



Canadian Certified  
Parking Facility Manager  
Canadien Certifié d'Installation  
de Stationnement

Addressing the training needs of  
front-line supervisors and management teams

# **CCPFM**

## CANADIAN CERTIFIED PARKING FACILITY MANAGER



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## THE PURPOSE OF CERTIFICATION

The Canadian Certified Parking Facility Manager program (CCPFM) is a practical, comprehensive curriculum designed to assist managers in performing their duties in an effective and professional manner.

This program sets performance and service standards at the point where the parking industry and the customer meet. The CCPFM credential is the standard by which performance will be judged.

## STANDARDS

Recognized as the benchmark for supervisory and management level employees in the Canadian parking industry, the program offers candidates a comprehensive study program that includes relevant and essential aspects of a standard parking operation.

The course is designed for quality and fairness in assessing the skill set for the industry and may be used by employers to evaluate candidates during the hiring processes.

## DEVELOPMENT OF THE CERTIFICATION PROGRAM

The study materials and examination outline contain information fundamental to the defined roles and responsibilities of parking managers. Content has been compiled from a cross-section of parking professionals from Canada and the United States.

The Canadian Parking Association, as the national authority for the industry in Canada, has the authority to grant the use of the professional designation of Canadian Certified Parking Facility Manager "CCPFM" to candidates who successfully complete the program.

## ELIGIBILITY AND FEES

### ELIGIBILITY

Applicants can be members or non-members of the Canadian Parking Association. To be eligible for the CPA member's discounted fees, candidates must be either a full or affiliate member in good standing. Membership information is available on the website at [canadianparking.ca](http://canadianparking.ca). Non-members are invited to join the CPA to be eligible for the discounted rates.

### DOCUMENTATION FOR THE APPROVAL PROCESS

Application forms can be obtained by contacting the Canadian Parking Association or online at [www.canadianparking.ca](http://www.canadianparking.ca). Payment must accompany the completed application form so that study materials can be shipped immediately upon registration in the program.

The name on your application form must be an exact duplicate of your photo and signature identification. If the information is not an exact duplicate, you may not be permitted to write the exam, which could result in the forfeiture of your fees.

Once the CPA approves your documentation, eligibility will be confirmed and you will receive an authorization letter with instructions on how to schedule your test administration. If you do not receive the authorization letter within three weeks of submitting your application, contact the CPA.

### STUDY PERIOD

Candidates must test within six months of issuance of their authorization letter. Failure to register to write the exam within the six-month window may result in the forfeiture of program fees. You must then contact CPA, as you will be required to submit the Retake Fee to reinstate your eligibility status.

### FEES FOR TAKING THE EXAMINATION

Program fees are subject to change. Check for updates on the CPA's website at [canadianparking.ca](http://canadianparking.ca) or by calling the CPA office. Volume discounts are available for organizations registering more than ten students on the same application. Once payment has been made to the Canadian Parking Association, applicants will be enrolled and study materials shipped directly to the applicant.

	Members	Non-Members
Course Registration Fees	\$695	\$1000
Retake Fees*	\$500	\$750
Recertification**	\$100	\$250
Fees for Extension***	25% of Course Registration Fee	

\*Retake procedure will be addressed in Retake Candidates section.

\*\*See Recertification Through Continuing Education section for details.

\*\*\*Conditions for requesting extensions can be found in Extensions section.

# TESTING

## THE EXAMINATION

The CCPFM examination is composed of 150 four-option multiple-choice questions and is administered during a 3 hour testing session. The test will be a computerized 3-part test consisting of 50 questions per section. A paper and pencil test may be administered in extreme circumstances upon request. A grade of 70% or higher must be achieved in order to use the professional designation of CCPFM.

## EXAMINATION LOCATIONS

The CPA will arrange and book the services of a local community college, university or bona fide testing centre to assist with the administration and invigilation of the exam in a location that is in close proximity to the student's home or workplace. Wherever possible, if more than one student is enrolled in the program, combined exam sittings will be arranged. In some cases, the student(s) will be asked to work with the CPA to search for a suitable site and/or proctor to supervise the writing of the exam.

## SECURITY GUIDELINES

Copying, reproducing or taking any action to reveal the contents of an examination in whole or in part is prohibited.

