtable to your city, please contact the TPA at 1-800-880-0066 or by e-mailing the TPA at info@texasparking.org.

The 2009 Texas Parking Association Conference and Trade Show are scheduled for March 30th thru April 2nd at the AT&T Executive Education and Conference Center in Austin, Texas. The Host Committee, chaired by Bob Harkins, has been working hard planning the conference, breakout sessions and entertainment. Our thanks to Bob and his team for their effort to plan what most certainly will be a great conference. Please mark the date on your calendar and plan to attend.

Regards,
Jerry Dinse, President
Texas Parking Association

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Parking Enforcer – Houston’s Hometown Hero?

By Melonie Curry, MBA

If you took a poll of who people would describe as a hero, few would consider a Parking Enforcement Officer.

Parking Enforcement Volunteer, **Francisco Morales**, has been selected as **Halliburton’s Hometown Hero**! His outstanding efforts to prevent the abuse of accessible parking have been recognized by the NFL’s Houston Texans, Volunteer Houston and Halliburton.

Across Texas, many municipalities empower volunteers to help with the enforcement of accessible parking regulations. Volunteers attend a four-hour training that educates them on accessible parking regulations, procedures for issuing citations and personal safety. In 2008, Houston volunteers have accounted for 46% of the citations issued to vehicles illegally parked in accessible parking spaces.

Halliburton’s Hometown Hero program recognizes dedicated people who have or are continuing to impact many lives in a positive way. Angela Broussard of Volunteer Houston says “Volunteer Houston’s vision is that all people make volunteering central in their lives and work. It is a natural fit for us to join Halliburton and the Houston Texans in their effort to recognize local volunteers who are “doing good” and helping others in the greater Houston community.”

For his service, Francisco was presented a gift bag of goodies from the Texan mascot, Toro that included six tickets to their next game. Representatives from Halliburton also presented him with a backpack full of goodies. During the Texans’ home game on August 9, Francisco and his guests will be featured in a special video tribute on the jumbotron.

Many may not consider Parking Enforcement Officers Heroes but in Houston our volunteers are front-line heroes in preventing the abuse of accessible parking spaces.

Melonie Curry is a member of the City of Houston’s Parking Management Division customer service team and is the Liaison for the Public Parking Commission - the first of its kind in Texas. Email: melonie.curry@cityofhouston.net



Pictured (left to right): Roland De La Cerda – Parking Management Division Trainer, Liliana Rambo – Director, Parking Management Division, Francisco Morales – Parking Enforcement Volunteer, Toro Christi Gell – Halliburton, Jayna Murray – Halliburton, Sonya Bailey – Allied Barton Security Derrick Williams (back row) – Parking Enforcement Supervisor

TEXAS SUCCESS STORY

Industry Outreach DFW International Airport

By Gloria Rios

DFW Airport created and launched the world's first on-airport Industry Outreach program as a new, visionary, and cutting edge initiative in the airport industry in March, 2007. This role's emphasis is on the potential to build relationships and alliances to increase brand awareness, occupancy and revenue for DFW Airport Parking Business Unit.

In part, Industry Outreach's role is to collaborate with key market players internally and externally to support the development of a strong industry parking services and products that customer's value. Industry Outreach is a concept by which DFW Airport has formed alliances with travel professionals to increase occupancy and revenue for the DFW Airport Parking Business Unit. The Industry Outreach Manager ensures strong partnerships with various businesses and travel agencies throughout the Dallas/Fort Worth area in regards to parking accommodations at the Airport for business and leisure travel. To name a few efforts, we have begun relationship building and initiatives with Corporations in the DFW area, cruise lines, travel service providers, and have participated in travel shows with Fun Jet Vacations and Apple Vacations. This role also supports familiarization with the basics of DFW Airport's Environmental Management System & Environmental Policy and implementation of Best Management & Good Housekeeping Practices.

Overall, Industry Outreach will target and dominate the core of highly demanding customers whose needs and wants anticipate the rest of the market. As business is developed, our goal is to help shape the industry structure rather than compete within the existing industry structure. Industry Outreach will also contribute necessary market intelligence and materials for submission throughout the year. Overall, the plan for this initiative supports the efforts to shape the industry and to place DFW International Airport and Parking as the preferred choice of airport and parking services for all customers. Revenue generated from the Industry Outreach program was reported at \$13 million dollars over the past two years.

