

# Header Tab

1. What are the main pain points for the client?
  - a. What is driving the decision to consider a change in parking operations/operators? (High Priority)
  - b. What challenges are you facing today? Revenue, service, communication, support, maintenance, safety/security, etc?
  - c. Does your current parking operator hold regular training with the parking staff? If so, how is this communicated with your team? (High Priority)
  - d. Does your current parking operator's leader attend your internal leadership meetings? (High Priority)
  - e. What internal brand standard do they use? And what is their current score? (Hilton/Marriott) (Medium Priority)
  - f. What feedback have you received from guests about the parking experience? (Medium Priority)
  - g. Are there accessibility concerns for guests with special needs? (Medium Priority)
  - h. What are your current Trip Advisor scores for the property? (Medium Priority)
  - i. What is the current GSS trend with regard to the parking operation? (Medium Priority)
  - j. How are intercom calls currently handled?
  - k. Is the current operator sending out rhythmic communications weekly?
  - l. How is cleanliness being maintained?
  - m. Are there any features or services competitors offer that you'd like to explore? (Medium Priority)
  - n. What are some of the differentiators you are looking for from your parking operator? (Medium Priority)
  - o. Are there any other departments or parts of your operation that you want us to discuss? (Medium Priority)

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2. Does this align with Propark's market strategy/presence? If not, obtain approval from the leadership team. (High Priority)
3. How many associates/leaders/sites/assets do we have in this market? (High Priority)
4. Do you have current valet associates you are interested in keeping on with the transition? (High Priority)
5. What is the current capacity of the parking facility, and how often is it fully utilized? (High Priority)
6. Can you provide a diagram of all parking operations on and off campus? (High Priority)
7. Can you provide vehicle (entrance/exit) activity reports or site occupancy reports by day and hour? (High Priority)
8. What measures are in place to assist patients and visitors who require help with navigation or mobility from the parking area to the medical facilities? (High Priority)
9. What security measures are implemented to ensure the safety of vehicles and individuals in the parking area (e.g., surveillance cameras, security personnel)? (High Priority)
10. Is Hospital employee badging (C-Cure, Siemens, etc) in any way tied to parking lot/garage access? (High Priority)
11. Does the campus sit on city streets, or private property? (High Priority)
12. Is there a need for any new parking and revenue control systems? (High Priority) How do you handle emergencies or security incidents in the parking facility? (Medium Priority)
13. Who is responsible for the Garage/Lot cleanliness? (Medium Priority)
14. Are any technologies used to streamline parking management, such as automated ticketing, payment systems, or space availability sensors? (Medium Priority)
  - a. How is data from these systems used to improve operational efficiency?

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15. How do you manage overflow parking during peak hours or busy days? (Medium Priority)
16. Is there dedicated (exclusive) patient/visitor & employee parking? (Medium Priority)
17. What is the process for assigning staff complimentary or subsidized parking? (Medium Priority)
18. Is Valet currently offered and/or will Valet be requested? (Medium Priority)
  - a. If yes, are there restrictions on who can use Valet? (patients only, ADA only, etc.)
  - b. Are there plans to charge a service fee for Valet?
19. How is traffic flow managed to minimize congestion and ensure easy entry and exit from the parking facility? (Medium Priority)
20. Is signage clearly visible and informative to guide drivers to available spots or specific areas? (Medium Priority)
21. What key performance indicators (KPIs) are you use to seeing? (Medium Priority)
22. Do you conduct regular surveys or feedback sessions to gauge patient and visitor satisfaction with parking services? (Low Priority)
23. When do we expect to start at the location?
24. What is the current out clause and is there any equipment that the current provider will be taking with them? (High Priority)
25. What is the address for the location?
26. What is the parking tax for the city?
27. What type of deal structure are you looking for or currently have?
28. Who is the current provider?
  - a. If there is a current provider, how long have they been operating here?
30. Who is the ownership group?
31. Who is the management group?

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32. Can you please provide historical revenue and historical profit/loss?

- a. If it's a cost center, what do you expect this to cost you?

33. How many parking spaces do you have?

34. What kind of spaces are they (self, valet assist, valet)?

35. Any lifts or car elevators? (Mostly for NY/NJ and CA)

36. Would you be interested in parking enforcement? (High Priority)

- a. How strict of parking enforcement do you prefer?
- b. What are the laws for parking enforcement in the area?
- c. Is private enforcement permitted? If so, any restrictions?

37. How much turnover are you seeing with your current staffing model?

38. Do hotel and valet employees park on site? (High Priority)

39. Will we be able to conduct a lot audit prior to contract execution? (High Priority)

- a. Are there potential issues with egress/ingress routes?

40. Is there a manager's office, key booth/office and/or a covered front drive? (High Priority)

41. Is there a designated valet route utilized by the valet staff? (Medium Priority)

42. Is there any amenity that is provided by the parking operator? (Medium Priority)

43. Can guests currently text for vehicle retrieval? (Medium Priority)

- a. If so, is there a service score request via text?

44. Is there a specific expectation for timeliness of vehicle retrieval? (Medium Priority)

45. Does your property require any anticipatory services or any additional Forbes Brand Standards? (Medium Priority)

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46. What position/department will parking report to? (Security, POM, Ancillary Services, etc.) (Medium Priority)
47. What criteria are used to evaluate the performance of the parking management vendor? (Medium Priority)
48. How is data collected and analyzed for parking usage? (Medium Priority)
49. Are there any opportunities for ancillary services? (Medium Priority)
  - a. Lightning Pay, Cloudpark, Gateless operation?
  - b. What parking technology (gates, ticketing systems, apps) is currently in place?
50. Are there any eco-friendly initiatives in place, such as electric vehicle charging stations or reserved spots for carpooling? (Medium Priority)
  - a. If there is EV charging stations, does it require payment?
51. What services are offered?

Service	Check ✓	Service	Check ✓
Valet		Greeter	
Self Parking		Lot Monitor	
Cashier		Parking Enforcement	
Shuttle		Car Wash	
Auditor		Garage Maintenance	
Cloudpark Remote Management		Commercial Parking Facility Mgmt	
Lightning Pay		Meter Collection	
Monthly		Traffic Coordinator	
Aggregators		Bellman	
Porter		Doorman	
Concierge		House Car	

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52. Who is responsible for the following:

Elevator Maintenance or Repairs	
Line Striping	
Painting	
Parking Equipment R&M	
Power Washing	
Scrubbing	
Sweeping	
Snow Removal & Ice	
Utilities	
Landscaping	

52. How is the parking management contract structured and monitored for compliance and performance?  
(High Priority)

53. Can you provide a sample contract for review?

## Vehicle Specific Questions for Header Tab

55. Do you or the current operator have any vehicles at the location (including golf carts)?
56. Is there a current shuttle operation? (High Priority)
57. If so, please describe the routes, and number of vehicles/drivers? (High Priority)
58. Who are the shuttles providing services for? (High Priority)
59. Do any of the vehicles require a CDL? (High Priority)
60. How many drivers do you currently have?
61. What type of vehicle?
62. How old is it?
63. How many miles are on?
64. Who owns the vehicle(s)?