STANDARDS CHECKLIST

SIGNAGE

APPLIES TO SURFACE LOTS & STRUCTURES

- Owner/Operator information and contact information clearly identified
- Rates are posted at point of entry and point of payment
- Content on compliance (enforcement) signage is clear and information is appropriately located
- Appropriate security precaution signage is present (i.e. warnings and safety reminders)
- Disabled parking space signage & stalls are clearly marked in accordance with local bylaw requirements
- All prohibitions and restrictions, if any, are posted (i.e. height and weight limits, etc.)
- Entries, exits and payment locations are clearly signed, including welcome signage at entrance
- Hours of operation are posted
- Way-finding within the facility for both vehicles & pedestrians is present
- Reserved spaces are clearly marked

APPLIES TO STRUCTURES ONLY

- Floor levels are properly signed for way-finding and ease of vehicle retrieval

LIGHTING

APPLIES TO SURFACE LOTS & STRUCTURES

- Standards for parking lots and structures established by the Illuminating Engineering Society of North America are observed
- Standards for fixtures are maintained: shatter proof and protected fixtures as required

APPLIES TO SURFACE LOTS ONLY

- Lights are properly positioned on the lot and at a suitable height for appropriate illumination; lights are clear of landscape obstructions
- Adjacent properties are protected from light spill over

APPLIES TO STRUCTURES ONLY

- Light fixtures are properly located for maximum effect
- Energy-saving programs are in use, or being considered

SAFETY

APPLIES TO SURFACE LOTS & STRUCTURES

- Staff have the ways and means to communicate with supervisor
- Regular safety audits are conducted, and include representatives from various stakeholders such as customers, BIA's, security consultants, etc.
- Established policy and process to inspect the surface conditions regularly for possible hazards is in place
- Pedestrian pathways are marked and kept clear of obstructions (landscaping, non-motorized vehicles, other)
- Site Lines are clear to all exits
- CPTED (Crime Prevention through Environmental Design), or similar audits are conducted

APPLIES TO SURFACE LOTS ONLY

- Established policy and process to inspect the surface conditions of the lot for possible hazards on a regular basis is in place

APPLIES TO STRUCTURES ONLY

- A multi-story structure with more than one floor should have:
  - (a) Outside doors glazed
  - (b) Glazing incorporated in stairwells and elevators
  - (c) Where possible, supporting columns minimized
  - (d) Unobstructed and wide stairwells
- Security fence is installed where required to prevent unauthorized people entering unnoticed

SECURITY

APPLIES TO SURFACE LOTS & STRUCTURES

- A responsive security patrol is conducted regularly and an effective surveillance program is in place
- Security staff are easily identifiable and in uniform
- Issues are documented and reviewed to identify chronic problems or patterns
- Adequate audit control systems that can identify abuse by public/staff is used
- The public has a means to contact security if a problem arises
- Staff are able to respond to security concerns

APPLIES TO SURFACE LOTS ONLY

- Remote monitoring such as cameras, audio alarms, call boxes, etc., are installed and tested regularly, with accurate records available for inspection

APPLIES TO STRUCTURES ONLY

- Control Rooms have sufficient means to monitor all levels and areas of the parking structure
- The structure has crisis alert systems such as security alarms, emergency phones, call boxes installed which are tested regularly and in good working order at all times

ENFORCEMENT

APPLIES TO SURFACE LOTS & STRUCTURES

- A responsive appeals program to address officer (staff) errors early in the process is offered
- Established enforcement program that conforms to local by-laws and existing legislation
- Standard Operating Procedures manual for enforcement staff is reviewed and updated regularly
- Regular training programs and refresher courses are provided to staff
- Staff are in uniforms at all times
- The organization promotes a voluntary compliance program that seeks to educate and communicate your purpose to your customers and the public; i.e. signage, clear restrictions:
  - No-go zones clearly marked
  - Rates/hours clearly posted
  - Consequences for non-compliance posted (tow, ticket, etc.)
- Enforcement programs are consistent and fairly applied
- Approved policies are available to address requests for cancellations
- The signs at your facility and user instructions on your equipment are informative and conducive to voluntary compliance