The Parking World and Emergency Preparedness

By Dr. Bob Harkins

Since the unfortunate events of 9/11, there has been significant emphasis on emergency preparedness across the nation. However, emergency preparedness is not a subject that we in the parking industry have willingly addressed. You know the old adage, "That is someone else's job". The truth is that emergencies do affect our parking operations. Until recently, the parking industry did not incorporate emergency preparedness aspects into their strategic planning. Parking organizations develop strategic plans that focus on the critical tasks that they must accomplish to be successful. Many organizations are now analyzing their strategic plans and performing a risk analysis to determine:

The probably of occurrence of a significant emergency event

The impact on health and safety

The impact on property

The impact on the environment

Continued

There are several ways to chart this out, either by judging the impact as Low, Medium, or High or by creating a quadrant to judge the significance (Low /Medium /or High). What we need to plan for are events that have a high probability of occurrence and a high impact on health and safety, as well as, the impact on property and the environment.

Every organization must be able to think through the question of what is important to the organization's success and how does the organization ensure that it can accomplish its goals and objectives even during emergencies. For example, below are 9 emergency categories that can impact your organization:

Fire Emergencies / Explosions

Medical Emergencies

Hazardous Material Spill or Release

Transportation Accidents (Cars, Buses, Planes, Pedestrians)

Evacuation of Facility / Shelter in Place

Weather Emergencies (Flooding, Ice / Snow Storm, Tornado/
Hurricane, Earthquake)

Building Systems Failure (Telephone, IT, Utility Failure, or
Structural Failure)

Threat of Violence (Bomb Threat, Vandalism, Hostage Situation)

Terrorism (National Level Terrorism / Local Level Terrorism)

Interpersonal Emergencies (Sexual Assault, Stalking, Robbery)

How will your organization handle the emergencies listed above or similar events? All organizations must take some time to develop plans to ensure that their organization can handle these events. Parking and transportation organizations can play a significant role in the response to emergencies, including the movement of victims of the incident. Plan now and rehearse often to ensure success.

On a day to day practical basis, I believe that our attendants and front line employees can be a great asset in preventing future emergency events. Every time we reflect to the tragic events of 9/11, Oklahoma City, or Virginia Tech (4/16), the question of "How could this have been prevented?" is always asked. There is no simple or easy answer, but within parking and transportation organizations we need to remember that our employees are often the first to meet and greet our guests. In many ways, our employees are our eyes and ears. As we do our training with these employees, we should stress to them to be watchful and report:

1. **Vehicles without valid license plates**
2. **Vehicles that are over loaded**
3. **Vehicles that are abandoned**
4. **Suspicious persons**
5. **Unusual requests**

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Lastly, for many, the most probable emergency that we face is a weather emergency. Whether it is a thunder and lightning storm, an ice and snow storm, a tornado, a hurricane, or flooding we must be prepared. For example, a parking facility should:

- 1. Open garages, relocate organizational vehicles to these garages**
- 2. Encourage those that must leave their vehicles in the threaten area to park in a garage, instead of on streets and open lots**
- 3. Clean all lots of loose debris**
- 4. Remove pay-on-foot-machines to a safe, dry area**
- 5. Prohibit parking near creeks and rivers**
- 6. Raise and lock all elevators to upper floors**
- 7. Check and clean all drains**
- 8. Top off all organizational vehicles**
- 9. Lock and secure all facilities**

Emergency preparedness is not just a job for local, state and national officials. All organization leaders must mitigate or remove obstacles, prepare for emergencies, respond rapidly and recover fully.

Houston Roundtable and Networking TPA Member Customer Service Comments

By Bobby Stone

The Texas Parking Association (TPA) held a very informative round table on customer service in Houston on July 24, 2008. If you were not there, then you missed the opportunity to hear several leaders within our industry discuss customer service and how it relates back to the parking industry. The sessions were all informative and certainly reminded me the value that TPA offers back to members. One of the comments that struck home was made by Rod Weis, Director of Parking and Transportation at Texas A&M University. For a comment from an Aggie to strike home with a Longhorn must mean that the comment really had value!

