



Advanced Parking Solutions

# ⚡ LightningFlash ⚡

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## Editor's Note

Welcome to the first edition of Advanced Parking Solutions' newsletter "LightningFlash ". We certainly hope that you find this newsletter helpful and humorous. We are striving to make a useful tool for people in the parking industry. This edition's feature article is on ADA Compliance; it's amazing how many locations we travel that still do not meet the minimum criteria in this area. It's more than just the number of spaces as you will see, and not meeting compliance can be costly.

Our ongoing sections will include our humorous, but thought provoking, top ten as well as the "Did You Know" parking facts section. For those of you always looking for a facility boost, we will also include a 5-point LightningFast Checklist. This will help you make some quick assessments and possible adjustments to your facility without spending a lot of your valuable management time. We encourage your feedback on current articles, comments on current issues affecting the parking industry and any articles you may like to submit. All of this can be submitted to: [editor@advancedparkingsolutions.com](mailto:editor@advancedparkingsolutions.com).

Enjoy the first edition and we look forward to hearing from you!



## Wine and Cheese Party

Advanced Parking Solutions hosted a Wine and Cheese Party for attendees at the California Public Parking Associations' Annual Conference in November at the Hyatt Regency in Anaheim. Guests mingled and networked with Advanced Parking Solutions' co-owners Kirsten Dolan and Lynne Schumal. A business card drawing was held for a basket of wine and David Whitman, from Digital Printing, was selected the winner. All had a great time!



Happy Holidays  
from  
Advanced  
Parking  
Solutions!!

## ADA Compliance Issues

Have you ever asked yourself these questions?

- ◆ How many handicapped accessible spaces does my parking facility need?
- ◆ If I have only a valet operation, do I need to provide handicapped accessible parking?
- ◆ What do I do if I receive a complaint about my handicapped accessible spaces or lack thereof?
- ◆ Is my signage package correct for my handicapped accessible spaces?

These questions along with many others invoke uncertainty in the minds of most parking facility owners and operators.

The Department of Justice is charged with the enforcement of the federal ADA regulations. The Department's approach to enforcement is to increase voluntary compliance through technical assistance and negotiation. The Department has a good website with a lot of resources regarding the ADA regulations. It can be found at:

<http://www.usdoj.gov/crt/ada/>. There are many documents that can be faxed on demand that will aid you in answering your ADA questions.

The law recognizes that changing existing structures, including parking facilities, is more costly than making new construction ADA compliant. Because of this, the law only states that public accommodations remove architectural barriers where 'readily achievable' that can be done 'without much difficulty or expense'. This includes modification of striping to add parking space(s) that meet the ADA accessibility requirements.

The Department of Justice encourages businesses to use their ADA resources and plan ahead to improve their structures/lots as their company's resources allow. If a business can develop this long-term plan and execute it, this will aid in meeting ADA compliance and reduce the probability of legal recourse for noncompliance.

In the last five years, only 650 ADA noncompliance cases have been filed nationwide. In the United States, there are over 6 million businesses and over 43 million disabled citizens. As you can see, the number of lawsuits is miniscule comparable to the number of businesses nationwide.

While the number of court cases in existence is small in the last five years, several have had a high profile, including several in the parking industry. In 1998, the case, Colorado Cross-Disability Coalition v. Ampco System Parking Inc. alleged that either lots had no accessible spaces or an insufficient number of spaces, obstacles in the access aisles and inaccessible coin boxes. Ampco settled this suit by bringing their lots into compliance and developing a way for customers to mail in their payments for the coin boxes. As well, Ampco made their coin boxes accessible. In 2000, Goguen, et al. v. Mile High Parking Systems, Inc., et. al. was filed in Denver. There were 13 separate parking operators named as defendants in this lawsuit. The plaintiffs alleged: inadequate or no accessible or van accessible parking spaces, inadequate signage, inaccessible coin boxes and inaccessible payment systems. Of the 13 parking operators, three of the operators have settled, four operators were dismissed and the rest of the case is still in discovery as of a May 2002 update.

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With the future technology of the parking industry moving towards eliminating labor on our lots and in our parking facilities, it is imperative to ascertain whether that incurs any ADA non-compliance issues as the lawsuits above demonstrate. As well, we all know the cost of legal services and how much time and energy these lawsuits can take. Spend some time assessing your ADA compliance issues; it will be time well worth spent.

If you still feel your ADA compliance needs to be assessed objectively, please feel free to call Advanced Parking Solutions, we'd be happy to work with you to assure your compliance to the ADA requirements for your facility!

## **Did you know?**

- Most parking facilities are under collecting revenues by an average of 15%
- In a recent sample survey it was determined that more than 50% of supervision didn't understand the full reporting capability of the revenue control systems at their facility. In many cases, the basic card access reports and daily reporting were not understood.
- One fifth of all US companies will lose 40% or more of their top level talent in the next five years
- Over 50% of your best employees are actively looking for another job right now. It has been proven that showing interest in your employees through training and continuing education reduces this figure significantly.

## **Five Point Facility Checklist**

This issue's checklist deals with Financial review of the facility. Whether you have an operator or you're operating yourself, use this checklist to perform a quick review of potential signs of trouble.

1. Is anyone checking your receivables to ensure that you are under 2% of your total parker billings or violations?
2. Test your return of one day's tickets. For 24-hour locations, ticket loss should be zero. For other locations it should be less than 1%. Make sure you account for every ticket, not just those returned through the cashier lane. You'd be surprised at the number of locations that account for ticket loss incorrectly.
3. Does your facility always show perfect close outs? If your over/short is always zero, you've got a problem. This indicates one of two things: potential cashier theft or the lack of proper auditing. No one is perfect all of the time.
4. Do you distribute invoices without listing card numbers and names? This is a sign of trouble since neither you nor your customers can properly reconcile the bill.
5. Are your cashier's sorting tickets by type (pigeonholing)? If so, the correct audit is not being performed. Tickets should always remain in transaction number order and then the appropriate audit performed.

If you discover you may have a problem after having checked out these items, let us know. Advanced Parking Solutions would love to help. Keep in mind that we are trainers as well as reviewers.