MAINTENANCE

APPLIES TO SURFACE LOTS & STRUCTURES

SIGN MAINTENANCE

- Signage is cleaned or replaced as needed to maintain professional appearance
- General signage maintenance is performed at least once per year

PAINTING

- Line re-striping is maintained as required to be clearly visible
- Painting touch-ups are done annually

EQUIPMENT MAINTENANCE

- Parking control equipment checked daily and preventative maintenance performed monthly
- Parking control equipment is repaired immediately and is in good working order
- Security equipment is tested regularly

LIGHT REPLACEMENT

- Lighting lamps are replaced weekly or sooner to ensure proper light level standards
- Ballasts are replaced as needed to ensure proper lighting levels at all times

JANITORIAL

APPLIES TO SURFACE LOTS ONLY

- Trash pick-up, litter containers and liners are emptied daily
- Equipment surfaces are cleaned regularly
- Paved surfaces are power swept annually
- Dust control (gravel lots) regularly
- Graffiti is removed immediately after each occurrence
- Cashier booths are cleaned weekly, (including washrooms)
- Drainage and catch bins are clear of litter

APPLIES TO STRUCTURES ONLY

- Trash is picked up, litter containers and liners are emptied daily
- Stairwells, elevator lobbies and cabs are swept weekly (or as needed)
- Glass surfaces in stairwells and lobbies are cleaned as required
- Stairwells are mopped monthly (or more frequently, if needed)
- Equipment surfaces are cleaned regularly
- Power sweeping is done monthly, or on a rotating schedule by level (more frequently in winter)
- Decks are power scrubbed annually
- Dust control is done regularly
- Drainage – drains are cleaned and flushed every three (3) months
- Graffiti is removed immediately after every time it appears
- Cashier booths are cleaned weekly (including washrooms)

SURFACE REPAIRS AND SAFETY

APPLIES TO SURFACE LOTS ONLY

- Major oil spills are cleaned daily from paved surfaces
- Landscaping maintenance as needed for tidy appearance, to ensure clear site lines and to eliminate potential concealment opportunities
- Surface cracks are filled and/or leveled annually; potholes filled immediately; standing water cleared
- Curbstones are straightened and secured daily and no re-bar is protruding through surface

APPLIES TO STRUCTURES ONLY

- Landscaping maintained for professional appearance
- Surface cracks patched annually
- Annual inspection of sprinklers and air quality monitors
- Regular engineering inspections of surface columns and walls
- Deck surfaces are cleaned of major oil spills daily

SNOW & ICE CONDITIONS

- Surfaces are de-iced immediately, and then on-going as required for vehicles and pedestrians
- Snow plowing after five (5) centimeters of snow fall (more rapidly if icing)
- Snow removal after storm (if required)

APPLIES TO STRUCTURES ONLY

- De-icing surfaces on vehicles and pedestrians passageways
- Snow plowing in entrance lanes and other exposed areas surrounding the structure after five (5) centimeters of snow fall (more rapidly if icing)
- Snow removal from top deck of parkade after storm (if economical, or in accordance with the parkade's specific structural capacity)
- Adjacent pedestrian sidewalks cleared of snow and sanded and/or salted at all times

STAFF

APPLIES TO SURFACE LOTS & STRUCTURES

- Standard Operating Procedures manual is available to staff and is reviewed and updated regularly
- Staff are trained to be knowledgeable on rates and compliance requirements
- Staff are trained regularly to provide customer service in diverse community, using clear communication skills
- Staff are trained and updated regularly on the technical requirements of their jobs and kept abreast of new technology as it is implemented, and/or as it relates to their duties.
- Staff appearance reflects a positive image of the organization. All front line staff are in uniform, or easily identifiable by Identification badges. If uniforms are worn, standards are in place for condition of uniform; i.e. clean and pressed

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