His point was that as an industry if we really want to provide the best possible customer service, then we need to ensure that we accurately shape the expectations of our customers. This requires more than knowing their expectations; it means we have to actively work to help form those expectations. As a group we need to make sure the expectations that our customers have fit each of our individual business models. Customer's expectations must become a product of what the impression the customer brings through the door, combined with the reality of the situation as communicated by our staffs. If I don't have a space for everyone, then I need to make sure that my customer understands that. Regardless of what their expectation was when they walked through the door, by the time they leave we need to have shaped their expectation to meet the reality of the situation. As an industry it therefore becomes important that we realistically shape the expectations of each of our customer base to fall within the parameters of what we are able to provide.

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Dr. Efraim Turban, a leading scholar on electronic commerce, describes customer service as “a series of activities designed to enhance the level of customer satisfaction—that is, the feeling that a product or service has met the customer expectation.”

In the parking industry, meeting those expectations is a product of shaping the expectations of your customer base. Limitations based on funding, competition, legal issues, and rules and regulations associated back to various institutions and entities, may alter your ability to offer the “gold standard level” of service. However, if whatever level of service you can provide is effectively communicated then you can provide the best possible service for your customers through creating an accurate expectation. As Charlie Munn CAPP, CPFM, explained in his TPA customer service roundtable session, the parking industry often serves a captive audience and the level of service needs to be “good enough” in his words-- “meeting all their basic service needs as quickly and conveniently as possible, engaging them with your precision, transparency, and efficiency.” For public organizations this often becomes the norm based on limited funds, institutional rules, or the political reality of any given situation. We simply often don’t have the means to throw money at a customer service issue and as such must meet the needs of our customers through other means.

Those needs must be define, and that definition needs to be shaped by the reality of what your organization can provide. One of the most important facets of customer satisfaction is shaping the customer expectations so that they match back to what can actually be delivered. Numerous studies have repeatedly shown that customers look for certain things when determining if their needs are met. Are they taken seriously? Is the service efficient, knowledgeable, and friendly? Are they as customer kept informed with explanations on their terms—not in “park speak”? Are they listened to and do they perceive that they are being dealt with honestly, professionally, with empathy and respect? These communication based actions create opportunity for us to define our products/services and then help guide the customer to the product or service that best matches their needs. They provide the tool to alter, or otherwise form, the expectations of our customer base.

This becomes the foundation for shaping and meeting customer expectations, which in turn pushes your organization towards high customer satisfaction. If the space isn’t guaranteed, but rather a “hunting license,” then this needs to be clear to customer. Are various options clear so each customer understands the product offered and the pricing scale? Each organization will be different because each situation is unique, and as such, the approach needs to be tailored to ensure that your customers have expectations that your organization can meet. The bottom line remains that what you have to offer is what you have to offer, no more no less. The key becomes making sure this is communicated effectively to the customer because it is what shapes their expectations. Efficient, friendly, knowledgeable, honest communication becomes the basis for customer expectation.

Where possible, offering a wide range of options further enhances the opportunity for you to shape and meet your customer’s expectations. Most, if not all, customers come with preconceived expectations and these can often be difficult to overcome. A wide range of product/service choices helps make this task easier. However, honesty remains paramount when establishing or altering customer expectations. In the long run a sugar-coated description serves no one if all you really have to offer is harsh reality. In today’s terminology it is what it is, and that’s what the customer needs to understand.

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At the University of Texas at Austin, there are approximately 15,000 parking spaces, and on any given day we may have 75,000 faculty, staff, students, and visitors on campus. It is imperative that we manage expectations—just so we can survive! Obviously, we can't guarantee everyone a place to park, but we can build a system that offers a wide variety of options, some of which indeed guarantee the space. In regards to arriving and parking on campus, the range of services we offer covers no charge to the customer shuttle and/or city bus service for faculty and staff, to surface or garage parking that in essence guarantees the space. The services vary in price from the no-charge rate up to nearly \$800, and many places in between. Each type of option available balance convenience against cost but provides the customer with clear choices that in turn help determine their expectations. The key to our success is tied directly to how well we shape the expectation of our customers as it relates back to the product they buy.