Any irregularity such as an act of impersonation, creating disturbance, giving or receiving unauthorized information or aid to other candidates, attempting to remove test information by any means, possession of unauthorized notes or equipment may be sufficient cause for you to be asked to leave the examination room. Irregularities may be identified by observation or suspicion by the examination proctors, or may be evidenced by subsequent statistical analysis of testing materials. All such irregularities will be considered grounds for disqualification, removal from the test site and forfeiture of all fees.

Notebooks, laptop computers, magazines, reference materials, backpacks, briefcases, hats, caps or devices such as cameras, iPods, radios, CD/DVD players, cellular telephones, reproduction equipment, beepers or pagers, etc., are not permitted in the examination room. The CPA will not be responsible for the security of these items.

Each incident of misconduct or irregularity will be reported and the CPA will hold the responsibility for the final decision on score invalidation or cancellation.

## TESTING REGULATIONS

You should arrive at the assigned test site 30 minutes prior to your scheduled examination. Examinations already in session will not be disturbed for candidates who arrive after the start time and if you fail to appear on time, you may forfeit your fees. To be admitted you will need your Authorization Letter and photo identification with signature. If you are not admitted due to lack of proper identification, you may also forfeit your fees.

The examination is closed book. You will be provided with scratch paper to use during the examination. This will be collected prior to your leaving the test centre. You may bring a silent, simple (i.e. four-function) calculator. Programmable and text calculators will not be permitted.

Tobacco, food or beverage will not be permitted in the examination room. No visitors, guests or children are permitted in the examination room.

## EXAMINATION SCORING AND REPORTING

Examination questions are multiple-choice with one correct answer and three incorrect responses (distractors). Your score will be based on the number of questions you answer correctly. There is no penalty for guessing. Candidates must achieve a scaled score of 70 to pass the examination.

If you have passed the examination, your score report will indicate a "Pass". Numerical scores will not be reported in order to evaluate candidates on a common and consistent scale range. If you have failed the examination, your score report will indicate a "Fail". You may request a summary of your test scores by Course Content Area to determine areas of strength and weakness.

## RETAKE CANDIDATES

Candidates who receive a failing grade may apply to retake the examination. A retake fee is applicable. Retake exams must be scheduled within two months of the previous exam date. Candidates will not receive another Study Guide but will receive a confirmation admission letter from CPA re-instating their eligibility to write the examination. Candidates are not limited on the number of times that they may apply for and take the examination.

# POLICIES

## EXAMINATION RESCHEDULING POLICY

Candidates who wish to reschedule an examination that has already been booked must notify the CPA at least two weeks prior to the scheduled test date. If your scheduled test date is within this two-week window, you may not have the opportunity to reschedule due to the availability of the test site and proctor.

You will forfeit all examination fees if you do not appear for your scheduled examination or if you are not admitted due to lack of proper photo/signature identification.

## EXTENSION TO SIX-MONTH STUDY PERIOD

If a candidate is unable to test within this six-month eligibility period, the candidate must give reasonable notice to the CPA prior to the elapsed six-month time frame. The candidate must provide documentation indicating why testing cannot take place within the allotted time frame. There will be a 25% penalty assessed and the eligibility period will be extended only once for a three-month period. Extensions will not be granted if the request is made within 5 working days of the expiry date. All fees will be forfeited and applicants will be required to re-register at the full cost of the program.

## REFUND POLICY

Candidates wishing to withdraw from the program may do so. Requests for withdrawal must be made in writing, and must be received at the CPA office postmarked within 30 days of the date on the Authorization Letter. There is a CDN \$300 non-refundable administrative fee for withdrawal. Cancellation of applications after the scheduled examination date will result in forfeiture of the entire application fee.

Refunds are not granted to candidates who have written and failed the examination; who schedule an examination and then withdraw from the examination process; who have failed to test within the six-month window; who have failed to reschedule their examination within the appropriate timeframe; or who have failed to appear or were not admitted for testing.

Applications are not transferable. Once earned, the professional designation will remain with the individual candidate, and is subject to renewal as described in the Recertification section.

## EMERGENCY POLICY

If the CPA must cancel or delay an examination, you will be notified and rescheduled at no additional cost. However, given the difficulties in canceling and rescheduling an examination site and proctor, this decision is rarely made.

