

Parking Spaces

Spring Issue - 2005

COMMUNICATIONS FROM AND FOR THE MEMBERS
OF THE MICHIGAN PARKING ASSOCIATION



An allied association of the International Parking Institute

President's Parking Space

Jon Frederick



Being a Pennsylvania native, I always pay attention to Punxsutawney Phil's forecast as to how much longer winter will last and when we can expect spring. I also adjust my snow removal budget accordingly. Although Phil saw his shadow again this year, which means six more weeks of winter and a higher budget, the MPA spring workshop is right around the corner where you can get out and shake off those winter blues, especially if you're one of those individuals who doesn't like all the cold and snow. The workshop will be focused around many aspects of facility maintenance. Read ahead to find out more.

I'd like to thank Kirsten Dolan of Advanced Parking Solutions for the fine job she did with our most recent customer service training. The feedback we received was excellent and I was very pleased that so many were able to attend.

This year the board and I hope to increase our membership and broaden our membership base. We reestablished a membership committee and we asked them to look at new and different ways to increase membership. We also asked that they knock on the doors of individuals we think should be involved with the MPA and invite them to join. In addition to the committee, I am challenging

all of you to do your part and talk about our organization with others, let them know who we are and what we're all about and get them to join. The networking potential alone is worth the \$75 annual membership dues.

For fun, we are also in the process of putting together a little history of the MPA. We are going through a lot of old notes and folders, but I am requesting that if you have any past facts of presidents, board members, events, fun stories, pictures, etc., that you can share, please get with a current board member and let them know.

In an effort to see more of what this great state has to offer, we are moving this year's annual golf outing. The outing will be held on July 21, at Yarrow Golf and Conference Center in Augusta, Michigan, just west of Battle Creek. I guarantee it will be a good time. More details will be out soon.

And last but not least, the fall conference will be in Detroit, October 5-7, at the Atheneum hotel right across from the Greek Town Casino. The theme will be based on new technology and we are putting out a call for speakers. If interested, please contact anyone of the board members.

I look forward to seeing you all throughout the year.

Articles of Interest

New Parking Garage To Serve Lions Stadium

Construction document design is complete and a general contractor has been picked for a freestanding, 5-level, 1,180-stall parking garage (precast concrete) that will be constructed adjacent to the Detroit Lions Stadium near a new office building. The garage will be linked to the stadium via an overhead pedestrian bridge (steel frame) and will accommodate both event and daily contract parking under a yet to be let commercial management contract. Plans apparently call for a combination pay-on-exit (ticket based) revenue control system together with a key card access or AVI control set up that will accommodate all modes of parking including event and game day VIP access.

Cinema Project To Replace Gilmore Ramp

Downtown Kalamazoo will soon be a destination for movie goers, as project managers move one step closer to the realization of a longtime wanted attraction: a downtown cinema.

On Thursday, February 10, the two level parking garage, commonly referred to as the Gilmore Ramp, was permanently closed in preparation for demolition. To be constructed in its place will be a multi-million dollar mixed-use facility. This \$25 million dollar project will feature a state-of-the art 14 screen cinema, 20-25 residential units, approximately 20,000 square feet of retail space, and a new 500 space parking facility.

The cinema, to be operated by Rave Theaters, is predicted to sell over 800,000 tickets annually, serving as a major economic development tool and furthering the efforts to position downtown Kalamazoo for continued future growth.

The cinema project is the first of over 18 development projects to materialize that were announced to the community on October 1, 2004, as part of an overall Vision Plan created by a wide group of downtown stakeholders that include the private and public sectors. This Vision Plan addresses the possibility of introducing major cultural facilities such as a convention center, sports arena, two-way traffic conversion, and several other key development projects key to strengthening Kalamazoo's urban core.

Member News & Info

Membership Drive

Don't forget to renew your MPA annual dues for 2005. We'd hate for you to miss out on an opportunity because you forgot to renew your membership. The membership form is available online at www.michiganparkingassociation.org.

Back again for 2005:

- Refer a new member to the MPA and after they pay their dues you will receive a MPA Hat.
- Refer 2 new members and your will receive a MPA golf shirt after the dues are paid.
- Refer 3 new MPA members and after payment is made you will receive a MPA jacket.

Welcome

Traffic & Safety Control Systems, Inc. has added two people to their sales force. Mr. Jeff Timar is the news sales manager and is responsible for all of the sales and marketing efforts across the state. Mr. Jason Wiitala is a new sales representative for the entire state. Both of them have joined the MPA and look forward to participating and meeting the membership.

Call For Speakers

Planning is underway for the MPA Fall conference October 5-7 in Detroit. The theme this year is Parkology: Parking meets technology. If you are interested in being a speaker at the fall conference, please contact a board member. We are looking for speakers to discuss any level of new technology in the parking industry, from purchasing new technology, implementing technology, lessons learned, etc. Please contact a board member if you know of someone we could contact to speak also. Thanks in advance for helping make the fall conference the best it can be.

Call For Sponsors

The MPA annual golf outing is being planned. The outing is being held at Yarrow, on July 21. We are looking for sponsors to help make the golf outing a huge success, and are hoping to outdo the record numbers from last year. Please contact Rob Puhr at (248) 348-0570 or Jon Frederick at (313) 577-3704 for sponsorship details.

Front-Line Training Report

by Claire Webb

This year's Front-Line Training was held on February 9 and 10 at Lansing Community College's West Campus. There were 51 attendees at the training from various locations such as Grand Rapids, Lansing, Detroit, Traverse City, Pontiac and Mount Clemens. The instructor was Kristen Dolan of Advanced Packing Solutions LLC. The attendees consisted of front line employees, attendants, cashiers and supervisors. The topic for discussion was "Customer Service."

The session began with a problem-solving game of connecting dots with a limited number of lines. Each individual worked diligently to solve the puzzle. The answer was resolved by how well that individual was able to "think outside the box." Kirsten Dolan's subject matter on customer service invoked a lively and diversified group discussion that provided information on how other cities and departments handled customer service concerns. Several times throughout the session various groups were formed and each group reported on how it would handle or resolve the problem of the customers.

At the conclusion of the session, a survey was given to all the attendees and the overall results reported a very productive, interesting and enjoyable training experience.



From the MPA 1982 Newsletter...

Everyone in the parking business has seen the gag parking tickets available in novelty stores that can be purchased by the public and used in situations when you just can't find a parking enforcement officer. They have catchy phrases such as "In the space you've taken to park this car—two elephants could have mated!"

Recently, the Parking Violations Bureau in Lansing received such a ticket in the daily mail with the proper payment! This "ticket" had no fine schedule, no mailing address, no issuing agency, no vehicle information, and the issuing officer was "I. Benhad"! If only all parking violators were so conscientious, they would have never invented the Denver Boot.



michigan parking association

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MPA Web Site:

www.michiganparkingassociation.org

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