This formula will work for any organization. Define your products or services, develop choices when possible, and then use solid open communication to establish realistic expectation for what your customer is purchasing. If this approach is taken, then you will be well on the way to making sure that the foundations for good customer service are established. This does not cover all the bases, but it points you in the right direction. By creating, building, and altering customer expectations, your organization can be sure that your customers will receive a product or service that they understand. This is an important building block for customer satisfaction.

Finally, remember that TPA offers great opportunities to network with parking professionals across Texas. Through the roundtable series, valuable information relating back to our day-to-day activities is available so that you can learn and share about many facets of parking. I highly encourage you to participate in TPA.

Customer Service Roundtable and Networking Session

By Melonie Curry, MBA

Well done is better than well said.
BENJAMIN FRANKLIN

There are no traffic jams along the extra mile.
ROGER STAUBACH

*Quality in a service or product is not what you put into it.
It is what the client or customer gets out of it.*
PETER DRUCKER

*Do what you do so well that they will
want to see it again and bring their friends.*
WALT DISNEY



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The above customer service quotes* inspire and challenge. Yet, developing solutions that translate ideas to operations that meet the needs of our customers and promote the efficiency and growth of an organization can be difficult.

On July 24, The Texas Parking Association held their second Roundtable in Houston at the George R. Brown Convention Center. Over 60 parking professionals from Texas and Oklahoma assembled to participate in the Customer Service Roundtable and Networking Session. Speakers included Maria Irshad with the City of Houston, Dean Ahmad, D/FW International Airport, Rod Weiss and Peter Lange with Texas A & M University and Charles Munn of Scotchtown Associates.

Irshad began the workshop with a presentation that prepared municipalities and government organizations to *Listen Up!* The presentation emphasized the importance of active listening, empathy, and follow-up in the implementation of practical customer solutions.

For the next presentation, Weiss and Lange shared their online parking permit program with participants. *The Human Side of Technology* accented the benefit of online services and their ability to free staff from data entry and repetitive tasks and free them to provide actual customer service.

The assumption is often made that customer service is only a necessary expense. Ahmad shared how D/FW International Airport's initiatives to provide service beyond their customer expectations has increased revenue and led to their selection as the "Best Airport in the Americas" for customer service in a survey of passengers by Airports Council International (ACI) for two consecutive years.

In *GOOD ENOUGH: Customer Service for Captive Audiences*, Munn shared an important observation for the parking industry. Most industries provide customer service to gain a competitive advantage. In parking, our customer service is not focused on the competition but informing our customers the availability of a limited resource that they need. In addition, he emphasized the importance of "Satisfying" customers and developing meaningful metrics to measure satisfaction.

All presentations are available on the TPA website. Special thanks to Liliana Rambo, her staff and the speakers for a successful Roundtable and Networking event.

The next TPA Roundtable will be held in Corpus Christi on November 6. Continue to check the website for details.

Source - www.customerservicepoints.com

*Melonie Curry is a member of the City of Houston's Parking Management Division customer service team and is the Liaison for the Public Parking Commission - the first of its kind in Texas.
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ADA Update News from Texas Governor's Committee on People with Disabilities

On Friday, May 30, 2008, Attorney General Michael B. Mukasey signed proposed regulations to revise the Department's ADA regulations, including its ADA Standards for Accessible Design. On Tuesday, June 17, 2008, the proposed regulations were published in the Federal Register. The proposed regulations consist of a notice of proposed rulemaking to amend the ADA regulation for State and local governments, a notice of proposed rulemaking to amend the ADA regulation for public accommodations and commercial facilities, a Regulatory Impact Analysis, and two supporting appendices. <http://www.ada.gov/NPRM2008/ADAnprm08.htm>

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208 and 502 Parking Spaces

General.