# GENERAL INFORMATION

## CERTIFICATION

Candidates who pass the exam will receive a certificate suitable for framing and can use the title of "CCPFM" as a professional designation. Certification will remain valid for a period of three years.

## CANDIDATE APPEAL PROCESS

Please contact CPA in writing if you wish to make a comment concerning the test administration process or on a particular test question for which you wish a written response. You should provide your name, address, PIN number and test date, along with your particular comment. Your letter will be researched and addressed accordingly.

## RECERTIFICATION THROUGH CONTINUING EDUCATION

After a period of three years, a certificate holder will be required to recertify. This is achieved through continuing education and participating in related CPA activities in the three-year period following certification and can be accomplished by completing any combination of the following activities and earning

three points. Payment of a recertification fee is required and candidates will be recertified for another three-year period.

### 2 Points each:

- Write and have your article published in The Parker
- Be a speaker at the Annual Conference & Trade Show (includes 1 point for attending)

### 1 Point each:

- Attend the Annual Conference & Trade Show as a full delegate
- Conduct a Parking Professional Primer (PPP) training session with your staff
- Participate on a local Conference Host Committee
- Present/facilitate a session at a District Chapter meeting

### 1/2 Point each:

- Attend a District Chapter meeting
- Recruit a new member to the CPA
- Submit a nomination for the annual Canadian Parking Foundation Awards
- Renew your CPA membership each year (1/2 point per year)

# STUDY MATERIALS & COURSE CONTENT

The Study Guide has been developed expressly to provide candidates with a tool to assist them in taking the examination. It includes a complete outline of the subjects covered in the examination, the weighing of the subjects and sample questions.

## EXAMINATION OUTLINE

### CONTENT AREA 1: OPERATIONS

(30% of the examination — 45 questions)

#### CHAPTER 1: OPERATIONS: TYPES

- Types of Parking Operations
- Unattended (Honour) Facilities
- Location and Frequency of Turnover
- Layout and Appearance
- Frequency of Audits and Collections
- Enforcement of Procedures
- Attended Facilities

- Self-Park
- Valet Parking
- Key Elements of Valet Parking
- Special Event Parking
- Steps to Prepare for a Self-Park Special Event
- Special Event Valet Parking
- Steps to Prepare for a Special Event with Valet Parking

#### CHAPTER 2: OPERATIONS: DESIGN

- Traffic Access Concerns
- Key Parking Facility Design Elements
- Entrances and Exits
- Layout of Spaces and Aisles
- Parking Space Design
- Parking Space Width
- Maximum Space Utilization
- Differential Counter Devices
- Opportunities for Space Utilization
- Special Design Considerations for Persons with Disabilities
- Signs and Graphics
- Signs for Drivers
- Entrance Signs

- Available Space Signs
- Rate Signs
- Vehicle Clearance Signs
- Hours of Operation Signs
- Signs within the Facility
- Signs for Pedestrians
- Signs Messages
  - Information
  - Direction
  - Identification
- Standard Sign Layout
  - Location of Signs
  - Characteristics of a Good Sign System
- Lighting

#### CHAPTER 3: OPERATIONS: REGULATIONS

- Parking Ventilation Systems
- Open Facility
- Closed Facility
- Ventilation Standards
- Proper Ventilation
- Occupational Health and Safety (OHS)
- OHS Inspections

- OHS Requirements
- Occupational Diseases
- On-the-Job Injuries
- Workers' Compensation Insurance
- Reducing Workers' Compensation Claims
- How to Handle Workers' Compensation Claims

#### CHAPTER 4: OPERATIONS: LOSS PREVENTION

- Legal Liability Insurance
- Procedures for Damage Claims

- Securing Customer Vehicles
- Securing Customers' Keys

#### CHAPTER 5: OPERATIONS: EQUIPMENT

- Revenue Control Equipment Systems
- Control Equipment in Attended Facilities
- Control Equipment in Unattended Facilities
- Security Equipment Systems

- Active Security Systems
- Passive Security Systems
- Safety Equipment Systems



# STUDY MATERIALS & COURSE CONTENT

## CHAPTER 6: OPERATIONS: SAFETY

Emergency Procedures  
Fire  
Missing Vehicles  
Robbery

Collision and Injuries  
Elevator Malfunction in Parking Structures  
Damage to the Facility

