

HERE Kansas

Parking Operational Plan

3/2/2016



The HERE Kansas student housing project will serve the University of Kansas student population. Located across from Memorial Stadium, this 237 luxury unit building offers students a living option that is walkable to and from classes and university events. This project also has the capacity to park 510 vehicles in an attached valet garage. In addition, there will be 108 metered parking spaces. Residents are able to gain access to the valet garage internally from their units. This offers quick and hassle free parking options to residents. SP+ has been selected to be the HERE Kansas valet garage operator.

Background and Overview:

SP+ is a Chicago based parking company which was founded in 1929. It has grown from a small family business to a publicly traded company. At present, SP+ operates almost 4000 locations. These include commercial office buildings, surface lots, stadiums and event arenas, airports, hospitals, municipal street parking, municipal meters, universities, hotels and residential buildings.

In 1994 SP+ formed a Residential Division because of the unique nature of these properties. Presently there are almost 80 high-end apartments and condominiums in this group. This includes over 40 properties with large valet operations. No other parking company has this type of specialization in the area of residential operations. Our expertise in dealing with high-end condominium and apartment building valet operations makes us uniquely qualified to meet the needs of the HERE Kansas residents.

Operating Plan:

Staffing

We will staff the garage with a full time manager and 7 valet attendants during the day, Monday through Friday. We will use 6 valet attendants on the Saturday day shift, and 5 valet attendants on the Sunday day shift.

In the evenings (4:00pm to midnight), we will utilize a supervisor plus 6 valet attendants Wednesday through Sunday, and 5 valet attendants Monday and Tuesday. The evening schedule could be modified until 2:00am Fridays and Saturdays.

Overnight (midnight to 8:00am) we will have 2 valet attendants 7 nights per week. In addition, there will be 56 hours of janitorial service weekly.

These initial staffing levels will be adjusted as we learn the HERE Kansas residents' specific demand patterns to insure the average resident retrieval wait time is five minutes or less.

The garage is and will always be utilized as a valet only garage. Self-parking will not be permitted.

There will be a space available for every resident and residents will always be allowed in the garage and never turned away. Should there be open spaces they will be made available to guests and visitors of the building first and then open to the public.

Training and Employment Screening:

Each team member will be subject to a thorough background check. In addition, each will be enrolled in our SP+ University where they will complete various courses in safety, customer satisfaction and damage claim prevention.

Finally, each team member will be given a driving test by the garage manager to ensure that they possess the needed driving skills to perform the job safely and efficiently.

Staging:

Preparing the cars to leave the garage each day is vital to the success of the operation. We call this “staging”. Quite simply, this process allows us, with the help of the residents, to have the cars available when they are needed. As long as a resident makes it known when they will need their vehicle, it will be ready for them.

The key team members involved in the staging process are our overnight staff. It is their job to have ready the early car for the next day. With over 30 separate spaces available near the garage office we are confident that we can ensure a smooth egress. Once the first wave of cars leaves, we can then fill the open spots and prepare for the next set of cars. This can be repeated throughout the day as needed.

Disbursement of staff:

To aid in the egress process we will have 2 team members stationed on the second floor. We will communicate with them by 2-way radio. This will reduce any potential wait time for a resident.

Helpful tools:

There are several things that we will use to keep wait time at a minimum:

Sign-up board:

This will be located in the garage office and will allow a resident to sign up for a specific time they want their car. As long as they sign up, their car will be ready for them.

Zingle App:

This is a product that allows resident to notify the garage office from their phone when they would like their car. We will request that residents allow 15 minutes lead-time, however in most cases cars will be delivered far more quickly.

Customer Familiarity:

Over the course of a couple of weeks our team members will learn and identify which residents take their cars out on a regular basis. Once we know that a pattern is established we can anticipate the needs of a resident for their car, and meet their needs.

Decals and Parking Application:

Each resident will complete a parking application that lists vital information such as the make, model, and color of their car, the license plate number and contact numbers.