Where parking spaces are provided, the proposed standards at sections 4.1.2 (5)(a) and (7) and 7(a), and the proposed changes at section 208.1 and Exception require a specified number of the parking spaces to be accessible. **The proposed changes add a new exception that exempts parking spaces used exclusively for buses, trucks, delivery vehicles, law enforcement vehicles, or for purposes of vehicular impound from the scoping requirement for parking spaces. If a lot containing parking spaces for these vehicles is used by the public, the lot is required to have an accessible passenger loading zone.**

The proposed standards require accessible parking spaces to be identified by signs that display the International Symbol of Accessibility. At section 216.5 and Exceptions 1 and 2 **new changes will add two new exceptions that exempt accessible parking spaces from the signage requirement. The first exception exempts sites that have four or fewer parking spaces from the signage requirement. The second exception exempts residential facilities where parking spaces are assigned to specific dwelling units from the signage requirement.**

Commenter's stated that the first exception, by allowing a parking lot with four or fewer spaces not to post a sign at its one accessible space, is problematic because it could allow all drivers to park in accessible parking spaces. The Department believes that this exception provides necessary relief for small business entities that may otherwise face the prospect of having between twenty-five percent (25%) and one hundred percent (100%) of their limited parking area unavailable to (25%) and one hundred percent (100%) of their limited parking area unavailable to their customers because it is reserved for the exclusive use of persons with accessible tags or parking placards. The proposed standards still require these businesses to ensure that at least one of their available spaces is designed to be accessible.

A commenter stated that accessible parking spaces must be clearly marked. **The Department notes that section 502.6, Identification, provides that parking spaces must be identified by signs that include the International Symbol of Accessibility. Additional signs are required to identify van accessible spaces. Also, section 502.3.3, Marking, requires that access aisles are to be marked so as to discourage parking in them.**

Access Aisle.

The advisory note accompanying section 502.3 provides that it is preferable that the accessible route connecting parking spaces to accessible entrances not pass behind parked vehicles.

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Commenter's questioned why this advisory note would permit the placement of individuals with disabilities in the path of moving vehicles. The Department believes that the proposed standards appropriately recognize that not all parking facilities provide separate pedestrian routes. Section 502.3 provides the flexibility necessary to permit designers and others to determine the most appropriate location of the access route in connection to the accessible entrances. If all pedestrians using the parking facility are expected to share the vehicular lanes, then the ADA permits covered entities to use the vehicular lanes as part of the accessible route. The advisory note, however, calls attention to the fact that this practice, while permitted, is not ideal.

Accessible parking spaces must be located on the shortest accessible route of travel to the facility's entrance. Accessible parking spaces and the required accessible route should be located where individuals with disabilities do not have to cross vehicular lanes or pass behind parked vehicles to have access to the entrance. If it is necessary to cross a vehicular lane because, for example, local fire engine access requirements prohibit parking immediately adjacent to a building, then a marked crossing should be used as part of the accessible route to the entrance.

Van Accessible Parking Spaces.

The 1991 standards at sections 4.1.2 (5)(b), 4.6.3; 4.6.4; and 4.6.5 require one in every eight accessible parking spaces to be van accessible. **Proposed changes will require one in every six accessible parking spaces to be van accessible.**

A commenter asked whether automobiles other than vans may use van accessible parking spaces. **The ADA regulations do not prohibit automobiles other than vans from using van accessible parking spaces. The Department does not distinguish between automobiles that are actual "vans" versus other vehicles such as trucks, station wagons, SUVs, or other automobiles because many vehicles other than vans may be used by individuals with disabilities to transport mobility devices.**

Commenter's' opinions were divided on this proposal. Facility operators and others asked for a reduction in the number of required accessible parking spaces, especially the number of van accessible parking spaces because they claimed these spaces often are not used. Individuals with disabilities, however, requested an increase in the scoping requirements for these parking spaces.

The Department is aware that a strong difference of opinion exists between those who use such spaces and those who must provide or maintain them. Therefore, the Department is not proposing to increase the total number of accessible spaces. **The only change that is being proposed is to increase the proportion of spaces that must be accessible to vans and other vehicles equipped to transport mobility devices.**

Direct Access Entrances from Parking Structures.

Where levels in a parking garage have direct connections for pedestrians to another facility, the 1991 Standards, 4.1.3(8)(b)(i), require at least one of the direct connections to be accessible. **The proposed changes at section 206.4.2 require all of the direct connections**

Passenger Loading Zones.

