



SP PlusSM
Office Services

Superior People. Superior Performance.

A division of Standard Parking



“SP PlusSM Office Services has found many ways to increase revenue while maintaining excellent customer service to the tenants of the building. Every year my parking revenue has increased, and my tenants remain happy.”


Transwestern



Class A Experience

Every time tenants and visitors enter the parking facility of an office or mixed-use building, they form lasting impressions about the building's quality, image and stature.

SP PlusSM Office Services ensures that every impression reflects well on our clients. Our team brings courtesy and professionalism to customer service, which has a direct, positive impact on net operating income. The result: a Class A parking experience for every patron and every property, every day.



SP PlusSM Office Services, a division of industry leader Standard Parking, has the corporate capabilities to provide owners and managers of office and mixed-use properties with a single source for comprehensive services.

Single-source Services

Parking planning and management

Parking facility planning

- > New facility design
- > Facility reconfiguration
- > Graphics/signage
- > Lighting/security
- > Automated traffic and revenue controls
- > Internal/external marketing plans

Our parking professionals advise clients on lighting, security, signage, and automated traffic and revenue control equipment. At existing facilities, we maximize capacity with solutions from stack parking to layout redesign. As an added service, our signage specialists can create parking facility graphics compatible with each property's brand identity. Our planning recommendations go beyond design and take into account the importance of an effective parking operation that enhances the bottom line through efficient staffing, energy consumption and expense control.

Parking facility management

- > Facilities startup
- > Self-park operations
- > Cash-flow management
- > Revenue controls
- > Monthly parking/validation management
- > Pro forma projection of traffic volume
- > Pricing optimization/profit maximization
- > Marketing plan development and oversight

We help transform parking facilities into revenue-producing centers that enhance tenant retention and property value. Through operations analysis, competitive market surveys, and advanced systems and technologies, we create customized management solutions combining efficiency and economy with courtesy and convenience.



"During the many years we have been doing business with you operating our garages and parking lots, we have found your services unsurpassed. In all our properties, with your guidance, we have exceeded revenues while lowering expenses."

INVSCO Management Company, Inc.



Valet service

- > Traffic management
- > Staging
- > Doorman services

Leveraging our “white glove” valet expertise at five-star hotels, we offer superior valet service to premier office properties nationwide. Tenants regard our attentive treatment as a key property differentiator. And because we are a division of a leading parking management company, we often manage nearby garages where we can access extra capacity to meet peak demand.

Transportation

- > Drivers
- > Routing and scheduling
- > Vehicle selection
- > Turnkey startup services

SP PlusSM Office Services works to provide efficient and reliable connections with commuter hubs and within large corporate office parks. Our service incorporates the expertise of SP PlusSM Transportation, which operates a nationwide fleet of hundreds of shuttle vehicles that transport more than 20 million passengers a year.

Safety and security

Our attendants work with building and corporate security to maintain an active presence that improves parking safety. In selected markets, we provide more comprehensive services through SP PlusSM Security.

Maintenance

We set meticulous standards for our facilities and maintain them through a carefully developed, strictly enforced monitoring system. SP PlusSM Maintenance provides more extensive services in some markets.



"I am continually impressed with how your company staffs its positions with employees who are professional and courteous, and who run the business as if it were their own."

Tishman Speyer

Industry-leading Programs



Advanced technologies

SP PlusSM Office Services leverages advanced technologies to improve the financial performance of parking facilities. With enhanced revenue controls, lease management systems, independent facility audits and equipment procurement programs, we deliver unrivaled standards of facility performance. Our buying power also helps clients realize significant savings on technology investments.

Monthly parker billing

Sensitive to complex lease agreements, our flexible monthly billing management system handles multiple parking rates, rate changes, parking coupons and reserved spaces. The system allows customers to make payments and manage their account online, while a separate application enables tenants with a parking validation contract to monitor their account, track usage and control charges.

Client profit maximization

Our financial systems are designed to help property management increase revenue and control costs. Transaction automation eliminates cashier labor costs and reduces cash handling. Volume purchasing saves our clients money, while electronic procurement streamlines invoicing and validates expenses. And with our Web-based Client View[®] system, the property management team can securely download monthly financials and detailed backup reports at its convenience.

Eco-friendly operations

We look for every opportunity to make our operations more eco-friendly and reduce our carbon footprint. Our innovative business processes won an "Empower the Green Enterprise" award from software giant Oracle. With our new processes, each year we expect to save 312 tons of paper, 624 tons of trees, 5.1 million gallons of water, 600,000 pounds of waste and 19,000 pounds of emissions.



Value-added Amenities

Independent internal audit department

The integrity of parking facility audits is critical to maximizing financial performance. Our internal audit department, which reports directly to our Board of Directors' Audit Committee, conducts unannounced audits that evaluate operational compliance with mandated procedures.

Staffing and training

Maintaining the desired image of an office property begins with exemplary customer service for tenants and their guests. SP PlusSM Office Services achieves a level of courtesy and professionalism that mirrors and magnifies our clients' commitment to excellence. The training programs of Standard UniversitySM prepare our team to serve as front-line ambassadors who create positive first and last impressions of our clients' properties. To maximize efficiency, we use an automated workforce management system that streamlines scheduling, tracks time and lowers labor costs.

Always seeking new ways to improve our customer experience, SP PlusSM Office Services offers:

- > Books-To-Go[®] CD lending library
- > Films-To-Go[®] DVD lending library
- > Standard Road Assist[®] emergency services
- > CarCare services
- > On-site car wash services
- > Courtesy umbrellas
- > Complimentary vehicle assistance services
 - Tire inflation
 - Tire change
 - Battery jump start
 - Windshield cleaning
- > Customer-appreciation promotions

"I commend the SP PlusSM Office Services team for increasing transient revenue from the first day, helping solicit bids for garage automation and securing additional revenue from neighboring businesses and special events in the city."

Prime Group Realty Trust



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