Each car will also receive a decal which will be affixed inside the front windshield. The decal will identify by color and shape what floor and area the car will be located. It will also identify SUVs, which will be excluded from the smaller spaces. The decal, combined with usage patterns of a particular resident will help to determine where the car will be located. If a resident changes their driving pattern, we change the decal.

Questions for consideration:

How is the staff identified by the residents?

Each team member will be in an SP+ uniform consisting of black pants, and a red and black polo shirt. In cooler months they will be in identical jackets. In addition, we will have all team members wear either nameplates or ID badges. Finally, a picture board with the picture and names of all team members will be placed outside the garage office. This allows residents to know the garage staff and feel comfortable with them.

What is the average wait time for vehicles?

If we “stage” the garage correctly, by having residents assist us in letting us know when they want their vehicles in most cases we can keep wait times down to between 3 and 6 minutes. There will always be a resident who rarely utilizes their vehicle and shows up with no advance warning. That car may take longer but no more than 12 minutes.

Are the stall sizes and lane widths adequate?

Walker Parking Consultants just completed a study of some of the larger valet garages that we operate in Chicago. The study found that the average stall size is 7.5 feet, with many stalls being smaller. Drive aisles were primarily smaller than 19 feet. We will have adequate room to safely park all vehicles and can maneuver comfortably in the drive lanes.

How many cars will actually leave the garage on a daily basis?

This is the great unknown. Our best guess is no more than 20%. The reason – location. HERE Kansas is 1500 feet from the student union building. Municipal buses stop in front of the building every 3 minutes. It is this proximity to campus combined with excellent public transportation that makes HERE Kansas desirable.

What about guest parking?

Rarely is a garage filled with every parker, at once. Residents are out of town, staying with their significant other, or working odd hours. As a result, guest parking is available. In the highly unlikely scenario that the garage would be full we would have the option of using either the metered parking spaces or the 127 space surface lot for an overflow.

History has shown us that most guests come on weekends. This is also the time when more residents' cars are not in the garage.

How can these valet spaces, which are smaller than 8 feet work?

As shown in the Walker Report, many valet garages (all in the report) operate very well with spaces that are 7.5 feet, or even smaller. This is a result of using trained drivers who have only one job; park the car safely. We operate over 40 residential valet garages. Many of the units in served by these garages are over \$1 million dollars. These residents expect their cars to be treated well and we deliver.

What is the operating plan for all garages?

The large garage will operate as a valet only garage and its operating plan has been explained in detail. The 108 parking meter spaces will be for specific time limits and priced appropriately after consultation with the city. Enforcement of parking violations will be the responsibility of the city, and they will keep the revenue generated by parking fines.

Where will the “stacking” spaces be located?

The spaces used for “stacking” will all be located on the first floor between the entrance and exit of the garage. On the layout they are colored in purple.

How are holiday, semester breaks, and move-in/move-out days handled?

The garage is open and attended 24 hours per day, 365 days per year. During semester breaks, and holidays we will reduce staffing levels as we anticipate minimal demand. We will use these time periods for staffing vacations.

During peak move-in/move-out times we will schedule accordingly to ensure that all residents are accommodated.

How will the entrance on 11th street work?

The 11th street entrance will be restricted to garage personnel only. To ensure this, a garage door will be installed that can only be opened by staff. All cars entering this entrance will make a right turn (up the hill) while all cars leaving will make a left turn. The staff will be specifically trained to look both ways before entering the garage. As always, safety is a matter of highest priority.

How will a resident retrieve items from their car after it has been parked?

Patrons of the garage are restricted to the waiting area in the valet office. If something is needed from a car that has already been parked the patron will give his name to the valet attendant, who will then look up the location of the car. After verifying the identification of the patron, the valet attendant will go and retrieve the requested article.

While large, the HERE Kansas valet garage is very manageable. Our expertise in dealing with high-end condominium and apartment building valet operations make have trained us to handle the challenge associated with this type of project.