Where passenger loading zones are provided, the 1991 Standards, at sections 4.1.2(5) and 4.6.6, require at least one passenger loading zone to be accessible. **The proposed changes at sections 209.2.1, 503.2, 503.3, 503.3.1, 503.3.2, 503.3.3, and 503.4 Exception, will require facilities such as airport passenger terminals that have long, continuous passenger loading zones to provide one accessible passenger loading zone in every continuous 100 linear feet of loading zone space.** The 1991 Standards and the proposed standards include technical requirements for the vehicle pull-up space (96 inches wide minimum and 20 feet long minimum). Accessible passenger loading zones must have an access aisle that is 60 inches wide minimum and extends the full length of the vehicle pull-up space. The 1991 Standards provide that the access aisle may be on the same level as the vehicle pull-up space, or on the sidewalk with a curb ramp. **The proposed changes will require the access aisle to be on the same level as the vehicle pull-up space and to be marked so as to discourage parking in the access aisle.**

Commenter's expressed concern that certain covered entities, particularly airports, cannot accommodate the proposed requirements to provide passenger loading zones, and urged a revision that would require one passenger loading zone located in reasonable proximity to each building entrance served by the curb.

Commenter's raised a variety of issues about the requirements at section 503 stating that the requirements for an access aisle, width, length, and marking of passenger loading zones are not clear and do not fully meet the needs of individuals with disabilities, and stated that these requirements may run afoul of state or local requirements, or may not be needed because many passenger loading zones are typically staffed by doormen or valet parkers. The wide range of opinions expressed in these comments indicates that this provision is controversial. However, none of these comments provides sufficient data to enable the Department to determine that the requirement is not appropriate.

Valet Parking and Mechanical Access Parking Garages.

The 1991 Standards, sections 4.1.2(5)(a) and (e), and the proposed changes, sections 208.2, 209.4, and 209.5 require parking facilities that provide valet parking services to have an accessible passenger loading zone. **The proposed standards will extend this requirement to mechanical access parking garages.** The 1991 Standards contain an exception that exempts valet parking facilities from providing accessible parking spaces. **The proposed standards also will eliminate this exception. The reason for not retaining the provision is that valet parking is a service, not a facility type.**

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Promotions, Accommodations, & Certifications

Austin, TX, July 7, 2008 ParkingPlanners is pleased to announce the promotions of Matt Strickland and Troy Jamail to Senior Vice President and the addition of Mark Senitz to Vice President. Mr. Strickland was promoted to Senior Vice President over South Texas/Houston region and Eastern U.S. projects as well as international. His responsibilities have grown to include supervising Project Managers, Project Designers and other technical staff.

Troy Jamail, after 13 years as a highly accomplished Project Manager in architecture and construction management, has been promoted to Senior Vice President of ParkingPlanners Central U.S. and Texas division. Mr. Jamail has direct project responsibility for design, construction documentation and construction phase services for architectural record projects. He is responsible for directing and scheduling our company's production staff, as well as coordinating the work of outside consultants and other disciplines involved with the project.

ParkingPlanners is excited about their new North Texas office and the addition of Mark Senitz as its regional Vice President. He comes to ParkingPlanners with over 12 years of experience in architectural design, master planning, construction management as well as 7 years of property management. Mr. Senitz has North Texas and Western U.S. responsibilities for consulting services, master planning, design development, and construction documentation and construction phase services.

Gwen Bolden Moves to UTSA as the Assistant Director

The University of Texas at San Antonio is pleased to announce that Gwen Bolden has accepted the position of Assistant Director of Parking & Transportation Services. Gwen Bolden previously held the position of Manager of Parking & Transportation Services at the University of North Carolina, Wilmington. Gwen has over 15 years experience in the parking profession spanning from Universities to the private sector. Her proven experience, employee training and team development, and project management skills will be a positive asset for the department. Gwen will begin her employment with UTSA on July 1, 2008.

Please join us in congratulating Gwen on her new position!

CAPP Program

Currently TPA has 5 CAPP delegates working toward their certification. They are Eve Grubb, VP, Texas Medical Center, Houston, Texas. Maria Irshad, Administration & Customer Service Manager, and Paul Dugas, Administrative Manager, both with the City of Houston. Barry Lohr, Director of Parking Services for Sundance Square Management L.P. in Fort Worth and Christy Thoelke, Assistant General Manager for Ampco System Parking, DFW Terminal Link. We wish them well in attaining their goal.

