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

CCPFM
CANADIAN CERTIFIED PARKING FACILITY MANAGER
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. 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. 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 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.

<table>
<thead>
<tr>
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<th>Members</th>
<th>Non-Members</th>
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<tbody>
<tr>
<td>Course Registration Fee</td>
<td>$695</td>
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<td>Retake Fee*</td>
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<tr>
<td>Fees for Extension***</td>
<td>25% of Course Registration Fee</td>
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*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.
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/sigature 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
Self-Park
Unattended (Honour) Facilities
Valet Parking
Location and Frequency of Turnover
Key Elements of Valet Parking
Layout and Appearance
Special Event Parking
Frequency of Audits and Collections
Steps to Prepare for a Self-Park Special Event
Enforcement of Procedures
Special Event Valet Parking
Attended Facilities
Steps to Prepare for a Special Event with Valet Parking

CHAPTER 2: OPERATIONS: DESIGN

Traffic Access Concerns
Available Space Signs
Key Parking Facility Design Elements
Rate Signs
Entrances and Exits
Vehicle Clearance Signs
Layout of Spaces and Aisles
Hours of Operation Signs
Parking Space Design
Signs within the Facility
Parking Space Width
Signs for Pedestrians
Maximum Space Utilization
Signs Messages
Differential Counter Devices
Information
Opportunities for Space Utilization
Direction
Special Design Considerations for Persons with Disabilities
Identification
Signs and Graphics
Standard Sign Layout
Signs for Drivers
Location of Signs
Entrance Signs
Characteristics of a Good Sign System

CHAPTER 3: OPERATIONS: REGULATIONS

Parking Ventilation Systems
OHS Requirements
Open Facility
Occupational Diseases
Closed Facility
On-the-Job Injuries
Ventilation Standards
Workers’ Compensation Insurance
Proper Ventilation
Reducing Workers’ Compensation Claims
Occupational Health and Safety (OHS)
How to Handle Workers’ Compensation Claims
OHS Inspections

CHAPTER 4: OPERATIONS: LOSS PREVENTION

Legal Liability Insurance
Securing Customer Vehicles
Procedures for Damage Claims
Securing Customers’ Keys

CHAPTER 5: OPERATIONS: EQUIPMENT

Revenue Control Equipment Systems
Active Security Systems
Control Equipment in Attended Facilities
Passive Security Systems
Control Equipment in Unattended Facilities
Safety Equipment Systems
Security Equipment Systems
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
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 Neighbour Relationships
- Enhance Landlord Relationships
- Change Rates to Achieve Maximum Benefit
- Enhance Customer Relationships
- Validation Programs
- Know the Competition
- Operating Licenses and Permits
- Promote New Business

CONTENT AREA 6: MAINTENANCE

(10% of the examination - 15 questions)

CHAPTER 12: MAINTENANCE

- Maintenance
- Plumbing Systems
- Housekeeping
- Roofing and Waterproofing
- Doors and Hardware
- Safety Checks
- Electrical System
- Security Systems
- Elevators
- Signs
- Heating, Ventilating, Air Conditioning
- Snow and Ice Control
- Landscaping
- Structural Systems
- Painting
- Concrete Floor Deterioration
- Parking Control Equipment
- 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.