## CONTENT AREA 2: REVENUE CONTROL

(20% of the examination – 30 questions)

## CHAPTER 7: REVENUE CONTROL: ACCOUNTING

Accounting  
Accounts Receivable Collection  
Prompt Payment  
Supplies  
Uniforms  
Increasing Revenue  
Reporting Methods  
Forecasting Revenue and Expenses  
The Budget

Service Accounts  
Income and Expense Statement  
Controllable Expenses  
Payroll  
Damage Claims  
Maintenance  
Utilities  
Insurance

## CHAPTER 8: REVENUE CONTROL: AUDITING

Auditing  
Identifying Authorized Vehicles  
Issue a Display Permit  
Read Key Card Access Reports  
Monitor Zoned Parking Areas  
License Plate Inventory (LPI)  
Ticket Control  
Missing Ticket Detection  
Missing Ticket Audit

Facility Audits for Revenue Control  
Non-Automated Facility  
Surprise Cash Count: Cash Box  
Ticket Audit: Non-Automated  
License Plate Inventory: Non-Automated  
Monthly Account Audit: Non-Key Card  
Common Code Key Card System  
Individually Coded Key Card System  
“Shopper” Audit

## CONTENT AREA 3: HUMAN RESOURCES

(20% of the examination – 30 questions)

## CHAPTER 9: HUMAN RESOURCES

The Facility Manager as Leader  
Enhanced Employee Communication  
Communication Methods  
Fairness to Employees  
Attendance  
Grooming and Appearance  
Communication  
Respect Toward Customers

Employment Equity  
Human Rights  
Pregnancy and Parental Leave  
Barrier Free Employers  
Employers Duty to Accommodate  
Reasonable Accommodations  
Undue Hardship  
Harassment  
*continued*





# STUDY MATERIALS & COURSE CONTENT

## CHAPTER 9: HUMAN RESOURCES (CONTINUED)

Honesty  
Procedure  
Hiring Practices  
Establish a Profile  
Develop Sources  
Develop Your Most Successful Sources  
Screening and Selection  
Describe Job Functions, Not Individuals  
The Interview  
Treat Applicants Equally  
Describe the Job Accurately  
Documentation

A Word About Unions  
Scheduling Employees  
Motivating Employees  
Methods of Training  
Equipment Usage Training  
Customer Service Training  
On-the-Job Procedures Training  
Counseling Employees  
Disciplining Employees  
Termination  
Termination Procedures

## CONTENT AREA 4: CUSTOMER SERVICE

(10% of the examination – 15 questions)

### CHAPTER 10: CUSTOMER SERVICE

Principles of Customer Service and Courtesy  
Service Levels for Different Facilities  
Unattended Facilities  
Attended Facilities  
Valet Facilities  
Policies, Procedures, and Customer Service

Safety  
Prompt Handling of Damages and Claims  
Lost Tickets  
Help Support Staff Deal with Dissatisfied Customers  
Follow up with Employees

## CONTENT AREA 5: MARKETING/ADMINISTRATION

(10% of the examination - 15 questions)

### CHAPTER 11: MARKETING/ADMINISTRATION

Staying Competitive  
Enhance Landlord Relationships  
Enhance Customer Relationships  
Know the Competition  
Promote New Business

Enhance Neighbour Relationships  
Change Rates to Achieve Maximum Benefit  
Validation Programs  
Operating Licenses and Permits

## CONTENT AREA 6: MAINTENANCE

(10% of the examination - 15 questions)

### CHAPTER 12: MAINTENANCE

Maintenance  
Housekeeping  
Doors and Hardware  
Electrical System  
Elevators  
Heating, Ventilating, Air Conditioning  
Landscaping  
Painting  
Parking Control Equipment

Plumbing Systems  
Roofing and Waterproofing  
Safety Checks  
Security Systems  
Signs  
Snow and Ice Control  
Structural Systems  
Concrete Floor Deterioration  
Recognizing the Warning Signs of Concrete Deterioration

## MISSION STATEMENT

The Canadian Parking Association is the national organization that represents the parking industry and provides a dynamic forum for learning and sharing to enhance our members' ability to serve the public and to improve the economic vitality of our communities.