Congratulations to our TPA members, Diane C. Confer, CPA, CAPP Manager, Parking & Transportation Services, M.D. Anderson Cancer Center and Mary B. Mabry, CAPP Parking Services Manager, University of Texas Arlington for completion of their certification during the IPI Conference graduation on June 4, 2008.

Words from Newsletter TPA Co-Chairs

As co-chairs for the Newsletter, we would like to thank each Texas Parking Association member who helped create this publication by contributing articles and information of interest for this distribution. It is exciting to see all our members come together as team players, share their parking industry enthusiasm about networking, utilizing resources and their appreciation of those they serve. This year alone, the TPA has presented 2 extremely successful Roundtables and we can't thank Liliana Rambo and her staff from the City of Houston enough for all their hard work and planning. These Networking events have become quite popular, not to mention beneficial for all of us in the Texas parking industry. This publication covers several aspects of these Roundtables, the customer service aspects and needs, various operations, some of the current ADA proposals of change, a Texas success project, as well as Emergency Preparedness which seems to be a constant developmental assessment for all of us.

We hope you enjoy all that has been shared by each member and that you will be encouraged to participate by forwarding suggestions, comments or subjects you would like to cover or write for in our future publications. We need each of you to help assist us by letting us know what would be of interest to you and your organization. We also invite you to join TPA if not a current member because there are so many things that we can provide you such as resources. We understand that in the parking industry there is so much that we are faced with daily. Just some of the day to day tasks like staying on top of current projects, customer service needs, and keeping staff trained are hard enough. Many times the expectations of trying to stay on the cutting edge of technology, working through surveys of similar environments and operational changes can seem unattainable. TPA is here to help assist you by being a unique support association you can utilize at any time. There are always members to answer any questions you may have, networking for all your front line staff, managers and supervisors, as well as local vendors that have product lines that may be just what you are looking for. So make your plans for the next networking event in November and/or plan to attend our 2009 conference in Austin. We look forward to seeing you all there. Please refer to our website at <http://www.texasparking.org/> for more information. We want to know about you and what has been keeping you busy, so email us your information in order for us to brag about what's new and improved in our great state of Texas.

Please forward all articles, information, accommodations, promotions etc... to following email addresses.

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We're on the Web!

See us at:

WWW.
TEXASPARKING.ORG

Membership Has Its Privileges

The Texas Parking Association offers three different levels of membership. They include:

Regular.....\$125 [Voting privileges] (Representatives of municipalities or other government bodies or parking authorities, transportation authorities, boards, bureaus, commissions or departments, also including universities, colleges, airports, hospitals, stadiums and auditoriums, or other institutions having similar responsibility for the establishment, operation, maintenance, control or direction of public parking..)

Affiliate.....\$150 [Voting privileges] (Representatives of corporations or consultants, private developers or individuals engaged in supplying goods or services to the parking industry or interested in or involved with the operation and development of institutional or municipal parking, whether for profit or otherwise and who support the objectives of the Texas Parking Association.)

Associate.....\$75 [No voting privileges] (Representatives of the Regular and Affiliate members or any other individual, corporation or Association that the Board may elect.)

A download of the application can be found at www.texasparking.org.

TPA Board

The foundation of the TPA is that it is a volunteer based organization designed to enhance the parking industry within the State of Texas. Listed below is the current 2008 Board:

President - Jerry Dinse – Parking Program Mgr - Austin-Bergstrom International Airport

Vice President - Brad Conner – Associated Time & Parking

Secretary - Eve Grubb - Texas Medical Center

Treasurer - Larry DeLuca - Ampco System Parking

Bob Harkins – Parking and Transportation Services - University of Texas at Austin

Liliana Rambo – City of Houston Parking Mgt

Chris Archer - Associated Time and Parking Controls

Rod Weis – Transportation Services - TAMU

Scott Kangas - University of North Texas

Mary Mabry – The University of Texas at Arlington

Dean Ahmad – DFW International Airport

Coming Next Issue:

2009 Annual TPA

Conference